Navigating the New Norm

Remote Work and Its Impact on the Well-Being of Businesses and their Employees

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01

Introduction

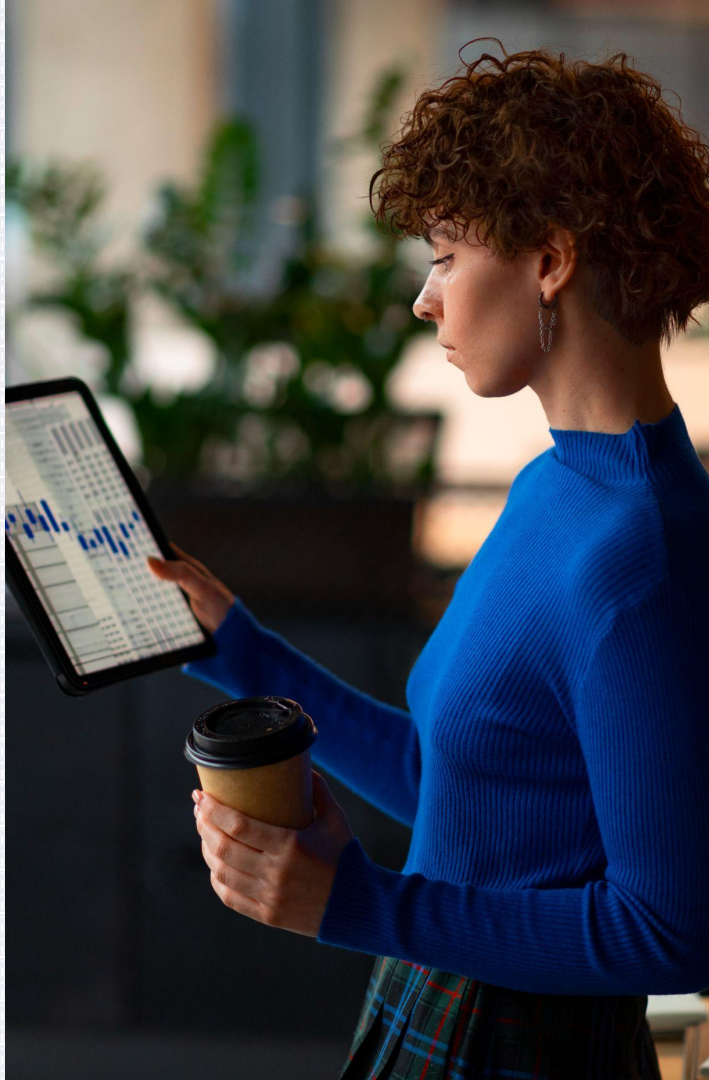
Will remote work be here to stay?

Introduction

The occupational world changed after the 2019 COVID pandemic. These changes continue to affect how we operate and interact in business today. The trend towards remote work was already underway, thanks to the rise of telecommunications and freelance opportunities. However, the pandemic accelerated this trend, resulting in the widespread adoption of working from home and its transformative effects on traditional work structures.

Purpose

The research objective is to give businesses seeking to implement a remote/hybrid work policy indications on whether or not this type of policy would be appropriate and successful by providing businesses with actionable insights to inform their decision-making regarding remote work policies, ultimately fostering a more effective and sustainable work environment for both employers and employees in the new norm of remote work.



02

The Data

NSW 2020 & 2021 Survey

NSW Remote Work 2020 & 2021

- Two survey responses from 1,500 remote workers in New South Wales.
- Aimed to capture the shift in remote work experiences and attitudes during different stages of the COVID-19 pandemic.
- The dates this survey was taken were from August - September 2020 and March - April 2021.
- The data was collected by the NSW Productivity Commission.

About the Data

Comprised of Strings

Many of the questions prompted respondents to answer off of given categories from multiple choice to Likert-type response scales.

Remote-Related Questions

The questions are more skewed towards remote-work-related rather than on-site-related questions.

