

# Working At Home Impact Study

*Summary Report*

**Opinions**  
clarity and confidence

*Ref: 20033*

*17<sup>th</sup> April 2020*

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# Our Approach

Sample and Methodology

# Opinions

clarity and confidence

Review

- The National Recruitment Federation commissioned the study to understand the impact of working from home during COVID 19

Sample

- Survey n=512, Age 18+, All of them working from home in a paid role.
- 8 Min Survey, Online

Timing

- The fieldwork for this study ran from 13th April – 16th April 2020.





# Key Headlines

Results at a glance

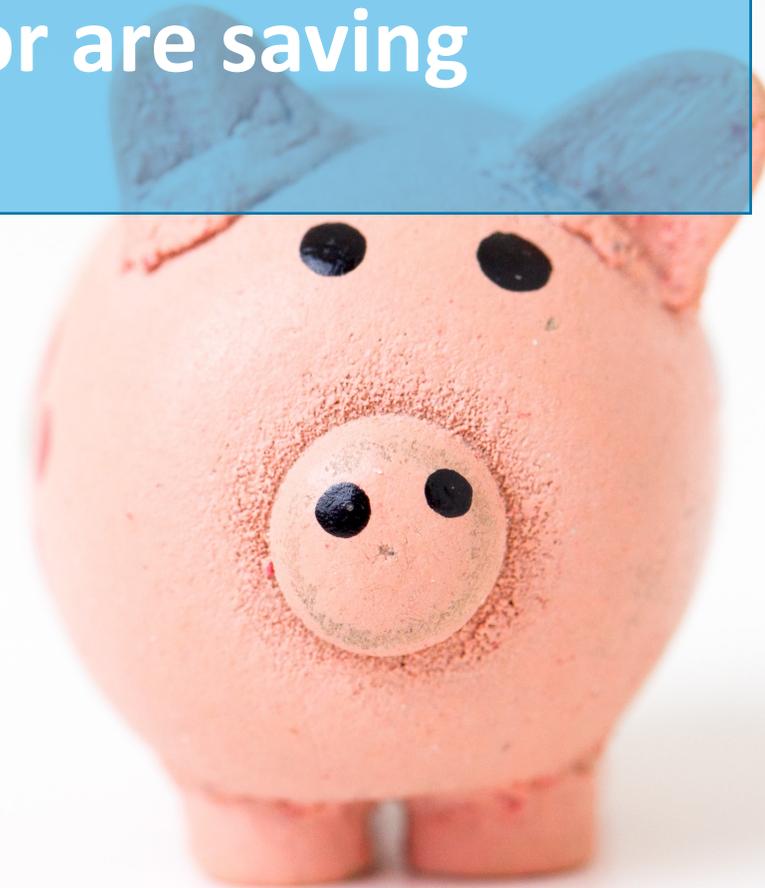
**42% of those working remotely never work from home in ordinary circumstances**

Half of those now working from home have already or expect to take a salary reduction in the near future

Not having to commute is the most positive aspect or benefit about working from home



**73% of those now working from home have seen their overall outgoings reduced or are saving money as a result**



Missing social interaction with work colleagues is the #1 negative or challenge experienced to date by working from home

**Distraction from children is the #1 negative or challenge experienced to date by working from home among parents**

**Over 4 in 10 of those working from home report that the nature of their roles has changed considerably due to Covid-19 beyond working from a different location.**

**Almost twice as many working remotely feel they are less productive than more productive**

6 in 10 now working remotely are happier as a result and almost 7 in 10 would be happy to work remotely in future with occasional office meetings

**6 in 10 of those now working remotely that never worked from home before would be happy to do so in the future, but only 3 in 10 are likely to ask their employer for such an arrangement**

**4 in 10 working remotely claim the Covid-19 disruption is causing them to evaluate their job and consider a new/ different role elsewhere or a new career or training**



# Detailed Report

A person is seen from behind, sitting at a desk in a dimly lit office or home workspace. They are wearing a grey hoodie with the word "Bench" printed on the back. In front of them are several computer monitors displaying various data or code. The background is slightly blurred, showing a desk with a keyboard and mouse. A small green horizontal bar is visible in the top left corner of the image.

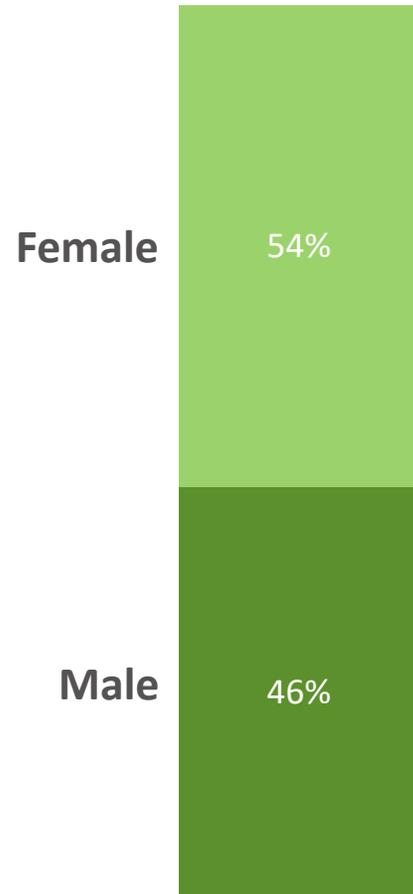
# Sample Profile

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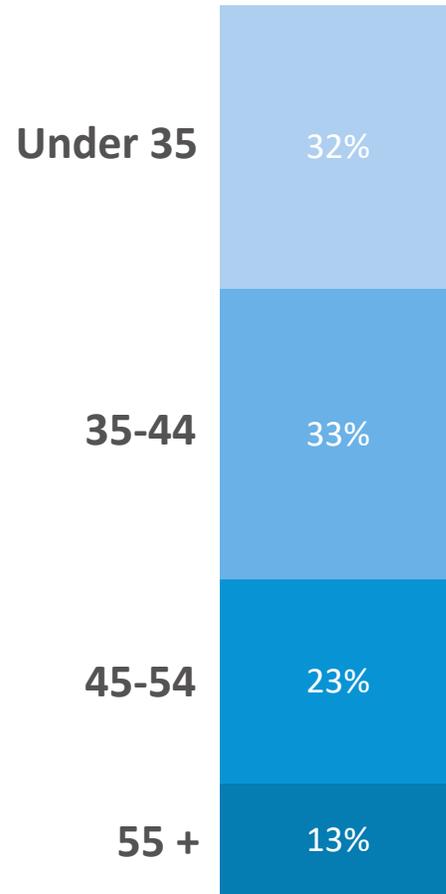
# Sample Profile (i)

(Base: All those who are working from home in paid role, n=512)

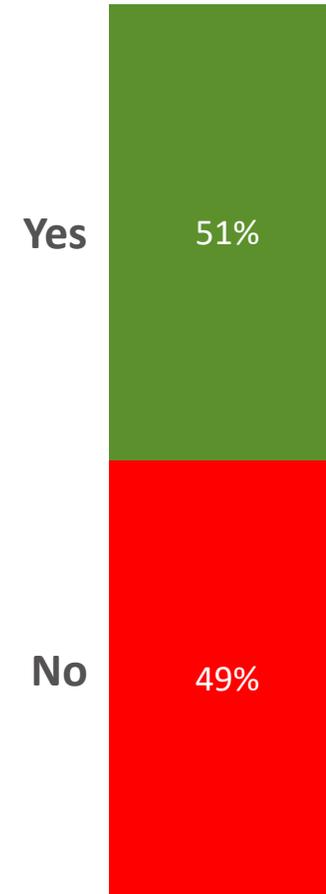
## Gender



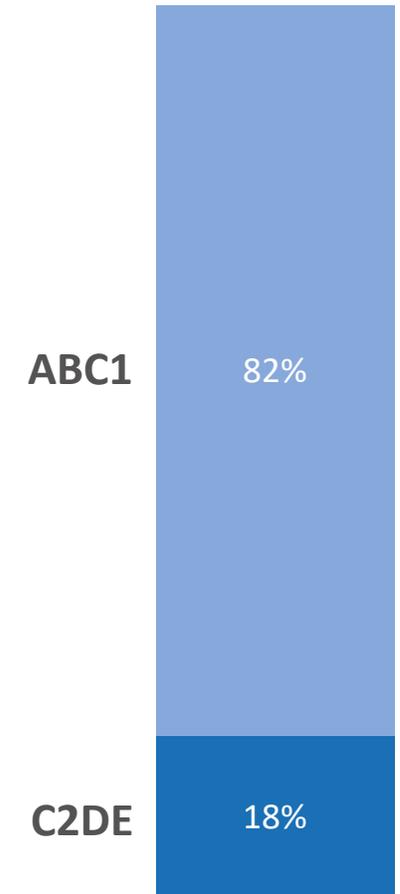
## Age



## Dependent Children



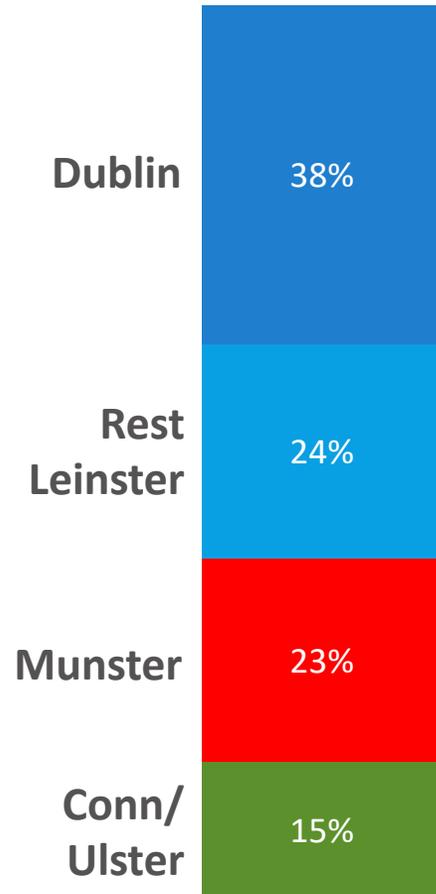
## Social Grade



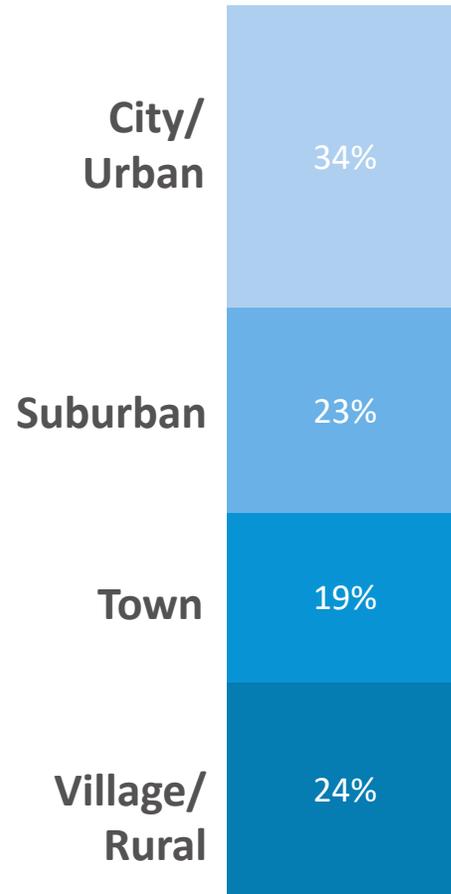
# Sample Profile (ii)

(Base: All those who are working from home in paid role, n=512)

