

Working From Home

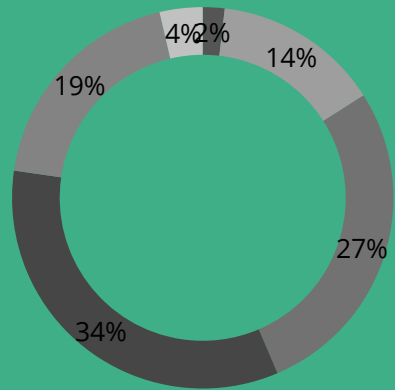
An assessment of job satisfaction during COVID-19

1

Sample Overview

Sample Highlights

Age Range



■ 19-24 ■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65+

Seniority



30%



70%

Gender



44%

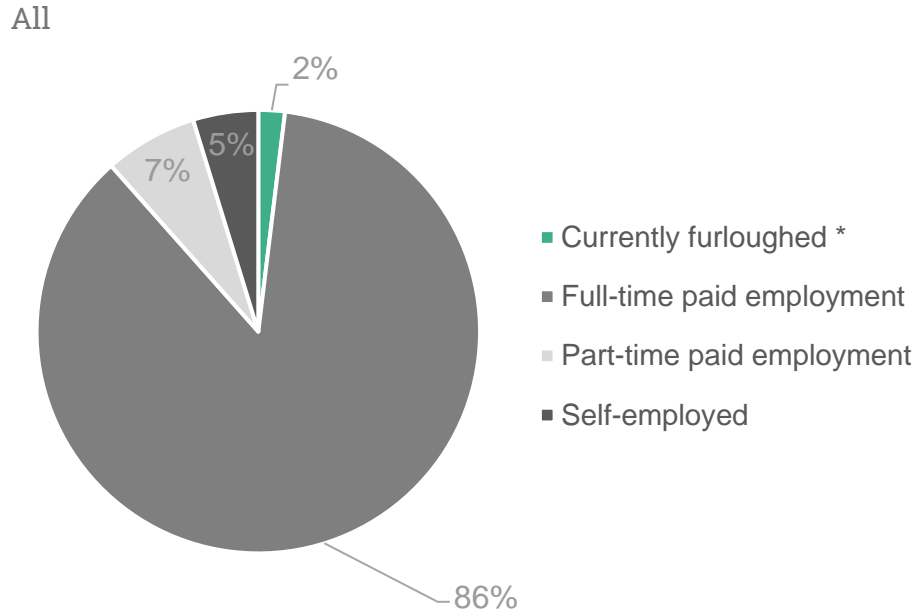


56%

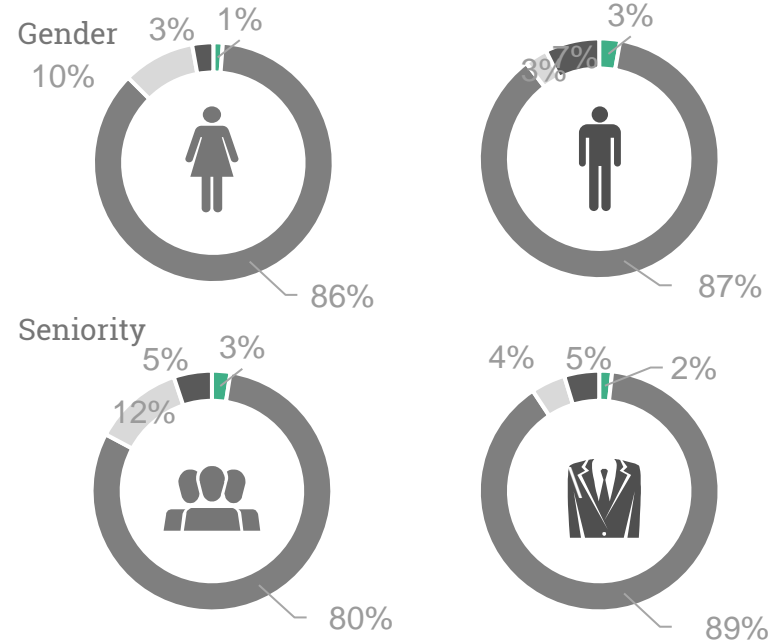
Sample distribution

Sample distribution	%
Aerospace and Defence	4%
Agriculture, forestry and fishing	0%
Architecture and Engineering	1%
Automotive and engineering	2%
Business and Management Services	5%
Chemicals	1%
Construction and Building Materials	6%
Education	19%
Energy	3%
Entertainment and Media	1%
Fast Moving Consumer Goods	1%
Financial services	5%
Healthcare	9%
Hospitality	0%
Legal Services	1%
Marketing and Advertising	1%
Non-profit Organisation	7%
Public Sector	20%
Real Estate, rental and leasing	1%
Retail	2%
Technology	4%
Telecommunications and Publishing	1%
Transportation and Logistics	3%
Travel and Leisure	1%
Wholesale	1%

Which of these best describes your working status?