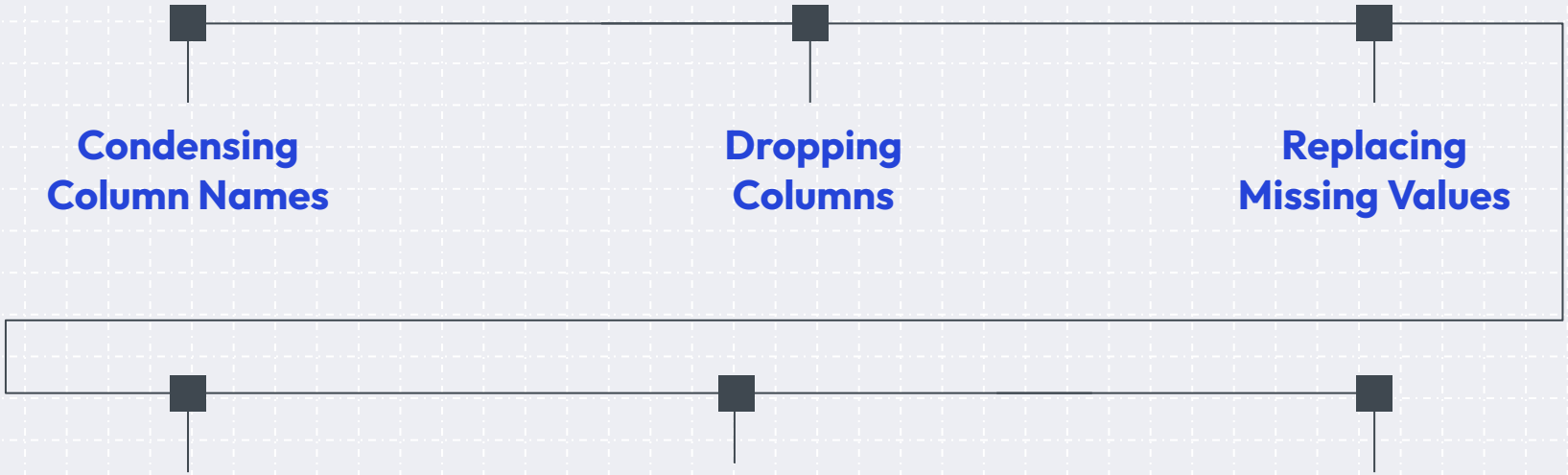
Additional Questions in 2021

The 2021 survey included over 30 additional questions and focused a little more on management perceptions of remote work than it did in 2020.

Similar Data Between Years

Both datasets contained similar questions with the same information, but changes were made to the wording in the 2021 survey. In addition, the time frame for past comparisons was altered. For instance, in 2020, some questions referred to the previous year or the three months prior to taking the survey. However, in the 2021 survey, the time frame was changed to the last quarter of the previous year and the past six months.

Cleaning the Data



03

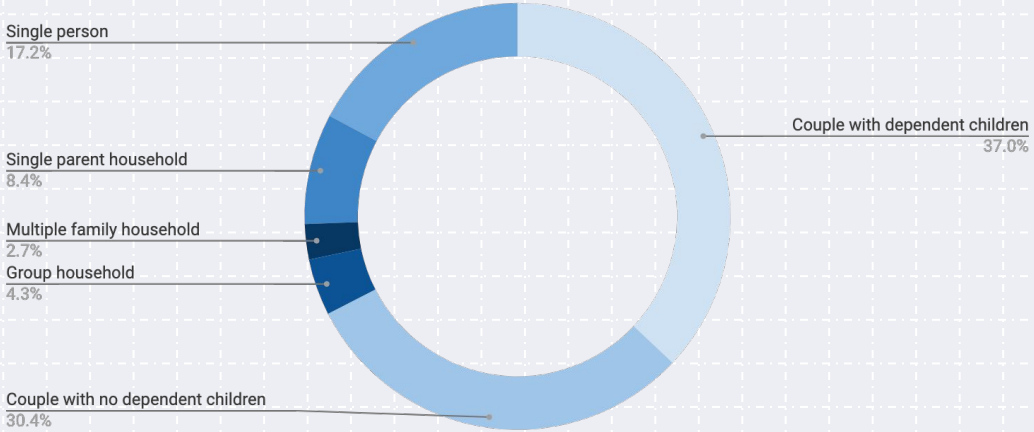
Analysis

Demographic & Industry
Productivity & Time-Use
Mental Health & Overall Well-Being
Business' Perceptions

