



# Everything You Need to Know About **'THE GREAT RESIGNATION'**



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**The Philippines has been providing offshoring solutions to American companies since 1992. Many American enterprises have since relied on outsourcing to the Philippines as a sensible solution to remain competitive during the earlier phase of globalization.**

To date, many multinational corporations in the U.S. have embraced outsourcing as a strategic tool to propel growth amid the fast-evolving globalized economy. From basic service management, companies now also outsource complicated tasks like data analytics and software development.

Some of the well-known companies that found success in their Philippine outsourcing ventures are:



### Google

From starting with a team of six members in 2013, the global search engine giant now operates multiple headquarters in the country. Google credits much of its success in the Asia-Pacific region to its Manila office.



### American Express

Amex is among the numerous financial services leaders who have successfully put up business process operations in the Philippines. The New York-based corporation's solid ties with the country span more than a century.



### Facebook

The world's largest social media site began outsourcing content moderation operations to the Philippines in 2012. About a third of Facebook's content moderators are from the Asian country.

Indeed, the US-Philippines outsourcing relations have come a long way, imbibed in both of the countries' respective business sectors up to this very day. The success of the PH-US partnership in this area has once again come to an important milestone: battling "The Great Resignation."



# What Is 'The Great Resignation' Movement

"The Great Resignation" or "The Big Quit" refers to the phenomenon where many employees quit their jobs once the pandemic ended, causing a shortage in the labor market. Anthony Klotz, a professor at Texas A&M University, coined the term and shared his predictions as early as May 2021.

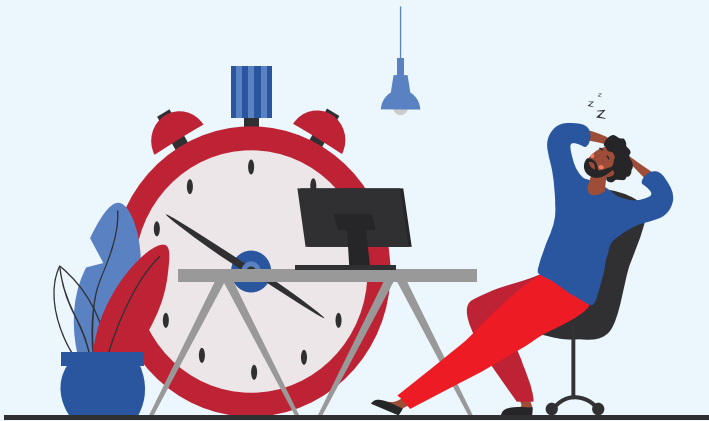
True to Professor Klotz's predictions, "The Great Resignation" did occur, creating the tightest labor market the U.S. has seen in at least 20 years. Resignation rates are at an all-time high, with about 3% of the workforce quitting their jobs last November 2021, matching the series high last seen in September of the same year.

According to the latest report from the U.S. Bureau of Labor Statistics, the last business days of November 2021 recorded 10.6 million job openings, while the number of hires was 6.7 million. Total separations increased to 6.3 million, with a 3.0% rise in voluntary quit rates.

This unusual phenomenon in modern American labor history prompts employers to raise pay as talent competition rises to a whole new level. In three months through September 2021, wages in the U.S. increased by 4.2% from a year earlier—recording the fastest wage increase since 1990.

The trend also created a significant worker shortage, leaving more job openings than ever and few willing and available workers to fill the roles. As of October 2021, there are about two available workers per three job openings, when usually, those numbers are evenly matched.

# What Is Causing 'The Great Resignation' Wave?



## Pandemic Burnout

In an interview with the Washington Post Live webcast, Professor Klotz shared his thoughts on why “The Great Resignation” occurred. And one explanation is that many workers, especially those that work in industries considered “essential,” experienced pandemic burnout.

The heightened levels of burnout lead to equally heightened resignation rates. Stress combined with an overwhelming workload prompted essential workers to reevaluate their career choices. Many decided to take a long break from the workforce or find a less stressful job.

## A Shift in Priorities

The onset of the COVID-19 outbreak has created shifts in people’s perspectives. In the pre-pandemic world, having a career was the top priority for most Americans. Now, during “The Great Resignation,” work-life balance and health are a greater priority for many. This change in perspective has driven workers to seek different job opportunities or caused them to take a break from the grind.

In 2021, nearly 3 million American women quit their jobs. Considering how women comprise 50% of the U.S. workforce, this mass exodus created a significant economic challenge.

Analysts theorize that many women withdrew from the workforce to take over the brunt of childcare responsibilities.

Low-wage workers, many of whom are women, have also shifted priorities amid “The Big Quit.” These employees are no longer willing to work for minimal pay and little flexibility. Health and quality time with family have become top priorities during the pandemic, so they seek out other opportunities that provide paid time offs and paid medical leaves.

## Retirement

Age is also a factor in “The Great Resignation” wave, as the number of Americans over 65 outpace those over 16. The large population of Baby Boomers is retiring, which shrinks the available workforce.

In addition to the workers that have aged out of the workforce, many employees also opted for early retirement during the pandemic. According to a study by Goldman Sachs, 3.4 million people over the age of 55 left the labor force for good, with a majority of them (roughly 1.5 million) being early retirees.

