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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

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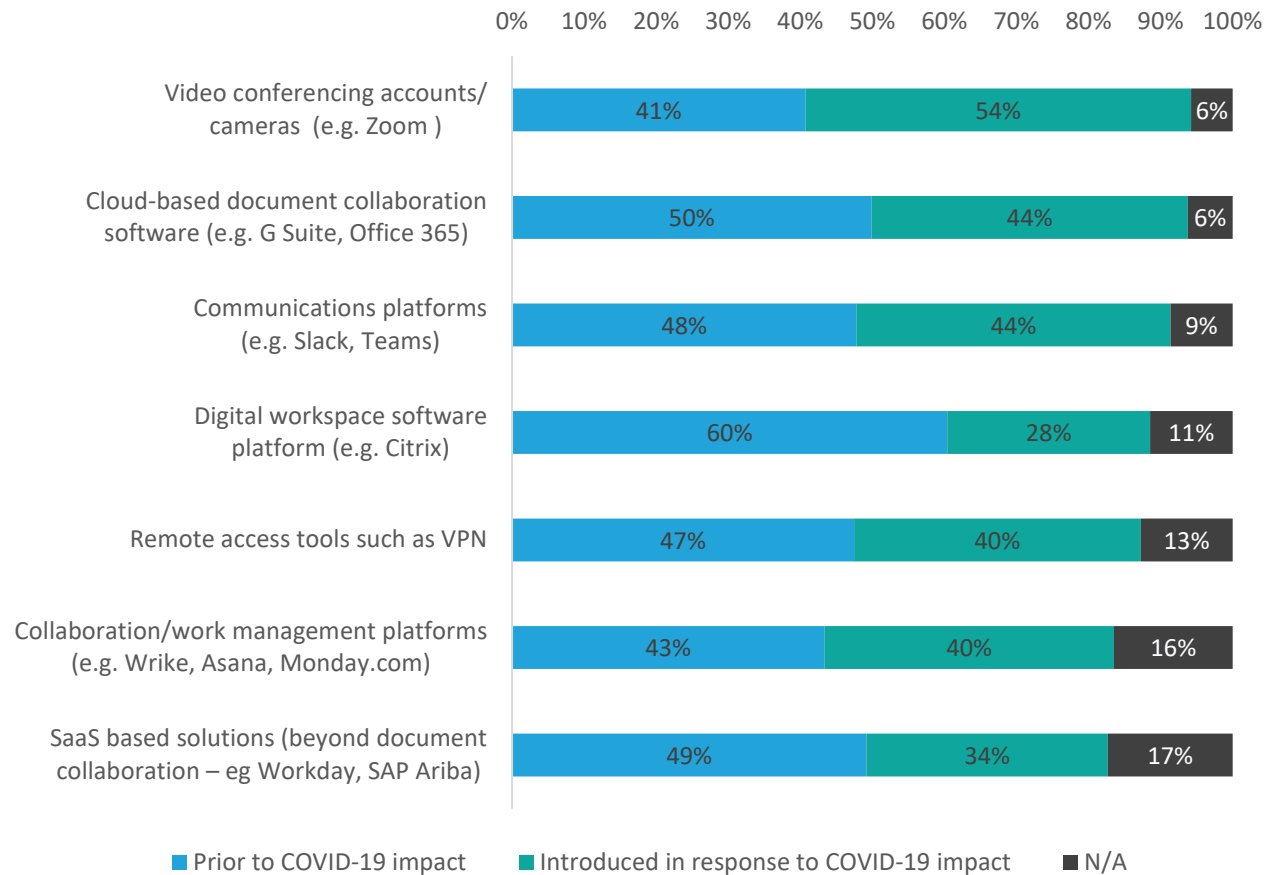
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Question:

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



Communication

- US office workers use an average of **10.11 digital tools focused on communication and collaboration** in their current role (e.g. Slack, Teams)
 - 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



