Work Your Way: Employee Survey

CD C 3103 WWE

Client: Citrix
Date: 12th – 19th April 2021
Sample: 2000
Demographic: US Office Workers that have WFH in companies with 500+ employees
Summary author: courtney.townsend@onepoll.com
Question:
What tools and apps has your organization introduced to facilitate hybrid/distributed working?

Insight

Having been told that: “For the purposes of this survey, we define: Hybrid work as a working pattern that permits employees to work in company office locations some of the time (week/month), and at home or away from the office for the remainder of their time. Distributed work as a workforce dispersed geographically over a wide area – domestically or internationally – that does not require a company -operated physical facility to operate.”

- 94% of US office workers who WFH say their organizations use video conferencing accounts/camera to facilitate hybrid/distributed working
- Other tools and apps used include:
  - Cloud-based document collaboration software (94%)
  - Communication platforms (91%)
  - Digital workspace software platforms (88%)
Tools

Of those who use tools and apps to facilitate hybrid/distributed working (n=1978):

- 61% say these have **improved their ability to communicate with colleagues**

- **Other impacts include:**
  - Improved my ability to collaborate across teams and functions (58%)
  - Allowed me to efficiently engage with the apps I need to get work done (53%)

- Over three quarters (78%) believe these tools have **increased collaboration during the pandemic**
  - 37% say they’ve **significantly** increased collaboration

- 72% believe the tools have **increased productivity**
  - 28% say they’ve **significantly** increased productivity

- 71% believe the tools have **increased complexity**
  - 42% say they’ve **significantly** increased complexity

- And 70% believe the tools have **increased engagement**
  - 35% say they’ve **significantly** increased engagement

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Communication

- US office workers use an average of 10.11 digital tools focused on communication and collaboration in their current role
  - 32% use 1-4 tools
  - 23% use 5-9 tools in their current role
  - A third (33%) use 10-20 tools
  - 12% use 21+ tools for communication and collaboration

- 64% are using more communication and collaboration tools than they did before the pandemic
  - Just over one-fifth (21%) are using about the same amount
  - While 14% are using less tools than before the pandemic

- Just over a third (34%) say there are too many communication and collaboration tools in place at work
  - While 60% think there is about the right amount
  - Just 4% believe there aren't enough tools in place

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Working Remotely

• Just under half (49%) describe their current experience of work as flexible

• This was followed by:
  • Productive (42%)
  • Too much technology (41%)
  • Calm (27%)
  • Complicated processes (26%)

• Once offices reopen, 49% say they will continue to use video apps to connect more personally with colleagues

• Other expected changes include:
  • I will leverage my ability to work flexibly to bring my work-life balance back into check (49%)
  • I will focus more on collaborative activities where I can engage in person with colleagues and customers (49%)
  • I will use chat and video technologies less often (39%)
  • I will continue to work from home for at least 1 day a week so I can focus on individual activities (24%)
Question:
Which of the following changes do you think will occur once offices reopen?

- Employees will achieve more balance between their work and personal lives (50%)
- Employees will focus on rebuilding relationships and go to the office to socialize with colleagues and reconnect with management (46%)
- Collaboration and innovation will increase (40%)
- Use of video and chat apps will decline as employees go to offices to connect and collaborate and work from home to focus on individual activities and get...
- Meetings will continue to have virtual participants, but some of the equity created by everyone working remote will be lost (38%)
- Employees who joined the workforce during lockdown will struggle to embrace face-to-face communications and interactions (36%)
- Travel will decrease as the pandemic has shown that many meetings and events can be done more efficiently online (35%)
- None of the above / Not sure (1%)

Insight

- Once offices reopen, half (50%) expect employees to achieve more balance between their work and personal lives.
- This was followed by:
  - Employees will focus on rebuilding relationships and go to the office to socialize with colleagues/reconnect with management (46%)
  - Collaboration and innovation will increase (40%)

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Looking Ahead

- As the pandemic ends, 28% say their organizations will introduce a hybrid working model and retain some key office locations.

- Other working strategies include:
  - Hybrid working model (retain all office locations) (23%)
  - Full distributed working model (no office) (23%)
  - Return to full-time office working (16%)
  - Hybrid working model (smaller office locations) (7%)

- 53% want to return to the office full time once offices reopen.
  - 33% want to work remotely a few days a week.
  - While 13% want to continue working remote full time.

- On average, respondents intend to work from the office 3.65 days per week once COVID-19 restrictions are eased.
  - 18% intend to work 1-2 days in the office per week.
  - Another 24% plan to work 3 days in the office per week.
  - 22% intend to work for 4 days per week.
  - And 31% plan to work in the office 5 days per week.

- While just 3% intend to work fully remotely.
Question:

Have you experienced any of the following over the past year as a result of working remotely?

- Better work-life balance
- Feeling isolated
- Feeling efficient
- Working longer hours than you did prior to March 2020
- Feeling empowered
- Feeling overwhelmed
- Feeling frustrated
- Working less than you did prior to March 2020
- Symptoms of burnout
- Feeling engaged/excited by your job
- Feeling disengaged/disinterested in your job
- None of the above

Insight

- As a result of working remotely over the past year, US office workers are most likely to have experienced:
  1. Better work-life balance (37%)
  2. Feeling isolated (31%)
  3. Feeling efficient (30%)

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Challenges

- As a result of working remotely over the past year, the IT-related challenges US office workers are most likely to have experienced are:
  1. Complexity challenges with the company's IT systems (37%)
  2. Too many communications channels (36%)
  3. Struggling to keep projects moving (35%)

- When considering the possibility of a hybrid working environment, 35% believe meetings (e.g., blending in-person and virtual attendees) could present a challenge.

- Other potential challenges include:
  - Having to make use of multiple digital tools and technology to include all colleagues (33%)
  - Visibility (those working in the office will be better 'connected' than those elsewhere) (33%)
  - Overall experience of work due to blended in-person/virtual work (32%)
  - Confusing/complicated technology (32%)
Question:
Thinking back to before the start of the COVID-19 pandemic, what do you miss most about how you got work done when you worked from an office?

**Insight**

- More than a third (36%) miss *in-person ideation meetings/brainstorm sessions that took place in the office*
- This was followed by:
  - In-person planning meetings (35%)
  - Meeting with manager/executives (35%)

### Survey Results

<table>
<thead>
<tr>
<th>Feature</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>In-person ideation meetings/brainstorm sessions</td>
<td>36%</td>
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<tr>
<td>In-person planning meetings</td>
<td>35%</td>
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<tr>
<td>Meeting with manager/executives</td>
<td>35%</td>
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<td>Ability to concentrate/focus in a dedicated work environment</td>
<td>35%</td>
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<td>Chance encounters that spark new ideas/fresh insights</td>
<td>32%</td>
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<td>Ability to get project status updates quickly and easily</td>
<td>31%</td>
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<tr>
<td>Informal/ad hoc collaboration with colleagues</td>
<td>31%</td>
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<td>Simplicity of getting/finding information quickly</td>
<td>30%</td>
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<td>Access to know-how – processes that aren’t yet formalized</td>
<td>28%</td>
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<td>Quiet time to clear head while commuting</td>
<td>25%</td>
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<tr>
<td>Other</td>
<td>1%</td>
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<tr>
<td>N/A – I don’t miss anything from before the pandemic</td>
<td>3%</td>
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Any questions?

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