Researchers noted that the increase in retirements might be due to pandemic-related health concerns. Older workers may have decided to abstain from the workforce because they feared the health risks posed by COVID-19.



## Greater Desire for Hybrid Work Model



In fact, according to the 2021 Pulse of the American Worker Survey

**42%** respondents value increased flexibility in their workplace.

**34%** remote workers would quit their jobs if employees asked them to return to the office full-time.

Among millennial workers, who are currently the largest demographic in the American workforce, 26% say they quit their jobs because they seek remote work opportunities. Businesses that offer flexible or hybrid work models have the upper hand in attracting and retaining new workers in this “Great Resignation” wave, as the demand for remote work becomes more widespread.

Remote work is here to stay even once the pandemic fully ends. Although the option to work from home was once seen as only a temporary necessity, many workers today prefer this option amid “The Great Resignation.”

# What Are the Effects of 'The Great Resignation'?

"The Big Quit" created significant disruptions for the U.S. economy, individual businesses, and consumers alike. Here is an overview of the challenges this trend caused:

## Tougher Talent War in the Labor Market

The labor shortage caused by "The Great Resignation" is the most acute one since 1968, creating stiff competition for businesses in need of new workers. Employees and job seekers are then given greater bargaining power, resulting in higher wages across the board and businesses offering better benefits to remain competitive.

However, experts also fear that this labor shortage could set back the U.S. economy while it's still in the recovery stage following the pandemic downturn. According to Stateline's November analysis of government statistics, there are more jobs than jobless people in 42 states thanks to "The Great Resignation" wave. So, instead of economic recovery, many businesses shut down or slowed down operations because they couldn't find enough workers relative to their workload volume.

## More Work for Existing Employees

The effects of "The Great Resignation" created challenges for businesses and their existing employees. Since companies are having trouble finding and hiring quality talents, their current employees are bearing the brunt, taking on additional workload and hours. As such, burnout is becoming more common among those workers who opted to stay in their current careers, and businesses are struggling to address this problem without stopping their operations completely.



## Shortage of Essential Services



Consumers also face challenges amid “The Big Quit” because the labor shortage has also affected the availability of essential goods and services. For instance, some parts of Virginia are in dire need of paid medics and firefighters, who are often understaffed and underfunded.

The worker shortage has caused a problem for commuters in St. Louis who have to wait longer for public buses due to the lack of drivers. Meanwhile, schools in Utah are experiencing kitchen staff and food supply shortages, which impact the meals and menu options students can receive.

## American Job Seekers Now Are in the Driver’s Seat

Job seekers have a more optimistic outlook: higher wages, flexible work arrangements, and better work-life balance. And with the current labor market climate, they are in a perfect position to negotiate. With more openings than candidates, job seekers have the greatest leverage than seen in decades.

So who are the American job seekers of today? They are the current or former members of the workforce who are after jobs that suit their personal needs and preferences. They are also after work that aligns with their values and life situations. With how easy, convenient, and affordable it is to perform job hunting today through the internet, current job seekers afford themselves the luxury to be selective.

## The 32-Hour Workweek Act

In support of the American workers’ call for more balanced working conditions, California Representative Mark Takano authored the 32-Hour Workweek Act. Backed by the Congressional Progressive Caucus, the said legislation aims to change the standard workweek hours from 40 to 32. It reduces the maximum hours required for overtime compensation for nonexempt employees under the Fair Labor Standards Act.


Consequently, the bill’s enactment would mandate employers to pay overtime to every employee that exceeds 32 hours of work. And with the “Great Resignation” pushing wages higher, the possible enactment of the 32-Hour Workweek Act will undeniably cause significant financial dents to businesses.





# Offshoring to the Philippines: The Logical Solution for Businesses to Thrive in 'The Great Resignation'

The labor shortage is expected to continue in 2022, threatening to hamper the economic progress of many businesses in the U.S. as they emerge from the pandemic. The regress significantly affects the country's financial performance as a whole. Fortunately, the same solution that has served as an anchor for many American enterprises back in the early 1990s is still available to businesses today: **OFFSHORING.**



HERE ARE SOME WAYS OFFSHORING CAN ENABLE BUSINESSES TO THRIVE AMID THE ERA OF LABOR SHORTAGE AND HIGH WAGES

## Gain an Edge in the Talent War With Access to a Much Larger Workforce

About 1.3 million Filipinos are working in the BPO sector in nearly 700 offshore outsourcing companies. Offshoring opens a door for businesses to tap a wider pool of talents globally recognized for their world-class skills, diverse expertise, and impeccable work ethics.



Filipinos employed in the BPO industry work hard to deliver excellent services and outputs even during night shifts and holidays. This impressive trait is born out of the Filipino's close family ties—a value deeply ingrained in their culture, fueling Filipino workers' drive to work hard and provide for their families.

Filipinos also put a high value on education. The Philippines produces more than half a million graduates yearly. The country is also home to many top universities and colleges recognized as among the best in the world.

Additionally, the Philippines has some of the most fluent English-speaking workers globally —

**95%**  
of its population can speak the language.



**In 2020,**

the country garnered **562 out of 700** in Education First's English Proficiency Index (EF EPI).