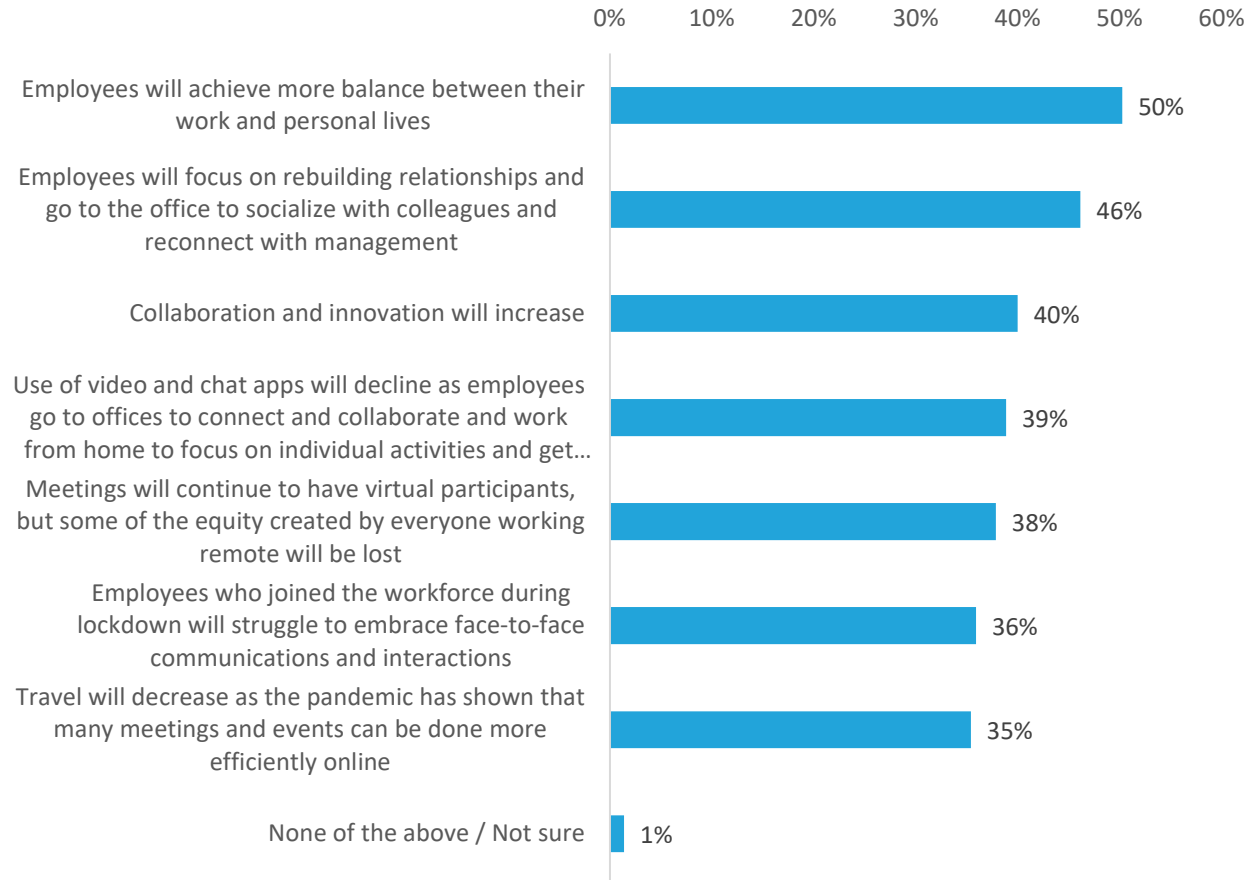


Working Remotely

- 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?



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%)