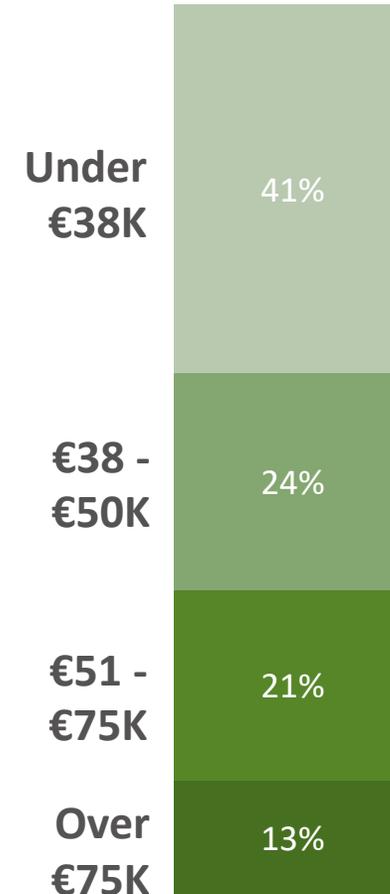
## Region



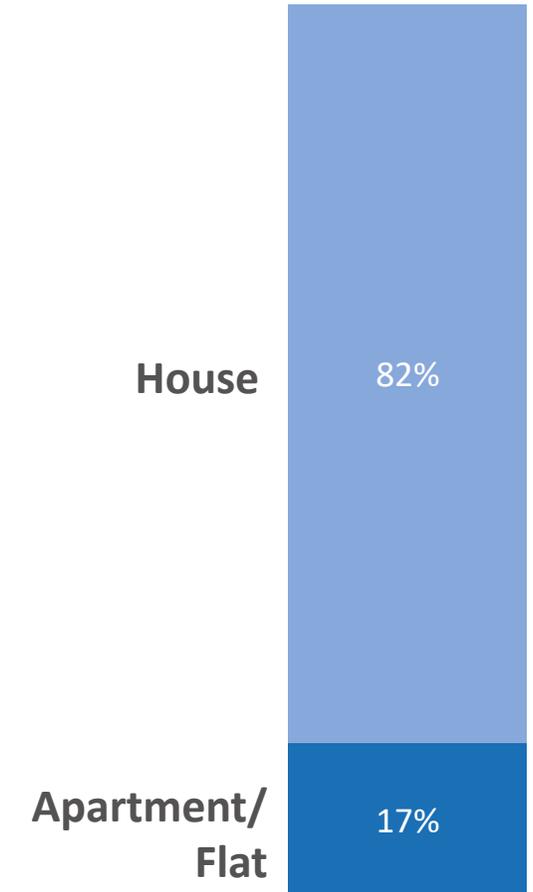
## Location

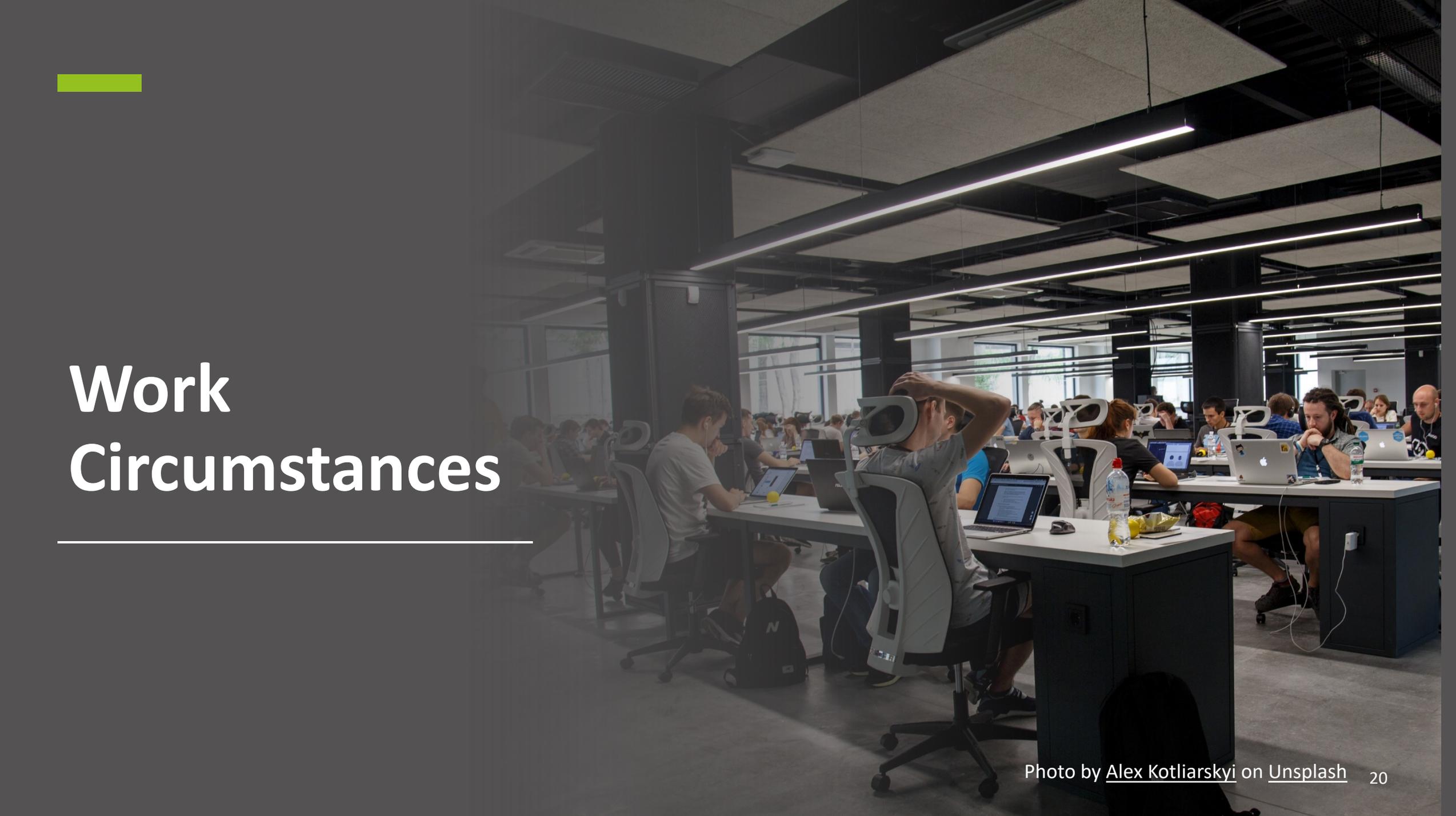


## Personal Income



## Accommodation Type



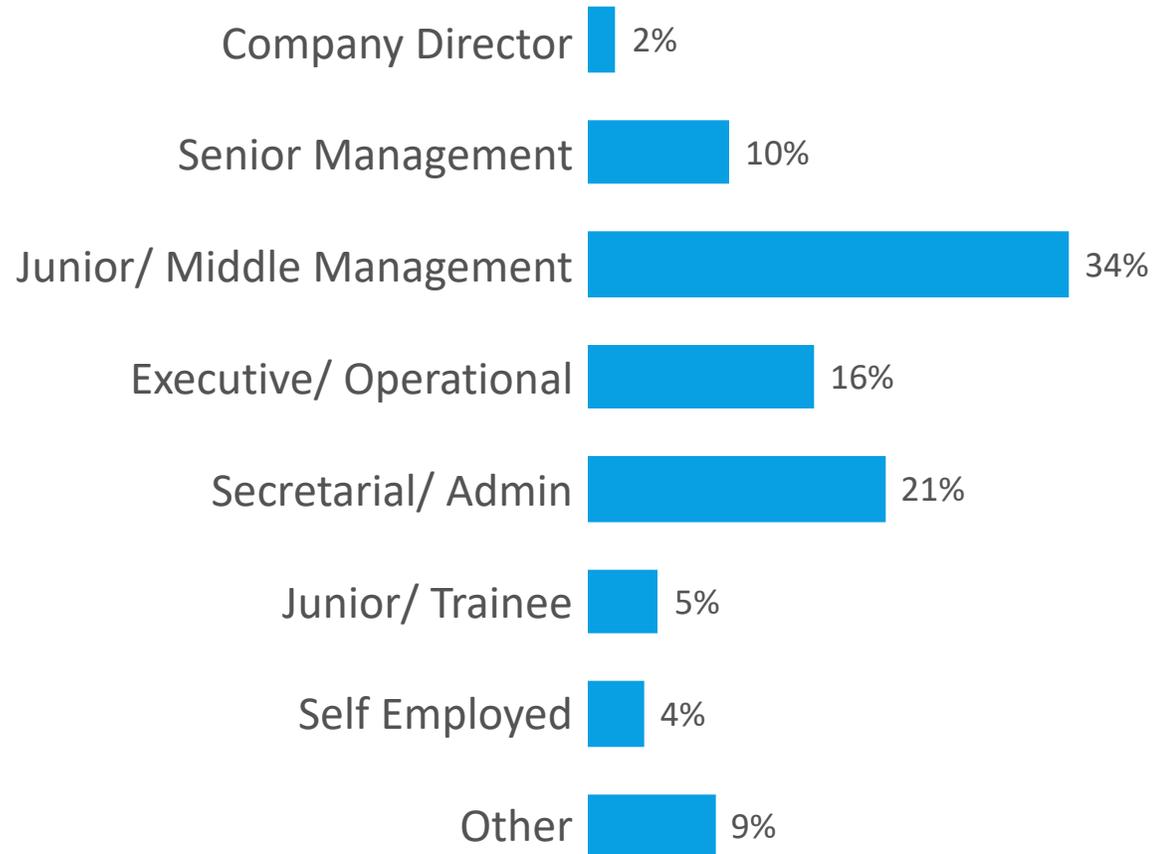


# Work Circumstances

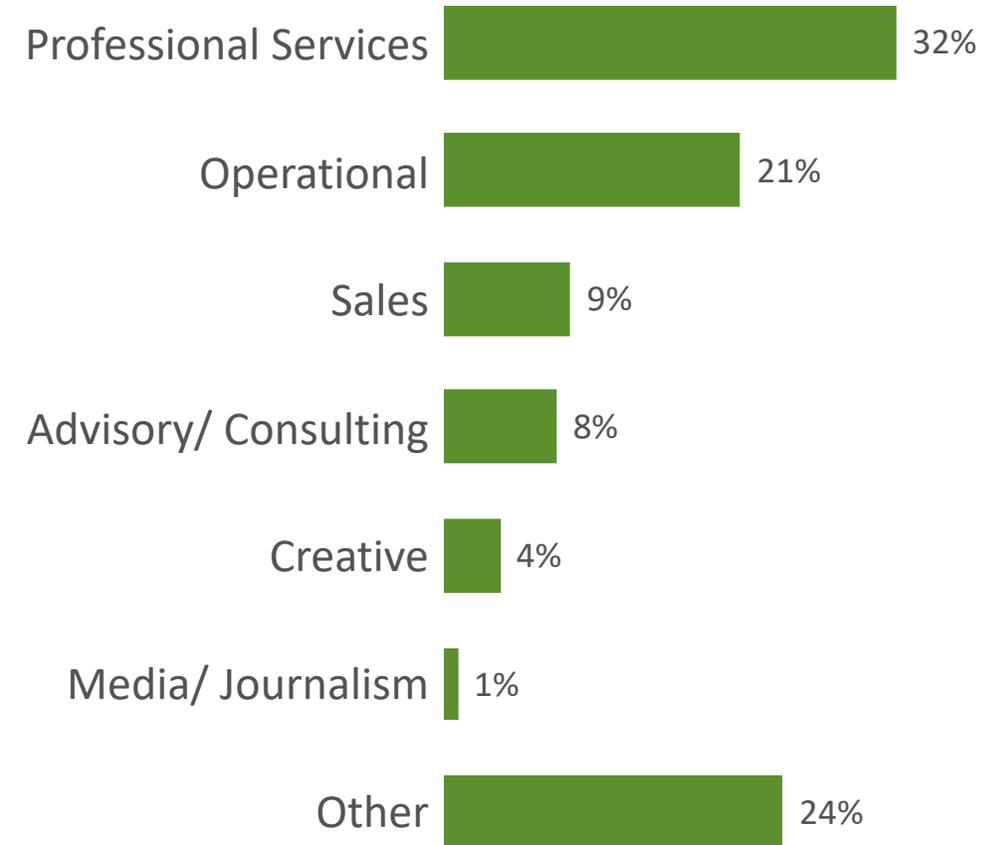
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# Nature or Position & Role within Organisation

## POSITION

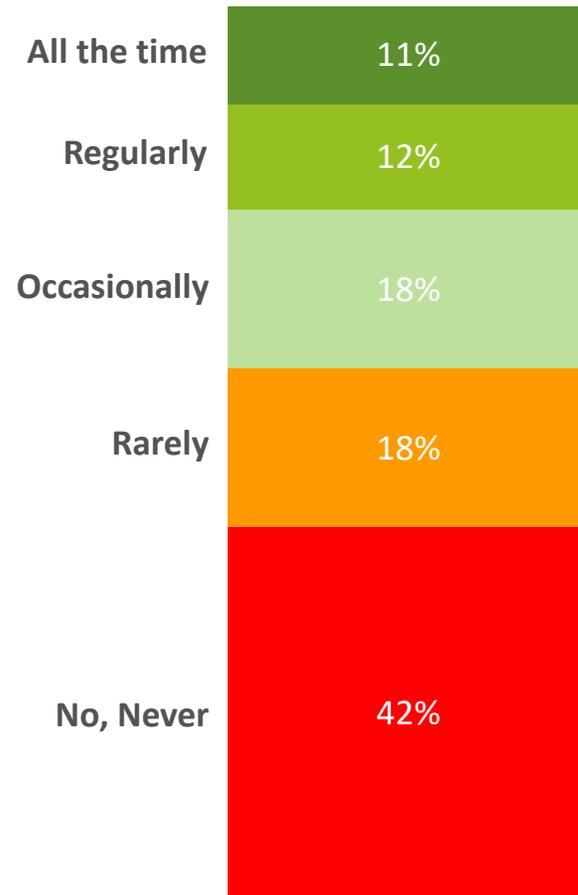


## ROLE



# Work from home in ordinary circumstances?

And do you work from home under ordinary circumstances, as opposed to during the current Coronavirus (Covid-19) restrictions?