The country has been consistently in the

**TOP 15** of the index from 2016 to 2018.

## Increased Flexibility to Scale Up or Down Depending on the Labor Situation in the US

Outsourcing empowers businesses to respond swiftly to the changing labor situation. Companies that outsource to the Philippines can scale services and resources accordingly. They may also choose to outsource specific areas or portions of the company that are difficult and more costly to manage in-house.

With the volatile U.S. labor market and the possible transition to a **32-hour workweek**, hiring during peak seasons will be particularly challenging. It takes a considerable amount of time to source and screen potential candidates and then train them to perform their tasks efficiently.

Offshoring enables businesses to scale up with a job-ready team of professionals within a short period. Companies that outsource to the Philippines also don't need to invest in long-

term expenses, such as employee benefits and insurance, as these are typically included in the outsourcing packages.

Another advantage of offshoring is access to the latest technology. Nearly all industries today are easily affected by the rapid technological advancements shaping market expectations and behaviors. Companies need significant capital expenditure to acquire, maintain, and upgrade innovative software and infrastructure to cope. Outsourcing eliminates the need for companies to invest in such.

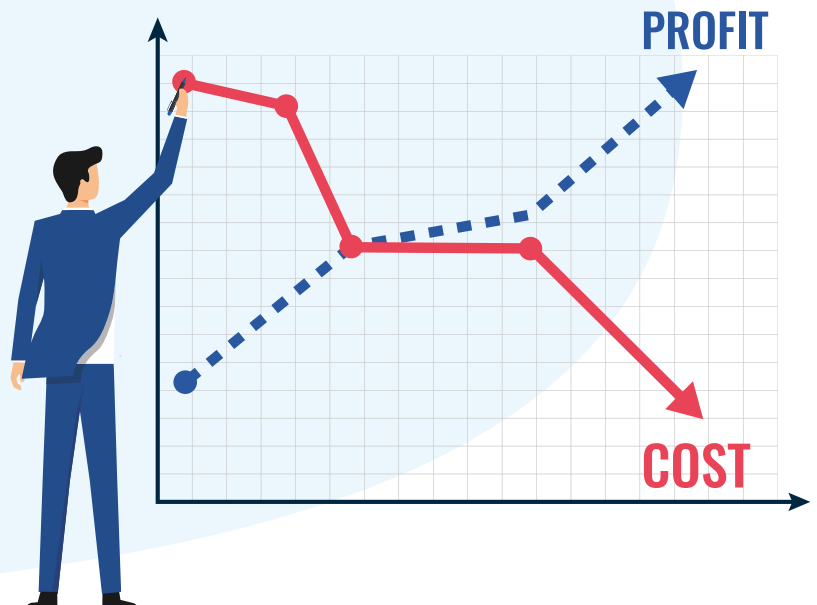
Outsourcing providers empower U.S. businesses to be more agile and implement much-needed innovations swiftly by enabling clients to leverage their human and technological resources. With or without "The Great Resignation," outsourcing to the Philippines is an ideal solution to manage finances, mitigate risks, and innovate effectively.

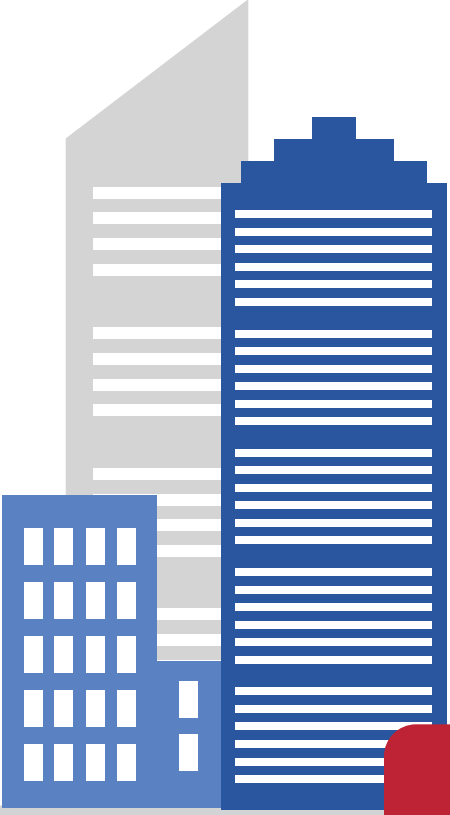
## Significant Reduction in Operating Costs

Outsourcing can help reduce U.S. businesses' overhead costs by

**40-60%.**

This primary reason is why about 80% of small companies have planned to outsource in 2021.





Compared onshore, the cost of maintaining operations for some business functions is significantly lower in the Philippines. For instance, the average monthly cost of building rental or lease in the country's key cities ranges from \$14-\$34 per square meter. By offshoring to the Philippines, U.S. companies can offset the cost of onshore labor.

Despite offering substantial cost savings, outsourcing facilities in the Philippines remain state of the art. The Philippine government has embarked on robust physical infrastructure upgrades and digital transformation programs that included a cloud data center, software development, and other cybersecurity solutions for data privacy protection.

Whether physical or technical, the Philippine outsourcing sector boasts world-class infrastructure.

