



# Project Management Trends 2020

Survey results



## Methodology

We distributed the questionnaires via a newsletter to the database of our clients (3000+ managers) and leaders who have started a free trial version of our products: Easy Project or Easy Redmine, but have not become our clients yet. The reward for participating in the survey was this exclusive report with the results.

## Respondents

This document summarizes the answers from more than **252 managers** who participated in the survey worldwide.

**Realisation** December 2020

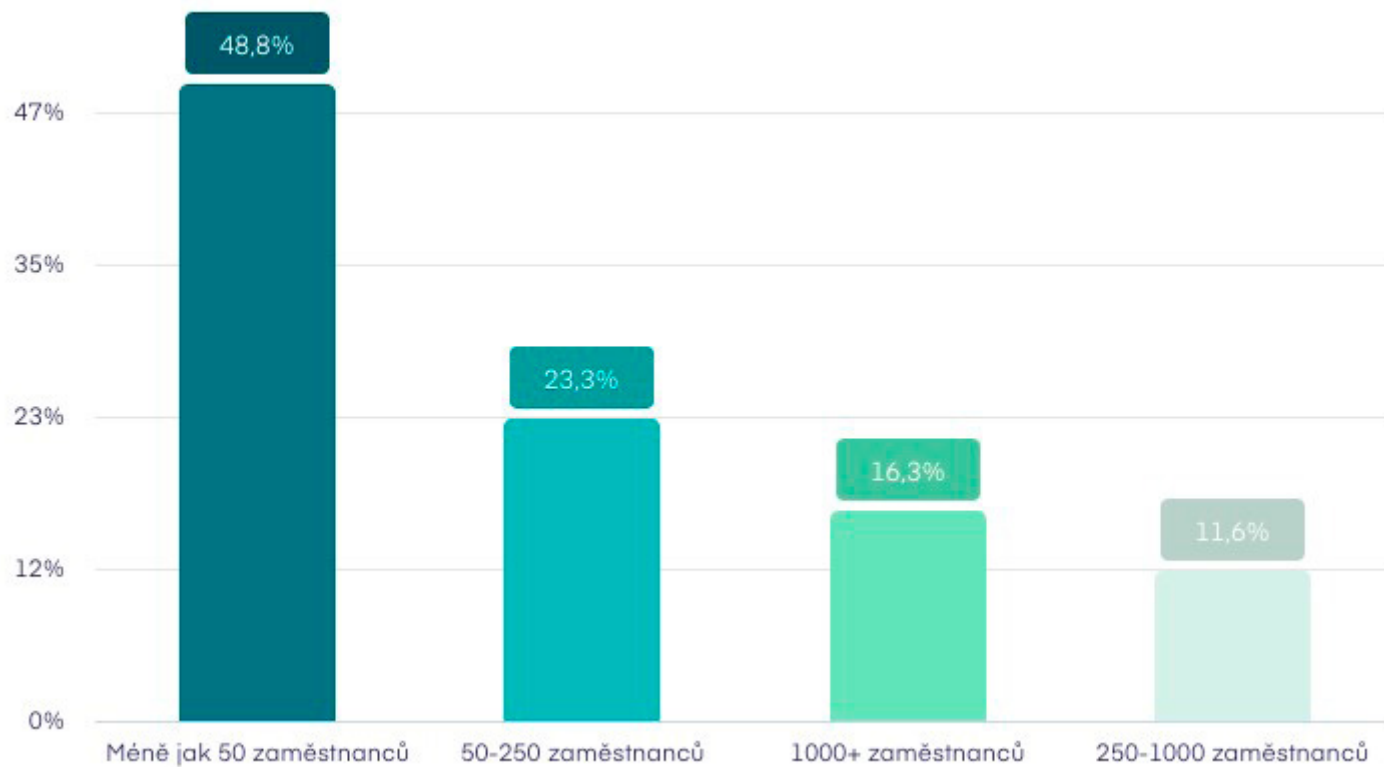
The year 2020 was especially turbulent for most companies and managers. The reason was obvious, the global viral pandemic, that brought new challenges most managers have never faced before. What were they? And how did they change the project management? These are the questions for which you can now find answers in this report.

We all noticed the clear and unprecedented growth of the home office. But how did this trend influence work productivity, project profitability, or delivery timing? Well, quite considerably. Just as interesting is the impact on project software, unexpected changes of project portfolios, and human resources management such as people's bonuses or hiring.

Learn what most managers dealt with in 2020 and what you can expect now in 2021.

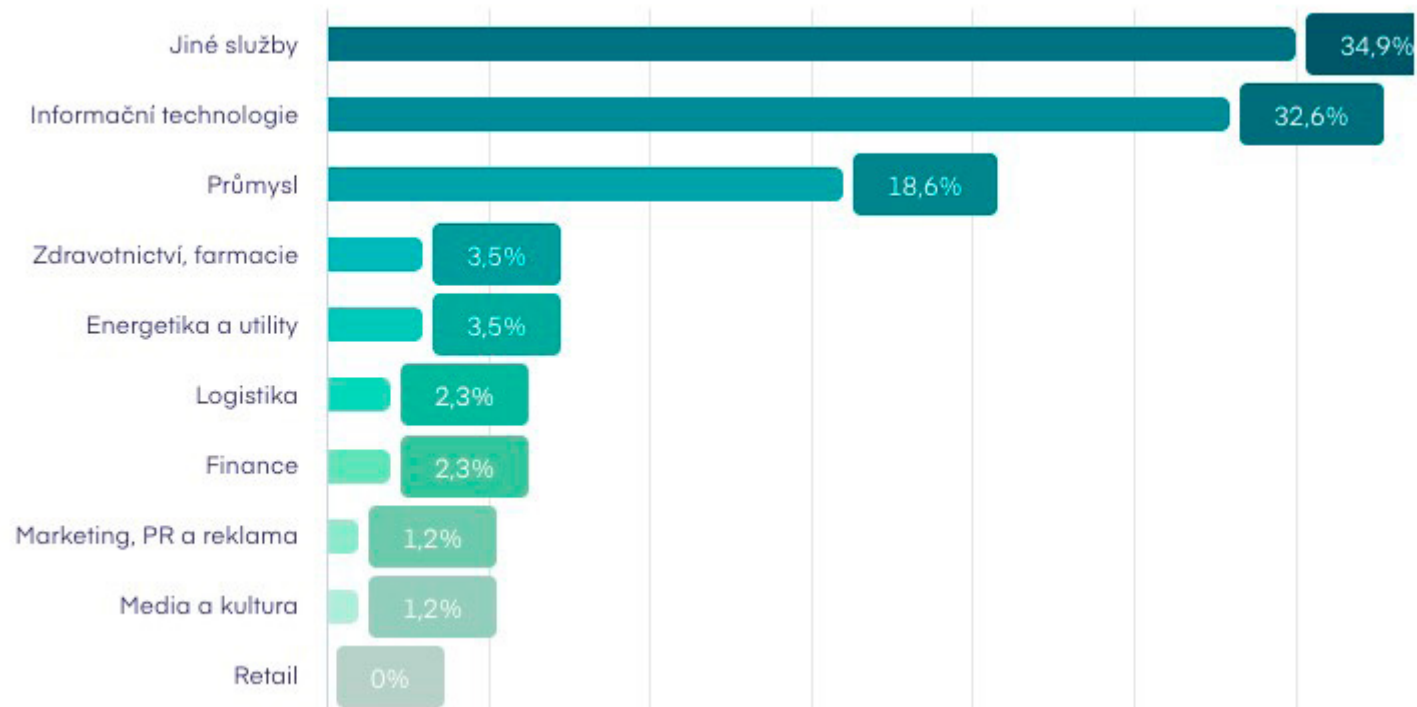
## 1. What is your company size ?