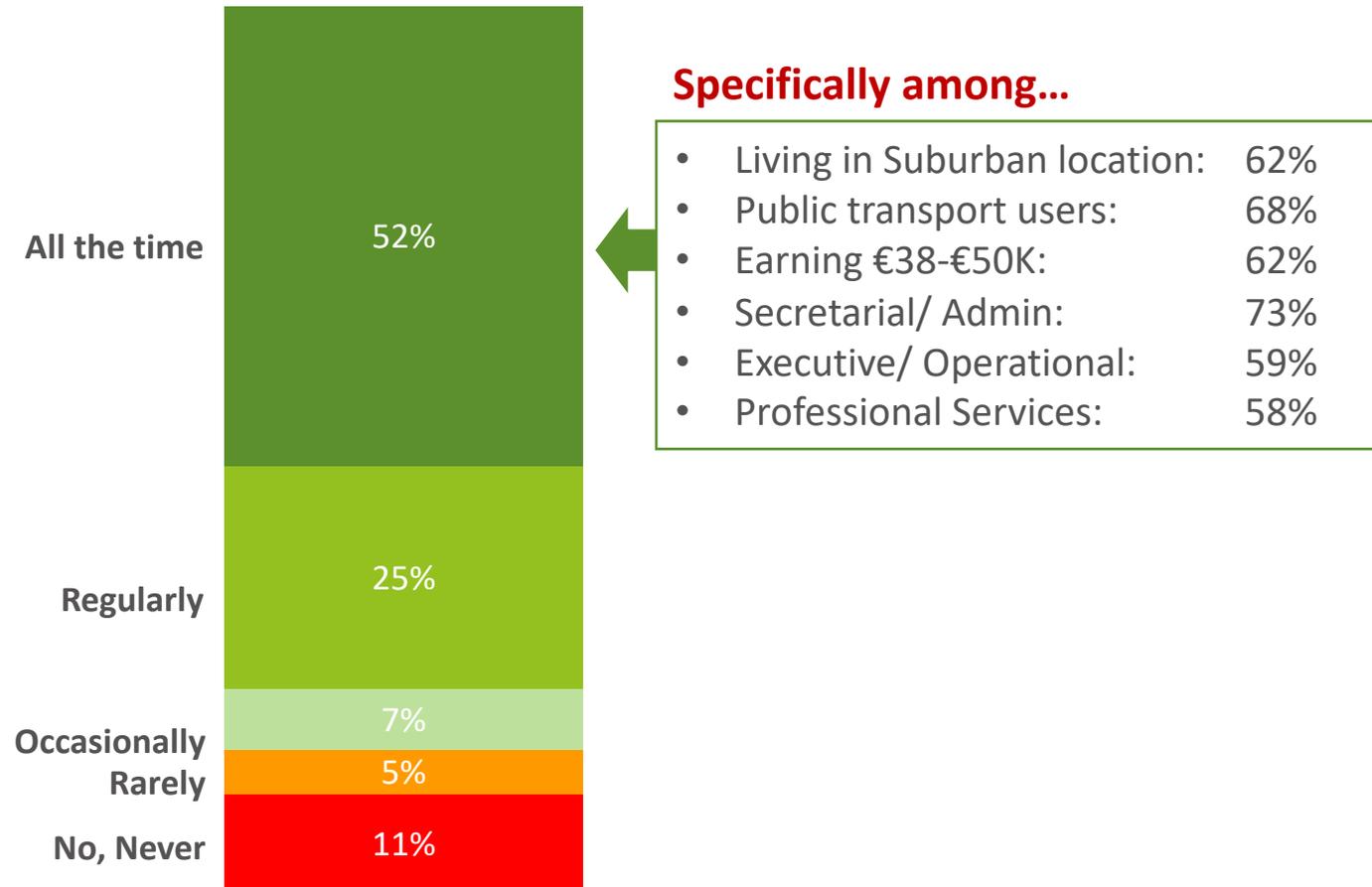
## Specifically among...

- Living in Suburban: 52%
- Secretarial/ Admin: 54%
- Operational role: 51%

**Over 4 in 10 workers (42%) claim to never work from home under ordinary circumstances**

# Office based?

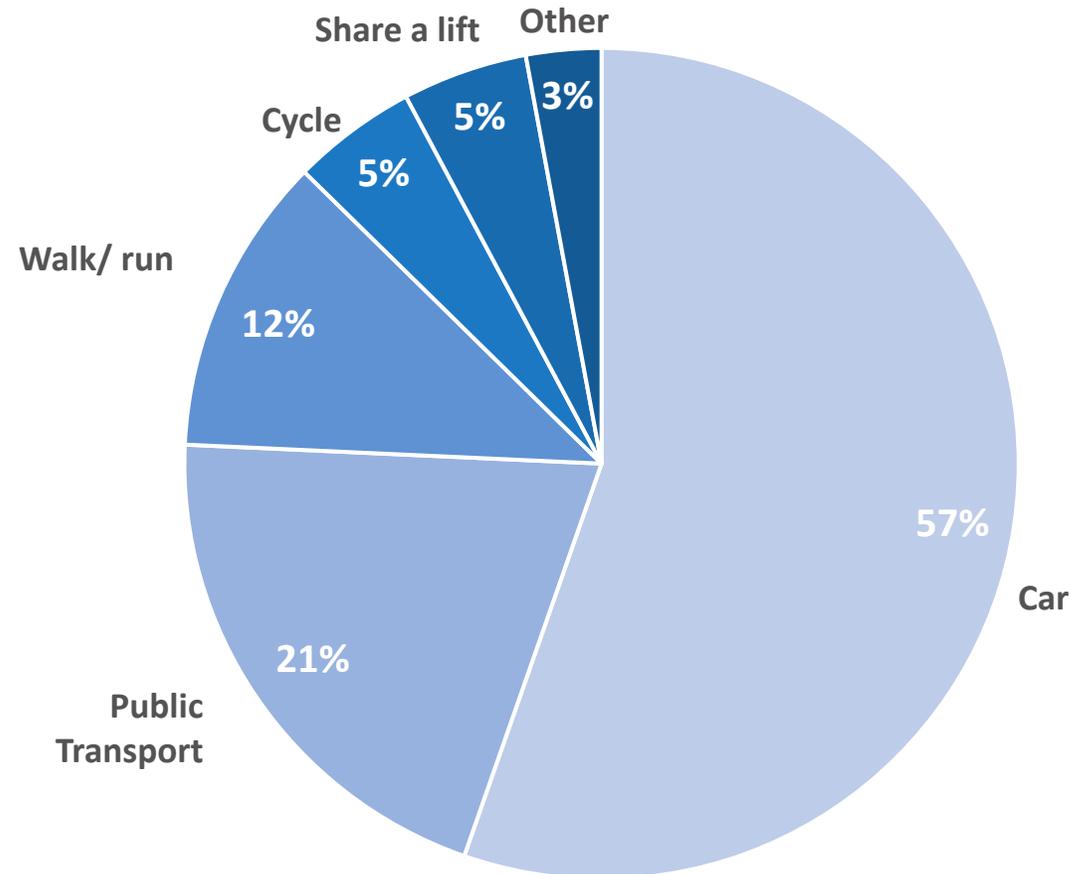
Under ordinary circumstances are you normally office-based?



**Over half of workers (52%) claim to be office based all the time in normal circumstances**

# How you get to work?

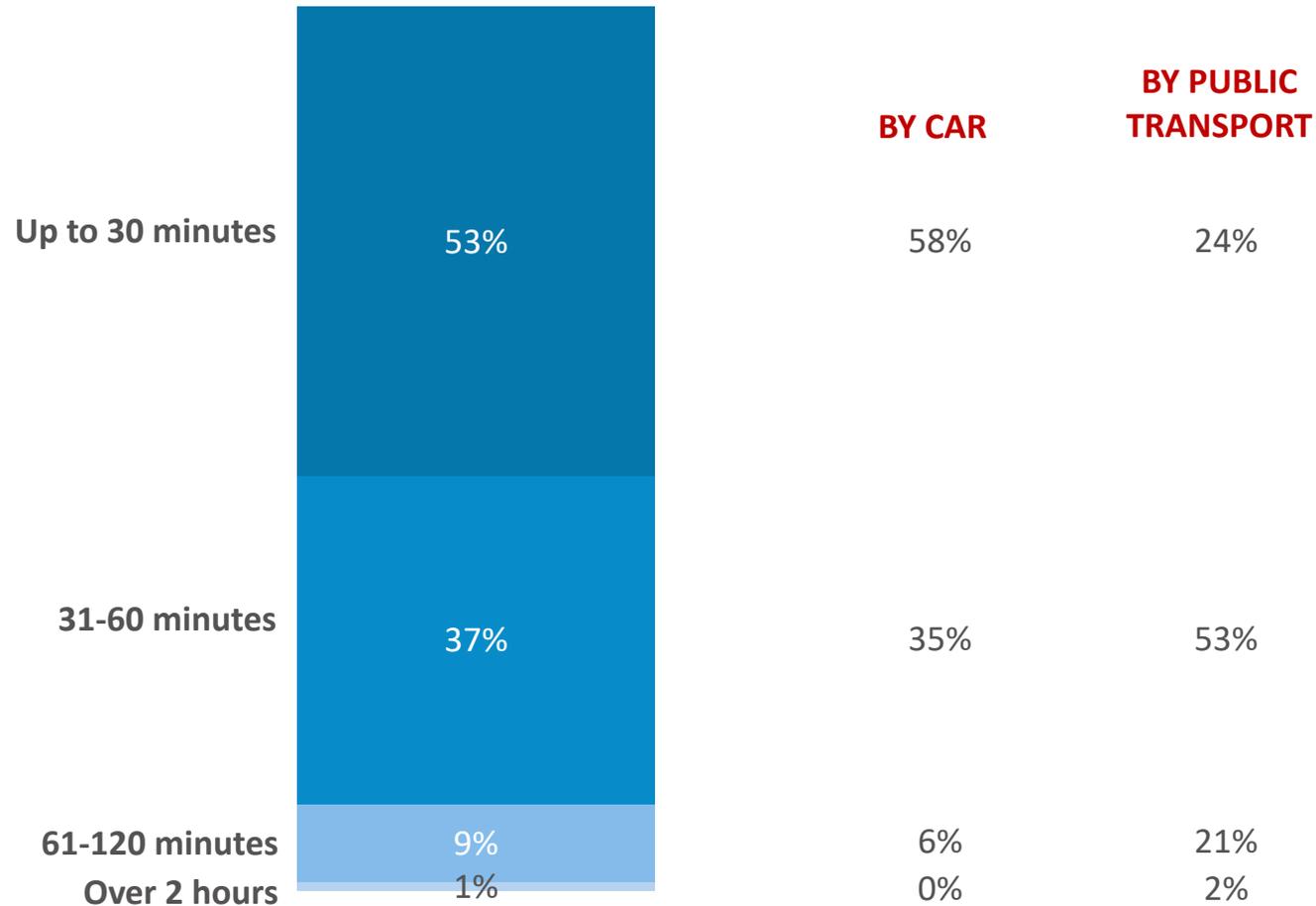
And again, under ordinary circumstances how do you commute or get to work?