Demographic & Industry

NSW Demographic Information

NSW Households



52% of Respondents are Male
47.80% Female
0.20% Other

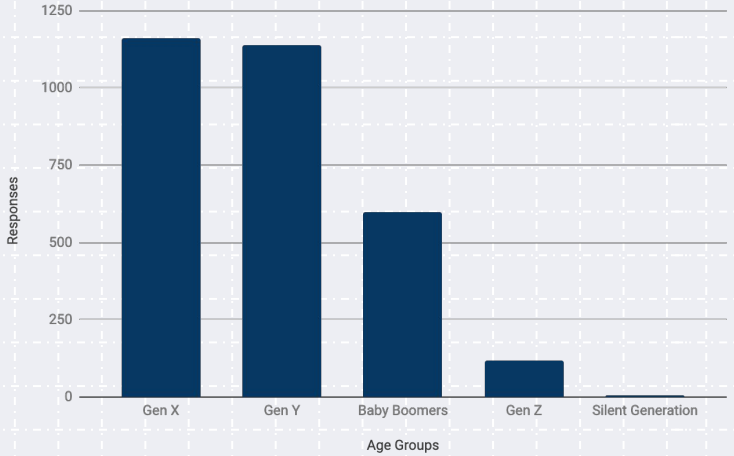
Metro Results 78.9%

Urban & City Areas

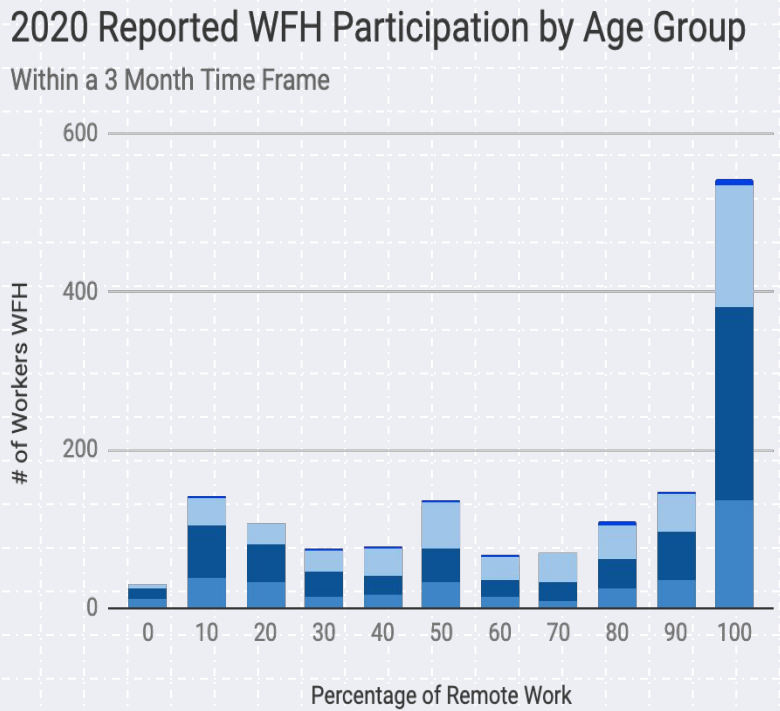