Almost half of the respondents work in **small and medium-size businesses**.



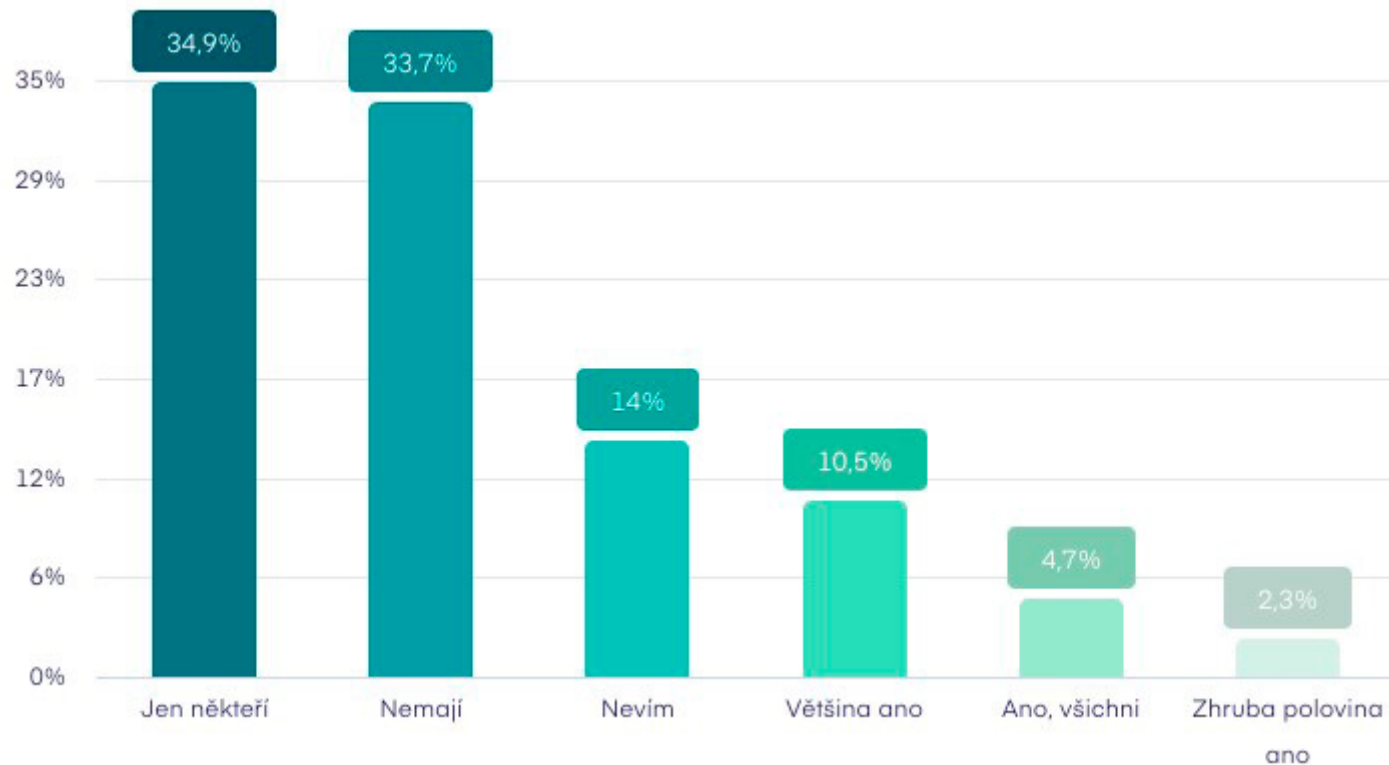
## 2. In which industry does your company operate?

Almost half of the respondents work in **IT sector or Industry business**.



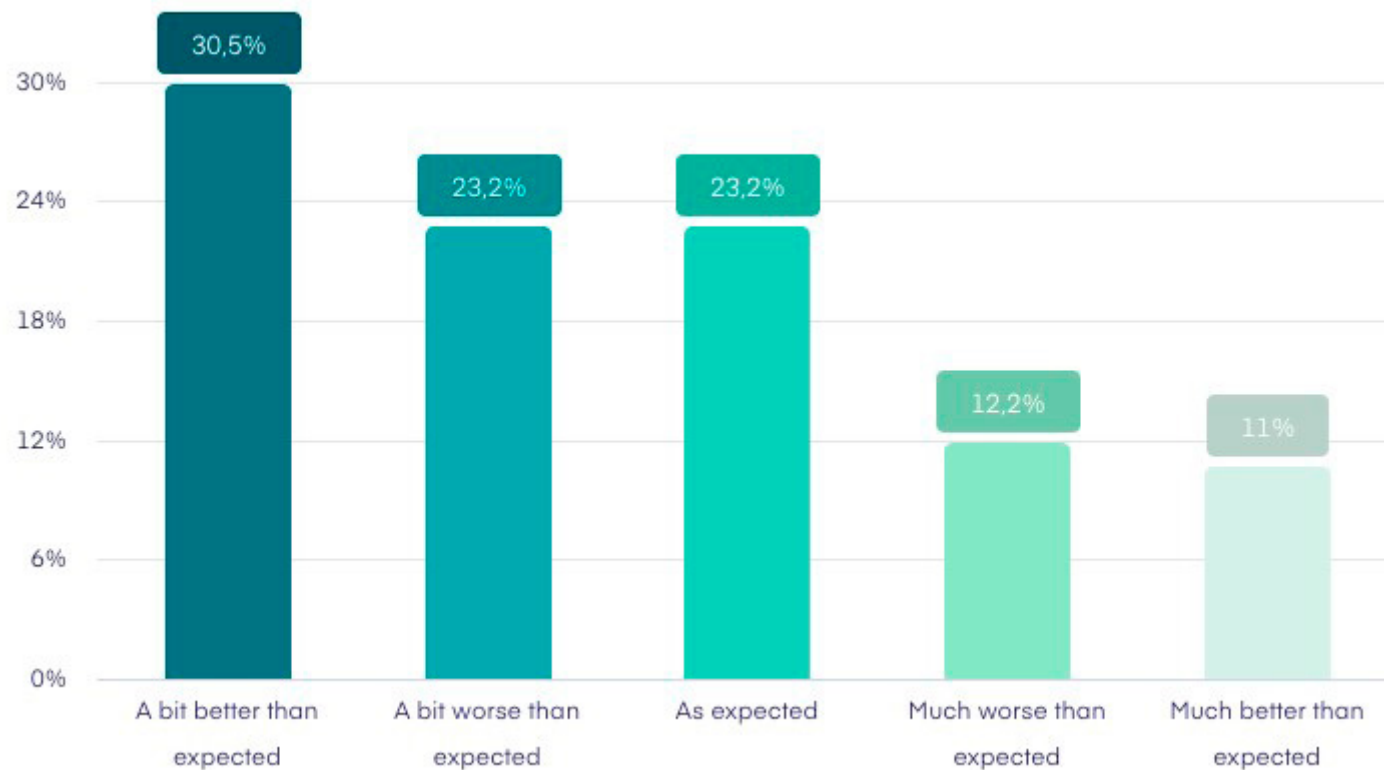
### 3. Do project managers in your company have IPMA, PMI or PRINCE2 certification?