## **Allow Company to Focus Resources on Areas of Greater Strength**

With the possible passing of the 32-Workweek Act, businesses must learn the most efficient way to allocate or manage resources, both human and financial. For some industries, the shortening of work hours would open up understaffed shifts and take away their ability to respond to peak demands.

Hiring more people or paying overtime can solve understaffing. But with the wage hikes in practically the majority of U.S. states, this response can have a potentially devastating impact on a company's revenue.

**A reliable strategy to implement is outsourcing noncore functions to an offshoring service provider in the Philippines. Since the labor cost in the country is more economical than in the U.S., companies can save more resources, which can be allocated to other crucial areas of the business.**

Companies that outsource can also maximize in-house productivity. Again, this will prove especially beneficial with the enactment of the 32-Hour Workweek Act. Instead of consuming the core team's workweek on menial and time-consuming tasks, they can delegate them to an offshoring partner, allowing the core team to focus on their core expertise and other strategic functions.

Additionally, since the Philippines still follow a 40-hour workweek standard, companies that outsource to the country can have enough workforce to cover peak hours even as they keep their onshore teams on a 32-hour workweek.

## More Favorable Government and Regulatory Policies

The Philippine government has long recognized the contribution of the BPO sector and considers the industry as one of the country's robust economic pillars.

When the COVID-19 pandemic broke out, the Philippine government responded quickly to protect the BPO industry and stakeholders. BPOs in the country continue to operate in strict lockdowns with enhanced safety protocols, ensuring the operational continuity of many business clients in the U.S. and other parts of the world.

Foreign investors in the offshoring and outsourcing field also enjoy many privileges from the government. The government has shown solid support, from deregulating telecommunications to passing data privacy laws.

The privileges granted by the state to the Philippine outsourcing industry are contained in the Executive Order (EO) 226 and the Special Economic Zone Act of 1995 (Republic Act No. 7916). These significant laws provide tax incentives to foreign and local businesses that invest in priority development areas, enabling new and long-time players alike to save.

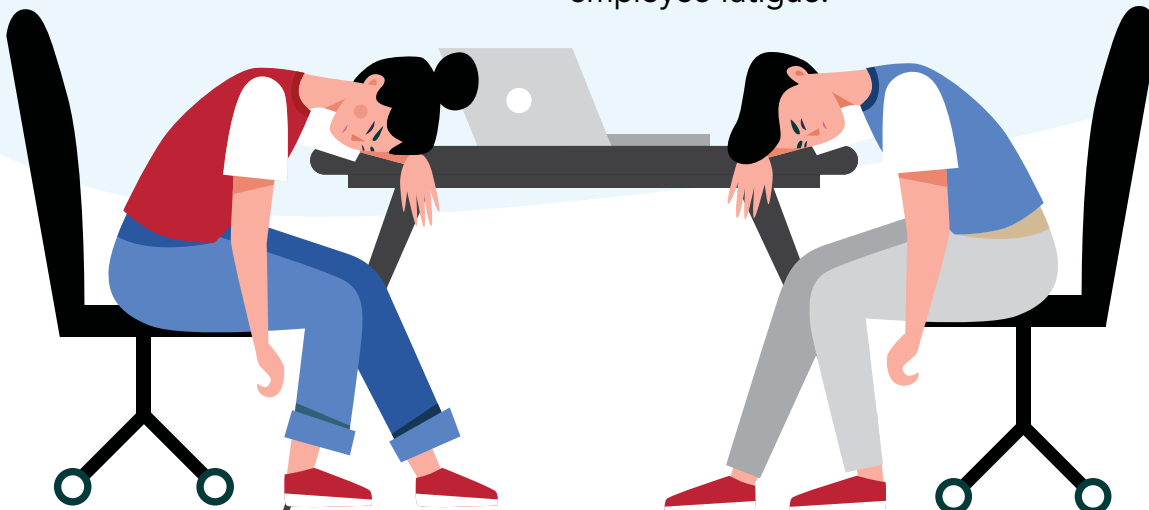
To further support the BPO industry and its members, the government has also launched a free contact center training course under the Technical Education and Skills Development Authority (TESDA). The program aims to equip aspiring agents with essential skills to successfully thrive in the outsourcing industry, such as communication, probing, data entry, problem-solving, and customer handling.

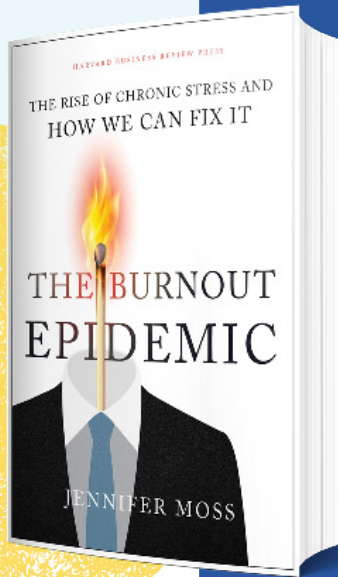
## Reduce Employee Burnout and Turnover Rates

As mentioned, burnout is considered one of the main reasons for the record-high employee exits in the U.S. The issue is also among the strong influences on why policymakers support the advancement of the 32-Hour Workweek Act.

