Global Work-from-Home Experience Survey

Findings from a global research effort to understand the Work-from-Home experience, benefits, and barriers to success

May 2020
Acknowledgements

The Global Work-from-Home Experience Survey would not have been possible without the unprecedented collaboration of organizations and individuals that saw the value in this critical research. The survey was supported, through distribution to its members, by industry associations around the world.

In particular, we would like to thank the Workplace Evolutionaries (WE) community within the International Facilities Management Association (IFMA) who rallied their members, social media might, and connections with other associations to ensure a broad selection of respondents.
Workplace thought leaders

The Global Work-From-Home Experience Survey was developed and analyzed by two of the most respected names in workplace strategy, Dr. Anita Kamouri and Kate Lister. Both have been involved in work-from-home and strategic workplace research and consulting for more than a decade.

Anita Kamouri, Ph.D. is Vice-president and Co-Founder of Iometrics, a workplace services firm that helps organizations succeed with remote work practices and next-generation workplace strategies. Iometrics has been focused on helping clients create great workplace experiences for over 20 years. With a doctorate in Organizational Psychology, Anita is an expert in workplace survey research and analytics. Her firm has developed some of the largest survey databases in corporate real estate to inform data-based planning, workplace modeling and measuring the human capital impacts of workplace change. Anita provides the expertise to unlock insights about workforce trends and develop workplace solutions that have a positive impact on people, business, and the planet. She has written numerous white papers and articles and presented at many industry conferences on workplace strategy innovation.

For more information, contact: akamouri@iometrics.com
949-854-2239

Kate Lister is an author, speaker and a leading research-based authority on the future of work. In addition to authoring five business-related books, Kate has written scores of articles related to the corporate workplace for major media outlets. The firm’s research has been cited by hundreds of publications including the Harvard Business Review, New York Times, Wall Street Journal, Washington Post, and many others. As president of Global Workplace Analytics, Kate helps clients focus on shaping workplace and workforce strategies to improve people, planet, and profit outcomes. GWA partners with the industry’s most respected influencers to advance thought leadership on the qualitative and quantitative impacts of workplace change. The firm’s work is informed by a proprietary digital library of over 5,000 research reports, case studies, and other content sources related to the technologies, trends, and scientific understandings that are transforming workforce and workplace strategies around the globe.

Kate Lister
Kate@GlobalWorkplaceAnalytics.com
760-703-0377
Global Work-from-Home Experience Survey

During the 2020 Covid-19 pandemic, an unprecedented number of office-based workers transitioned to work-from-home. The purpose of this survey research was to learn from this massive work-from-home “experiment”. This first-of-its kind global survey was designed to gather much-needed data about the impact of Covid-19 on how and where people are working and provide critical insights into the impact this will have on the future of work and the workplace. What worked? What didn’t? What are the priorities for optimizing the work-from-home experience? And, how will the crisis change how and where people work, the need for office space, office design, work practices, and more.

“We find ourselves, unfortunate as the circumstances may be, faced with an unprecedented opportunity to study the work-from-home experience. Our data will give organizations the information they need to both improve the work-at-home experience now and better predict what the crisis will mean to the future of how and where people will work.”

Kate Lister, President, Global Workplace Analytics

“Our research is designed to provide insights into the priority issues to address in the short-term, but also on exploring the changing landscape of remote work in the future, and how that will impact workspace demand in the coming years. We want to help workplace leaders not only survive this crisis, but emerge from it with new insights, intelligence, and approaches for the future.”