- Currently furloughed *
- Full-time paid employment
- Part-time paid employment
- Self-employed



* by furloughed we mean employees on temporary leave due to their organisation not operating or their being no work for you to do in your organisation due to COVID-19, with the government subsidising your wages











Which of the following best reflects your current situation?

			All		
I have caring responsibilities for someone who lives elsewhere	9%	5%	5%	8%	7%
I have caring responsibilities for someone who lives permanently with me	6%	4%	4%	7%	4%
I have neither caring or parental responsibilities	50%	45%	45%	52%	46%
I have parental responsibilities for a child/children who live elsewhere	3%	6%	6%	3%	4%
I have parental responsibilities for a child/children who live permanently with me	33%	40%	40%	30%	39%

Do you want to continue to undertake your job role from your home after the current Covid-19 situation is over?













	Private sector	Public sector	Third sector or not-for-profit	Total
All				
Don't know	4%	4%	4%	4%
I would not be able to do my job role from home	8%	7%	2%	7%
No	2%	3%	2%	2%
No, I want to return to my workplace (which is separate from my home)	16%	20%	20%	18%
Yes	3%	3%	2%	3%
Yes, but I only want to work from home a couple of days a week	49%	54%	52%	52%
Yes, I want to remain home working	17%	10%	18%	14%
Female				
Don't know	3%	3%	3%	3%
I would not be able to do my job role from home	3%	4%	0%	3%
No	1%	1%	1%	1%
No, I want to return to my workplace (which is separate from my home)	8%	11%	16%	10%
Yes	1%	2%	1%	1%
Yes, but I only want to work from home a couple of days a week	23%	35%	40%	31%
Yes, I want to remain home working	8%	6%	12%	8%
Male				
Don't know	2%	1%	1%	1%
I would not be able to do my job role from home	6%	3%	1%	4%
No	2%	2%	1%	2%
No, I want to return to my workplace (which is separate from my home)	8%	9%	4%	8%
Yes	2%	1%	1%	1%
Yes, but I only want to work from home a couple of days a week	26%	19%	12%	21%
Yes, I want to remain home working	8%	4%	6%	6%

Do you want to continue to undertake your job role from your home after the current Covid-19 situation is over?

	Don't know	I would not be able to do my job role from home	No	No, I want to return to my workplace*	Yes	Yes, but I only want to work from home a couple of days a week	Yes, I want to remain home working
I have caring responsibilities for someone who lives elsewhere	5%	8%	2%	23%	2%	47%	14%
I have caring responsibilities for someone who lives permanently with me	5%	10%	4%	15%	3%	46%	15%
I have neither caring or parental responsibilities	4%	7%	3%	19%	2%	49%	15%
I have parental responsibilities for a child/children who live elsewhere	7%	14%	0%	20%	4%	37%	18%
I have parental responsibilities for a child/children who live permanently with me	4%	5%	2%	16%	3%	58%	11%
Total	4%	7%	2%	18%	3%	52%	14%
 I have caring responsibilities for someone who lives elsewhere	5%	5%	1%	19%	3%	53%	13%
 I have caring responsibilities for someone who lives permanently with me	7%	8%	5%	15%	3%	48%	13%
 I have neither caring or parental responsibilities	4%	5%	2%	19%	2%	53%	14%
 I have parental responsibilities for a child/children who live elsewhere	12%	4%	0%	27%	0%	35%	23%
 I have parental responsibilities for a child/children who live permanently with me	4%	5%	1%	16%	3%	59%	13%
Total	5%	5%	1%	18%	3%	54%	14%
 I have caring responsibilities for someone who lives elsewhere	3%	13%	3%	32%	0%	34%	16%
 I have caring responsibilities for someone who lives permanently with me	3%	13%	3%	17%	0%	43%	20%
 I have neither caring or parental responsibilities	3%	11%	5%	19%	2%	44%	17%
 I have parental responsibilities for a child/children who live elsewhere	4%	20%	0%	16%	6%	38%	16%
 I have parental responsibilities for a child/children who live permanently with me	3%	6%	3%	16%	4%	58%	10%
Total	3%	9%	4%	18%	3%	48%	14%

* which is separate from my home

Do you want to continue to undertake your job role from your home after the current Covid-19 situation is over?