Regional Results 21.1%

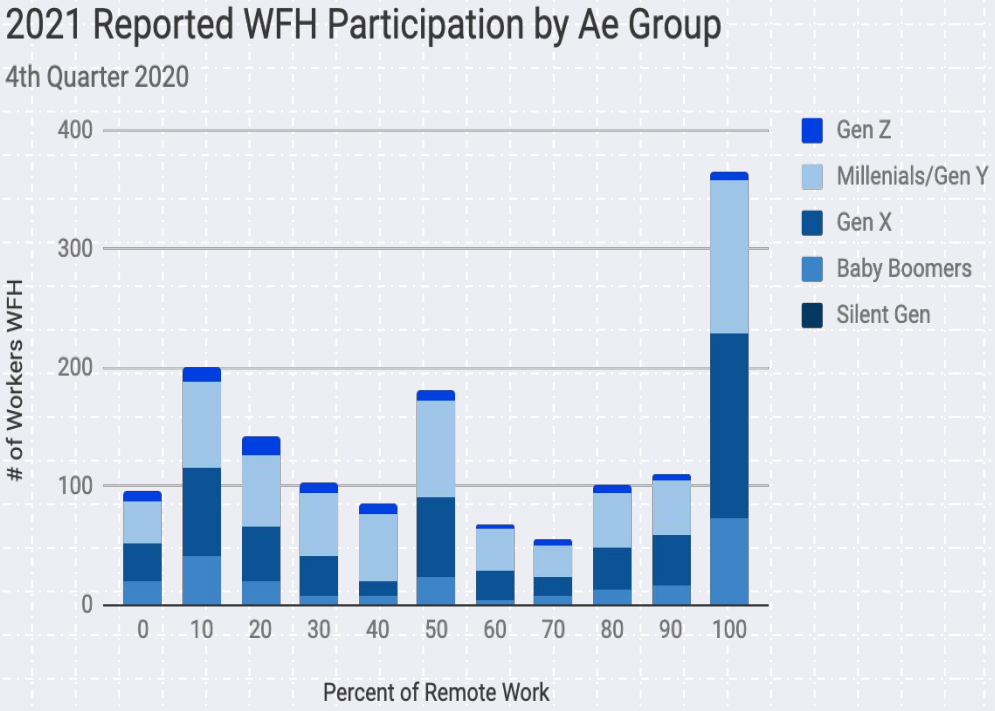
Rural & Small Towns

Distribution of Generational Age Groups in Remote Workers

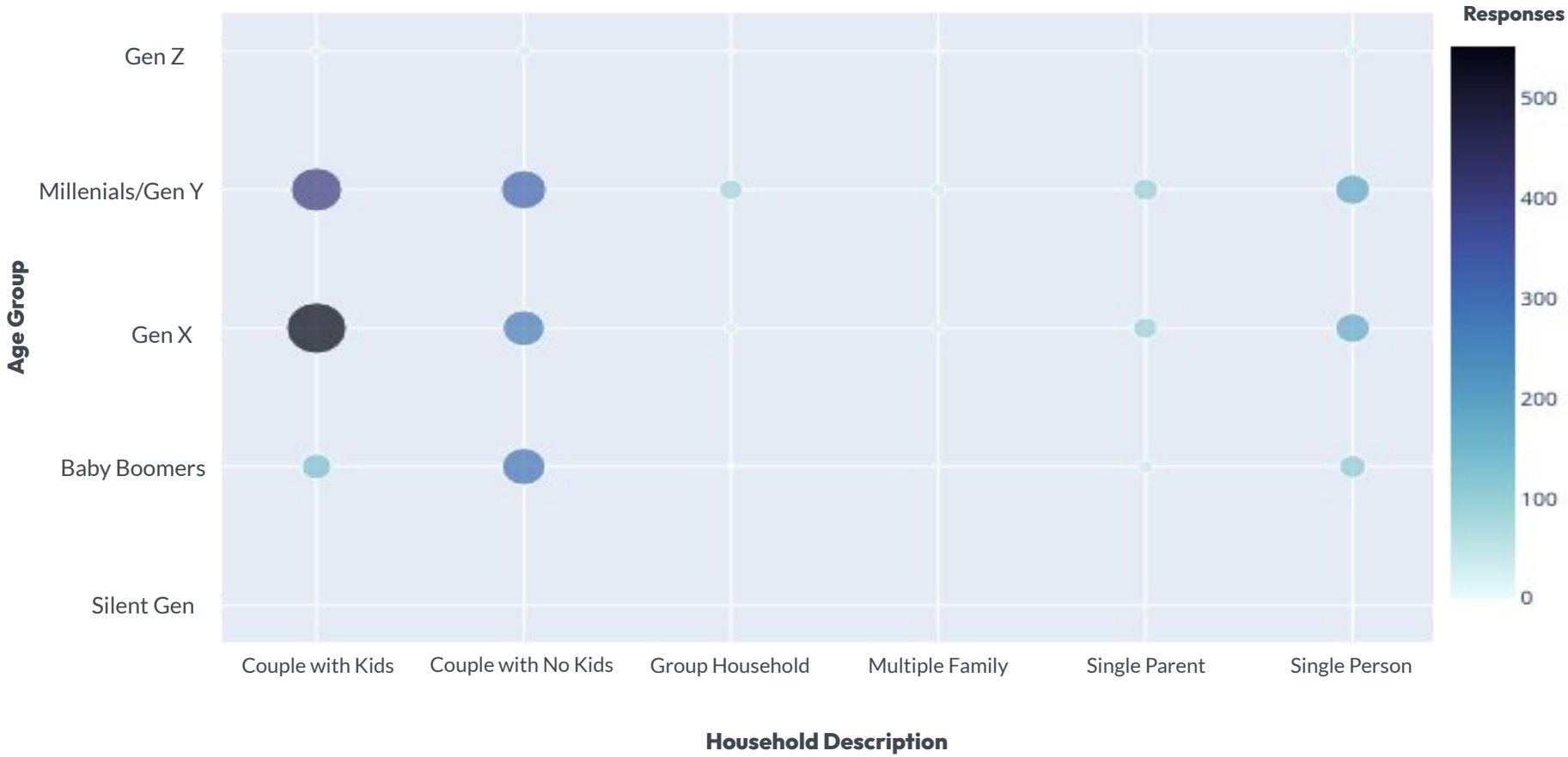


WFH Participation by Age Group