Anita Kamouri, Co-Founder of Iometrics
This multi-faceted assessment is based on industry research and best practices. The holistic framework is designed to support informed workplace decision-making during and after the COVID-19 emergency.
This Report

• Who Responded
• Work-from-Home Participation
• Remote Work Success Factors
• The Manager Perspective
• Work-from-Home Preferences
• Well-Being Benefits
• Commute Avoidance
• Employee Productivity
• Workspace Opportunities
• Triple Bottom Line Impact
  • People-Planet-Profit
• The Future of Work, and the Workplace
Who Responded
Survey Sample

- **2,865 Responses** over 6-week data gathering period
- Administered through industry associations, social media and networking
- Representative of office-based workers (“white collar”)

[Charts displaying survey responses by age generation, organization size, and industry]
Survey Sample

Survey Responses by Age Generation
- Generation-Z: 1%
- N/A: 1%
- Silent: 1%
- Baby Boomers: 22%
- Generation-X: 44%
- Generation-Y a.k.a. Millennials: 31%

Survey Responses by Geography
- USA - West: 17%
- USA - Southwest: 6%
- USA - Southeast: 7%
- USA - Northeast: 16%
- USA - Midwest: 15%
- Other: 3%
- Asia Pacific: 6%
- Australia & NZ: 4%
- Canada: 6%
- China: 1%
- Europe: 9%
- India: 3%
- Japan: 0%
- Latin and South America: 1%
- Middle East: 3%
- UK and Ireland: 5%

Survey Responses by Role
- Executive level: 13%
- Middle management: 24%
- First-line management: 21%
- Non-management: 33% (e.g., analyst, engineer)
- Other: 5%
Work-from-Home Participation

88% working from home on a regular basis during the pandemic
31% were working at home on a regular basis before
Work-from-Home During Pandemic

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5 days/week</td>
<td>77%</td>
<td>68%</td>
</tr>
<tr>
<td>4 days/week</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>3 days/week</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>2 days/week</td>
<td>7%</td>
<td>-5%</td>
</tr>
<tr>
<td>1 day/week</td>
<td>10%</td>
<td>-8%</td>
</tr>
<tr>
<td>1 to 4 days per MONTH</td>
<td>20%</td>
<td>-17%</td>
</tr>
<tr>
<td>0 full days, but part of a day</td>
<td>20%</td>
<td>-16%</td>
</tr>
<tr>
<td>None</td>
<td>29%</td>
<td>-23%</td>
</tr>
</tbody>
</table>

Source: Global Work-from-Home Experience Survey, 2020. © 2020 Iometrics and Global Workplace Analytics. All rights reserved.
Remote Work Success Factors
Overall, are very successful working from home

68%

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WFH Success - Group Comparisons

Overall, are very successful working from home

<table>
<thead>
<tr>
<th>GEOGRAPHY</th>
<th>Percent Favorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMERICAS</td>
<td>73%</td>
</tr>
<tr>
<td>ASIA PACIFIC</td>
<td>51%</td>
</tr>
<tr>
<td>EUROPE, ME &amp; AFRICA</td>
<td>63%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPANY SIZE</th>
<th>Percent Favorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;10 EMPLOYEES</td>
<td>66%</td>
</tr>
<tr>
<td>10-99 EMPLOYEES</td>
<td>67%</td>
</tr>
<tr>
<td>100-499</td>
<td>62%</td>
</tr>
<tr>
<td>500-2,500</td>
<td>66%</td>
</tr>
<tr>
<td>2,500 TO 14,999</td>
<td>73%</td>
</tr>
<tr>
<td>25,000+</td>
<td>74%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GENERATION</th>
<th>Percent Favorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>SILENT</td>
<td>68%</td>
</tr>
<tr>
<td>BOOMERS</td>
<td>73%</td>
</tr>
<tr>
<td>GENERATION-X</td>
<td>72%</td>
</tr>
<tr>
<td>GEN-Y (MILLENIALS)</td>
<td>59%</td>
</tr>
<tr>
<td>GENERATION-Z</td>
<td>44%</td>
</tr>
</tbody>
</table>

Source: Global Work-From-Home Experience Survey, 2020
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Note: Geography and Generation differences are statistically significant (p < 0.001). Company size differences are statistically significant (p < 0.01).
Work resources at home