	Don't know	I would not be able to do my job role from home	No	No, I want to return to my workplace*	Yes	Yes, but I only want to work from home a couple of days a week	Yes, I want to remain home working
19-24	6%	9%	0%	18%	0%	47%	21%
25-34	3%	10%	2%	19%	5%	52%	9%
35-44	6%	6%	2%	17%	3%	54%	12%
45-54	4%	6%	2%	18%	3%	54%	13%
55-64	3%	8%	4%	17%	1%	48%	18%
65+	4%	3%	3%	22%	4%	36%	27%
Total	4%	7%	2%	18%	3%	52%	14%
 19-24	9%	9%	0%	18%	0%	41%	23%
 25-34	3%	7%	2%	20%	5%	53%	9%
 35-44	5%	5%	0%	16%	2%	58%	13%
 45-54	5%	4%	2%	19%	2%	55%	14%
 55-64	4%	7%	2%	19%	2%	50%	16%
 65+	17%	0%	0%	17%	8%	25%	33%
Total	5%	5%	1%	18%	3%	54%	14%
 19-24	0%	8%	0%	17%	0%	58%	17%
 25-34	1%	18%	2%	17%	4%	47%	11%
 35-44	5%	9%	4%	21%	3%	49%	9%
 45-54	4%	8%	3%	17%	4%	52%	12%
 55-64	2%	10%	6%	16%	1%	46%	20%
 65+	2%	4%	4%	24%	4%	38%	25%
Total	3%	9%	4%	18%	3%	48%	14%





* which is separate from my home

Do you want to continue to undertake your job role from your home after the current Covid-19 situation is over?

	Don't know	I would not be able to do my job role from home	No	No, I want to return to my workplace*	Yes	Yes, but I only want to work from home a couple of days a week	Yes, I want to remain home working
I have caring responsibilities for someone who lives elsewhere	5%	8%	2%	23%	2%	47%	14%
I have caring responsibilities for someone who lives permanently with me	5%	10%	4%	15%	3%	46%	15%
I have neither caring or parental responsibilities	4%	7%	3%	19%	2%	49%	15%
I have parental responsibilities for a child/children who live elsewhere	7%	14%	0%	20%	4%	37%	18%
I have parental responsibilities for a child/children who live permanently with	4%	5%	2%	16%	3%	58%	11%
Total	4%	7%	2%	18%	3%	52%	14%
I have caring responsibilities for someone who lives elsewhere	5%	7%	0%	25%	0%	50%	14%
I have caring responsibilities for someone who lives permanently with me	0%	13%	3%	21%	3%	44%	18%
I have neither caring or parental responsibilities	4%	7%	0%	19%	2%	51%	16%
I have parental responsibilities for a child/children who live elsewhere	0%	11%	0%	16%	0%	47%	26%
I have parental responsibilities for a child/children who live permanently with	5%	6%	1%	14%	2%	56%	15%
Total	4%	7%	1%	18%	2%	52%	16%
I have caring responsibilities for someone who lives elsewhere	6%	8%	2%	21%	3%	46%	13%
I have caring responsibilities for someone who lives permanently with me	10%	8%	6%	12%	4%	48%	13%
I have neither caring or parental responsibilities	4%	8%	4%	19%	2%	48%	15%
I have parental responsibilities for a child/children who live elsewhere	9%	16%	0%	21%	5%	33%	16%
I have parental responsibilities for a child/children who live permanently with	3%	5%	2%	17%	4%	59%	10%
Total	4%	7%	3%	18%	3%	51%	13%