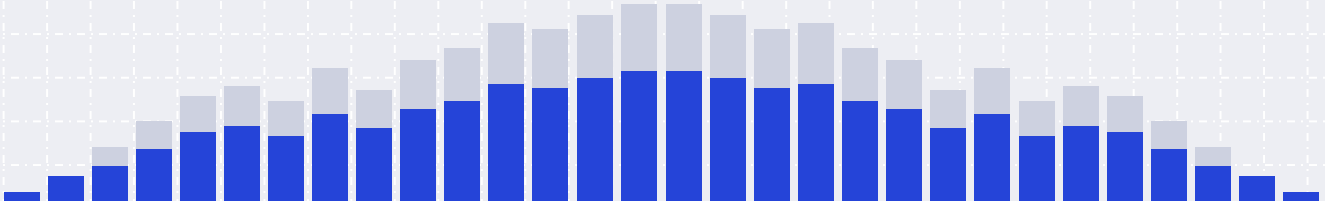


NSW Demographic Age & Household Description



Top 3 Industries

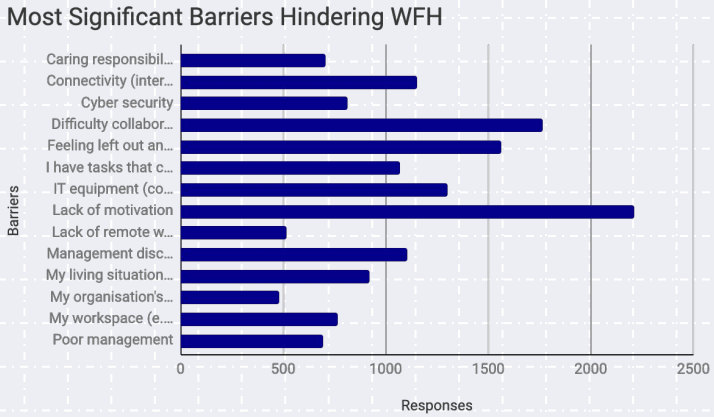
Professional/Technical/Scientific
Financial & Insurance
Education and Training