Only less that 5% of the project managers have one of the **above-mentioned certificate**.



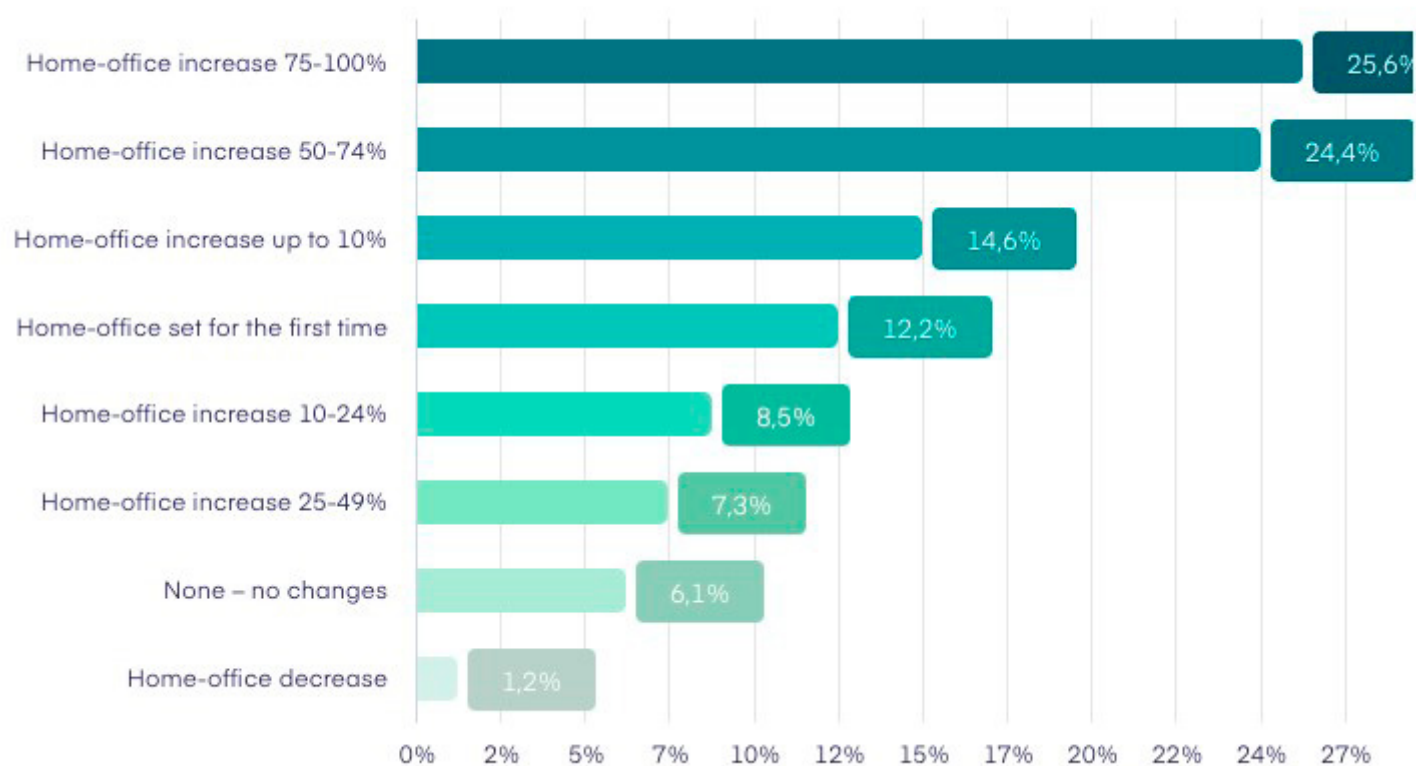
## 4. What was 2020 like for your projects compared to previous years?

Every third manager perceives **the past year at least a bit better than expected.**



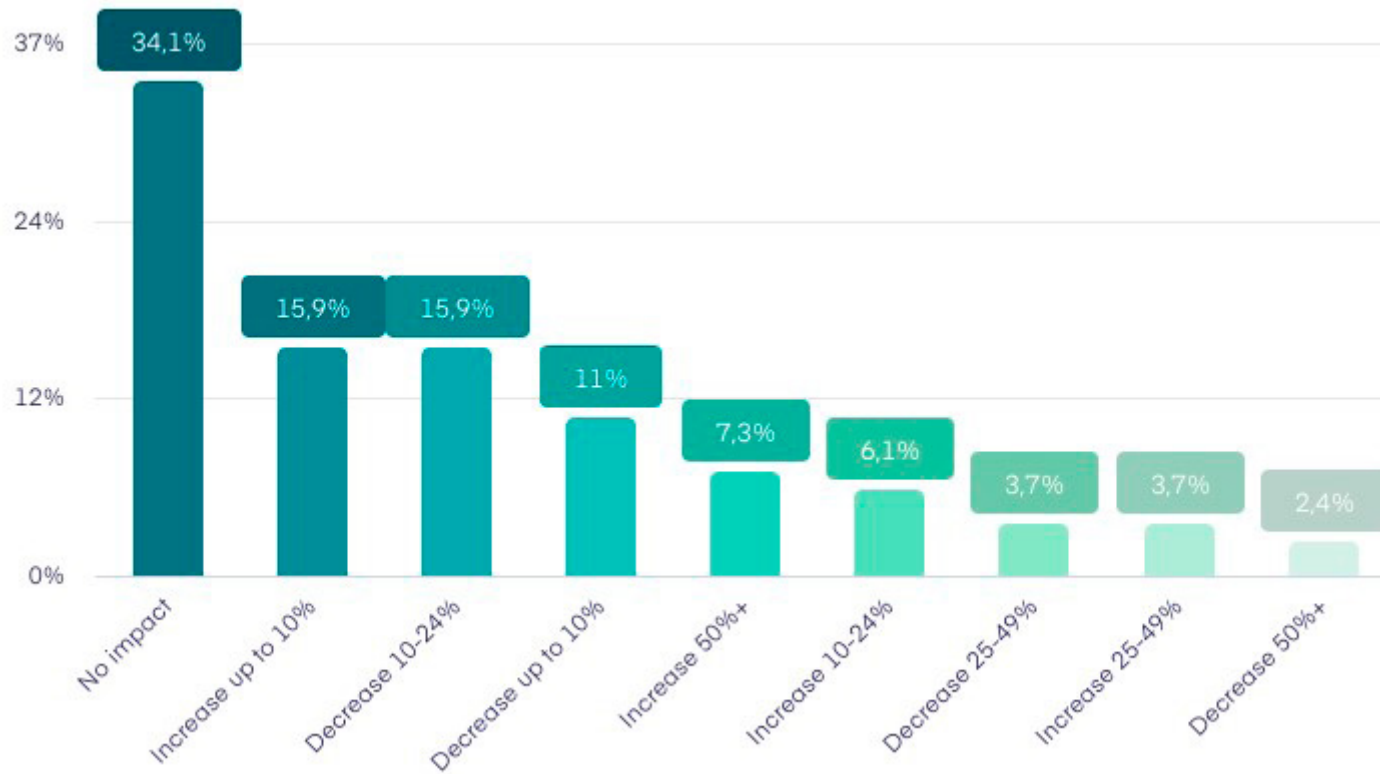
## 5. What was the impact of 2020 on home office and remote work in your company?