* which is separate from my home

Survey Overview – All Respondents





					Millennial	35+	All
I am fairly paid.	7.29	7.50	6.96	7.57	6.87	7.48	7.38
I am happy with the hours I work.	7.43	7.57	7.61	7.44	7.52	7.49	7.49
I am recognised when I do something well.	6.81	6.83	6.76	6.84	6.80	6.82	6.82
I have enough information to do my job well.	7.18	7.18	6.99	7.27	7.00	7.22	7.18
Information is freely and openly shared with me.	6.88	6.93	6.69	6.99	6.65	6.95	6.90
I am allowed to make decisions.	7.30	7.57	6.80	7.69	6.95	7.51	7.42
I am trusted to make decisions.	7.49	7.75	7.02	7.86	7.14	7.69	7.61
I have what I need to do my job well.	7.15	7.20	7.00	7.25	7.11	7.19	7.17
I am happy with my working environment.	6.96	7.12	6.90	7.09	6.62	7.11	7.03
My views are heard at work.	7.15	7.40	6.81	7.45	6.91	7.32	7.26
My employer cares for my well-being.	7.26	7.31	7.21	7.32	7.20	7.30	7.28
I rarely feel anxious or depressed about work.	5.77	6.19	5.87	5.99	5.27	6.08	5.95
I do something worthwhile.	7.67	7.79	7.44	7.85	6.97	7.87	7.72
I feel proud to work for my organisation.	7.65	7.61	7.42	7.73	7.22	7.71	7.63
I would recommend my friends and family to work for my organisation.	6.77	6.78	6.59	6.86	6.43	6.84	6.78
I am treated with respect.	7.53	7.64	7.43	7.65	7.43	7.61	7.58
I enjoy my job.	7.46	7.41	7.16	7.56	6.87	7.55	7.44
I have a good relationship with my manager.	7.65	7.74	7.55	7.75	7.59	7.71	7.69
I am being developed.	6.77	6.27	6.44	6.60	6.75	6.52	6.55
I am happy at work.	6.91	6.90	6.66	7.01	6.41	7.00	6.90
My line manager is good at keeping in touch with me.	6.95	6.90	6.86	6.96	6.98	6.92	6.93
I don't miss working alongside colleagues.	4.30	4.91	4.34	4.65	3.68	4.71	4.56
I don't feel isolated working at home.	5.52	6.20	5.47	5.96	4.98	5.95	5.81
I am more productive working from home.	6.29	6.19	6.04	6.34	5.80	6.33	6.25
I enjoy the autonomy of working from home.	6.97	7.20	6.96	7.12	6.55	7.16	7.07
I find the boundaries between home and work have become blurred.	5.75	6.11	5.51	6.08	5.66	5.94	5.89
I am working more irregular hours now that I am home working.	5.13	5.55	5.03	5.43	4.89	5.38	5.30
I am working more weekends now that I am home working.	2.67	3.28	2.43	3.15	2.05	3.08	2.92

* which is separate from my home





2

Working From Home vs. Regular Work Situation

Gender

	Working from Home			Regular Working Situation	
					
I am fairly paid.	7.33 *	7.61 *	+	6.86	6.96
I am happy with the hours I work.	7.40	7.67 *	+	7.70	7.10
I am recognised when I do something well.	6.83	6.98 *		6.64	6.07
I have enough information to do my job well.	7.18	7.21		7.25	7.01
Information is freely and openly shared with me.	6.86	7.02 *		7.05	6.46
I am allowed to make decisions.	7.30	7.64	+	7.30	7.19
I am trusted to make decisions.	7.50	7.84 *	+	7.43	7.32
I have what I need to do my job well.	7.13	7.28 *		7.33	6.79
I am happy with my working environment.	6.99	7.25 *	+	6.72	6.50
My views are heard at work.	7.15	7.47	+	7.10	7.02
My employer cares for my well-being.	7.31	7.48 *		6.83	6.45
I rarely feel anxious or depressed about work.	5.75	6.23	+	5.92	5.97
I do something worthwhile.	7.62 *	7.81		8.18	7.66
I feel proud to work for my organisation.	7.65	7.68		7.62	7.28
I would recommend my friends and family to work for my organisation.	6.82	6.91 *		6.34	6.13
I am treated with respect.	7.57	7.75 *		7.18	7.07
I enjoy my job.	7.43	7.47		7.78	7.12 +
I have a good relationship with my manager.	7.65	7.86 *		7.64	7.17
I am being developed.	6.78	6.34	+	6.70	5.93
I am happy at work.	6.90	6.98 *		6.99	6.47

Management

	Working from Home			Regular Working Situation	
					
I am fairly paid.	7.64 *	7.03 *	+	7.11	6.31 +
I am happy with the hours I work.	7.48	7.58		7.21	7.84
I am recognised when I do something well.	6.92 *	6.83		6.36	6.19
I have enough information to do my job well.	7.29	6.99	+	7.14	7.05
Information is freely and openly shared with me.	7.03	6.71	+	6.77	6.55
I am allowed to make decisions.	7.70	6.88	+	7.61	6.10 +
I am trusted to make decisions.	7.89	7.08	+	7.65	6.50 +
I have what I need to do my job well.	7.29	6.98	+	6.97	7.19
I am happy with my working environment.	7.16 *	6.96		6.67	6.36
My views are heard at work.	7.48	6.87	+	7.28	6.34 +
My employer cares for my well-being.	7.41 *	7.31 *		6.71	6.31
I rarely feel anxious or depressed about work.	5.98	5.90		6.04	5.67
I do something worthwhile.	7.83	7.41	+	7.94	7.71
I feel proud to work for my organisation.	7.77	7.43	+	7.47	7.29
I would recommend my friends and family to work for my organisation.	6.94 *	6.70 *		6.39	5.67
I am treated with respect.	7.71 *	7.51 *		7.25	6.72
I enjoy my job.	7.58	7.15	+	7.46	7.24
I have a good relationship with my manager.	7.79	7.63		7.55	6.84
I am being developed.	6.65	6.48		6.31	6.12
I am happy at work.	7.05	6.69	+	6.81	6.36