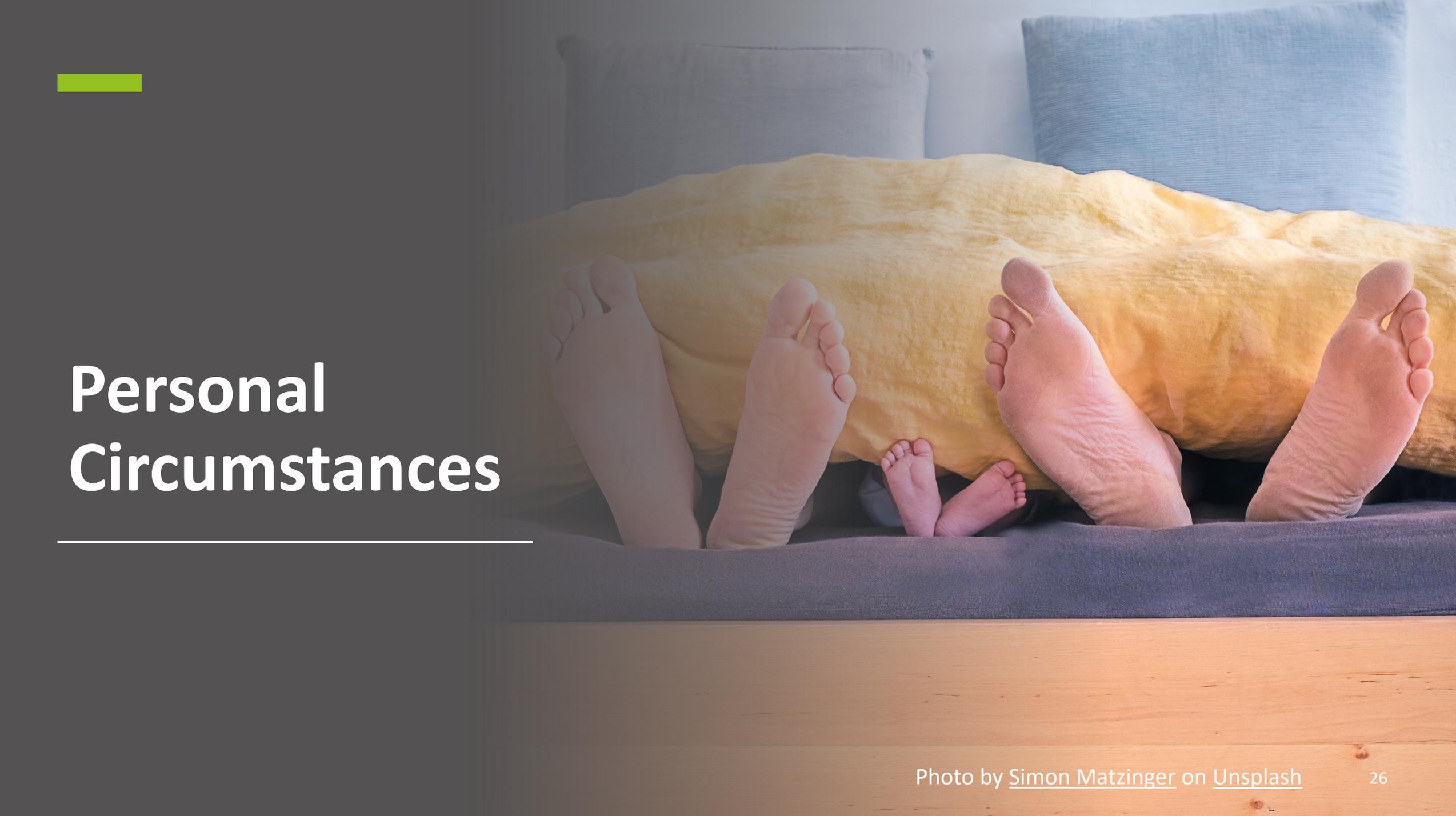
**The car is the dominant way of getting to work among workers**

# Journey time to get to work?

And under ordinary circumstances how long does your journey take to get to work (one way)?



**Users of public transport tend to take longer to get to work than those commuting by car**



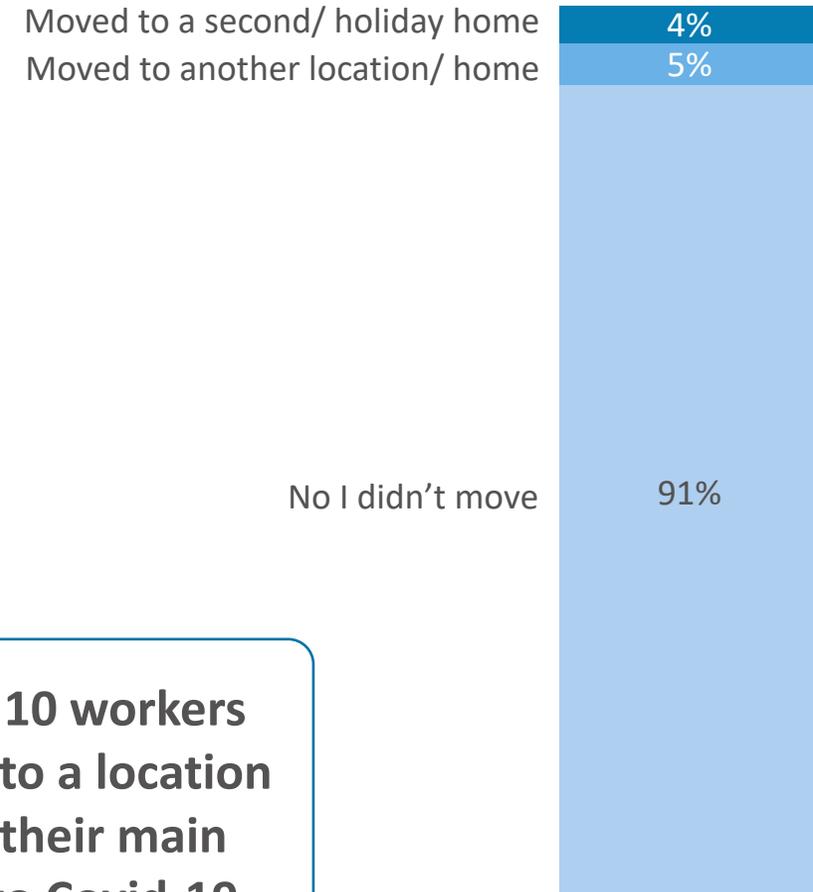
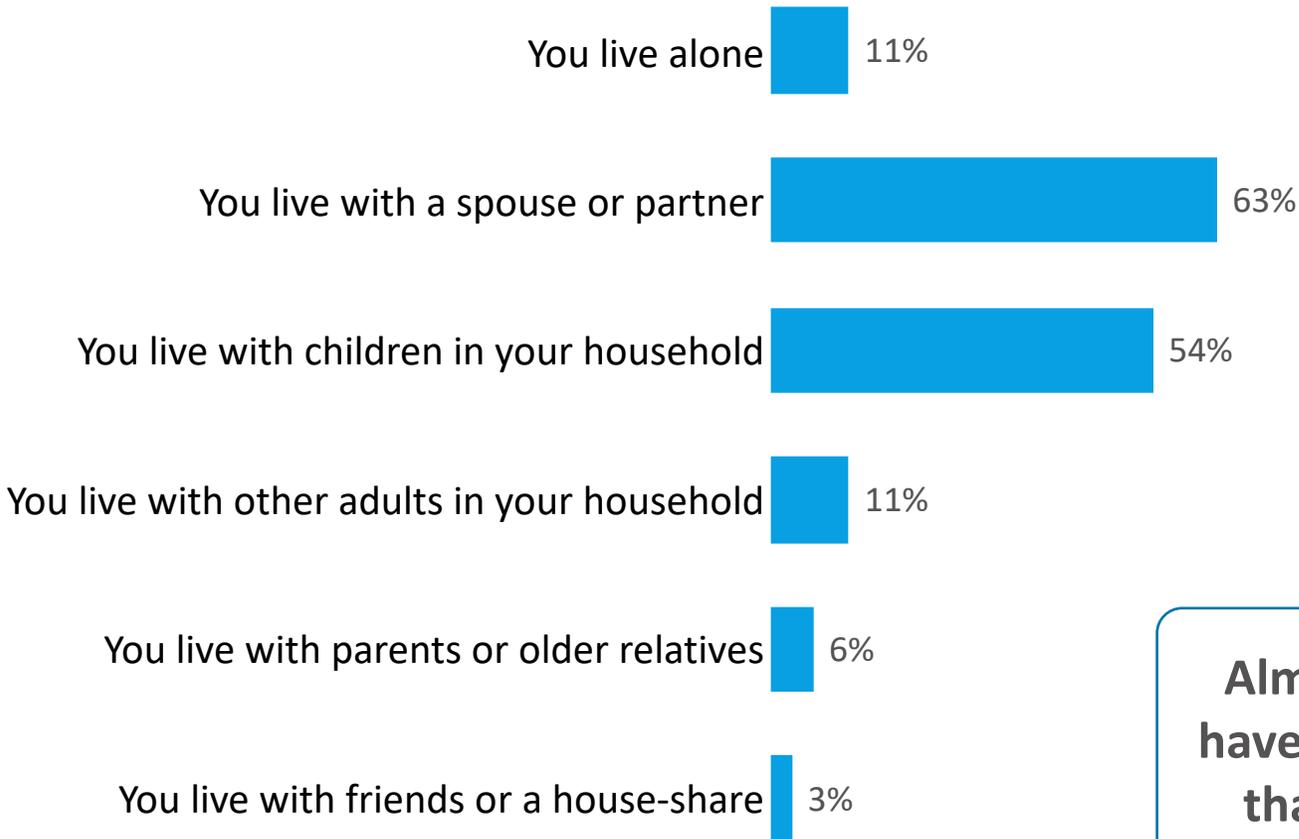
# Personal Circumstances

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# Current living arrangements

And which of these best describes your current living arrangements?

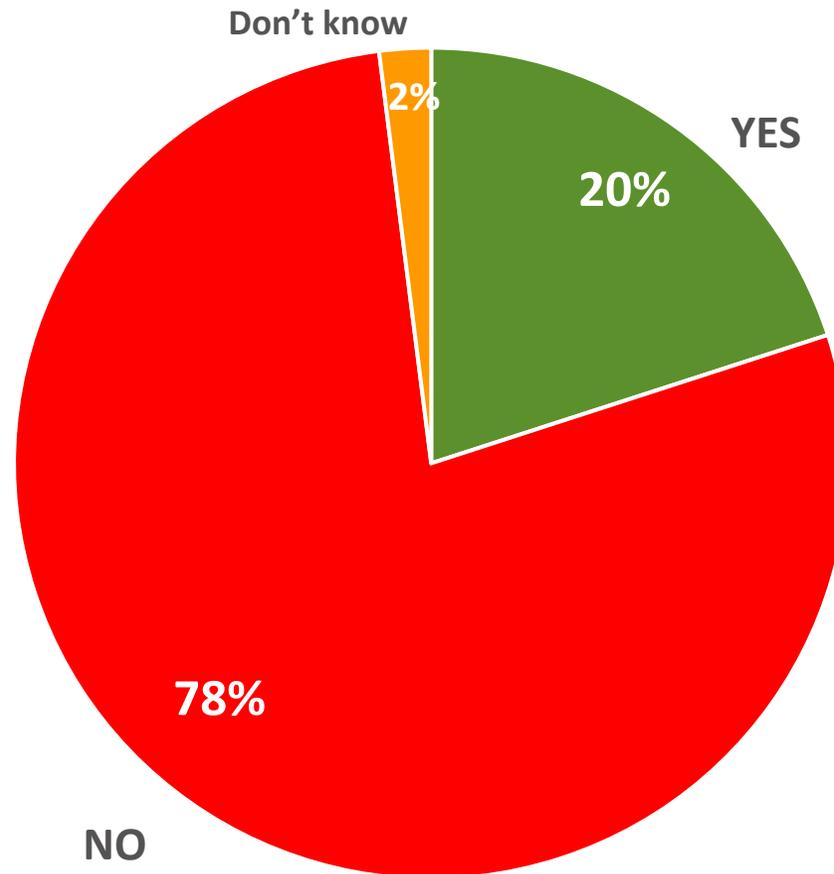
Have you moved home or location due to the current Coronavirus (Covid-19)?