Half of the companies witnessed a **significant increase of the home-office system of work.**



## 6. What was the impact of home office/remote work on your team productivity?

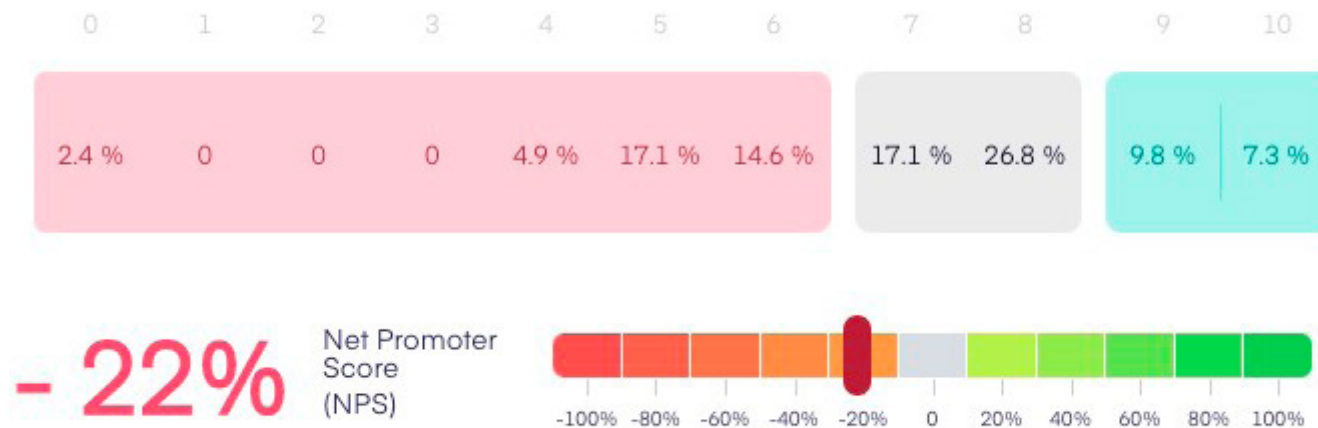
Home-office has **not influenced teams' productivity.**





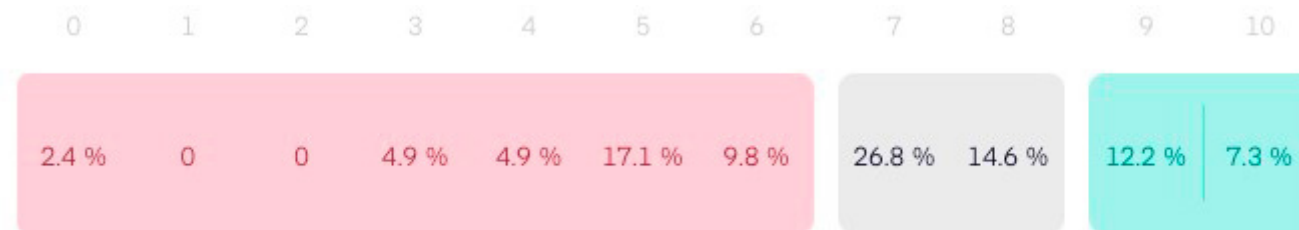
## 7. How do you like managing your teams remotely or from home office?

Approach to home-office management is **rather cold**: only every fifth project manager enjoys it.



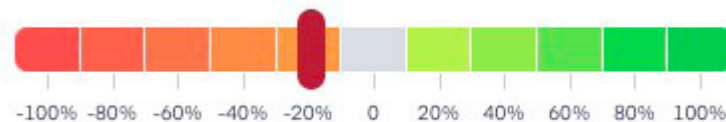
## 8. How do people on your projects like being managed remotely and work in the home office?

Being managed remotely **has neither gained success among teams** – only every fifth team member likes it more than before.



