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## Knowledge Workers

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**Client:** Citrix

**Date:** 2<sup>nd</sup>-14<sup>th</sup> April 2020

**Sample:** 2000

**Demographic:** US office workers currently working from home due to the Coronavirus

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# Home-working setup

- While working from home, 64% of respondents are currently **sharing their house** with their **partner**
  - 56% are sharing with a **young child** (aged 3-12)
  - 41% are sharing with a **teenager** (aged 13-17)
  - 28% are sharing with an **infant** (aged 2 and under)
- Only 5% are **on their own**
- Aside from those working in their own home, 14% of workers are currently working from home **at their second/vacation home**
- **This was followed by:**
  - 'At my parents/parents in law's house' (13%)
  - 'At a relative's house' (10%)
  - 'At a rented property in an urban town/city' (10%)





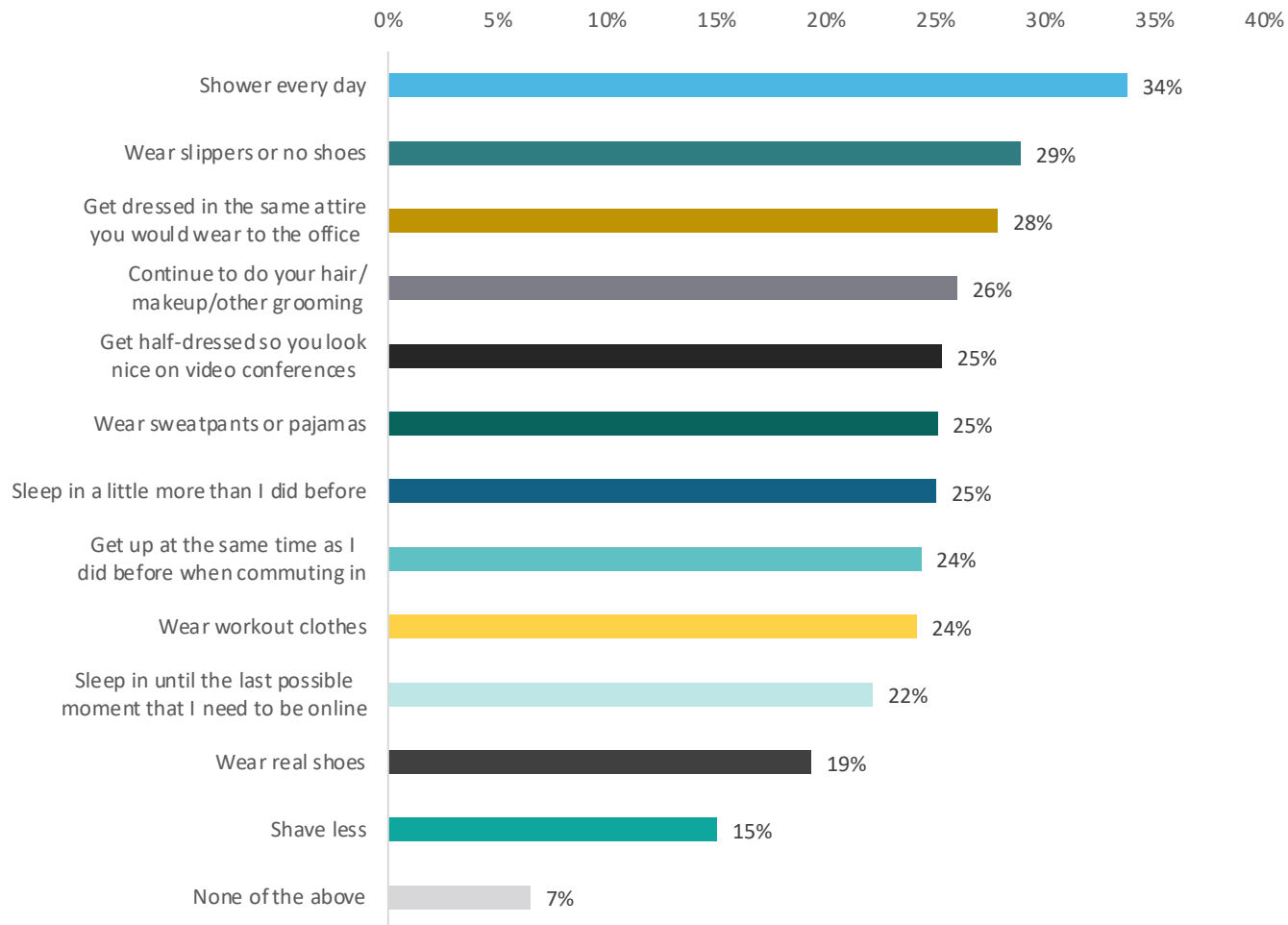
# Readiness to WFH

- 38% of workers said their organization was **completely ready** to start fully working from home – **it was an easy transition**
  - 45% said they were **fairly ready**
  - 12% said they were **not very ready**
  - While 6% said they were **not ready/not ready at all**
- Since working from home, the **most challenging** aspect of technology for office workers has been **connectivity – home broadband/Wi-Fi is slow** (33%)
- **This was followed by:**
  - Strict security protocols/no single sign on (33%)
  - Conference calls – using more than 2 services (32%)
  - Conference calls – using at least 2 services (30%)
  - Unable to access all the apps that I need to do my job (23%)