**Almost 1 in 10 workers have moved to a location that is not their main home due to Covid-19**

# In receipt of the Covid-19 government wage subsidy?

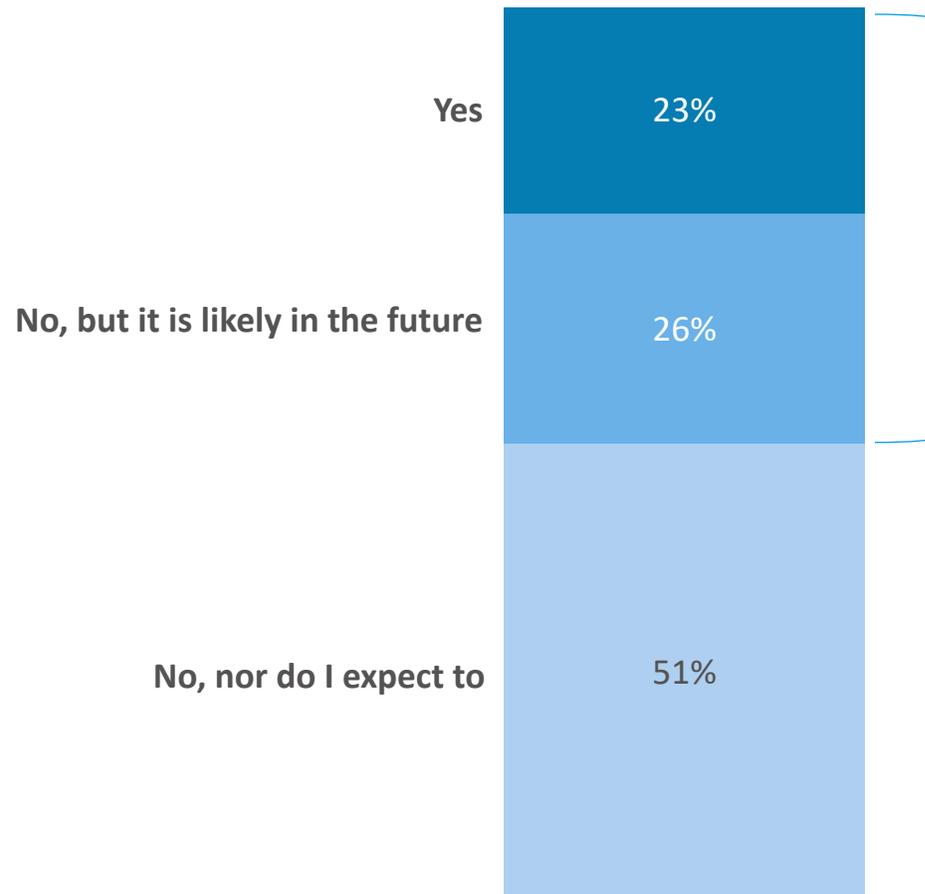
Are you currently in receipt of the Covid-19 government wage subsidy due to a change to part time or reduced hours for example?



**2 in 10 workers claim to be in receipt of the Covid-19 government wage subsidy with greatest uptake among under 35 year olds, C2DE social grades and those earning under €38K**

# Salary/ Wage reduction due to Covid-19?

Have you had to accept a salary or wage reduction due to the current Coronavirus (Covid-19) crisis?



ANY HAVE OR  
EXPECT TO  
**49%**

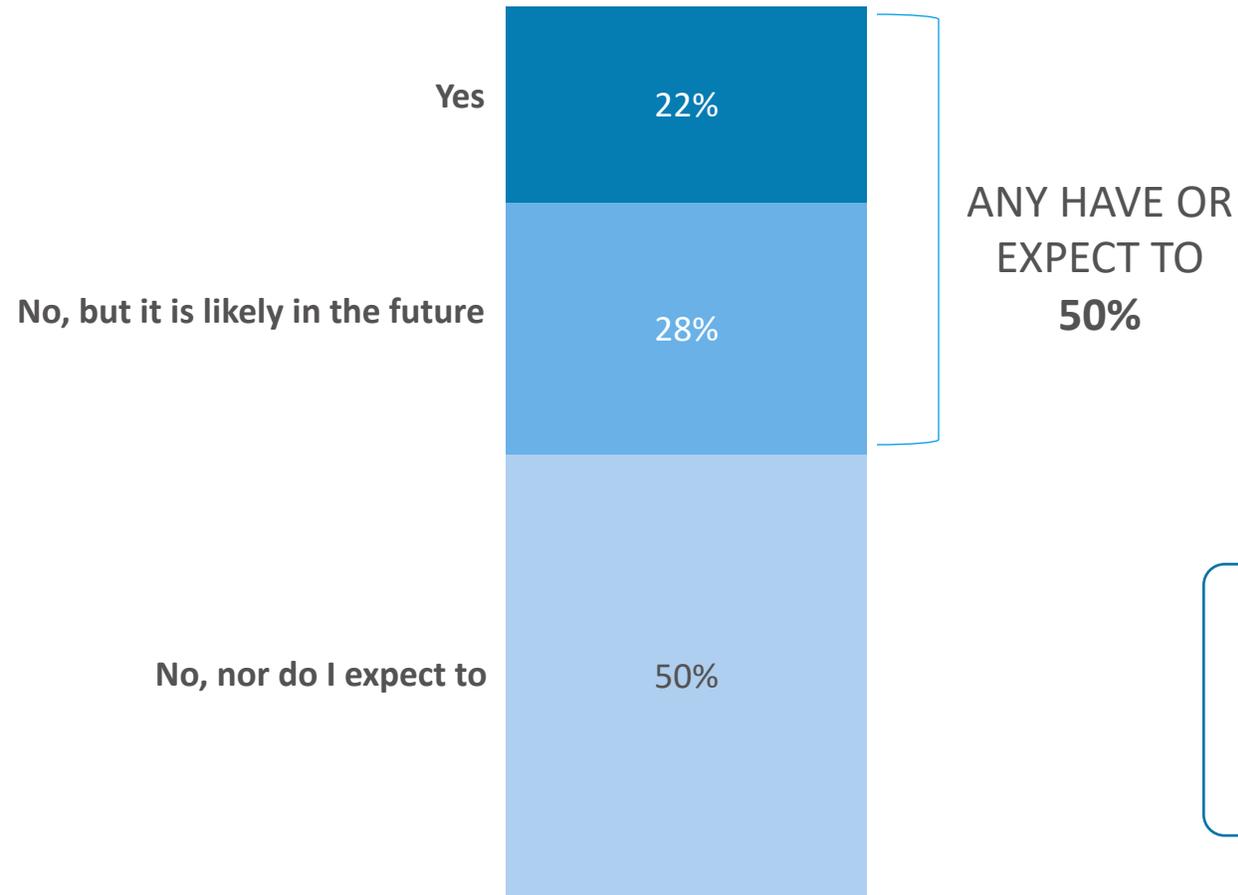
## Specifically among...

- Dublin: 53%
- Those earning under €50K: 56%
- Sales: 77%
- Professional Services: 51%
- Those whose roll has changed: 60%

**Almost half of workers (49%) have either already accepted or expect to have a salary reduction as a result of the Covid-19 crisis.**

# Household income reduction due to Covid-19?

Is your overall household income now lower on account of Covid-19?  
*(ie. lower pay or a working partner is currently unpaid or on reduced pay)*



**Half of workers households have experienced or expect to experience lower household income as a result of Covid-19.**

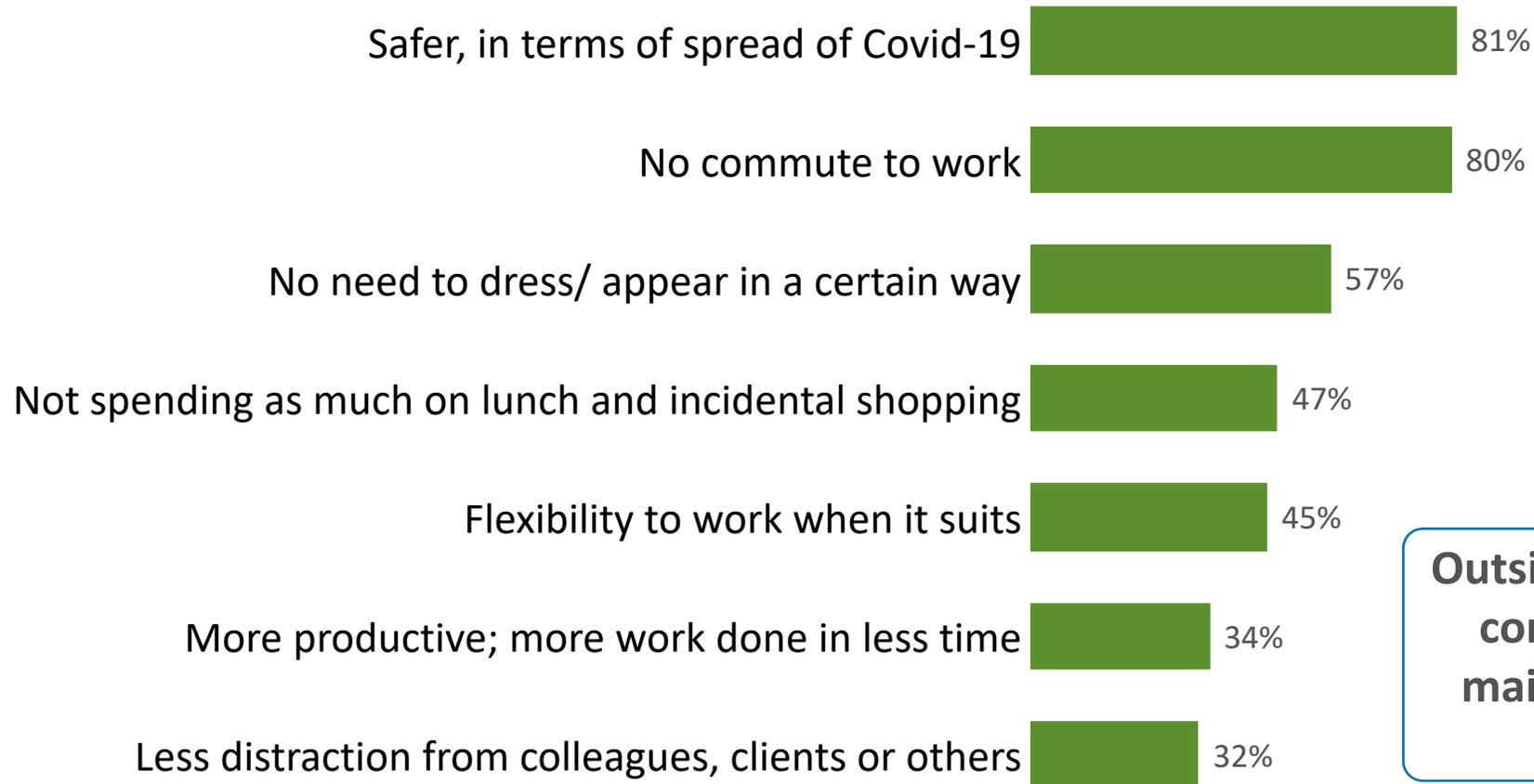
A man with glasses and a beard, wearing a dark blue t-shirt, is standing at a wooden desk in a home office. He is looking down at a laptop computer. The desk is positioned in front of a large window that offers a view of a city skyline. To the left of the man, there is a tall, green indoor plant. The lighting is soft, suggesting it might be late afternoon or early morning. The overall atmosphere is calm and focused.