According to a McKinsey report,  
**42%** of women and **35%** of men

in the U.S. felt burned out often in 2021. As the number of employees quitting reaches an all-time high, employers recognize the crucial importance of addressing the issue of employee fatigue.





Jennifer Moss, author, columnist, and expert in workplace well-being, aptly describes the economic impact of burnout with these insights in her book *"The Burnout Pandemic"*:

***"There's mass attrition and it's very expensive for employers to keep up with the amount of people who are leaving... because it's now a bottom-line issue, more organizations are jumping on board."***

Companies that outsource to the Philippines are well poised to afford their onshore teams a more balanced and flexible work life—without causing operational disruptions. They delegate repetitive tasks that often consume considerable time and


take their core teams' focus away from crucial functions. Most outsourcing companies in the Philippines also operate on a 24-hour basis, enabling them to provide continuous support to their onshore counterparts.





# Top 7 Sectors Affected by 'The Great Resignation' and How Offshoring Can Fill the Labor Gap

All businesses have felt the disruptions caused by the labor shortage. However, some sectors are facing more difficulties than others. Here are the top industries facing the brunt of "The Great Resignation" wave:





# #1:

## Healthcare

The healthcare sector was overwhelmed by the COVID-19 crisis. Compared to the previous year, the healthcare industry had a **3.6% increase in resignation rates**.

Eighteen percent of healthcare workers resigned from their jobs during the pandemic, while **12% were laid off**. Among the workers who stayed, **31% said they thought about leaving**.

At the same time, some states have been affected by “The Great Resignation” wave more than others. According to Forbes, the

**STATES** with critical healthcare staffing shortages in more than 25% of hospitals are:

Arizona  
**30%**

Wyoming  
**29%**

Kentucky  
**29%**

Wisconsin  
**29%**

California  
**28%**

Alabama  
**27%**

Oklahoma  
**26%**

### What Is Driving ‘The Great Resignation’ Wave in the Healthcare Sector?

Pandemic challenges and insufficient pay primarily drove the exodus of healthcare workers. Hospitals and other healthcare facilities have been trying to stay afloat by asking clinicians and staff to work overtime. However, this solution will only work for short periods, as most healthcare workers will feel too overfatigued to continue.

In fact, **79% of healthcare workers** said that the national medical professional shortage had affected them significantly. When asked to describe how they feel about “The Big Quit,” many healthcare workers said they were often stretched to the limits, resulting in subpar or inadequate care for their patients.





# Which Fields of Healthcare Are Experiencing the Most Immediate Shortages?



## PHYSICIANS

According to the Association of American Medical Colleges (AAMC), the demand for physicians is growing faster than the supply. **By 2032, the U.S. will experience a projected shortage of about 46,900 to 121,900 physicians**, including primary and specialty care.

As America's population continues growing and aging, estimated to grow by more than 10% in 10 years, more physicians will be needed to meet the demand. Moreover, one-third of currently active physicians will be over 65 and retired in the next decade.

## NURSES

In addition to physician shortage, the U.S. Bureau of Labor Statistics predicts a greater demand for qualified nurses in the coming decade. The data suggests that **America will need more than 200,000 new nurses each year until 2026**. These new nurses will either be replacing retiring nurses or filling new positions.



## How Can Healthcare Facilities Address 'The Great Resignation'?

Offshore outsourcing can be ideal for other healthcare facilities needing less specialized or support positions. Many nurses, physicians, and hospital staff have been working overtime amid "The Big Quit" to provide care for patients. The right specialty healthcare outsourcing team can significantly lighten their workload by taking on the essential yet noncore functions of running a healthcare facility, such as medical billing and coding.

## #2:

# Customer Support



When the COVID-19 crisis struck, people had to follow quarantine measures and stay home to avoid exposure to the virus. As such, online shopping became a necessity, leading to a greater demand for immediate and efficient online customer support.

**Almost 30% of consumers contacted customer support more often in 2021 than in past years.** However, 45% claimed they were frustrated with their recent customer service

experience. Customers experienced long holds and wait times because few agents were available to handle support calls.

## What Is Driving 'The Great Resignation' Wave in the Customer Service Industry?

Even with the demand for customer service increasing,

# 76%

of customer service representatives (CSR) said their company did not have enough staff to handle customer inquiries.

The labor shortage amid "The Great Resignation" created an extra workload for existing CSRs, and **52% of them planned on leaving their jobs because of it.** So, stress was a primary reason for many workers who quit.

Another possible reason for the mass resignations among call center agents

is the rise of what may be viewed as "rude and entitled consumer behavior." Many frontline workers, including customer support agents, felt that they had been treated poorly by customers even when they were perfectly doing their jobs.

## Which Fields of Customer Support Are Experiencing the Most Immediate Shortages?



### 911 AND OTHER EMERGENCY CALLS

Policemen, firemen, ambulance workers, and other emergency responders have experienced an increase in “life and death” calls during the pandemic. To keep up their operations and continue saving lives, they require more contact center agents to answer emergency calls.

### TELEHEALTH AND OTHER HEALTHCARE-RELATED CALLS

Since many people could not go to the hospital during quarantine, the demand for telehealth and telemedicine has skyrocketed, along with the need for more healthcare advisors. Call centers that specialize in healthcare have been in high demand, so more patients can have access to much-needed care in the safety and comfort of their homes.



