Return to Work

CD C 3003 RTW

Client: Citrix
Date: 5th April - 4th May 2022
Sample: 6500
Demographic: Office workers (full-time)

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Re-Opening

- More than three quarters (77%) say their **office has re-opened**
  - 17% have returned to work in the office for **1-2 days a week**
  - Just over a fifth (21%) now work in the office **3-4 days a week**
  - Almost a third (31%) have returned **5 days a week (full-time)**
  - While 8% have remained working **remote full-time**
- 22% say their **office did not close** during the pandemic

Of those whose office has not re-opened (n=75):
- 13% intend to **return for 1-2 days a week** when the office re-opens
  - One in five (20%) will go to the office **3-4 days each week**
  - One quarter (25%) plan to be in the office for **5 days a week (full-time)**
  - And 41% wish to **remain a remote worker**

*sample size (n<80) too small to quote with any confidence*
Question:
If you have not returned to the office full time and/or don’t plan to, why is this?

Of those who have not returned to the office full time and/or don’t plan to (n=3012):
• Over half (54%) say this is because they like the flexibility of working from home
• Other reasons include:
  • Working remotely helps me to balance home life responsibilities (42%)
  • My commute wastes too much time and money / working remotely saves time and expense of commute (35%)

Insight

0% 10% 20% 30% 40% 50% 60%
I like the flexibility of working from home 54%
Working remotely helps me balance home life responsibilities 42%
My commute wastes too much time and money / working remotely saves time and expense of commute 35%
I am still doing virtual meetings 27%
There are fewer distractions at home 20%
I am less productive in the office / feel more productive working at home 20%
I am scared of COVID 16%
My colleagues are not there 12%
I have access to better technology at home 13%
My manager is not there 7%
I don’t have a dedicated space in the office 7%
Restaurants and amenities near the office are limited or closed 6%
Gym, cafeteria and other amenities are no longer available in the office 6%
Other reason 3%
N/A – no reason in particular / not sure 8%
Question:
If you have returned to the office full time (or plan to), why did you make this decision?

Of those who have returned to the office full time or plan to (n=2036):
- Almost two fifths (39%) have returned because this has been mandated by their employer
- This was followed by:
  - I feel more productive and engaged at the office (36%)
  - I have better access to information in the office (33%)

Breakdown of reasons:
- My employer has mandated returning to the office: 39%
- I feel more productive and engaged at the office: 36%
- I have better access to information in the office: 33%
- Working in the office provides a separation between work and life: 29%
- I enjoy the companionship of the office environment: 26%
- My colleagues are there: 23%
- I have better access to technology at the office: 28%
- I am better able to collaborate: 24%
- There are less distractions in the office than at home: 25%
- I miss collaborating in person with co-workers: 19%
- My manager is there: 13%
- Technology needed to facilitate hybrid work is too...: 14%
- There are better career development opportunities being...: 16%
- I don’t have a dedicated space to work at home: 13%
- Other reason: 2%
- N/A – no reason in particular / not sure: 3%
Working Style

• Almost a third (31%) would prefer to be **100% office-based**
  • Three in ten (30%) would rather a **flexible hybrid approach** where they can **pick which days** to work remotely and in the office
  • While 27% would prefer a **fixed hybrid approach** with some **fixed days** remote and in the office
  • And just 9% would prefer to be **100% remote**

• More than half (53%) currently work **regular set hours** with **no flexibility**
  • 28% work **core working hours** with some flexibility outside of these
  • 15% have **complete flexibility** but must **work equivalent full-time hours** each week
  • Just 3% have **complete flexibility** with **no set number of working hours**
Question:
Which of the following, if any, apply to you when considering working from home/remote?

- • 21% are required to be located within the same city as the office
- • 14% must be located within an hour’s travel of the office
- • While 15% must be based in the same country as their office, but can work from any location within the country

Insight

- • 21% are required to be located within the same city as the office
- • 14% must be located within an hour’s travel of the office
- • While 15% must be based in the same country as their office, but can work from any location within the country
Question:

Which of the following statements do you agree with?

