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?

- 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

Knowledge Workers
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
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?

- 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

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?

- Feeling overwhelmed: 36%
- Enjoying the peace and quiet: 32%
- Unable to focus because there are too many people in the house: 30%
- Loneliness: 28%
- I hate office chit chat / politics so I have felt pleased to be out of it: 27%
- I can focus and get my work done more quickly: 25%
- Anxiety: 24%
- None of the above: 10%

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%)
Any questions?

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