72%

Have access to everything I need to be successful working at home

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Source: Global Work-from-Home Experience Survey, 2020
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Resource Access - Group Comparisons

I have access to everything I need to be successful working at home

<table>
<thead>
<tr>
<th>Geography</th>
<th>Americas</th>
<th>Asia Pacific</th>
<th>Europe, ME &amp; Africa</th>
</tr>
</thead>
<tbody>
<tr>
<td>77%</td>
<td>75%</td>
<td>59%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Company Size</th>
<th>&lt;10 Employees</th>
<th>10-99 Employees</th>
<th>100-499</th>
<th>500-2,500</th>
<th>2,500-24,999</th>
<th>25,000+</th>
</tr>
</thead>
<tbody>
<tr>
<td>77%</td>
<td>68%</td>
<td>75%</td>
<td>69%</td>
<td>73%</td>
<td>76%</td>
<td>84%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Generation</th>
<th>Silent</th>
<th>Boomers</th>
<th>Generation-X</th>
<th>Gen-Y (Millennials)</th>
<th>Generation Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>37%</td>
<td>67%</td>
<td>80%</td>
<td>74%</td>
<td>60%</td>
<td></td>
</tr>
</tbody>
</table>

Source: Global Work-from-Home Experience Survey, 2020
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Note: Geography, Size, and Generation differences are statistically significant (p < 0.001).
Success Enablers

61% of employees are satisfied with remote work success factors

Working from Home Success Enablers

<table>
<thead>
<tr>
<th>COLLABORATION</th>
<th>64%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have high quality collaboration with remote colleagues</td>
<td></td>
</tr>
<tr>
<td>I feel closely connected to my teammates</td>
<td>56%</td>
</tr>
<tr>
<td>HOME ENVIRONMENT</td>
<td></td>
</tr>
<tr>
<td>I have a suitable, quiet place to work at my home</td>
<td>76%</td>
</tr>
<tr>
<td>I can isolate myself from domestic activities &amp; distractions</td>
<td>70%</td>
</tr>
<tr>
<td>I have the self-discipline to work productively at home</td>
<td>73%</td>
</tr>
<tr>
<td>I don't get lonely when I work at home</td>
<td>58%</td>
</tr>
<tr>
<td>CULTURE &amp; CAREER</td>
<td></td>
</tr>
<tr>
<td>Positive impact on recognition/career opportunities</td>
<td>37%</td>
</tr>
<tr>
<td>Pre-COVID, employer offered me choice in where I work</td>
<td>40%</td>
</tr>
<tr>
<td>Pre-COVID, employer offered me flexible schedule/hours</td>
<td>58%</td>
</tr>
<tr>
<td>Pre-COVID, employer supported me working from home</td>
<td>48%</td>
</tr>
<tr>
<td>My manager trusts me to work remotely</td>
<td>75%</td>
</tr>
</tbody>
</table>

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## Technology Enablers

81% of employees are satisfied with technology suitability and readiness, on average.

### Technology Enablers

<table>
<thead>
<tr>
<th>Feature</th>
<th>Percent Favorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have the technology I need to effectively</td>
<td>80%</td>
</tr>
<tr>
<td>I have the technology knowledge and skills I need</td>
<td>86%</td>
</tr>
<tr>
<td>I have easy and reliable access to the company network</td>
<td>80%</td>
</tr>
<tr>
<td>Remote meeting &amp; collaboration tools are easy to use</td>
<td>80%</td>
</tr>
<tr>
<td>Information protection and data security at home</td>
<td>78%</td>
</tr>
<tr>
<td>I am fully proficient in Web video-conferencing tools</td>
<td>82%</td>
</tr>
<tr>
<td>I am fully proficient in Web collaboration and teaming tools</td>
<td>75%</td>
</tr>
<tr>
<td>I am fully proficient in Teleconference tools</td>
<td>83%</td>
</tr>
<tr>
<td>I am fully proficient in Electronic document management</td>
<td>81%</td>
</tr>
</tbody>
</table>