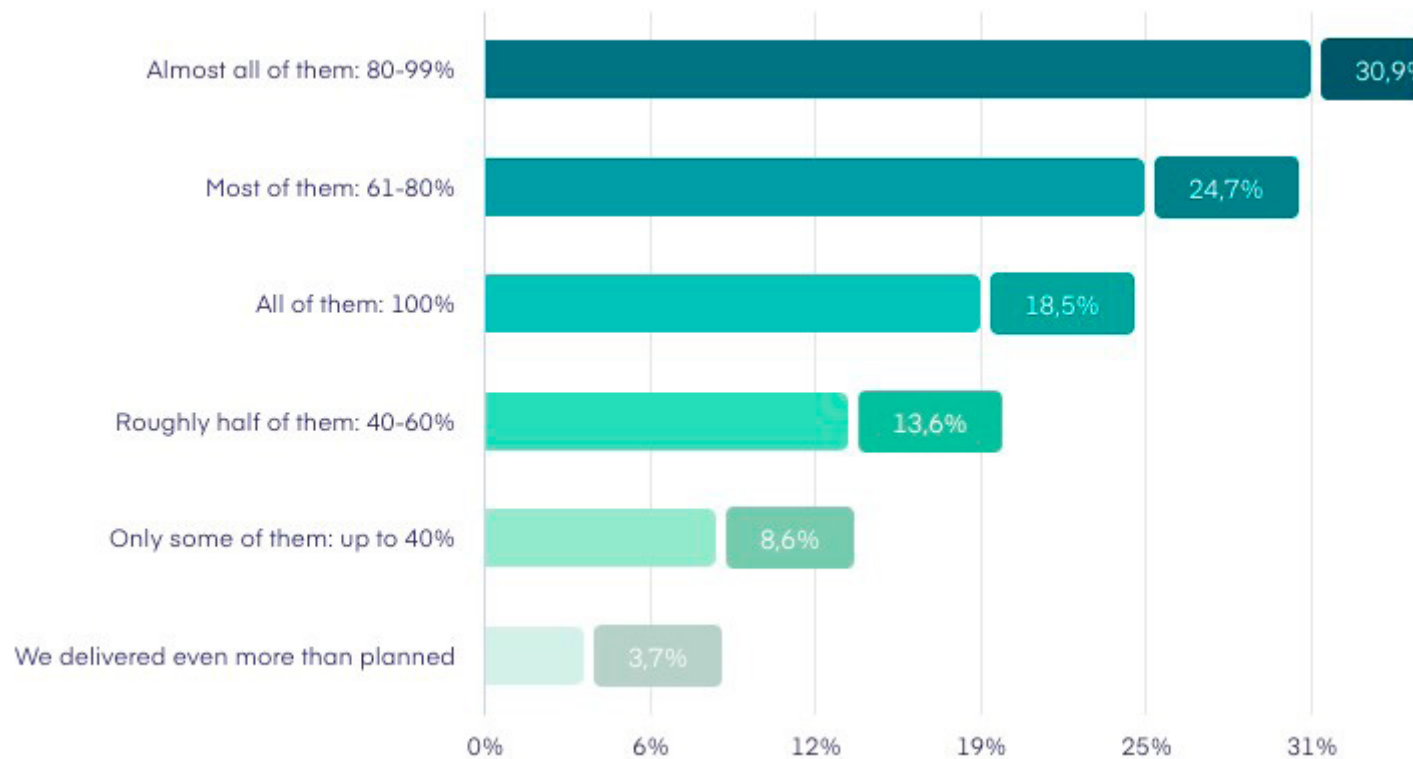
- 19.5%

Net Promoter Score (NPS)



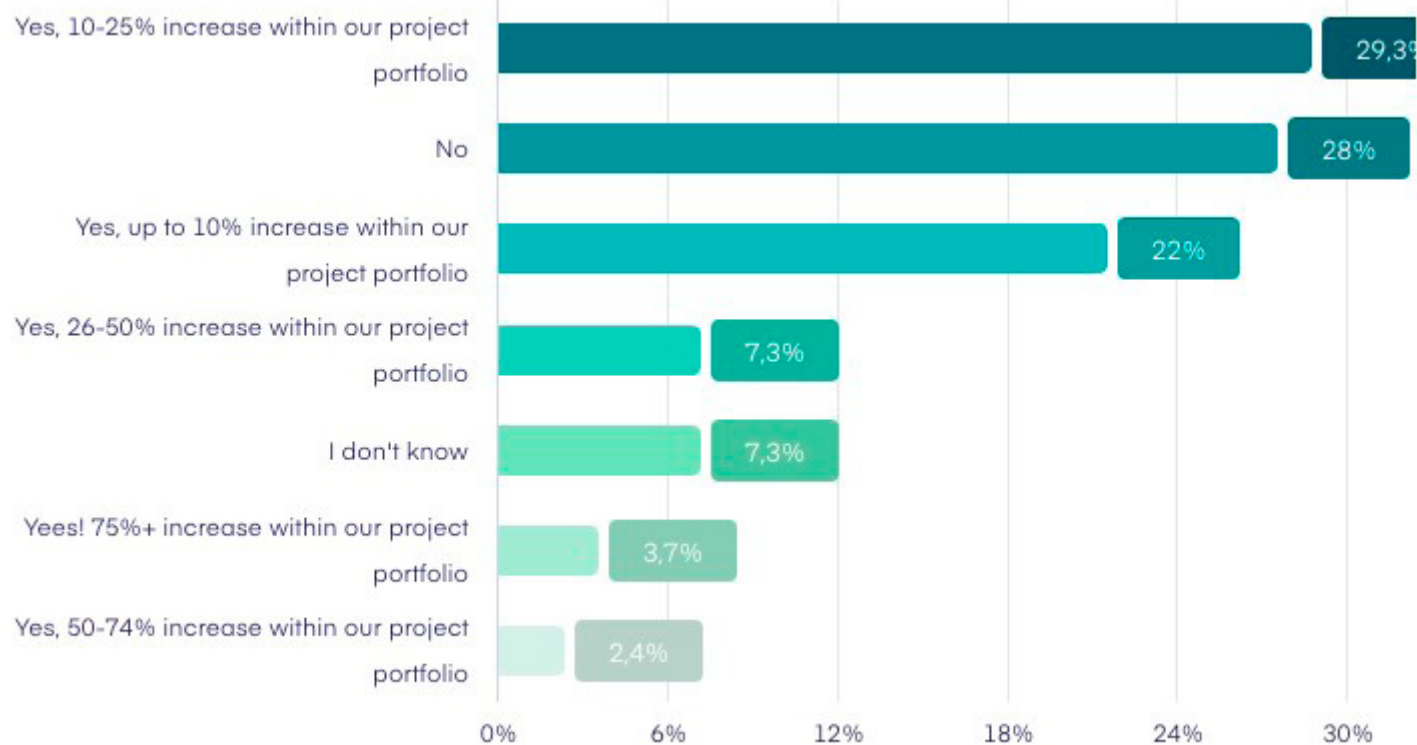
## 9. Did you manage to deliver all the key projects and goals as planned in 2020?