# Positive & Negative Aspects of Working from Home

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# Positive aspects about working from home

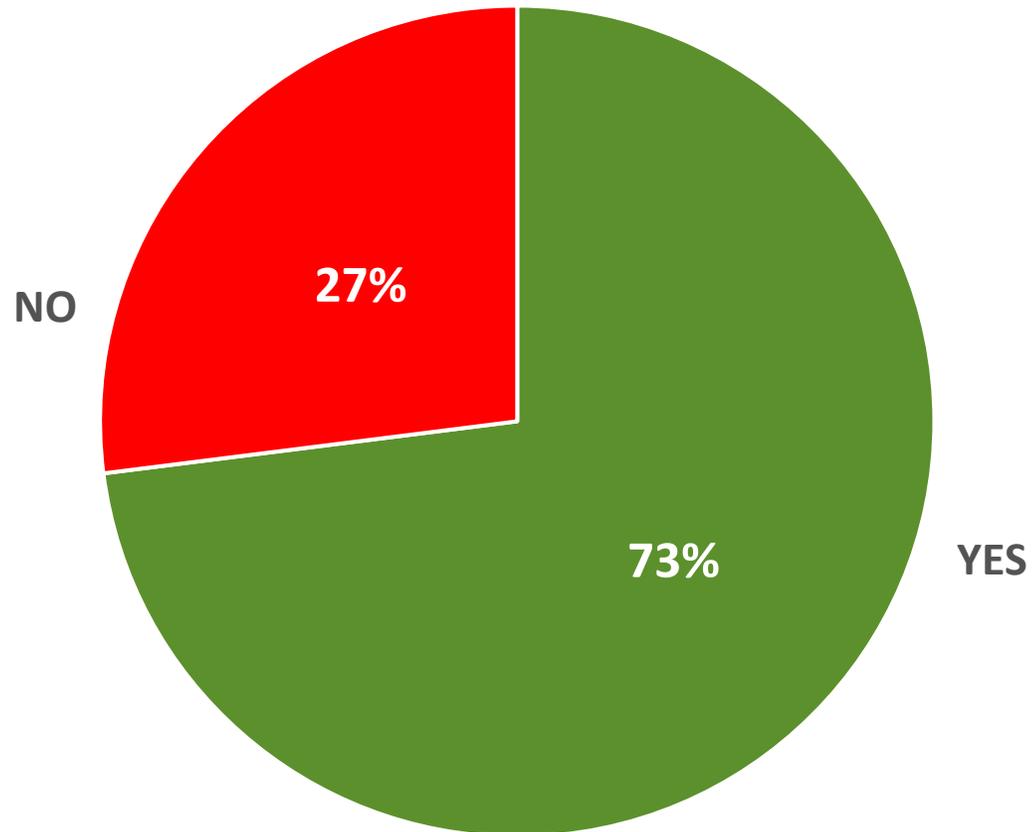
Some people have found that there are benefits to working from home. Please select any of these positive aspects you have found about working from home, if any?



**Outside of feeling safer, the lack of commuting time has been the main positive for those working from home.**

# Outgoings reduced or saving money since working from home?

And excluding any salary or income effects have your overall outgoings reduced or are you saving money by working from home?

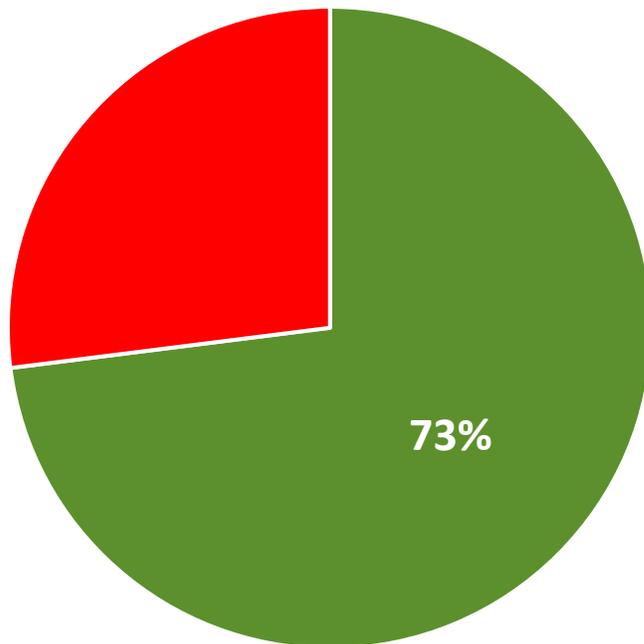


**Over 7 in 10 of those working from home claim that their overall outgoings have reduced or are saving money as a result of working from home**

# Outgoings reduced or saving money since working from home?

Although the majority of workers claim they have reduced outgoings or are saving money since working from home, some cohorts appear to be benefitting more...

Proportion of total workers where outgoings reduced or saving money

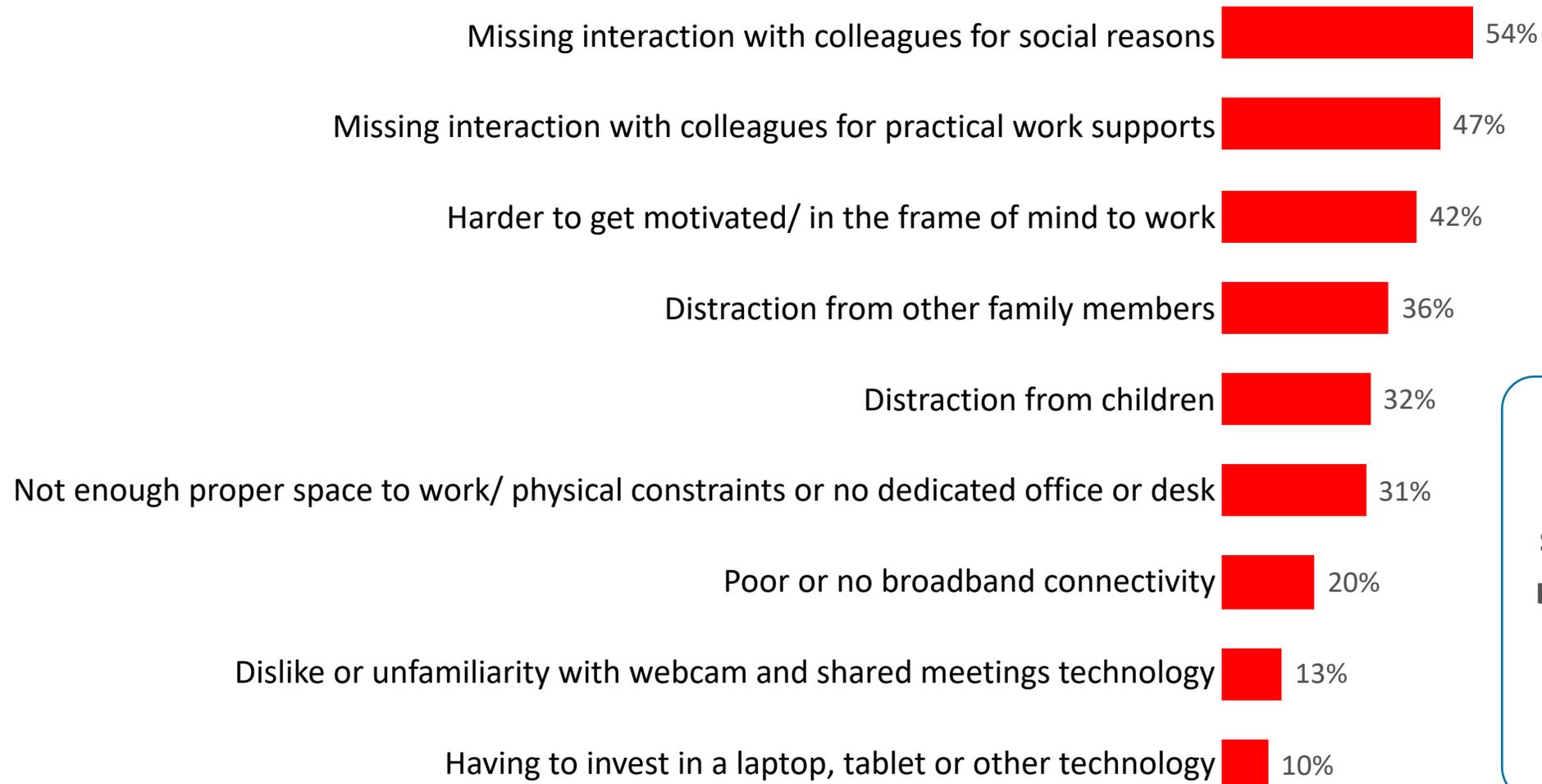


## Specifically among...

- Living in suburban areas: 79%
- Living in rural areas: 76%
- Those always based in an office: 75%
- Those that use public transport: 78%
- Those driving to work: 79%

# Negative aspects about working from home

Of course, there are also negative aspects of working from home. Please select any of these challenges you have found when working from home, if any?

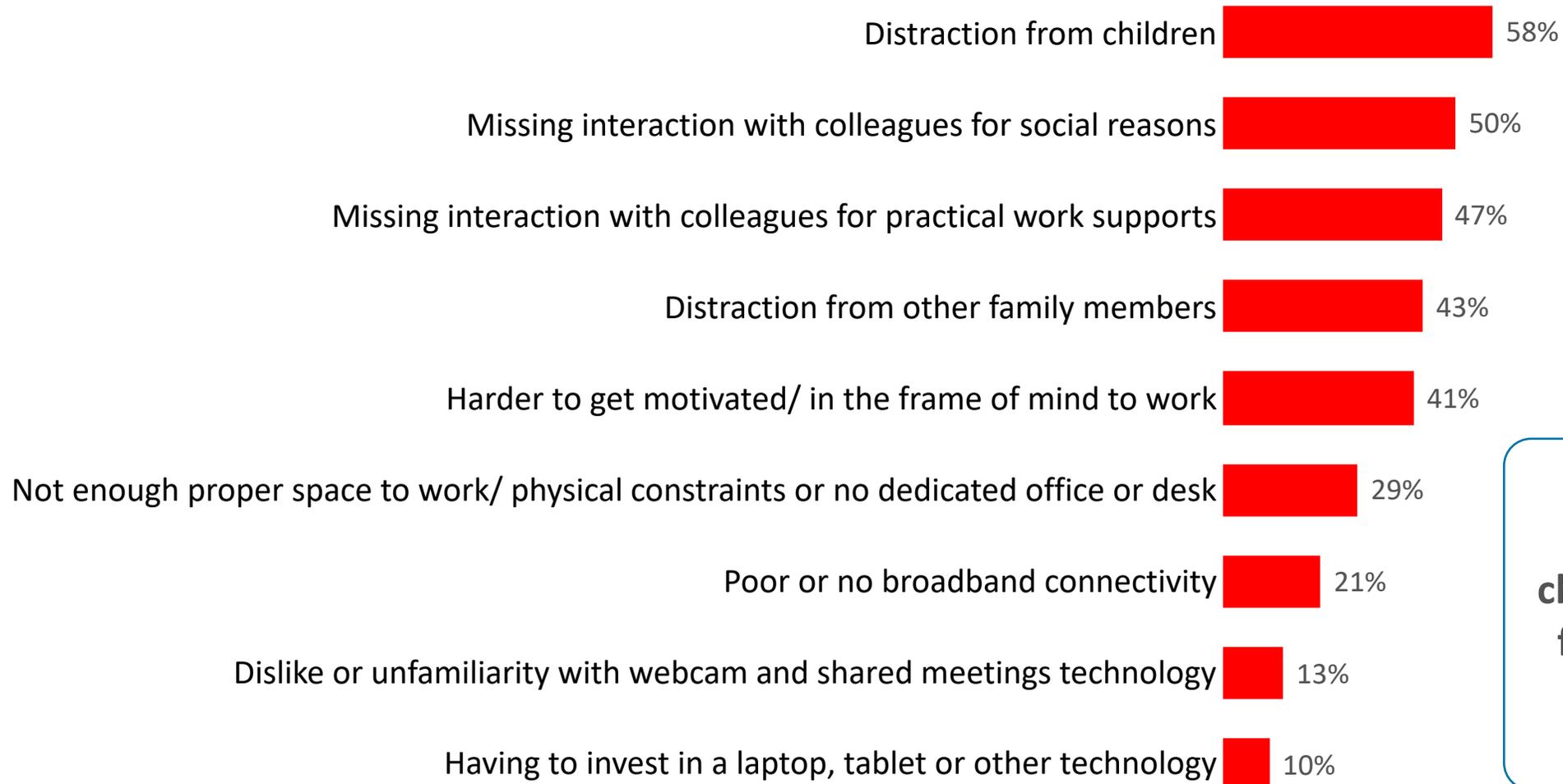


**Interaction with colleagues (both for social and professional reasons) emerge as the main challenges experienced since working from home**

# Negative aspects about working from home

## *Those with Dependent Children*

Of course, there are also negative aspects of working from home. Please select any of these challenges you have found when working from home, if any?