Source: Global Work-from-Home Experience Survey, 2020
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Satisfaction with Work Activity Performance

<table>
<thead>
<tr>
<th>Activity</th>
<th>Office</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Distractions &amp; Interruptions</td>
<td>40%</td>
<td>72%</td>
</tr>
<tr>
<td>Think in Creative/Innovative Ways</td>
<td>63%</td>
<td>80%</td>
</tr>
<tr>
<td>Collaborate/Work with Others</td>
<td>86%</td>
<td>60%</td>
</tr>
<tr>
<td>Coach, Mentor or Manage Other People</td>
<td>81%</td>
<td>51%</td>
</tr>
</tbody>
</table>

Source: Global Work-from-Home Experience Survey, 2020
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Better Performance at Home

72% of employees are satisfied with work activity performance* at the office, on average.

Better Performance at the Office

71% of employees are satisfied with work activity performance* at home currently, on average.

*Non-management activities
Predictive Analytics: significant drivers of WFH success

Source: Global Work-from-Home Experience Survey, 2020
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Results based on Stepwise Regression analysis. Multiple R=0.70; R-squared=0.48
Changes that will have greatest positive impact on effectiveness working at home
The Manager Perspective
Manager Feedback: WFH Impact

70% of leaders say that WFH is the same or better for their team’s work performance, on average.
Work-from-Home Preferences
## Work-from-Home Preferences

### Work-from-Home BEFORE-COVID

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 days/week</td>
<td>9%</td>
</tr>
<tr>
<td>4 days/week</td>
<td>2%</td>
</tr>
<tr>
<td>3 days/week</td>
<td>3%</td>
</tr>
<tr>
<td>2 days/week</td>
<td>7%</td>
</tr>
<tr>
<td>1 day/week</td>
<td>10%</td>
</tr>
<tr>
<td>1 to 4 days per MONTH</td>
<td>20%</td>
</tr>
<tr>
<td>0 full days, but part of a day</td>
<td>20%</td>
</tr>
<tr>
<td>None</td>
<td>29%</td>
</tr>
</tbody>
</table>

### Work-from-Home Preference (Post-COVID-19)

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 days/week</td>
<td>16%</td>
</tr>
<tr>
<td>4 days/week</td>
<td>7%</td>
</tr>
<tr>
<td>3 days/week</td>
<td>17%</td>
</tr>
<tr>
<td>2 days/week</td>
<td>23%</td>
</tr>
<tr>
<td>1 day/week</td>
<td>14%</td>
</tr>
<tr>
<td>1 to 4 days per MONTH</td>
<td>11%</td>
</tr>
<tr>
<td>0 full days, but part of a day</td>
<td>6%</td>
</tr>
<tr>
<td>None</td>
<td>7%</td>
</tr>
</tbody>
</table>

### Delta

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 days/week</td>
<td>7%</td>
</tr>
<tr>
<td>4 days/week</td>
<td>6%</td>
</tr>
<tr>
<td>3 days/week</td>
<td>14%</td>
</tr>
<tr>
<td>2 days/week</td>
<td>15%</td>
</tr>
<tr>
<td>1 day/week</td>
<td>4%</td>
</tr>
<tr>
<td>1 to 4 days per MONTH</td>
<td>-9%</td>
</tr>
<tr>
<td>0 full days, but part of a day</td>
<td>-14%</td>
</tr>
<tr>
<td>None</td>
<td>-22%</td>
</tr>
</tbody>
</table>

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Work-from-Home at Least 1 Day per Week

BEFORE COVID-19 31%  
IN THE FUTURE (POST-COVID-19) 76%

Source: Global Work-from-Home Experience Survey, 2020
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Median Days per Week Working at Home

- BEFORE COVID-19: 0.5
- DURING COVID-19: 5.0
- FUTURE (POST-COVID-19): 2.0

Source: Global Work-from-Home Experience Survey, 2020
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Preferred Work-from-Home

2-3 days per week is typically preferred across most sub-groups.