Age Group

	Working from Home			Regular Working Situation	
	35 ⁺	Millennial		35 ⁺	Millennial
I am fairly paid.	7.53	6.90 *	+	7.00	6.56
I am happy with the hours I work.	7.52	7.44		7.38	7.29
I am recognised when I do something well.	6.91	6.78 *		6.32	6.31
I have enough information to do my job well.	7.23	6.93	+	7.17	6.89
Information is freely and openly shared with me.	6.98	6.57	+	6.74	6.60
I am allowed to make decisions.	7.53	6.90	+	7.33	6.84
I am trusted to make decisions.	7.72	7.10	+	7.44	7.09
I have what I need to do my job well.	7.22	7.01		7.01	7.11
I am happy with my working environment.	7.16	6.67 *	+	6.70	6.16
My views are heard at work.	7.34	6.93	+	7.16	6.62
My employer cares for my well-being.	7.42	7.13 *		6.63	6.56
I rarely feel anxious or depressed about work.	6.07	5.22	+	6.06	5.47
I do something worthwhile.	7.84	6.80	+	8.01	7.38
I feel proud to work for my organisation.	7.74	7.12	+	7.50	7.11
I would recommend my friends and family to work for my organisation.	6.93	6.38 *	+	6.30	5.89
I am treated with respect.	7.68	7.46 *		7.19	6.82
I enjoy my job.	7.56	6.72	+	7.46	7.18
I have a good relationship with my manager.	7.78	7.46 *		7.34	7.53
I am being developed.	6.59	6.66		6.26	6.27
I am happy at work.	7.03	6.33	+	6.77	6.40



2

Working From Home Survey



Highlights

- Men miss their colleagues to a lesser extent than women and find that the boundaries has been blurred more than their female peers
- Women feel more isolated at home
- Compared to non-management employees, managers feel more productive and less isolated at home
- Managers and employees aged 35 or above find themselves working irregular hours and weekends to a greater extent than their respective peers
- Respondents aged 35 or above enjoy the autonomy of working from home more than employees aged 35 or below

Gender

		
My line manager is good at keeping in touch with me.	6.95	6.95
I don't miss working alongside colleagues.	4.30	4.91 *
I don't feel isolated working at home.	5.52	6.20 *
I am more productive working from home.	6.29	6.19
I enjoy the autonomy of working from home.	6.97	7.20
I find the boundaries between home and work have become blurred.	5.75	6.11 *
I am working more irregular hours now that I am home working.	5.13	5.55 *
I am working more weekends now that I am home working.	2.67	3.28 *

Management

		
My line manager is good at keeping in touch with me.	6.97	6.90
I don't miss working alongside colleagues.	4.65	4.34
I don't feel isolated working at home.	5.96	5.47 *
I am more productive working from home.	6.34	6.04 *
I enjoy the autonomy of working from home.	7.12	6.96
I find the boundaries between home and work have become blurred.	6.08	5.51 *
I am working more irregular hours now that I am home working.	5.43	5.03 *
I am working more weekends now that I am home working.	3.15	2.43 *

Age Group

	35+	Millennial
My line manager is good at keeping in touch with me.	6.98	6.80
I don't miss working alongside colleagues.	4.67	3.79 *
I don't feel isolated working at home.	5.94	4.95 *
I am more productive working from home.	6.32	5.80 *
I enjoy the autonomy of working from home.	7.16	6.46 *
I find the boundaries between home and work have become blurred.	5.91	5.83
I am working more irregular hours now that I am home working.	5.37	4.87
I am working more weekends now that I am home working.	3.05	2.10 *

