

Field Service Workers' Hopes and Fears

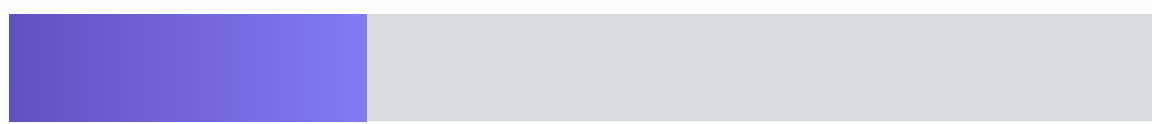
Zinier sponsored a survey of 523 field technicians, tower technicians, dispatchers, and other field service workers in the construction, engineering, manufacturing, mining, telecommunications, and utility sectors. We asked them about their concerns and outlook on their jobs in 2021. Here's what they had to say about being a field service worker today:

JOB SECURITY

Worry and Hope

When we asked workers about their job security, many expressed fears:

31% consider AI, automation, and other technologies to be one of the biggest threats to their job.



↳ **45%** of these expect to face the risk of being replaced by technology in the next few years.

68%

consider the economy one of the biggest threats to their job.

17%

consider their age to be a big threat to their job.

But many workers also had a positive outlook about the Biden administration's impact on the field service industry:

43% believe the change in administration will create a safer environment for front-line workers.

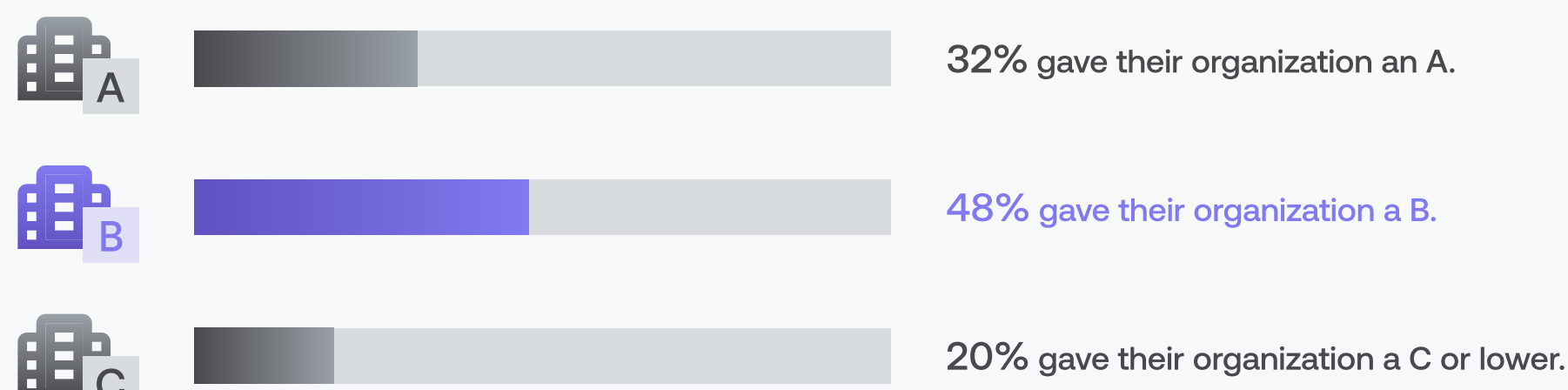
42% believe the new administration will have a positive effect on companies that rely on field service teams.

39% believe the new administration will protect job opportunities for contract workers and subcontractors.

CHANGING LANDSCAPE

COVID-19 and Beyond

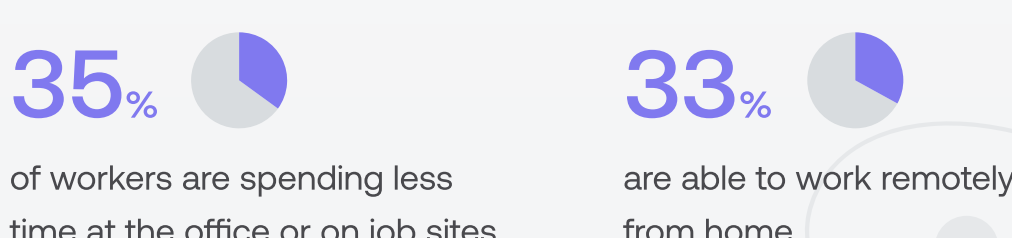
We asked workers to give their organization a grade for pandemic response and implementation of policies to keep field service teams safe and productive.



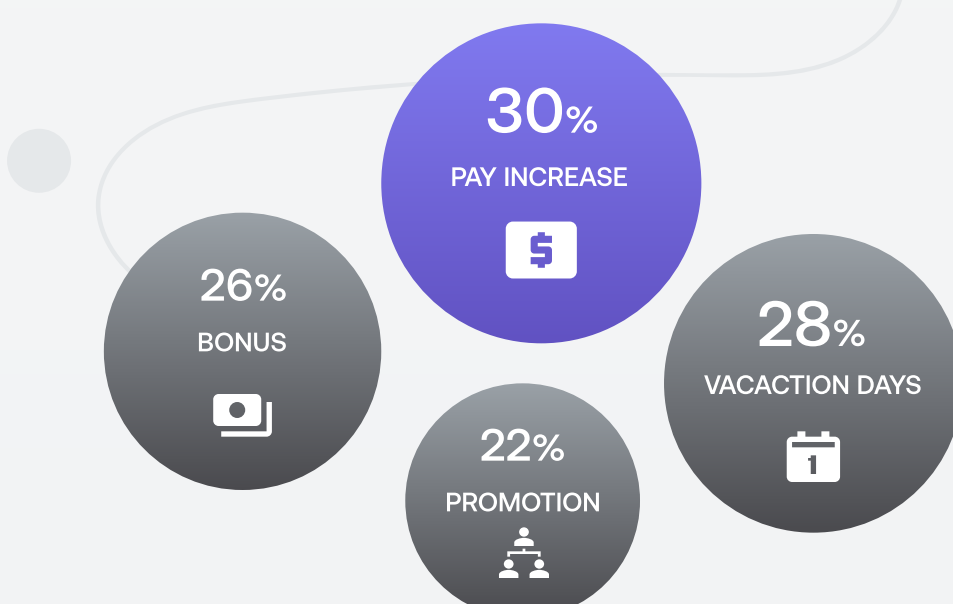
The pandemic has also caused some field service workers to question their jobs.



What's a field service workday look like in the midst of COVID-19?



What would field service workers be willing to give up to continue spending less time on-site or in the office?



FIELD SERVICE WORKERS' HOPES AND FEARS

Takeaways

What can your organization take from these findings? Working to make your field service teams feel safer and more secure goes a long way toward improving job satisfaction. And taking the lessons learned during the COVID-19 crisis to create better procedures and become more adaptable is more important to many workers than pay raises and even promotions.



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