Average Preferred Days per Week Working at Home

<table>
<thead>
<tr>
<th>Geography</th>
<th>Days Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>2.5</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>1.8</td>
</tr>
<tr>
<td>Europe, Middle East, and Africa</td>
<td>2.3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Company Size</th>
<th>Days Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;10 Employees</td>
<td>2.7</td>
</tr>
<tr>
<td>10-99 Employees</td>
<td>2.3</td>
</tr>
<tr>
<td>100-499</td>
<td>2.2</td>
</tr>
<tr>
<td>500-2,500</td>
<td>2.1</td>
</tr>
<tr>
<td>2,500-24,999</td>
<td>2.4</td>
</tr>
<tr>
<td>&gt;25,000</td>
<td>2.6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Generation</th>
<th>Days Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silent</td>
<td>1.5</td>
</tr>
<tr>
<td>Boomers</td>
<td>2.4</td>
</tr>
<tr>
<td>Generation X</td>
<td>2.5</td>
</tr>
<tr>
<td>Gen Y (Millennials)</td>
<td>2.2</td>
</tr>
<tr>
<td>Generation Z</td>
<td>1.4</td>
</tr>
</tbody>
</table>

Source: Global Work-from-Home Experience Survey, 2020
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Note: Geography, Size, and Generation differences are statistically significant (p <.0001)
Well-Being Benefits
Employee Time – 9.4 Days/Year at 2x WFH
Employee $avings

Do you save any money as a result of working-from-home (e.g., gas, transportation costs, dry cleaning, auto maintenance, lunches, etc.)

- No Savings: 8%
- Minimal Savings: 19%
- Small Savings: 29%
- Moderate Savings: 25%
- Significant Savings: 19%
Employee Health
Participant Benefits of WFH

Well-Being

- Flexibility I have in balancing my work and non-work needs: 77%
- My overall well-being (stress, sleep, exercise, etc.): 69%
- Eat healthier when I work at home: 54%
- Exercise more when I work at home: 48%

Source: Global Work-From-Home Experience Survey, 2020
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Like BEST about WFH

Like LEAST about WFH
Preferred levels of work-from-home will reduce commute days to the office.

Source: Global Work-from-Home Experience Survey, 2020
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Typical commute patterns differ by geography

![Bar chart showing typical mode of commute transportation by geography.]

Source: Global Work-from-Home Experience Survey, 2020
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Employee Productivity
77% Are fully productive working from home

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Productivity – Group Differences

Generational & Geographic differences are particularly significant, while productivity has a positive trend with increasing company size.
Technology/Interruptions

Productivity Inhibitors: Estimated Minutes per Day

- AT THE OFFICE
  - EQUIPMENT/TECHNOLOGY ISSUES OR DELAYS: 30 minutes
  - UNWANTED INTERRUPTIONS AND DISTRACTIONS: 78 minutes
- AT HOME
  - UNWANTED INTERRUPTIONS AND DISTRACTIONS: 43 minutes

Source: Global Work-from-Home Experience Survey, 2020
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Percent of avoided commute time (by working at home) typically used for additional work time

Source: Global Work-from-Home Experience Survey, 2020
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With preferred amount of WFH…

<table>
<thead>
<tr>
<th>Incremental commute hours saved per year</th>
<th>Incremental person days/year saved</th>
<th>Incremental days/year added to productive work time per person</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>75</strong></td>
<td><strong>9.4</strong></td>
<td><strong>4.6</strong></td>
</tr>
</tbody>
</table>
Workspace Opportunities
Workspace You Use at the Office

- Common, shared, open workspaces, 58%
- Private offices, 24%
- High Panel Workstations, 13%
- N/A, 5%

Source: Global Work-from-Home Experience Survey, 2020
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Would you give up your assigned workspace in exchange for an unassigned workspace in order to work-from-home in the future?