  - Device availability (21%)
  - Working on a laptop all the time is hard - small keyboard (21%)
  - VPN/virtual private network is slow (16%)
  - I don't like/feel comfortable doing video calls for meetings (14%)



## Question:

# Which of the following do you ever do while working from home?



## Insight

- While working from home, over a third (34%) of US office workers **shower everyday**
  - 29% wear slippers or no shoes
  - 28% get dressed in the same attire they would wear to the office
  - 26% continue to do their hair/makeup/other grooming

# Interruptions

- Nearly a third (32%) of respondents have had to take a work call **in their bedroom** for quiet/privacy
  - 29% have used the **bathroom**
  - 25% have used their **children's bedroom**
  - 24% have used the **garage**
- While on a work call, 41% of respondents said they had **made awkward noises** thinking the microphone was muted, only to find out it was **unmuted**
  - 37% have talked about someone else on the call
  - While 28% have talked to someone else in the room
- 29% of workers said **their children and their pets** had made an appearance on their **work video calls**
  - 24% said their children had
  - 13% said their pets had







# Video call

## Of those who have work video calls (n=1815):

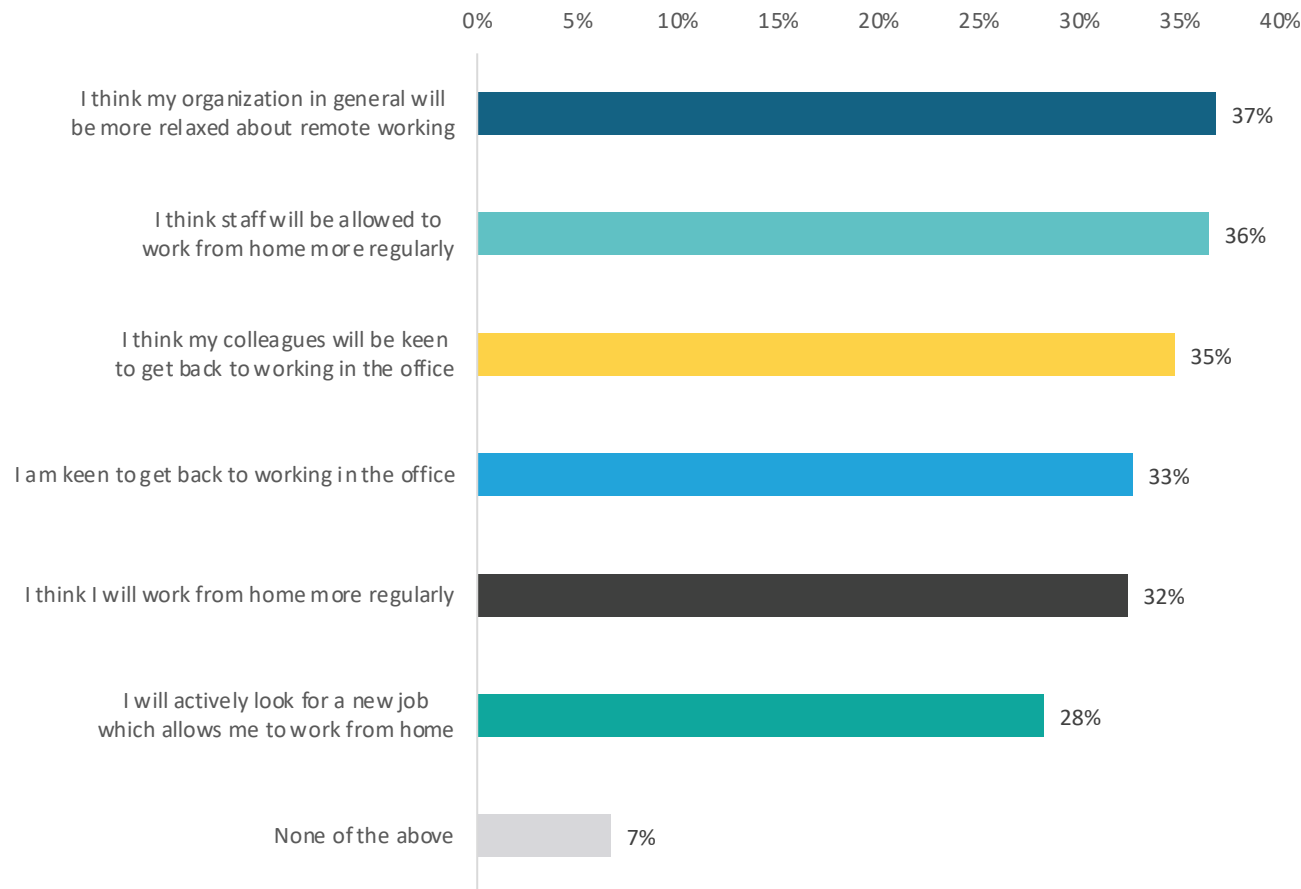
- 47% have had to pause a meeting to tell a **co-worker that they were on camera when they didn't realize**
  - 41% have had to tell a colleague over private message
  - 16% have ignored this and hoped their co-worker would realize soon
- 44% have **accidentally signed into a video meeting** and not realized they were on camera