3

Working From Home vs. Regular Work Situation

Highlights

- Respondents working from home feel better paid than respondents still in their regular work set-up
- Men working from home feel better paid than women working from home
- Respondents working from home feel more recognized when doing their job well. This is evident for Male Employees, Managers and Millennials
- Male employees working from home feel that information is more openly shared at work compared to their male counterparts still at their workplace. Male respondents working from home also feel more trusted to make decisions compared to both their female counterparts and male counterparts in regular work situation
- Managers working from home are happier with their working environment than managers not working from home
- Female employees working in their regular set-up feel more positive when asked whether they are doing something worthwhile

	Working from Home	Regular Working Situation	
I am fairly paid.	7.45	6.92	*
I am happy with the hours I work.	7.51	7.36	
I am recognised when I do something well.	6.89	6.32	*
I have enough information to do my job well.	7.19	7.12	
Information is freely and openly shared with me.	6.93	6.71	
I am allowed to make decisions.	7.44	7.24	
I am trusted to make decisions.	7.64	7.37	
I have what I need to do my job well.	7.19	7.03	
I am happy with my working environment.	7.10	6.60	*
My views are heard at work.	7.29	7.05	
My employer cares for my well-being.	7.38	6.61	*
I rarely feel anxious or depressed about work.	5.95	5.95	
I do something worthwhile.	7.70	7.89	
I feel proud to work for my organisation.	7.66	7.43	
I would recommend my friends and family to work for my organisation.	6.86	6.22	*
I am treated with respect.	7.65	7.12	*
I enjoy my job.	7.44	7.41	
I have a good relationship with my manager.	7.74	7.38	
I am being developed.	6.60	6.26	
I am happy at work.	6.94	6.70	

* : Mean response difference between working from home and regular workplace respondents is significant at a 5% significance level







Gender

	Working from Home			Regular Working Situation	
	♀	♂		♀	♂
I am fairly paid.	7.33 *	7.61 *	+	6.86	6.96
I am happy with the hours I work.	7.40	7.67 *	+	7.70	7.10
I am recognised when I do something well.	6.83	6.98 *		6.64	6.07
I have enough information to do my job well.	7.18	7.21		7.25	7.01
Information is freely and openly shared with me.	6.86	7.02 *		7.05	6.46
I am allowed to make decisions.	7.30	7.64	+	7.30	7.19
I am trusted to make decisions.	7.50	7.84 *	+	7.43	7.32
I have what I need to do my job well.	7.13	7.28 *		7.33	6.79
I am happy with my working environment.	6.99	7.25 *	+	6.72	6.50
My views are heard at work.	7.15	7.47	+	7.10	7.02
My employer cares for my well-being.	7.31	7.48 *		6.83	6.45
I rarely feel anxious or depressed about work.	5.75	6.23	+	5.92	5.97
I do something worthwhile.	7.62 *	7.81		8.18	7.66
I feel proud to work for my organisation.	7.65	7.68		7.62	7.28
I would recommend my friends and family to work for my organisation.	6.82	6.91 *		6.34	6.13
I am treated with respect.	7.57	7.75 *		7.18	7.07
I enjoy my job.	7.43	7.47		7.78	7.12 +
I have a good relationship with my manager.	7.65	7.86 *		7.64	7.17
I am being developed.	6.78	6.34	+	6.70	5.93
I am happy at work.	6.90	6.98 *		6.99	6.47

* : Mean response difference between working from home and regular workplace respondents is significant at a 5% significance level

+: Mean response difference between counterparts is significant at a 5% significance level

Management

	Working from Home			Regular Working Situation	
					
I am fairly paid.	7.64 *	7.03 *	+	7.11	6.31 +
I am happy with the hours I work.	7.48	7.58		7.21	7.84
I am recognised when I do something well.	6.92 *	6.83		6.36	6.19
I have enough information to do my job well.	7.29	6.99	+	7.14	7.05
Information is freely and openly shared with me.	7.03	6.71	+	6.77	6.55
I am allowed to make decisions.	7.70	6.88	+	7.61	6.10 +
I am trusted to make decisions.	7.89	7.08	+	7.65	6.50 +
I have what I need to do my job well.	7.29	6.98	+	6.97	7.19
I am happy with my working environment.	7.16 *	6.96		6.67	6.36
My views are heard at work.	7.48	6.87	+	7.28	6.34 +
My employer cares for my well-being.	7.41 *	7.31 *		6.71	6.31
I rarely feel anxious or depressed about work.	5.98	5.90		6.04	5.67
I do something worthwhile.	7.83	7.41	+	7.94	7.71
I feel proud to work for my organisation.	7.77	7.43	+	7.47	7.29
I would recommend my friends and family to work for my organisation.	6.94 *	6.70 *		6.39	5.67
I am treated with respect.	7.71 *	7.51 *		7.25	6.72
I enjoy my job.	7.58	7.15	+	7.46	7.24
I have a good relationship with my manager.	7.79	7.63		7.55	6.84
I am being developed.	6.65	6.48		6.31	6.12
I am happy at work.	7.05	6.69	+	6.81	6.36