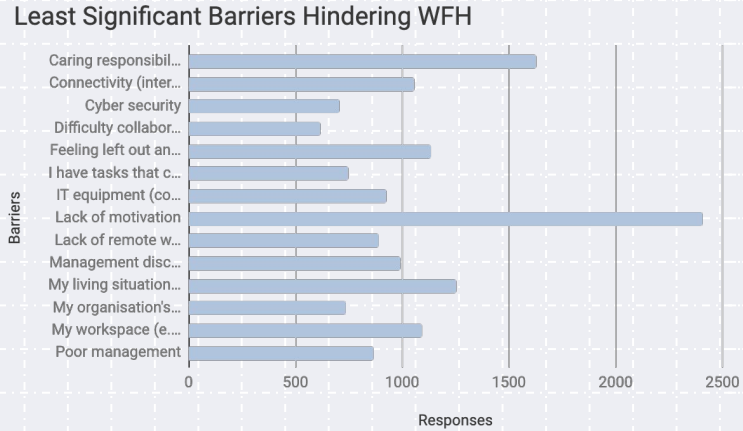


Productivity & Time-Use

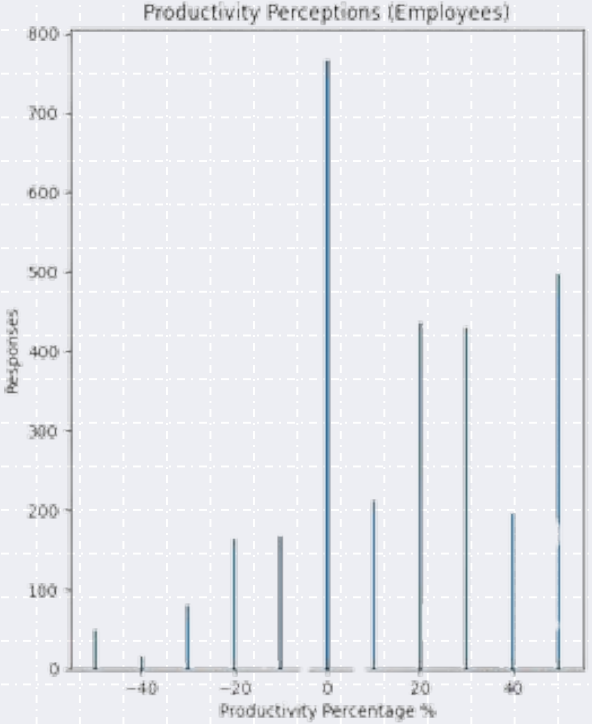
Remote Work Barriers

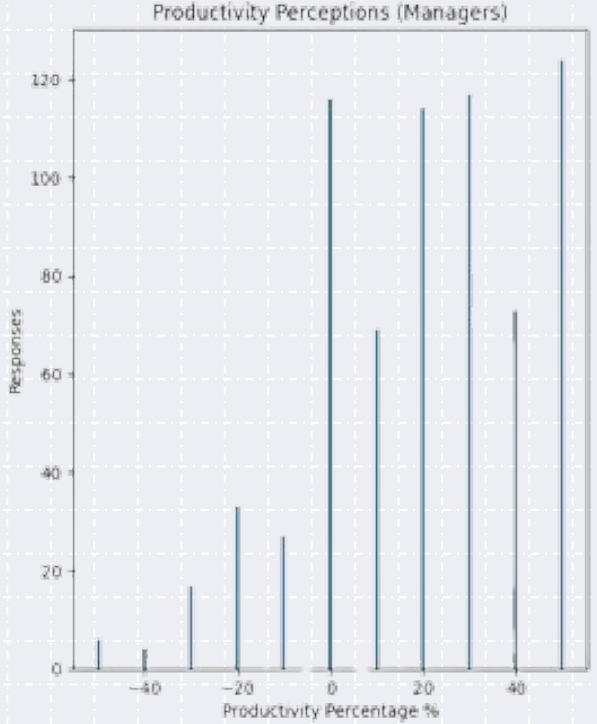
- The organization's software and systems
- Feeling left out and/or isolated
- Poor management
- Connectivity (internet connection)
- Difficulty collaborating remotely
- I have tasks that can't be done remotely
- My living situation (e.g. location, home size, who I live with)
- Lack of motivation
- Cyber security
- Lack of remote working skills
- IT equipment (computer, printer, etc.)
- Caring responsibilities
- Workspace (e.g. suitable chair, lighting, noise levels, facilities)
- Management discourages remote working