**Mental health lines also experienced an increase in calls, rising eight times more from 2020. Meanwhile, “Kid’s Help” abuse hotlines saw a four times spike in call volumes.**

### RETAIL AND E-COMMERCE CALLS



Due to COVID-19 health risks, online retail and home delivery solutions became essential services. **In 2020, retail companies hired more contact center agents, increasing their headcount by 20%, to meet the significant rise in consumer demand.**

## How Can the Customer Support Sector Address 'The Great Resignation'?



Having enough customer service workers is necessary for businesses to keep consumers happy and satisfied and keep all operations running smoothly. However, hiring new, in-house CSRs is challenging during "The Great Resignation."

At the height of "The Great Recession" from 2008 to 2009, the average applicant-to-hire ratio for call center work was 30 to 1, meaning 30 applicants for each available position. However, the current circumstances are vastly different. There are more open call center positions than available workers, fueling call center wage inflation.

However, American business owners have a way to bypass these challenges and gain quality call center support without breaking the bank. The solution is offshore call center outsourcing. A highly trained offshore team can handle customer inquiries 24/7, operating round-the-clock to ensure your customers are getting the best possible experience, no matter where they are in the world.

### #3:

## Data Science and Analytics

With AI and IoT technologies generating more detailed data at larger volumes, businesses today have a wealth of valuable information at their fingertips. These data help guide their decisions, strategies, and investments.

However, having and collecting data is not enough. Businesses need qualified data analysts to make sense of the raw information and transform it into actionable insights. Unfortunately, thanks partly to "The Great Resignation," the high demand for data analysts far outweighs the supply.



## What Is Driving the Labor Shortage in Data Science?



The tech industry is continually seeking qualified data analysts. In 2020, vacancies for data scientists far outweighed the job openings for more traditional work like customer support, engineering, or marketing. Even at the height of the pandemic, available work for data analyst, data engineer, and data architect roles continued to rise in the spring of 2020.

The cause of the labor shortage in data science is straightforward: **Data science is a highly specialized field.**

Given the complex nature of data analytics, few workers have the skills and knowledge to take on the job. In 2018, the US faced a shortage of 140,000 to 190,000 workers with advanced analytical skills. The country also lacked about 1.5 million qualified managers and analysts who knew how to utilize big data in making effective business decisions.

## How Can the Data Science Sector Address 'The Great Resignation'?

Data science is a highly specialized and complex field, but, thankfully, there are qualified workers worldwide who take on this line of work. So, if you're struggling to find data analysts in the U.S., opt for offshore data science outsourcing. The right outsourcing provider has exceptional data scientists and engineers who utilize AI and machine learning technologies to help you create sound and game-changing business solutions.



## #4:

# Recruitment

“The Great Resignation” has created a tight labor market where employers struggle to find and retain quality workers. And this phenomenon has also affected the number of available recruiters to take on the daunting task of filling all open job positions.

To illustrate how in-demand recruitment professionals are currently, research has found that there are presently 364,970 “Recruiter” job postings on LinkedIn. For comparison, “Software Engineer” roles, often in high demand, only have 342,586 open postings on LinkedIn.

## What Is Driving ‘The Great Resignation’ Wave in Recruitment?



As the world began to recover from the pandemic, the demand for recruiters increased significantly. In fact, in April 2021, the number of job postings for recruiter roles surpassed pre-pandemic levels. However, companies are struggling to fill these open positions amid “The Great Resignation” for one main reason: companies are looking for sure bets with previous experience.

Before the COVID-19 outbreak, businesses hired recruiters who did not necessarily have recruiting experience. Many workers were hired from sales, marketing, account management, or admin roles. **From January 2020 to March 2020, before the pandemic began, only 33% of recruiters hired had a previous job in recruitment. However, this number rose to 59% from April 2020 to June 2021.**

These numbers tell us that businesses are increasingly competing for the same narrow pool of recruitment candidates. Companies want candidates who already have recruitment experience rather than take a chance on applicants with similar or transferable skills but have not yet taken on actual recruiting roles before.

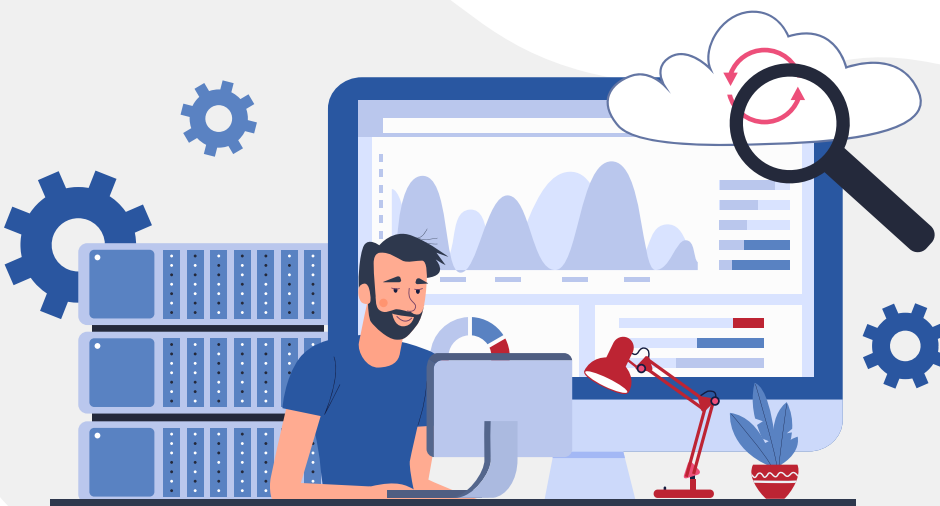
## How Can the Recruitment Sector Address 'The Great Resignation'?

