

# THE POST-PANDEMIC FUTURE OF WORK

With COVID-19 inoculations in full swing, workers are starting to return to the office, and the unemployed are redoubling efforts to land jobs. After more than a year of labor market turbulence, one thing is certain: workers face a radically different world of work than in pre-pandemic times. Our March infographic charts four ways in which the pandemic has reshaped the future of work, perhaps permanently.



## #WFH: THE PANDEMIC CHANGED HOW — AND WHERE — WE WORK:

U.S. WORKERS REMOTE

Pre-pandemic:<sup>1</sup>

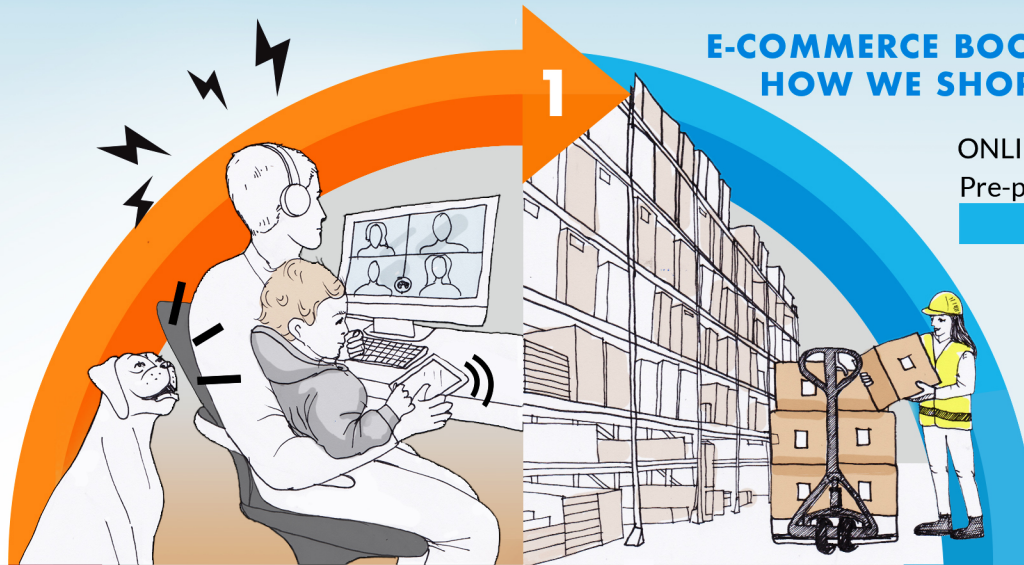
**7%**

Mid-pandemic:<sup>2</sup>

**41.8%**

2025 Projection:<sup>3</sup>

**22%**



## E-COMMERCE BOOM: COVID-19 TRANSFORMED HOW WE SHOP — AND CREATED NEW JOBS:

ONLINE SHOPPING

Pre-pandemic:<sup>4</sup>

**39%**

Post-pandemic:

**56%**

COURIERS AND MESSENGERS:

January 2020: **140,000**<sup>6</sup>

January 2021: **1 million**

LOGISTICS AND WAREHOUSING:<sup>5</sup>

February 2020: **1.2 million**

September 2020: **1.25 million**

## JOB TRANSITIONS:

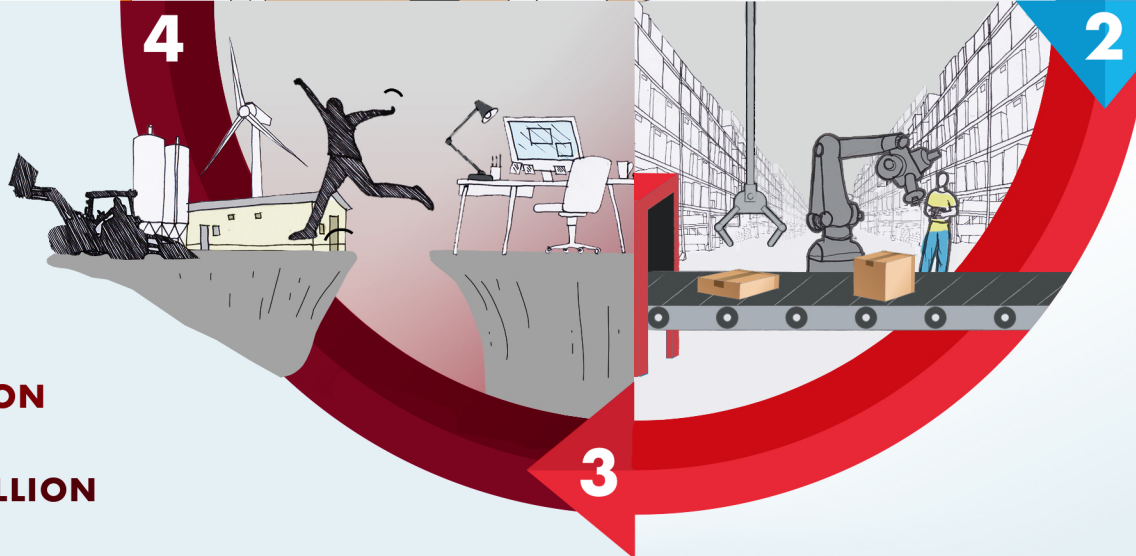
COVID-19 BOOSTED ESTIMATES FOR THE NUMBER OF U.S. WORKERS NEEDING TO TRANSITION TO NEW JOBS BY 2030.<sup>8</sup>

Pre-pandemic:<sup>9</sup>

**37 MILLION**

Post-pandemic:

**45 MILLION**



## SUPERSPREAD OF AUTOMATION:

THE PANDEMIC CATALYZED EFFORTS TO AUTOMATE.<sup>7</sup>

% OF U.S. COMPANIES "OPEN TO INVESTING IN AUTOMATION":

E-commerce:

**66%**

Food and beverage:

**59%**

Logistics:

**55%**

<sup>1</sup><https://www.startribune.com/from-job-cuts-to-online-commerce-virus-reshaped-us-economy/600032960/> <sup>2</sup><https://www.cnbc.com/2020/12/15/one-in-four-americans-will-be-working-remotely-in-2021-survey.html> <sup>3</sup><https://www.businesswire.com/news/home/20201215005287/en/Upwork-Study-Finds-22-of-American-Workforce-Will-Be-Remote-by-2025> <sup>4</sup>[https://www.wsj.com/articles/blue-collar-jobs-boom-as-covid-19-boosts-housing-e-commerce-demand-11613903402?st=xp94mrrdo1k5zok&reflink=article\\_copyURL\\_share](https://www.wsj.com/articles/blue-collar-jobs-boom-as-covid-19-boosts-housing-e-commerce-demand-11613903402?st=xp94mrrdo1k5zok&reflink=article_copyURL_share) <sup>5</sup><https://www.bloomberg.com/news/articles/2020-10-27/u-s-warehouse-jobs-top-pre-covid-levels-as-online-sales-boom?ref=BuXPXTUe> <sup>6</sup><https://www.wsj.com/articles/logistics-hiring-contracted-to-start-the-year-11612551825> <sup>7</sup><https://roboticsandautomationnews.com/2020/07/24/more-than-half-of-us-companies-are-planning-to-increase-automation-investments-due-to-covid-19/34436/> <sup>8</sup><https://www.mckinsey.com/featured-insights/future-of-work/the-future-of-work-after-covid-19>