**Congrats!** Project managers have been generally efficient – most of us delivered projects as planned.



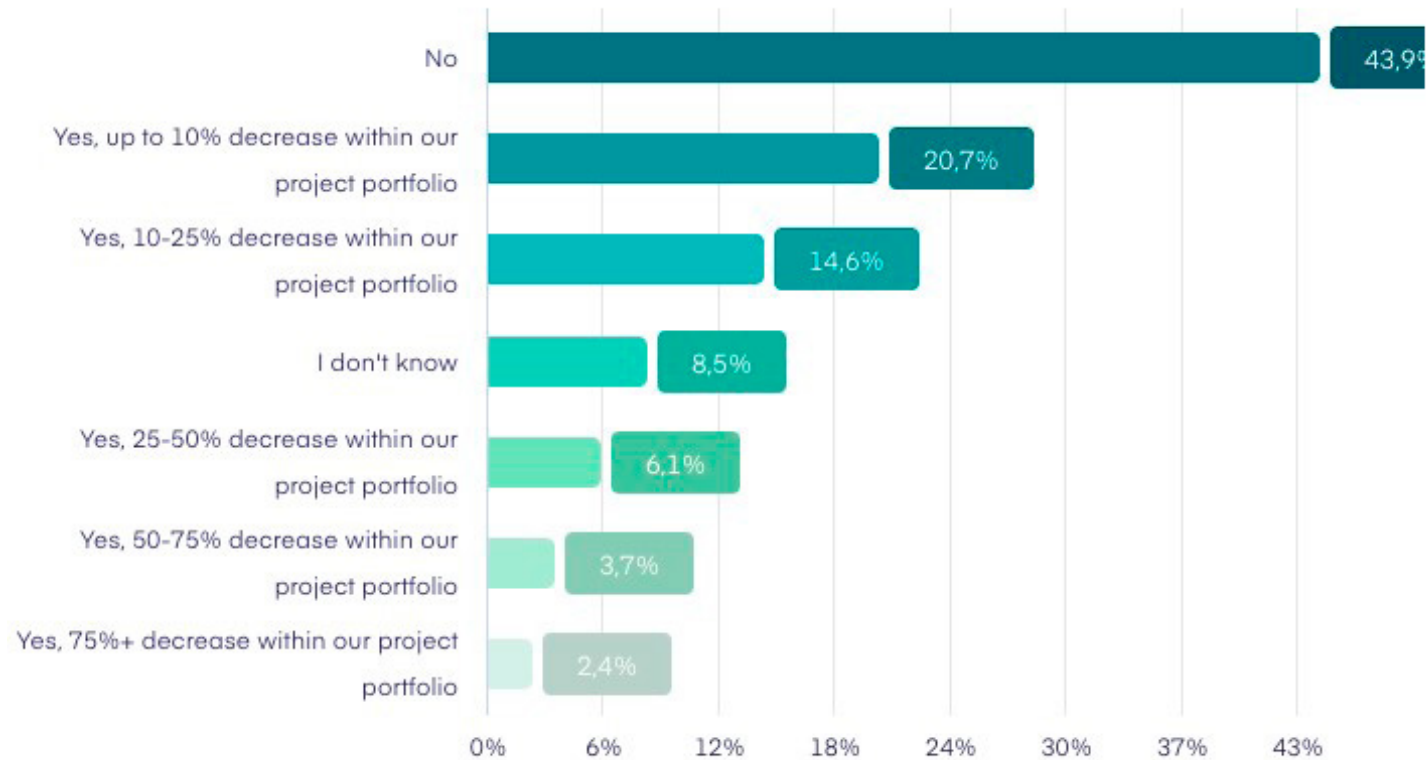
## 10. Have you unexpectedly acquired any new projects as a result of 2020 events?

Last year, the most of companies **gained an unexpected projects/business.**



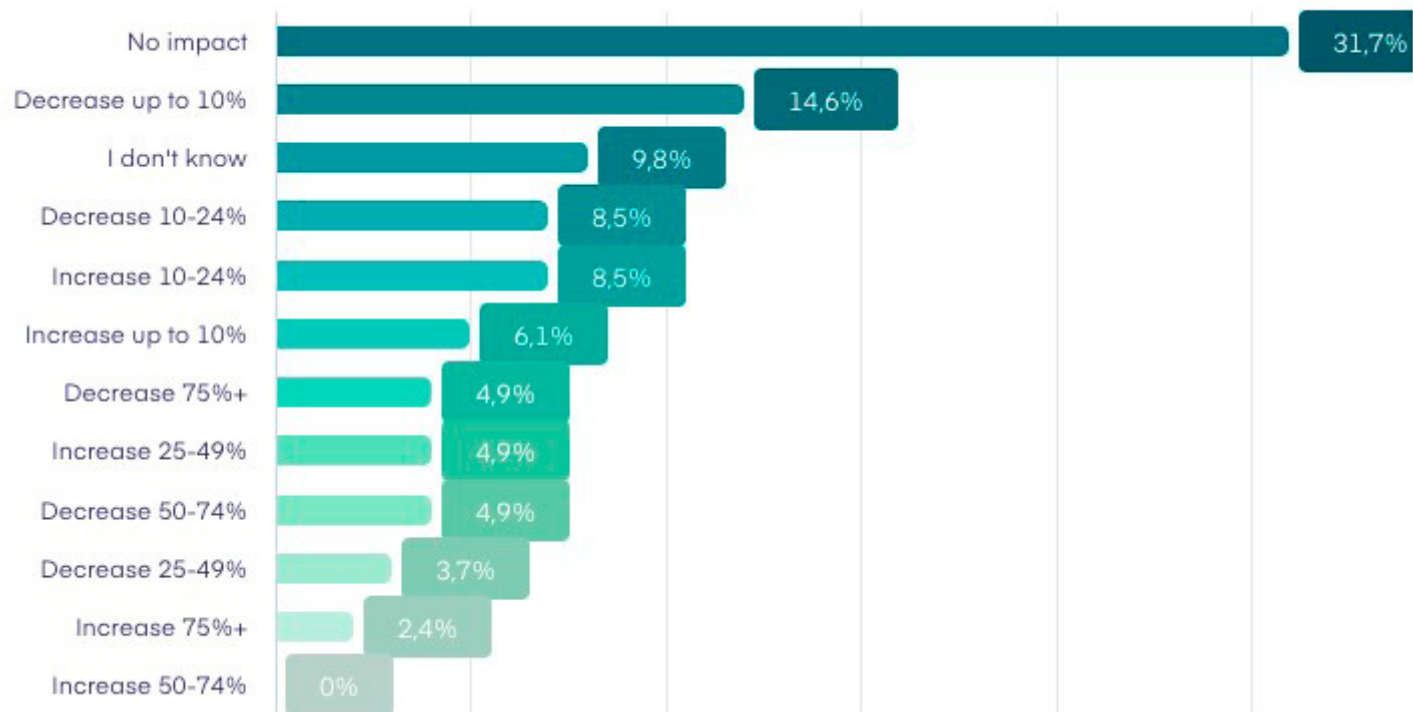
## 11. Have you unexpectedly lost or given up any projects as a result of 2020 events?

Most of the companies, **luckily**, did not have to give up the planned projects or those in progress.