## Of those who have done this (n=795):

- 44% were doing **cleaning chores** when they realized they were on camera
- **This was followed by:**
  - 'I was in the bathroom' (41%)
  - 'I was cooking' (40%)
  - 'I was working out' (38%)

## Question:

**Thinking about once the Coronavirus pandemic is over, which of the following statements do you agree with?**



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## Insight

- 37% of workers think their organization will be **more relaxed about remote working** once the Coronavirus pandemic is over
  - 36% think staff will be allowed to work from home more regularly
  - 35% think their colleagues will be keen to get back to working in the office
  - 33% are keen to get back to working in the office



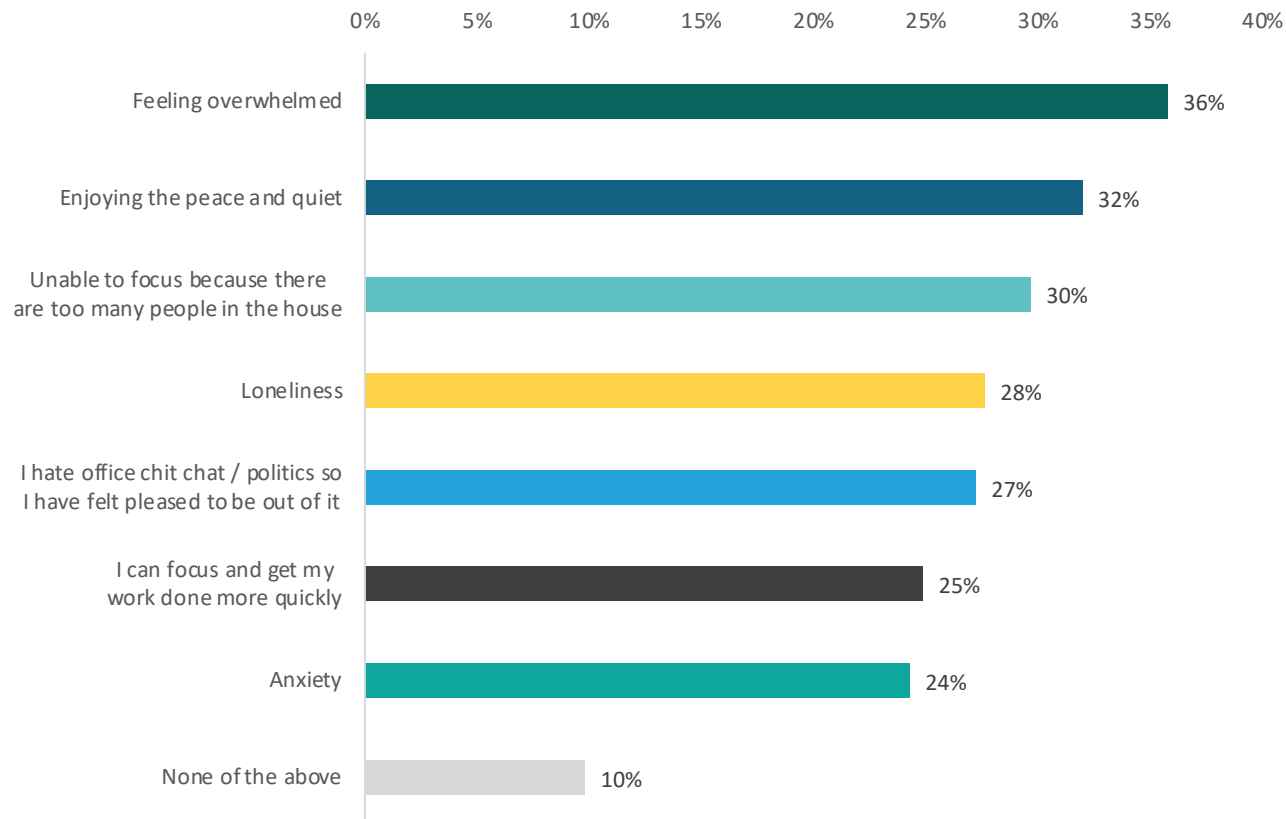
# Breaks and health

- While **working from home**, US office workers are taking an average of **31.18 minutes** worth of **breaks per day**
  - In comparison, when **working from the office** respondents take an average of **27.89 minutes** worth of breaks per day