Many businesses are unwilling to gamble with in-house candidates without previous recruitment experience but need new recruiters. Thankfully, there is a simple and effective solution in these cases: offshore recruitment process outsourcing.

With the right RPO provider, you can work with a wealth of experienced recruiters knowledgeable on the ins and outs of the recruitment, hiring, and onboarding process. For example, SuperStaff has two headquarters doing talent acquisition and has access to one of the deepest talent pools in the world, allowing us to expedite the building of your workforce by recruiting qualified candidates in any country and any time zone.



### #5: Technology



**The tech industry is experiencing a 4.5% increase in resignations amid "The Great Resignation."**

Researchers have observed that the mass exodus of tech workers occurred because of the pandemic-

induced rise in customer demand. Because most people were asked to stay at home and follow quarantine measures, technology became necessary for communication, work, shopping, and other everyday activities.



## What Is Driving 'The Great Resignation' Wave in Tech?

Tech is a highly specialized field, so the demand for workers was more significant than the supply. Existing tech employees had to take on additional work to meet the rising client demands, and many ended up burnt out and stressed. All of these factors combined drive "The Big Quit" in the tech sector.

In a Gartner study, 64% of IT executives say that talent availability is the greatest barrier to innovation and adoption of new emerging technologies in their line of work. After all, despite the rise of AI and machine learning software, human capital is still needed to ensure the continued success of a business's operations.



## How Can the Tech Industry Address 'The Great Resignation'?

For the tech industry, the labor shortage brought about by "The Great Resignation" wave can be solved in many ways.

**One proposed solution is for tech employers to seek highly skilled immigrant workers. As a matter of fact, 25% of the overall computer workforce comprises immigrants. In 2020, over 371,641 foreign labor requests were filed for computer and tech-related jobs.**

Another solution for tech companies seeking workers is working with a reliable provider of offshore tech outsourcing. The right BPO company has access to many skilled and experienced computer and tech workers, including programmers, developers, data scientists, and more.





## #6:

## Accounting

“The Great Resignation” made accountants switch careers or leave the workforce entirely. Before the COVID-19 pandemic, accounting firms were already a bit understaffed and overworked, but “The Great Resignation” wave made even more accountants reevaluate their chosen paths and seek other opportunities.

Research has found that the average age of Certified Public Accountants (CPA) in America is 55. As such, in a few years, many of these accounting professionals will retire, leaving a large void in the industry that firms may struggle to fill. So, it’s become especially vital for accounting firms to understand why there is a significant labor shortage in this sector.

### What Is Driving ‘The Great Resignation’ Wave in Accounting?

If you’re wondering why “The Big Quit” is happening in the accounting sector, the answer is simple: Tax Season.

Tax season was already an incredibly stressful time for CPAs in the U.S., with many having to take on 100-hour workweeks and forgoing work-life balance to meet tax filing compliance requirements and deadlines. When the COVID-19 outbreak came along, accountants experienced added pressure and an enormous workload.

CPAs had to deal with many clients who needed help balancing cash flow amid a global pandemic to stay in business. Because of the stress, many accountants resigned from their jobs. Younger accountants, who may have started their careers during the pandemic, found the work overwhelming and decided to pursue other paths.

## How Can the Accounting Sector Address 'The Great Resignation'?

The labor shortage in the accounting industry is having an impact on these businesses' bottom line. One study found that the average accounting firm increased its revenue by only 5.7% in 2020, the slowest growth in eight years.

To address the problems caused by "The Great Resignation," accounting firms must invest

in creating a positive work environment for CPAs, helping minimize burnout and retain top talent. At the same time, accounting firms must reevaluate their recruitment strategy by recalibrating workload and offering better pay and benefits.

Offshore outsourcing can be ideal for accounting firms struggling with their recruitment and hiring processes. With the right outsourcing partner, you can employ outsourced bookkeepers and accountants who can support your in-house workers during tax season and take on urgent, time-sensitive spikes in workload.

# #7:

## Legal Sector



The demand for legal services has remained robust amid the COVID-19 pandemic, with some practice areas, such as real estate, employment and labor, security, and bankruptcy, experiencing a further rise in activities. However, much like other industries affected by "The Great Resignation," the legal sector is struggling to find and retain top talent as workloads continue to increase.

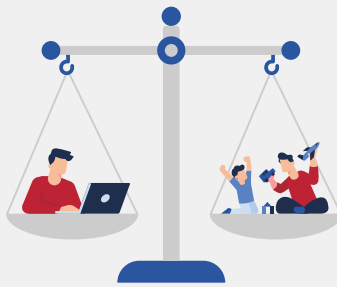
According to a NALP Foundation for Law Career Research & Education survey, law firms experienced a nearly 50% decrease in Associate hiring during the pandemic. To this day, many law firms are still struggling to fill vacancies as "The Big Quit" causes many law professionals to reevaluate their career paths.