- Private offices: 28% No, 23% Not Sure, 48% Yes
- High Panel Workstations: 23% No, 16% Not Sure, 61% Yes
- Common, shared, open workspaces: 18% No, 22% Not Sure, 60% Yes

Source: Global Work-From-Home Experience Survey, 2020
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Would you give up your assigned workspace in exchange for an unassigned workspace in order to work-from-home in the future?

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<th>2,500 to 24,999 Employees</th>
<th>25,000+ Employees</th>
<th>Silent</th>
<th>Boomers</th>
<th>Generation-X</th>
<th>Gen-Y (Millennials)</th>
<th>Generation-Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>21%</td>
<td>27%</td>
<td>19%</td>
<td>19%</td>
<td>24%</td>
<td>23%</td>
<td>23%</td>
<td>20%</td>
<td>17%</td>
<td>38%</td>
<td>25%</td>
<td>12%</td>
<td>17%</td>
<td>29%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>21%</td>
<td>26%</td>
<td>20%</td>
<td>18%</td>
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<td>25%</td>
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<td>23%</td>
<td>29%</td>
</tr>
<tr>
<td>Yes</td>
<td>58%</td>
<td>47%</td>
<td>61%</td>
<td>63%</td>
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<td>62%</td>
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<td>38%</td>
<td>54%</td>
<td>58%</td>
<td>60%</td>
<td>43%</td>
</tr>
</tbody>
</table>

Source: Global Work-from-Home Experience Survey, 2020 © 2020 Iometrics and Global Workplace Analytics. All rights reserved.

Note: Geography differences are statistically significant (p<.05)
“When you go through something like this, it forces you to ask questions and think about things differently,”
- CEO of Goldman Sachs

“Our bias against working from home has been completely exploded.” He said employees have stayed engaged while at home and the company was “not seeing any discernible drop in productivity.”
- Chief People Officer of Zillow

“I don’t think we’ll go back to the same way we used to operate,” ... “I really don’t.”
- Chief HR officer at Twitter
Triple Bottom Line Impacts
Triple Bottom Line Impacts:
People
Triple Bottom Line Impacts:
PLANET
Commuting 3 days/week vs. 5
Per 100 employees/Year

- 154,000 VMT
- $8k trips
- 390 Barrels of Oil
- 70 Tons GHG
- 1,800 Trees
Triple Bottom Line Impacts: PROFIT
WARNING
Math Ahead
REMAIN CALM
Quantifying Productivity

Salary = $50,000
Cost = $65,000
= $250/day
= $30/hour
= $.5/minute
Engagement

+21% Productivity

Per 100 Employees
+ $1.4M
More Productive Solo Work

57% of time in solo work
19% increase
= 5.7% increase in productivity
for 2 days a week at home

= $280,000/per 100 employees
Percent of avoided commute time (by working at home) typically used for additional work time

47%

Per 100 Employees
2x/week

= $140,000/Year
= 2.2 Person Years

Source: Global Work-from-Home Experience Survey, 2020
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Interruptions (mins/day)
Home = 43
Office = 78
Per 100 Employees
2x/week

> $200,000/Year
> 3 Person Years

Hmm. I like the sound of that!
Productivity Lost if Not Able to Work = $26,000/100 employees/day
Example Space Savings Impacts

- 2x/week
- 150 sf/person, $30/sf
- 10% to 20% decrease

= $45,000 to $90,000/year Per 100 people
*Per Person:
  • 9+ days/year
  • $2k to 4k/year
  • Health: Priceless

*Per 100 Employees:
  • 154k Miles
  • 8k Trips
  • 390 Barrels of Oil
  • 70 Tons GHG

*Per 100 Employees:
  • Real Estate: $45-90k
  • Engagement $1.4M
  • Solo Work $280k
  • Commute = $140k
  • Interruptions = $200k
  • COOP = 26,000/day

*Annual Impact

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The Future of Work, and the Workplace
The top 10 things we learned