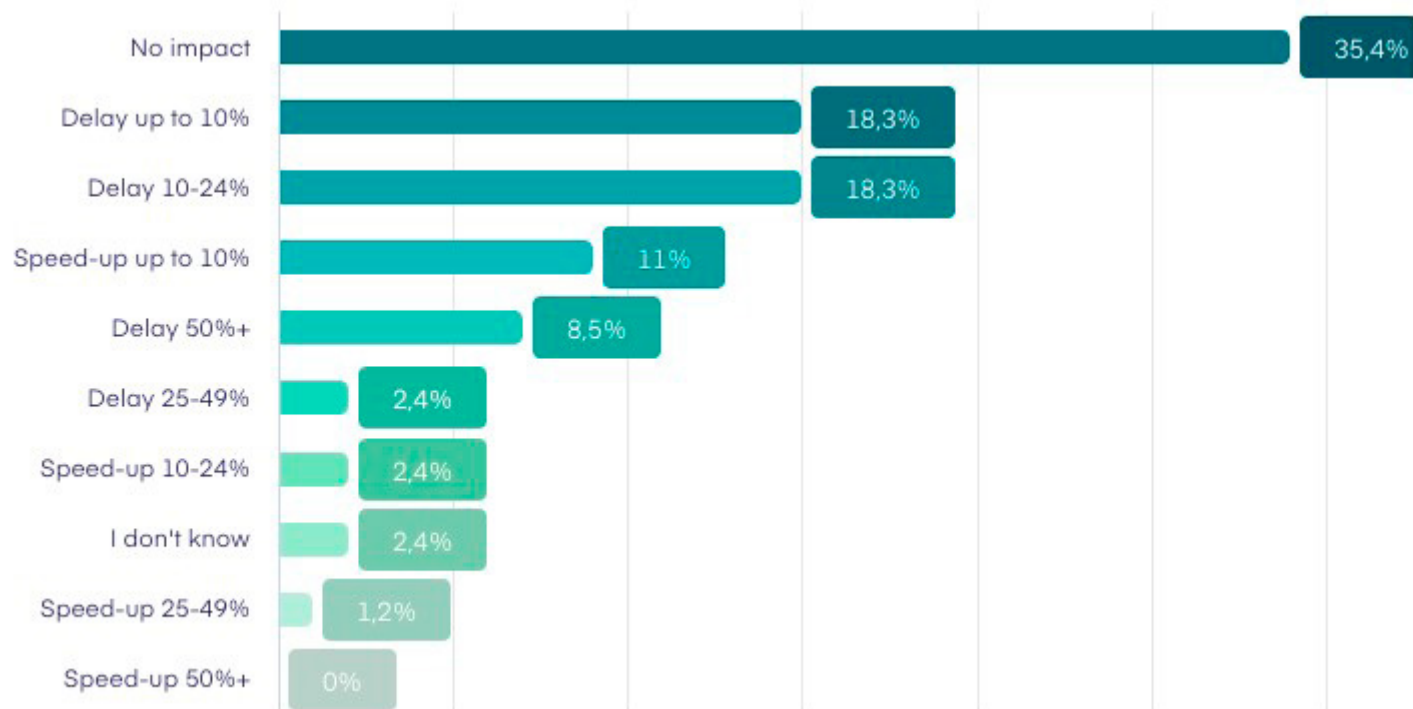
## 12. What was the impact of 2020 on your projects profitability?

There was **no company** to report at least 50%+ growth of project profitability the last year.



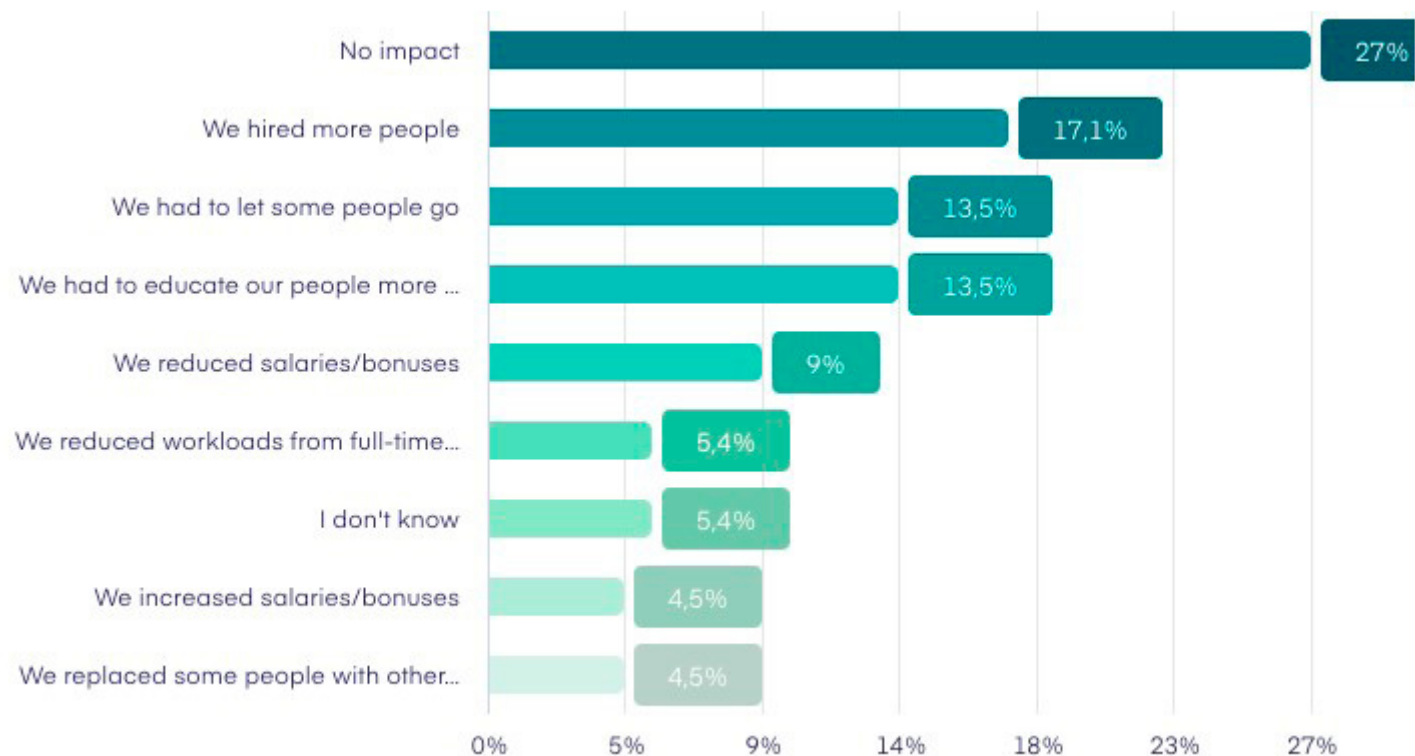
### 13. What was the impact on the delivery time of your projects?

Most of the companies have had "delayed delivery", due to the last year's circumstances.