## What Is Driving 'The Great Resignation' Wave in the Legal Sector?

In a recent survey, it was found that many workers, which include law professionals, have reevaluated their priorities during the pandemic. The top three priorities for today's workers are:



**Good co-workers and good company culture**



**More outstanding work-life balance**



**Better pay and compensation**

Many lawyers used their COVID-19 quarantine time to reflect on their personal beliefs and values. This prompted many of them to seek law firms or organizations that are more closely aligned with their priorities and beliefs.


## How Can the Legal Sector Address 'The Great Resignation'?


For law firms struggling to navigate the effects of "The Big Quit," offshore legal process outsourcing can be the solution they've been looking for. By outsourcing noncore legal tasks to capable hands, law firms can take some of the burdens off their existing in-house legal staff and attorneys. The right LPO provider can handle all the paperwork and high-operational demands that come with modern practices while your law professionals focus on their core and highly specialized work.



# SuperStaff: The Fastest-Growing Outsourcing Company in the Philippines

SuperStaff first established operations in the Philippines more than 13 years ago. Since then, we have provided exemplary support to businesses of all sizes in the U.S. and other parts of the world. We have been instrumental in helping our clients—including Forbes-ranked companies—reduce cost, expand technical capabilities, and enhance scalability.





SuperStaff operates two headquarters in key cities in the Philippines. We also have U.S.-based operations in Pennsylvania, Texas, and New Jersey, enabling us to experience firsthand the U.S. labor market climate and situation.



By keeping ourselves abreast of the latest issues and trends affecting our clients and our industry, we put ourselves in a position to develop the most appropriate response—with or without a crisis.

**While businesses scaled down during the pandemic, SuperStaff managed to achieve the opposite and grow our workforce by 180% in 2020. We even managed to exceed that number in 2021.**

## SOLUTIONS WE CAN PROVIDE:



### CUSTOMER SERVICE OUTSOURCING

Our scalable customer service and technical support outsourcing solutions enable clients to adapt to the constantly changing market trends.

We can build a team of native-speaking and multilingual CSRs and TSRs as quickly as 14 days.



### SPECIALTY HEALTHCARE OUTSOURCING

SuperStaff provides healthcare enterprises with the crucial support they need amid "The Great Resignation." By taking repetitive tasks off the shoulders of our clients' core teams, we help them focus limited resources on delivering excellent patient care.



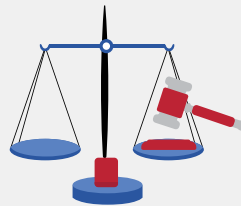
### KNOWLEDGE PROCESS OUTSOURCING

We help clients enhance business competitiveness by building a team of professionals with unparalleled expertise in legal processes, data science, and programming.



### BACK-OFFICE SUPPORT

SuperStaff offers a wide range of back-office support solutions from accounting and bookkeeping, content writing and moderation, data entry, and virtual assistant services.



### LEGAL PROCESS OUTSOURCING

With our diverse talent pool, we allow law firms, corporations, and private practitioners access to professionals with niche expertise. We can build a reliable team of paralegals, legal transcriptionists, liaison officers, and more.



### RECRUITMENT PROCESS OUTSOURCING

SuperStaff empowers businesses with recruitment professionals who possess the ideal combination of technical expertise and soft skills. Our end-to-end recruitment outsourcing solutions are designed to help clients mitigate the impact of "The Great Resignation." We fill organizations' talent gaps efficiently and cost-effectively.

## SuperStaff's Sample Hiring Timeline

The median time-to-hire for customer service in the U.S. is 34 days. SuperStaff uses the most efficient hiring strategies to reduce the average recruitment timeframe by 85%. Please look at our sample recruitment timeline for customer service representatives and phone operators.

### SuperStaff's Average Turnaround Time for Recruiting Customer Service Agents:

	MAKATI	PAMPANGA
Customer Service	7-10 days	5-7 days
Phone Operators	7-10 days	5-7 days

#### CUSTOMER SUPPORT | PHONE OPERATORS



Even for complex jobs that generally take longer to fill, SuperStaff manages to notably reduce the hiring timeline. We streamline our processes to tap into high-value data science and analytics professionals at a faster pace. Below is a sample recruitment timeframe for data scientists and analysts.

## SuperStaff's Average Turnaround Time for Recruiting Data Scientist/Analyst

	MAKATI	PAMPANGA
Data Scientist/Analyst	15-20 days	15-20 days

### DATA SCIENTIST | DATA ANALYST HIRING PROCESS





## Emergence Stronger From 'The Great Resignation'

The workplace and labor market are continuously evolving. The best response is to evolve with it. Time and again, we've seen how businesses that swiftly embrace changes emerge victorious from any crisis.

**SuperStaff can help you innovate and adapt quickly to the changing dynamics of the labor and business landscape. By building a reliable offshore team, we can empower you to turn "The Great Resignation" into great opportunities. Contact us to learn more.**



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