1. How many people are working from home now?
   • 88% of office workers working from home >1 day/week
   • 77% WFH full-time

2. Are people liking their work-from-home experience?
   • 68% say they are very successful at working from home

3. Do people work better at home or the office?
   • Overall, 70% are satisfied with work activity performance at either place, but some activities are better performed at home vs. office

4. Does providing WFH support enable success?
   • 72% say they have what they need
   • Greater likelihood of success if they have skills, tools, resources & good home environment

5. Are managers resistant to the idea of WFH?
   • Agree work performance is same or better, but have issues with remote management and distributed teaming

6. Do people want to come back to the office?
   • 76% want to WFH at least 1 day/week
   • Prefer 2 days/week on average
   • 16% don’t want to come back at all

7. Are people productive at home?
   • 77% fully productive at home
   • Save 1/2 hour/day in unwanted interruption and give back half of saved commute to additional work time

8. Is WFH creating “burn out”?
   • 77% are satisfied with flexibility in balancing work/non-work and 69% with overall well-being (stress, sleep, exercise)

9. Will we need less office space?
   • Most want to come back 3-days/week. 40% less utilization.
   • Majority are willing to give up assigned space to continue WFH.

10. Is there an ROI to continued WFH as a business strategy?
    • People, Planet & Profit value
Will the accelerated WFH trend continue? We think so.

Many of the employees who couldn’t work-from-home before the crisis, will want to keep doing it.

WFH supports productivity, well-being, engagement & feeling of safety.

Middle managers will be more likely to support remote work.

Business Leaders and Investors will demand greater agility for business risk reduction.

The experience will shine a light on the impact of commuter travel on sustainability.

Economic woes will refocus attention on remote work as a CRE cost reduction strategy.
How do we optimize the remote work experience?

• Technology foundation
  • Seamless remote collaboration
  • Pervasive video
  • Tool standardization and adoption

• Proper resources support WFH success
  • Laptops, VOIP, dual/wide monitors, ergonomic chairs
  • Productive home environment

• Managers will keep teams connected to the culture
  • Team cohesion, collaboration, innovation and engagement
  • Opportunities for virtual learning, socializing and mentoring

• Establish expectations with individuals
  • Maintaining work-life balance
  • Self-discipline and accountability
  • Remote collaboration and performance
The future of work, and the workplace

- How and where people work
  - A blended workplace
  - User experience across workplaces

- Work practice evolution
  - Location independent work process
  - Digital first
  - Continued acceleration of remote collaboration

- Workplace innovation
  - More focus work at home
  - Office work more “group focused”
  - Re-think and re-adapt open office trend

- Workspace utilization
  - WFH as a distancing strategy
  - Up to 40% reduction in utilization with WFH
  - De-densification vs. utilization
74% of CFOs say their company will reduce office space because employees have adapted to working from home, according to a survey of over 300 CFOs by Gartner, a Connecticut-based research and advisory firm.
What should employers do to prepare?

1. Get employee feedback and input
2. Focus on workplace readiness
3. Create a “day-one” return-to-office plan
4. Identify mid-term changes
5. Explore long-term workplace strategies
Let us help you

For questions, more information or help with back-to-office readiness post-COVID, please contact us:

akamouri@iometrics.com
Kate@GlobalWorkplaceAnalytics.com

To listen to the webinar recording of this report, go to: https://we.ifma.org/work-from-home-experience-survey/
Let us help you emerge from the COVID pandemic with new insights, intelligence, and approaches for the future.

**Survey** to your employees to assess their work experience and preferences

**Improve employee productivity** and team performance at home

**Formalize** your remote work program, policies and practices

**Quantify** the employer, employee and environmental impact of your remote work program

**Integrate remote work** into your CRE, HR, IT, Risk Management, and Sustainability strategies

**Optimize your real estate** footprint with a blended remote/on-site work model

Create a **return-to-office strategy** that addresses short-term readiness as well as longer-term success

And more...

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