* : Mean response difference between working from home and regular workplace respondents is significant at a 5% significance level

+: Mean response difference between counterparts is significant at a 5% significance level

Age Group

	Working from Home			Regular Working Situation	
	35 ⁺	Millennial		35 ⁺	Millennial
I am fairly paid.	7.53	6.90 *	+	7.00	6.56
I am happy with the hours I work.	7.52	7.44		7.38	7.29
I am recognised when I do something well.	6.91	6.78 *		6.32	6.31
I have enough information to do my job well.	7.23	6.93	+	7.17	6.89
Information is freely and openly shared with me.	6.98	6.57	+	6.74	6.60
I am allowed to make decisions.	7.53	6.90	+	7.33	6.84
I am trusted to make decisions.	7.72	7.10	+	7.44	7.09
I have what I need to do my job well.	7.22	7.01		7.01	7.11
I am happy with my working environment.	7.16	6.67 *	+	6.70	6.16
My views are heard at work.	7.34	6.93	+	7.16	6.62
My employer cares for my well-being.	7.42	7.13 *		6.63	6.56
I rarely feel anxious or depressed about work.	6.07	5.22	+	6.06	5.47
I do something worthwhile.	7.84	6.80	+	8.01	7.38
I feel proud to work for my organisation.	7.74	7.12	+	7.50	7.11
I would recommend my friends and family to work for my organisation.	6.93	6.38 *	+	6.30	5.89
I am treated with respect.	7.68	7.46 *		7.19	6.82
I enjoy my job.	7.56	6.72	+	7.46	7.18
I have a good relationship with my manager.	7.78	7.46 *		7.34	7.53
I am being developed.	6.59	6.66		6.26	6.27
I am happy at work.	7.03	6.33	+	6.77	6.40

* : Mean response difference between working from home and regular workplace respondents is significant at a 5% significance level

+: Mean response difference between counterparts is significant at a 5% significance level

4





Qualitative Responses

Highlights





- Compared to their peers still working from their workplace, respondents working from home are requesting better IT and office facilities
- Technology issues are raised more often by Men, Managers and Millennials
- Respondents working from home voice concerns relating to childcare to a greater extent than respondents not working from home. This concern is greatest among female respondents working from home
- Communication is a greater issue among respondents working from home
- Respondents in management roles are struggling to find work-life balance to a greater extent than both non-managers and their peers working from their regular workplace
- Respondents working from home mention administration and management as key improvement areas more often than their counterparts working in their regular environment
- Respondents working from home name exercise opportunities more often than their peers
- Time and time management is mentioned more often among respondents working from home
- Respondents working from home mention social aspects as a key area of improvement. Conversely, office culture is mentioned more often among respondents not working from home



Gender

	Working from Home			Combined	Regular Working Situation		
	All				All		
Admin	14%	15%	13%	13%	4%	6%	2%
Balance	38%	38%	36%	37%	35%	37%	34%
Benefits	1%	0%	1%	1%	0%	0%	0%
Breaks	4%	5%	3%	4%	0%	0%	0%
Children	6%	7%	4%	5%	1%	1%	1%
Communication	15%	14%	16%	14%	8%	8%	7%
Commute	4%	3%	5%	4%	4%	3%	5%
Compensation	3%	3%	3%	3%	2%	2%	2%
Culture	1%	1%	1%	1%	3%	3%	3%
Development	5%	5%	6%	5%	5%	5%	5%
Environment	38%	39%	37%	35%	14%	14%	13%
Exercise	2%	2%	2%	2%	0%	0%	0%
Holiday	0%	0%	0%	0%	1%	1%	1%
Lunch	0%	0%	0%	0%	0%	0%	1%
Manager	12%	14%	11%	11%	5%	5%	5%
More.Work	0%	0%	1%	0%	0%	0%	1%
Recognition	2%	2%	2%	2%	1%	1%	1%
Security	0%	0%	1%	1%	1%	1%	1%
Social	20%	20%	20%	19%	11%	11%	10%
Strategy	3%	4%	3%	3%	2%	0%	3%
Stress	1%	1%	1%	1%	0%	0%	0%
Support	5%	5%	5%	5%	4%	4%	4%
Technology	44%	42%	47%	43%	35%	34%	37%
Time	22%	22%	22%	20%	10%	10%	10%
Travel	0%	0%	0%	0%	0%	0%	0%
Workload	5%	5%	4%	4%	1%	0%	1%