- While working from home, 46% of respondents are **using their breaks to manage needs for their family** (e.g. setting up home-schooling projects/entertaining their children)
  - 42% are using them to socialize
  - 40% are managing needs in their house
  - While 37% are using them to eat
- The most common **self-care challenge** which workers have experienced since working from home is **drinking too much caffeine** (37%)
- **This is followed by:**
  - 'I snack too much' (32%)
  - 'I stopped working out/workout less' (26%)
  - 'I don't take breaks' (25%)



## Question:

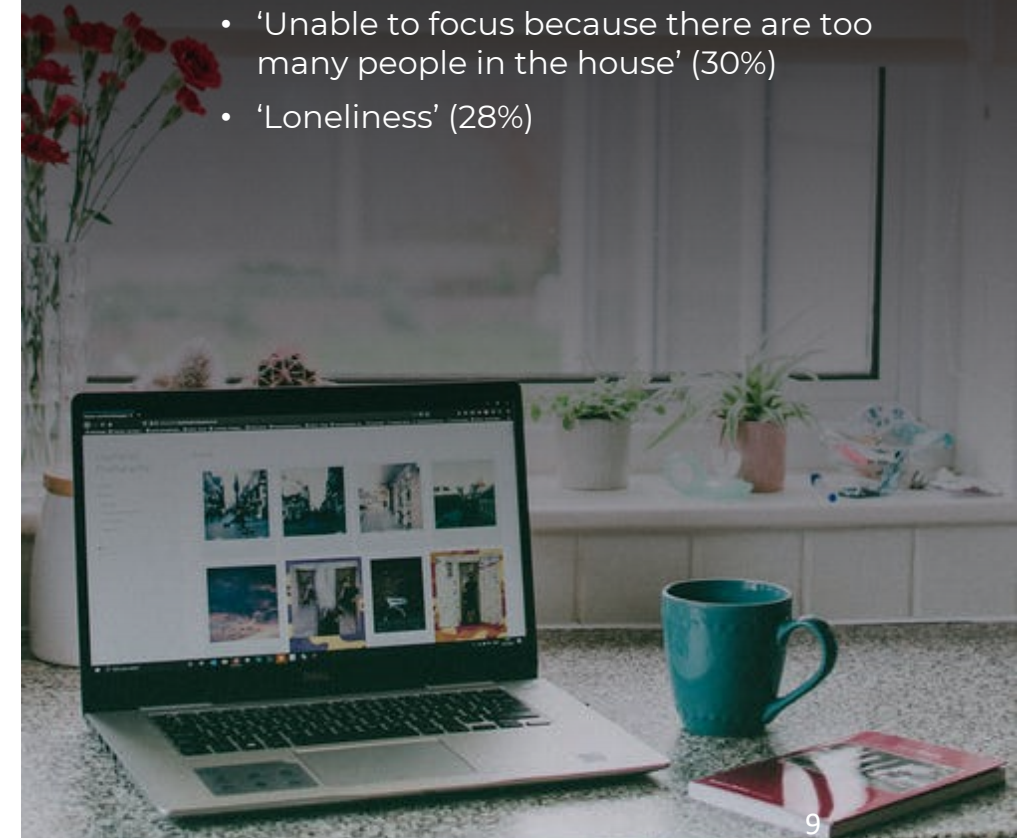
**Which of the following have you experienced as a result of working from home/social distancing due to the Coronavirus pandemic?**



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## Insight

- 36% of US office workers have **felt overwhelmed as a result of working from home** due to the Coronavirus pandemic
- **This was followed by:**
  - 'Enjoying the peace and quiet' (32%)
  - 'Unable to focus because there are too many people in the house' (30%)
  - 'Loneliness' (28%)



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**Any questions?**

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