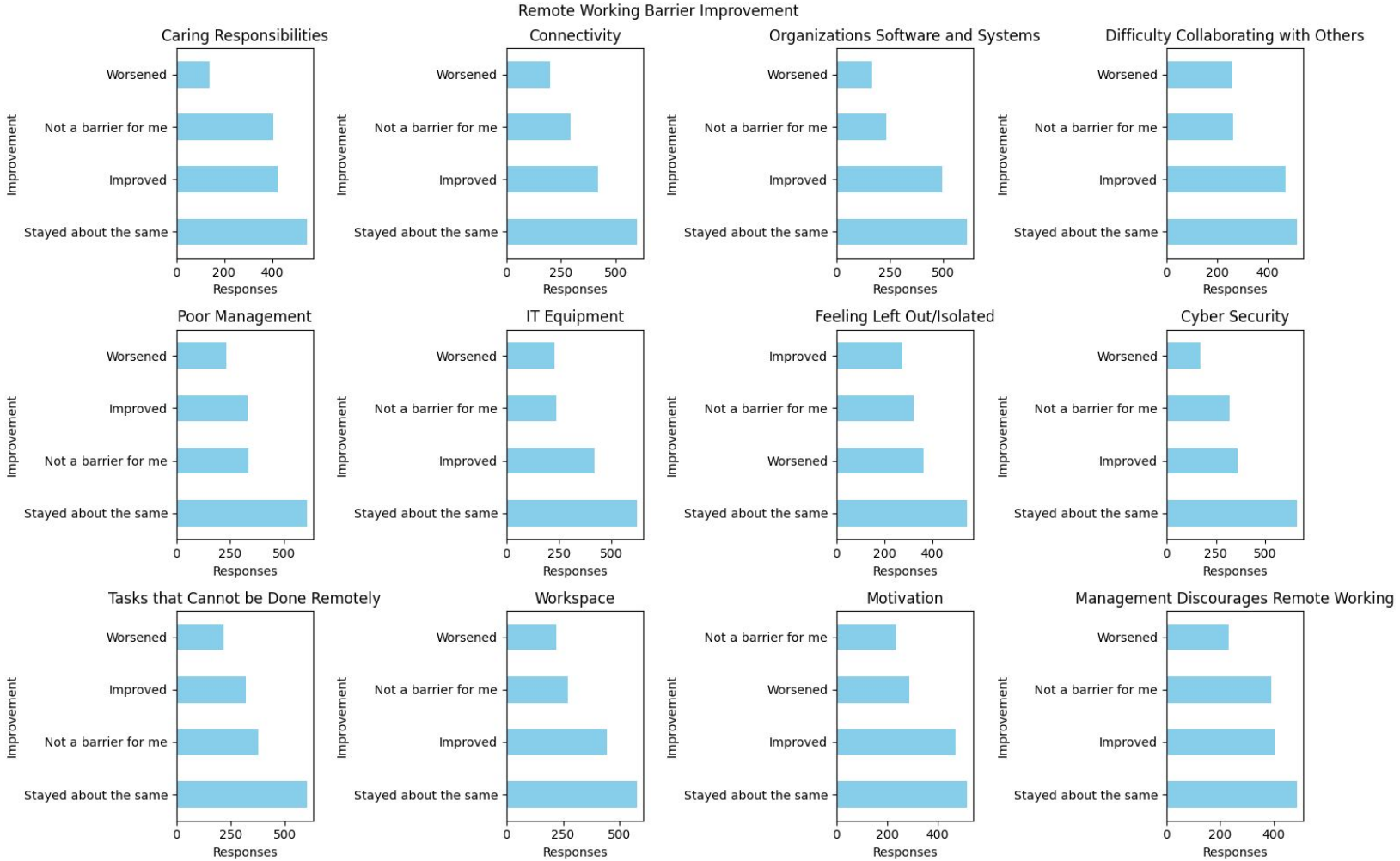


How Productive Are Employees
Employee and Management's Persepective



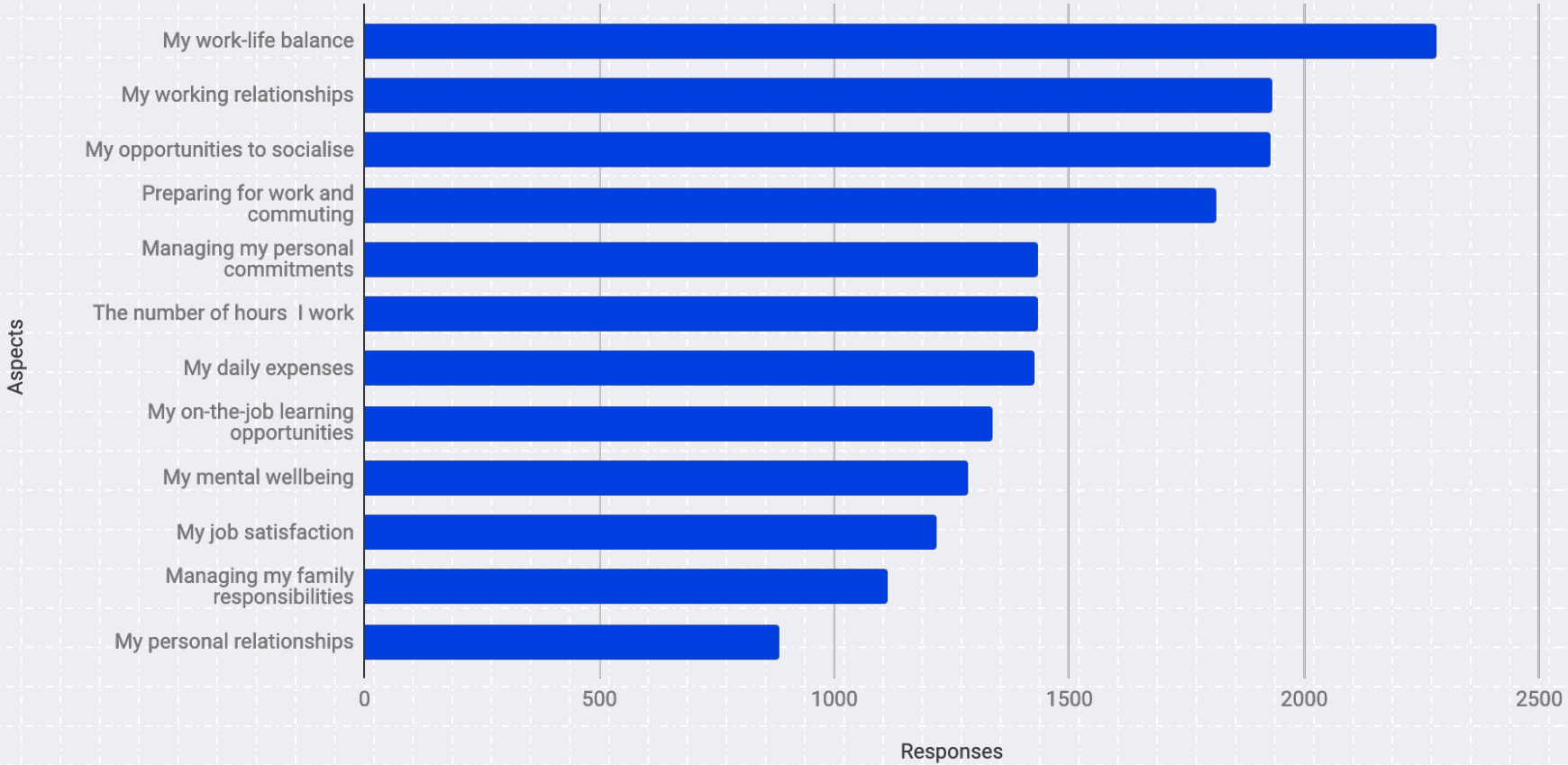


Negative (-): 'I am % LESS productive when working remotely'. Positive: 'I am % MORE productive when working remotely'


Remote Working Barrier Improvement
Caring Responsibilities
Connectivity
Organizations Software and Systems
Difficulty Collaborating with Others
Poor Management
IT Equipment
Feeling Left Out/Isolated
Cyber Security
Tasks that Cannot be Done Remotely
Workspace
Motivation
Management Discourages Remote Working
Improvement
Worsened
Improved
Not a barrier for me
Stayed about the same
Responses

Mental Health & Overall Well-Being

The Best Aspects of Remote Work



Business' Perceptions

Perceptions and Money

- ➔ Global Workplace Analytics' Telework Savings Calculator
- ➔ Shifting to a remote work environment requires investment

04

Conclusion

Is a remote work policy beneficial for your business?

Conclusion

The impact of the Pandemic was a turning point for how we interact with one another in a working environment and our point of view on a work-life balance. Surveys like the NSW survey gave many an insight into their own perceptions of their work-life balance, job satisfaction, and productivity. The surveys also gave those who are looking to implement a remote or hybrid model in their businesses a deeper understanding of building a successful policy.

Policy Recommendations

Eligibility

New employees
Technologically savvy
Upper management

Required Software Tools

Consider what will be needed for optimal management and communication between coworkers and clients.

Availability and Time Management

Being able to keep track of when employees clock in and out is important

Productivity Management

New productivity measures and consistent follow-up reports should be administered. Implement attainable and reasonable goals.

Work Space and Equipment

Deciding on what equipment the company should invest in or compensate their employees for should be based on the company budget and employee's needs to be successful.

Data Security

Since employees are having access to company information in their personal environment, there needs to be a measure of data security that is involved when handling company or clientele information based on the industry

Resources

Google Colab:
https://colab.research.google.com/drive/1256xTNSOHnFpsy49q67C006eNBdTIEIi?usp=sharing

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