- 29% would consider leaving their job and/or start looking for a new job if flexibility is not offered or to gain more flexibility
- This was followed by:
  - Salary is more important than flexibility (24%)
  - I would change jobs if a potential employer offered the work arrangement I prefer (24%)
- Firms should consider the flexible or open talent model...
- My organisation favours in office workers, over workers...
- I would consider leaving and/or start looking for a new job...
- I would be happy to work for a company that does not...
- I feel/would feel confident to request the hybrid/flexible...
- I would consider leaving and/or start looking for a new job...
- I would prefer to be a freelancer, than work for a...
- I feel I must work from the office 3+ days a week to be...
- I feel that working from home will/would negatively...
- I feel I must work from the office for the same number of...
- Freelancers (opposed to full-time employees) will...
- I am planning to take up side-work because working from...
- None of the above

Insight
Leaving

- 13% of office workers have **left at least one job** in the **past year**
  - Over a quarter (28%) have **not left a job** but are **currently considering doing so**
  - 59% have **not left a job** and aren’t **considering** this

Of those who have left a job or are considering doing so (n=2672):

- **Reasons for leaving or considering doing so** include:
  1. More competitive **salary** (39%)
  2. To **try something new** (29%)
  3. **Flexibility** in when and where I work (24%)
  4. Employee **experience** at my workplace was/is **poor** (23%)
  5. I was/am **burned out** (21%)
Four-Day Week

- Almost half (45%) agree that they find it unlikely that their employer will soon offer a four-day work week
  - 38% think a four-day week would be a good way for employers to retain their employees
  - 23% will need to ask for a pay increase this year due to the rising cost of living

- 91% would accept a four-day week if offered
  - Just over three quarters (76%) would only accept if this meant they would keep the same salary
  - While 15% would accept if it meant a reduced salary
  - Just 5% would not accept the offer of a four-day week

Of those who would not accept or don’t know (n=581):
- 31% would not accept because they are happy with the flexibility they have already

Other reasons include:
- I worry they’d take other benefits away (26%)
- I don’t think I’d be able to get my work done (22%)
Rising Costs

- 46% would like to work from home more often to avoid additional fuel/petrol costs when commuting
  - One fifth (20%) would like to work from the office more often to avoid higher utility bills at home
  - 37% admit they are concerned by rising costs but do not intend to change the way they work
  - Just 9% are not concerned or impacted by rising costs

- 78% think their company should compensate them for fuel and utility costs (either for their commute or for energy bills at home)
  - 43% would like their salary increased to accommodate this
  - One quarter (25%) would like to be provided with an allowance towards their energy costs
  - 17% don’t think this is their employer’s responsibility
Communal Workspaces

- 38% have used communal workspaces
  - 22% have worked from a coffee shop/cafè
  - 21% have used shared workspaces (e.g. WeWork)

Of those who have used communal workspaces and have not returned to the office full time (n=1605):
- 38% use a communal workspace less than once a week
  - 29% do so on 1 day each week
  - 24% do this on 2-3 days per week
  - And 9% do so on more than 3 days each week

Of those who have used communal workspaces (n=2493):
- One quarter (25%) use communal workspaces to establish boundaries between work and home life
  - 21% do so because there are too many distractions at home
  - And one fifth (20%) use communal workspaces because there is better Wi-Fi than at home
Question:
Which of the following statements do you agree with?

- More than a third (35%) think shared workspaces are a good option for employees who don’t have the option to work at home
- This was followed by:
  - Shared workspaces are a good option for employees who do not have the option to work in the company’s offices (29%)
  - Coworking spaces could increase security concerns (19%)

- 35% of respondents agree that shared workspaces are a good option for employees who do not have the option to work at home (e.g. due to lack of space, too many distractions, unsafe home environment).
- 29% of respondents agree that shared workspaces are a good option for employees who do not have the option to work in the company’s offices.
- 19% of respondents believe that coworking spaces could increase security concerns.
- 18% of respondents wish their company would provide access to a shared office space.
- 17% of respondents think it is not in the interest of companies to offer shared workspaces.
- 9% of respondents would pay for a membership to a shared office.
- 24% of respondents choose None of the above.
Any questions?

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