**Although among parents the greatest challenge with working from home is around the distraction from their children**

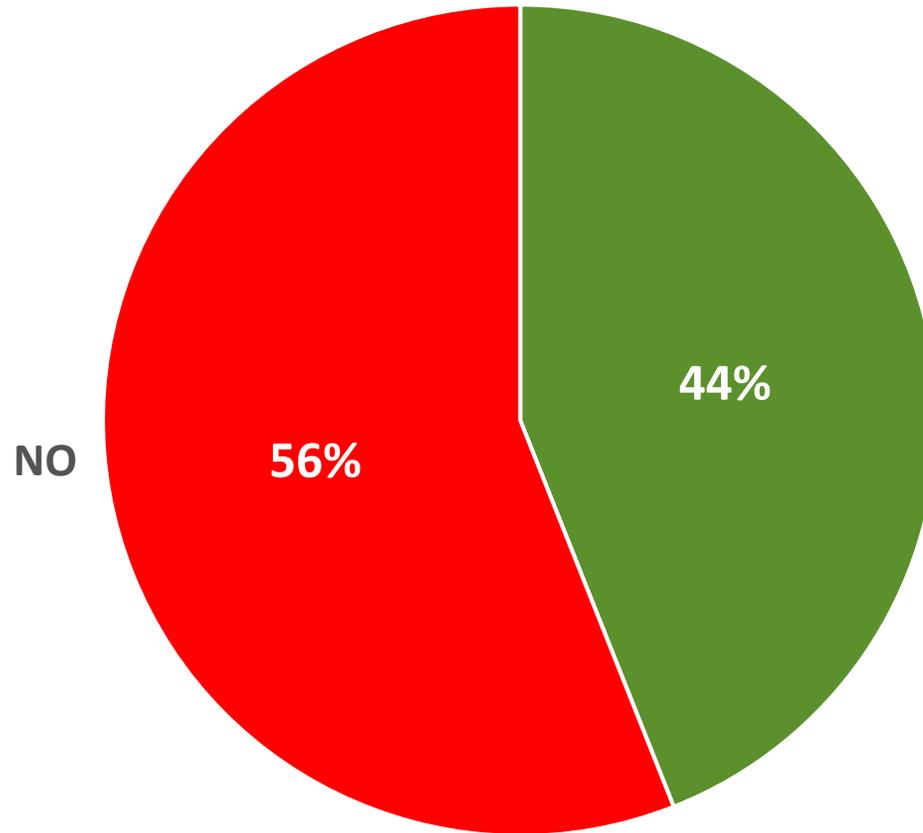


# Changing Roles

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# Nature of role changed due to Covid-19?

Has the nature of your actual role/ work practices changed considerably due to Covid-19, beyond just working from a different location?



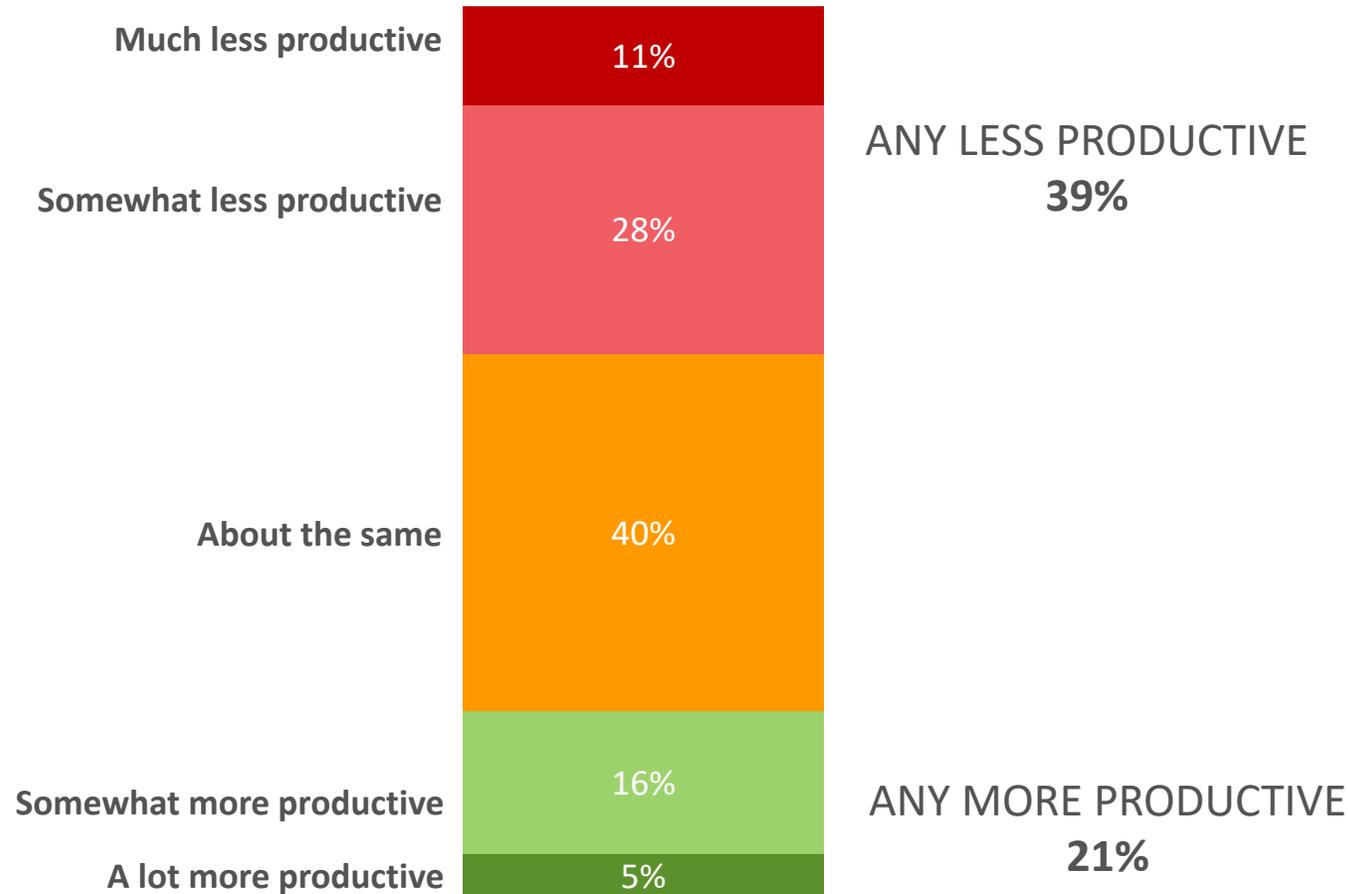
YES → **Specifically among...**

- Under 35 years old: 54%
- C2DE Social Grade: 53%
- Those took a salary cut: 63%

**Over 4 in 10 of those working from home(44%) report that the nature of their roles has changed considerably due to Covid-19 beyond working from a different location.**

# Productivity based on working from home

And overall, do you feel that you are more or less productive when working from home? I am...

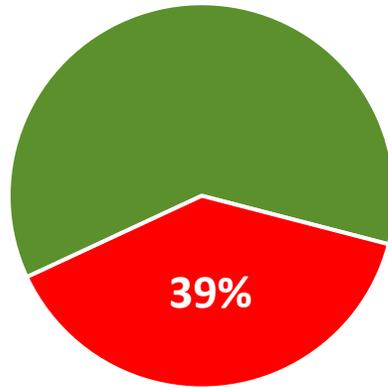


While 40% feel they similarly productive now they are working from home, a similar proportion (39%) feel they are less productive as a result. However 21% of workers feel they are actually more productive.

# Productivity based on working from home

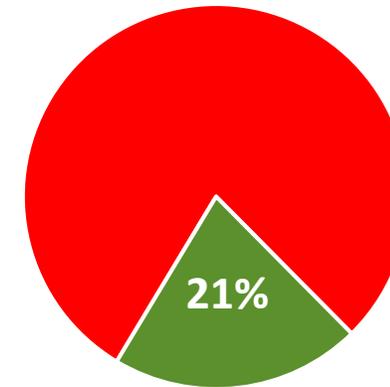
While 4 in 10 (40%) feel they as productive working from home as before, we do see some specific cohorts of workers both suffering and benefitting as a consequence...

**ANY Less Productive**



- Those experiencing a role change: 58%
- Executive/ Operational workers: 46%
- Self Employed: 63%

**ANY More Productive**



- Secretarial/ Admin: 27%
- Senior Management: 25%
- Professional Services: 26%

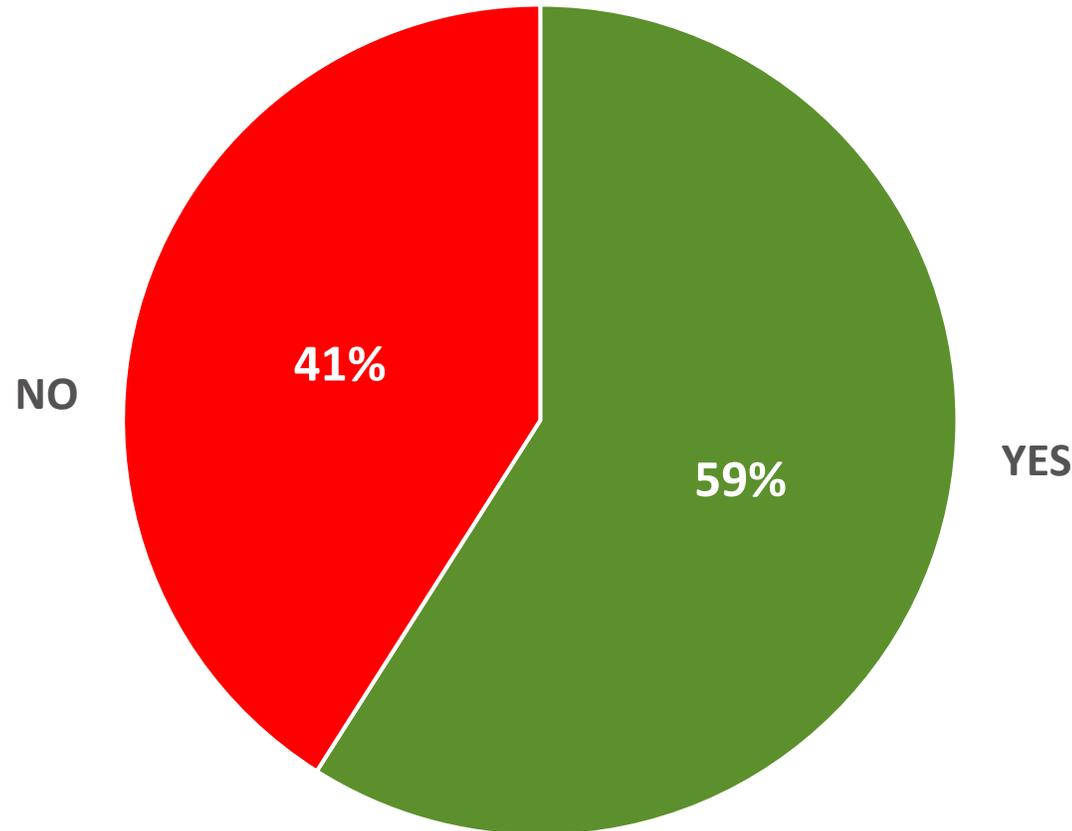


**The Emotional  
Impact &  
Potential New  
Ways of  
Working**

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# Happier working from home?