Managers vs. Non-Managers

	Working from Home			Combined	Regular Working Situation		
	All				All		
Admin	14%	15%	13%	13%	4%	4%	2%
Balance	38%	40%	31%	37%	35%	34%	38%
Benefits	1%	1%	1%	1%	0%	0%	0%
Breaks	4%	4%	4%	4%	0%	0%	0%
Children	6%	7%	5%	5%	1%	1%	0%
Communication	15%	14%	16%	14%	8%	7%	9%
Commute	4%	3%	5%	4%	4%	5%	2%
Compensation	3%	2%	3%	3%	2%	2%	3%
Culture	1%	1%	1%	1%	3%	2%	5%
Development	5%	5%	6%	5%	5%	6%	2%
Environment	38%	40%	35%	35%	14%	14%	14%
Exercise	2%	2%	2%	2%	0%	0%	0%
Holiday	0%	0%	0%	0%	1%	1%	0%
Lunch	0%	0%	1%	0%	0%	1%	0%
Manager	12%	12%	13%	11%	5%	6%	3%
More.Work	0%	0%	1%	0%	0%	1%	0%
Recognition	2%	2%	1%	2%	1%	2%	0%
Security	0%	0%	0%	1%	1%	2%	0%
Social	20%	18%	24%	19%	11%	12%	7%
Strategy	3%	3%	4%	3%	2%	1%	5%
Stress	1%	1%	1%	1%	0%	0%	0%
Support	5%	5%	6%	5%	4%	4%	3%
Technology	44%	45%	41%	43%	35%	37%	29%
Time	22%	21%	23%	20%	10%	11%	5%
Travel	0%	0%	0%	0%	0%	0%	0%
Workload	5%	4%	6%	4%	1%	1%	2%

Age Group

	Working from Home				Regular Working Situation		
	All	35+	Millennial	Combined	All	35+	Millennial
Admin	14%	15%	14%	13%	4%	2%	4%
Balance	38%	40%	37%	37%	35%	31%	36%
Benefits	1%	0%	1%	1%	0%	0%	0%
Breaks	4%	8%	4%	4%	0%	0%	0%
Children	6%	3%	6%	5%	1%	0%	1%
Communication	15%	18%	14%	14%	8%	9%	7%
Commute	4%	3%	4%	4%	4%	2%	5%
Compensation	3%	3%	3%	3%	2%	0%	3%
Culture	1%	1%	1%	1%	3%	4%	3%
Development	5%	5%	5%	5%	5%	4%	5%
Environment	38%	45%	37%	35%	14%	4%	16%
Exercise	2%	3%	2%	2%	0%	0%	0%
Holiday	0%	0%	0%	0%	1%	0%	1%
Lunch	0%	0%	0%	0%	0%	2%	0%
Manager	12%	14%	12%	11%	5%	2%	6%
More.Work	0%	2%	0%	0%	0%	0%	1%
Recognition	2%	1%	2%	2%	1%	0%	2%
Security	0%	0%	1%	1%	1%	2%	1%
Social	20%	20%	20%	19%	11%	13%	10%
Strategy	3%	2%	4%	3%	2%	0%	2%
Stress	1%	0%	1%	1%	0%	0%	0%
Support	5%	5%	5%	5%	4%	4%	4%
Technology	44%	35%	45%	43%	35%	31%	36%
Time	22%	26%	21%	20%	10%	11%	9%
Travel	0%	0%	0%	0%	0%	0%	0%
Workload	5%	9%	4%	4%	1%	0%	1%

Methodology

The qualitative research is a keyword focused analysis based on responses to the following question:

“As a result of the Covid-19 situation many employees have experienced working from home for the first time. What three things do you feel would improve your experience of working from home in the future (after the current Covid-19 situation is over)?”

The algorithm scans all responses for keywords from our catalogue and assigns the number 1 if a keyword within a given class is found, 0 otherwise. The percentage is thus number of respondents that have mentioned at least one of the keywords in a given category. Examples of words in the Communication category are: communication, information, circulate, disseminate. Hybrids hereof will also be included as the algorithm takes spelling errors and differences into account.

Our research has shown that response patterns are uniform across respondents, thereby justifying the methodology employed. Moreover, datasets are reviewed periodically to determine whether any new word trends and phrases have emerged. The test is based on the assumption that respondents do not mention a keyword unless it represents an area of improvement. As a result, we implicitly assume that no respondent would use the word unless to express discontent.

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