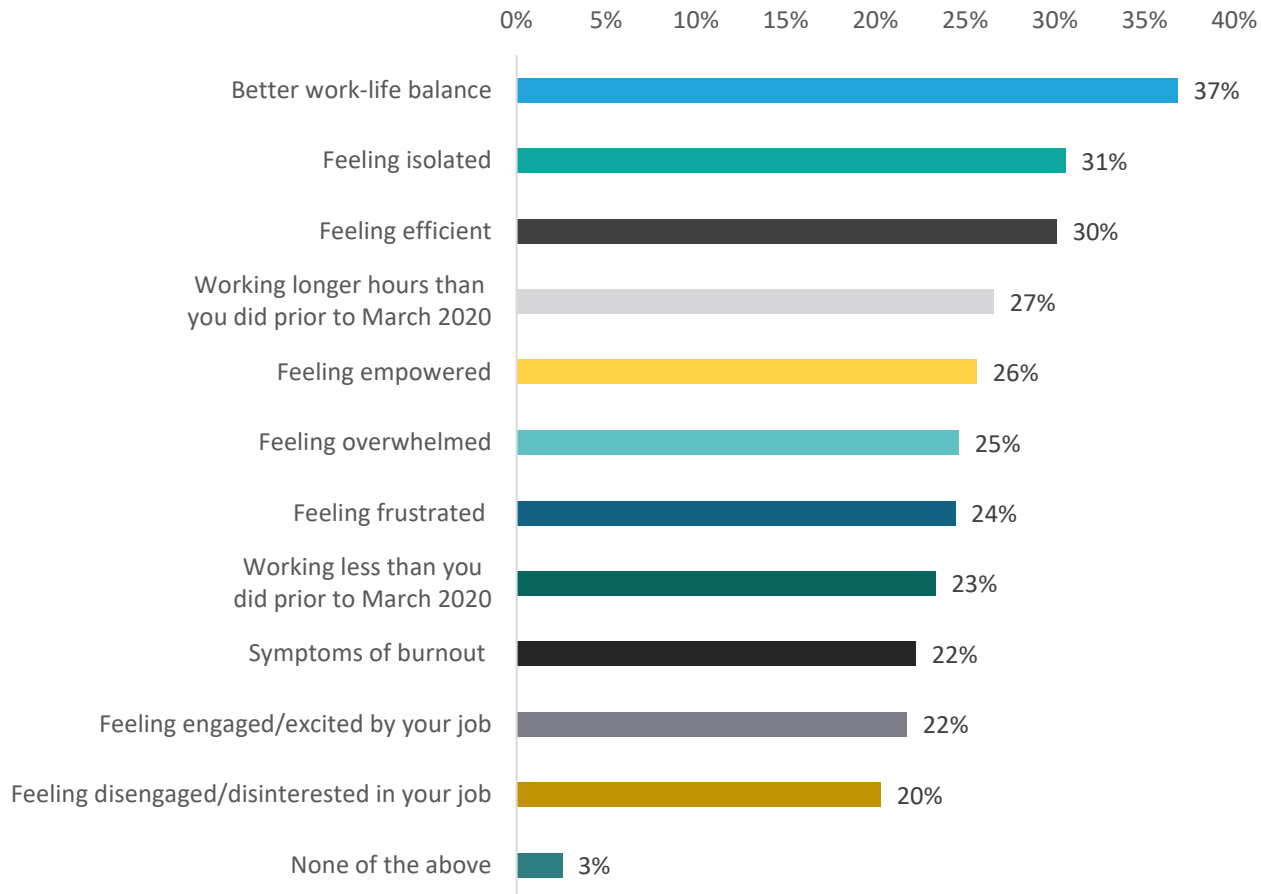


Looking Ahead

- **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?



Insight

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

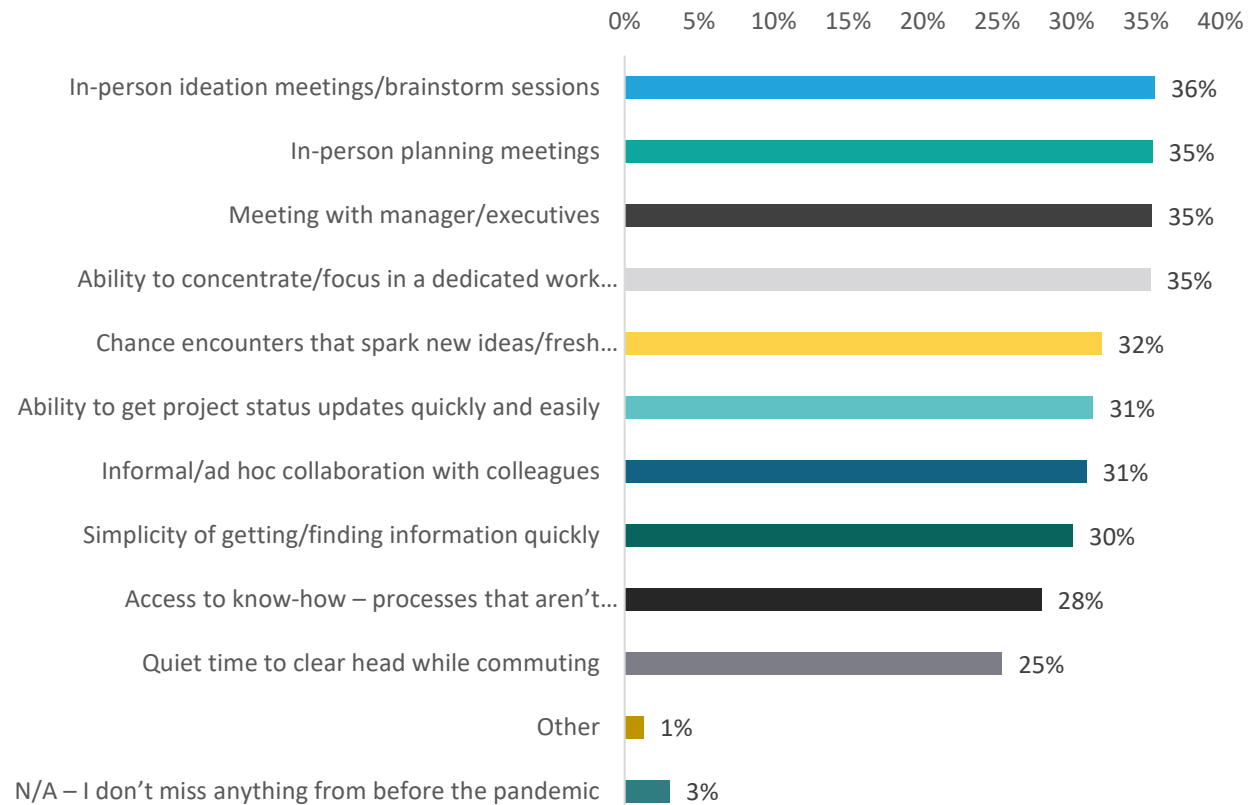
Challenges

- 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%)



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Any questions?

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