## 14. What was the impact on the human resources of your projects?

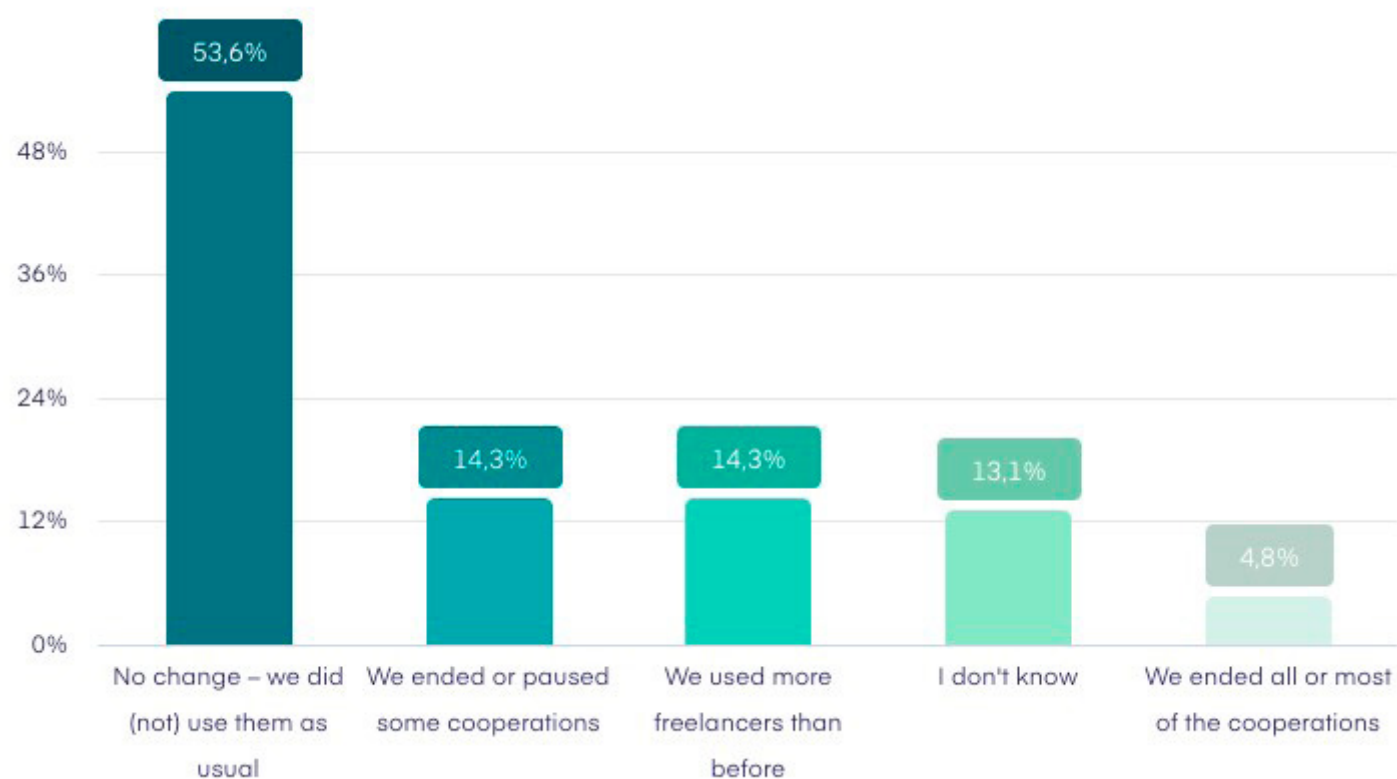
HR departments have been **busy**: only one quarter of them reports no impact on their work and processes.





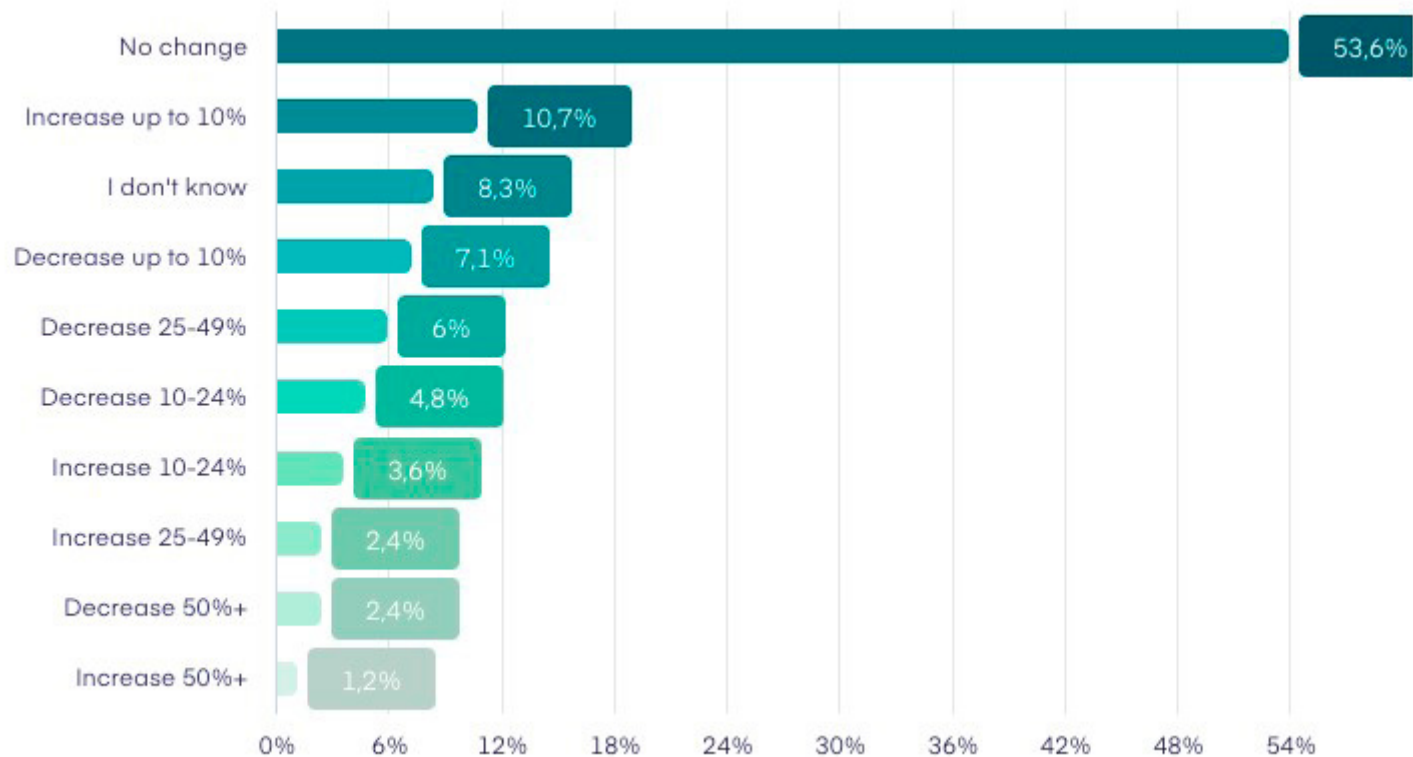
## 15. How did you engage freelancers and external specialists?

It seemed to be a **harsh year for freelancers** applying: almost 70% of teams have not included or have fired freelancers.



## 16. How did the salaries/bonuses change in 2020?

**And what about salaries?** More than half of the teams report no change.



## 17. What was the impact of 2020 on your project software?

Half of the companies stayed with their “old” PM software, but **the other half had to implement** changes or completely new tools.



## 18. What were the biggest challenges for you as a manager this year?

1. Home office – keeping discipline, focus, balance, productivity
2. Morale of the employees during COVID-19
3. Uncertainty
4. Communication
5. Keep necessary contact with customers
6. Quick adaptation & change management
7. Lack of personal contact with team
8. Team's motivation
9. Regulations & restrictions
10. Maintaining control & More delegating
11. Resource planning
12. Time management



Thank you for participating in the survey and we hope that the results were as interesting to you as they were to us.

We wish you that 2021 is the beginning of a positive change and for many a necessary restart.

Your Easy Software team.



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