Overall are you happier working from home, leaving aside concerns regarding Coronavirus (Covid-19)?

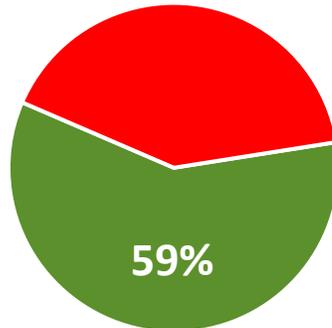


**Almost 6 in 10 (59%) of those working from home claim they are happier as a result (leaving aside concerns around Coronavirus).**

# Happier working from home?

While over half of workers claim to be happier working from home, it is not the case for all...

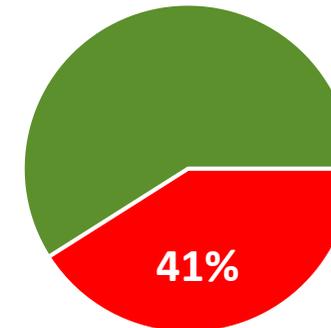
Happier



**Specifically among...**

- Living in rural areas: 65%
- Professional Services: 64%
- Advisory/ Consultancy: 71%

Not Happier



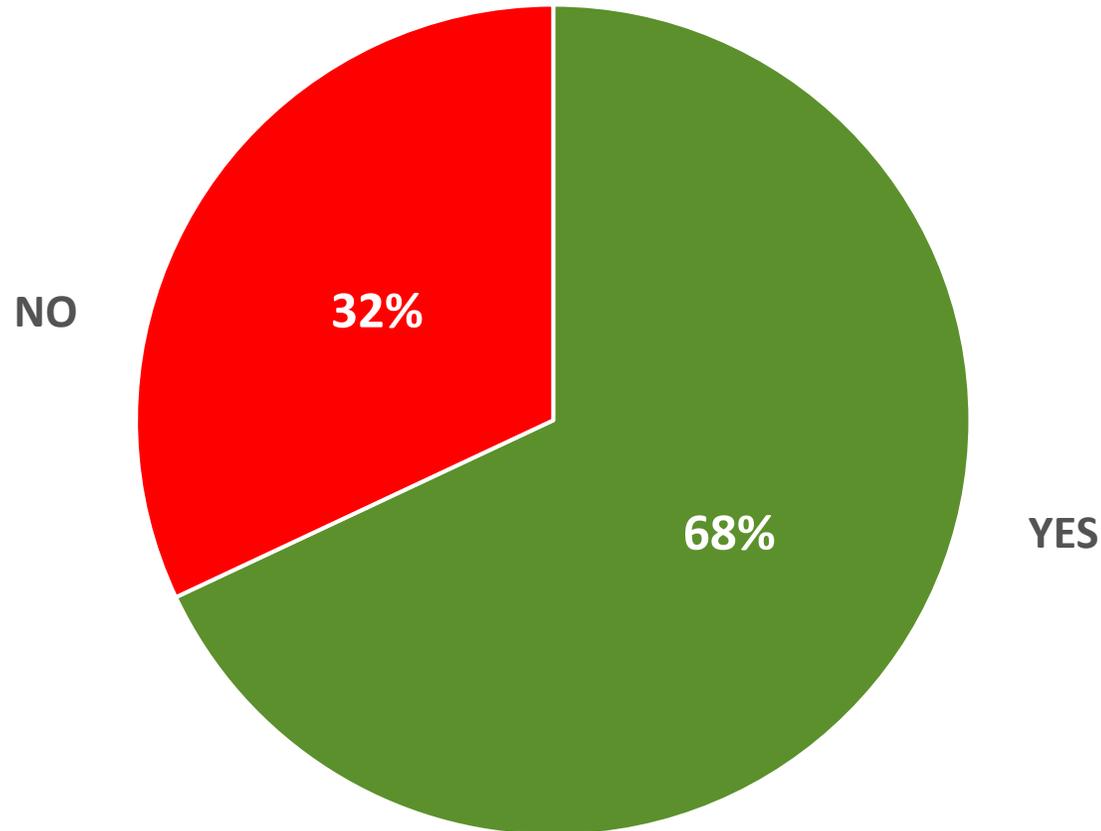
**Specifically among...**

- Living in suburban areas: 55%
- Executive/Operational: 56%
- Over 55 years old: 49%

However almost half (48%) of those that never work from home in ordinary circumstances claim to be happier as a result.

# Happy to work from home in the future?

If it suited your employer, would you be happy to work from home in future, with occasional office meetings if needed?

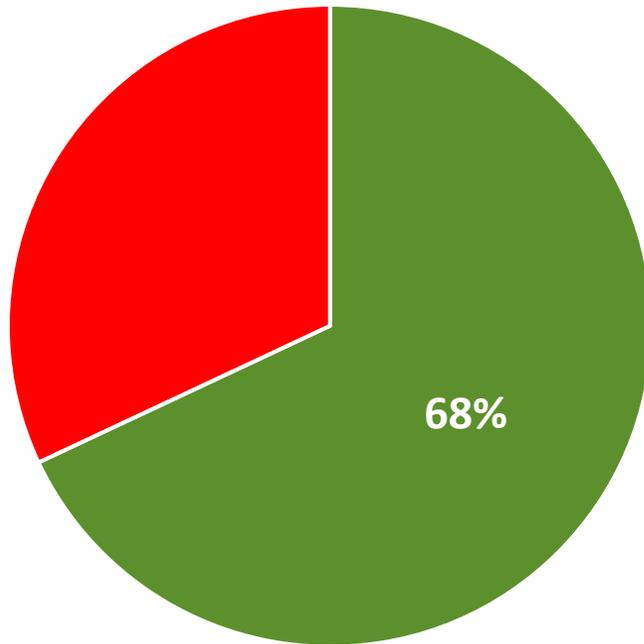


**Almost 7 in 10 (68%) of those working from home claim they would be happy to work from home in the future with occasional office meetings if needed**

# Happy to work from home in the future?

While the majority of workers claim they would be happy to work from home in the future with just required meetings in the workplace, certain cohorts of workers would be especially happy with this arrangement...

Proportion of total workers claiming to be happy to work from home in the future



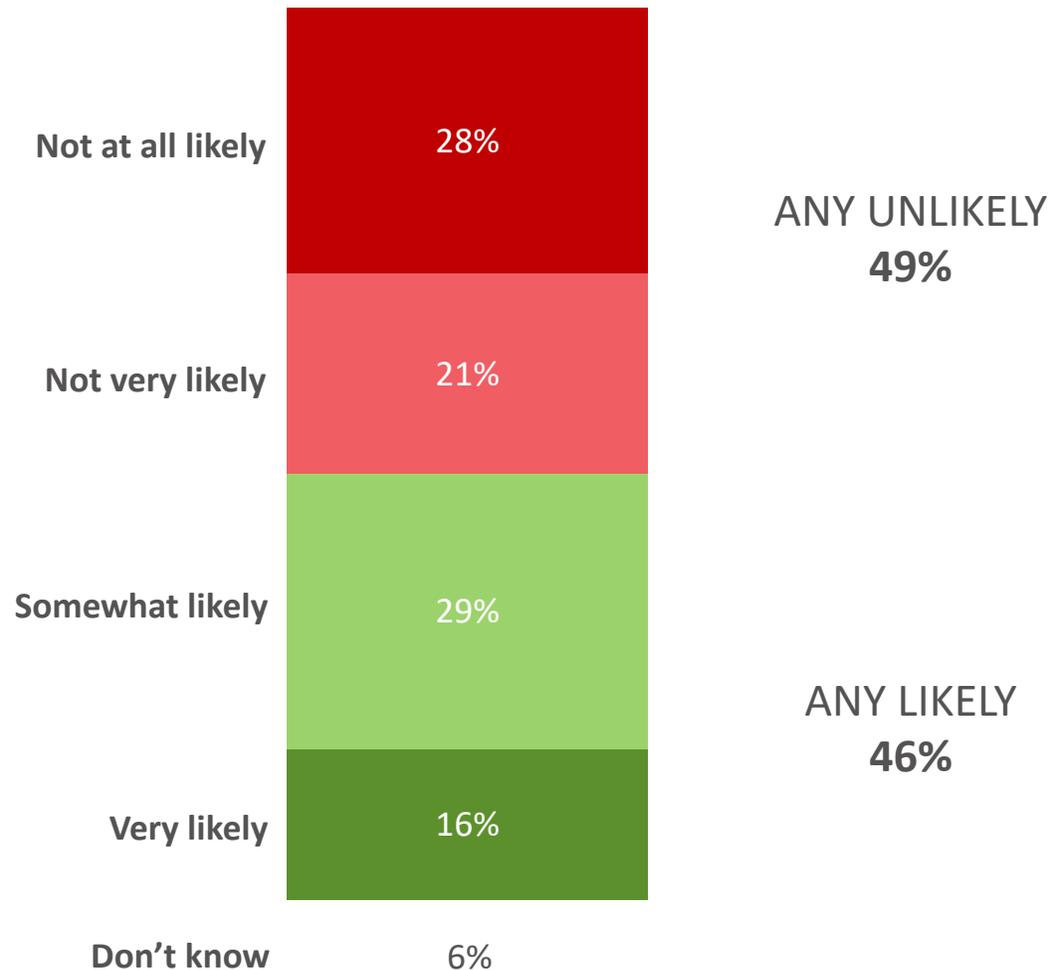
## Specifically among...

- Living in rural areas: 74%
- Secretarial/ admin: 72%
- Junior/ middle management: 73%

60% of workers that never work from home in ordinary circumstances claim they would be happy to work from home if it suited their employer in the future

# Likelihood to ask employer to work from home?

How likely is it that you will ask your employer to allow you to work from home more often as a result of your experience?

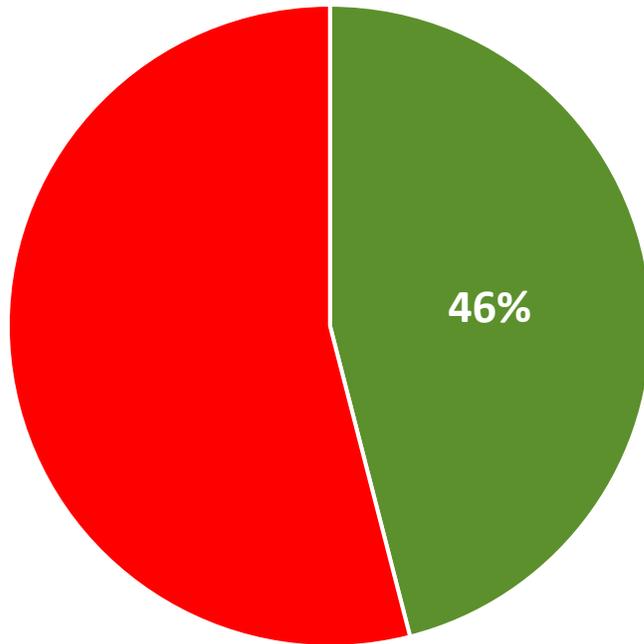


**Workers are split in terms of likelihood to ask their employers to allow them to work from home more often as a result of their current at home experiences. However almost half (46%) feel they are likely to do so.**

# Likelihood to ask employer to work from home?

While workers are split in terms of likelihood to ask their employer to allow them work from home, certain cohorts appear more enthusiastic about this possibility...

Proportion of total workers claiming to be likely to ask employer to allow them work from home in the future



## Specifically among...

- Living in Leinster (outside Dublin): 53%
- Those experienced family income drop: 53%
- Those happier to be working from home: 61%

**30% of workers that never work from home in ordinary circumstances claim they are likely to ask their employer to allow them work from home in the future**

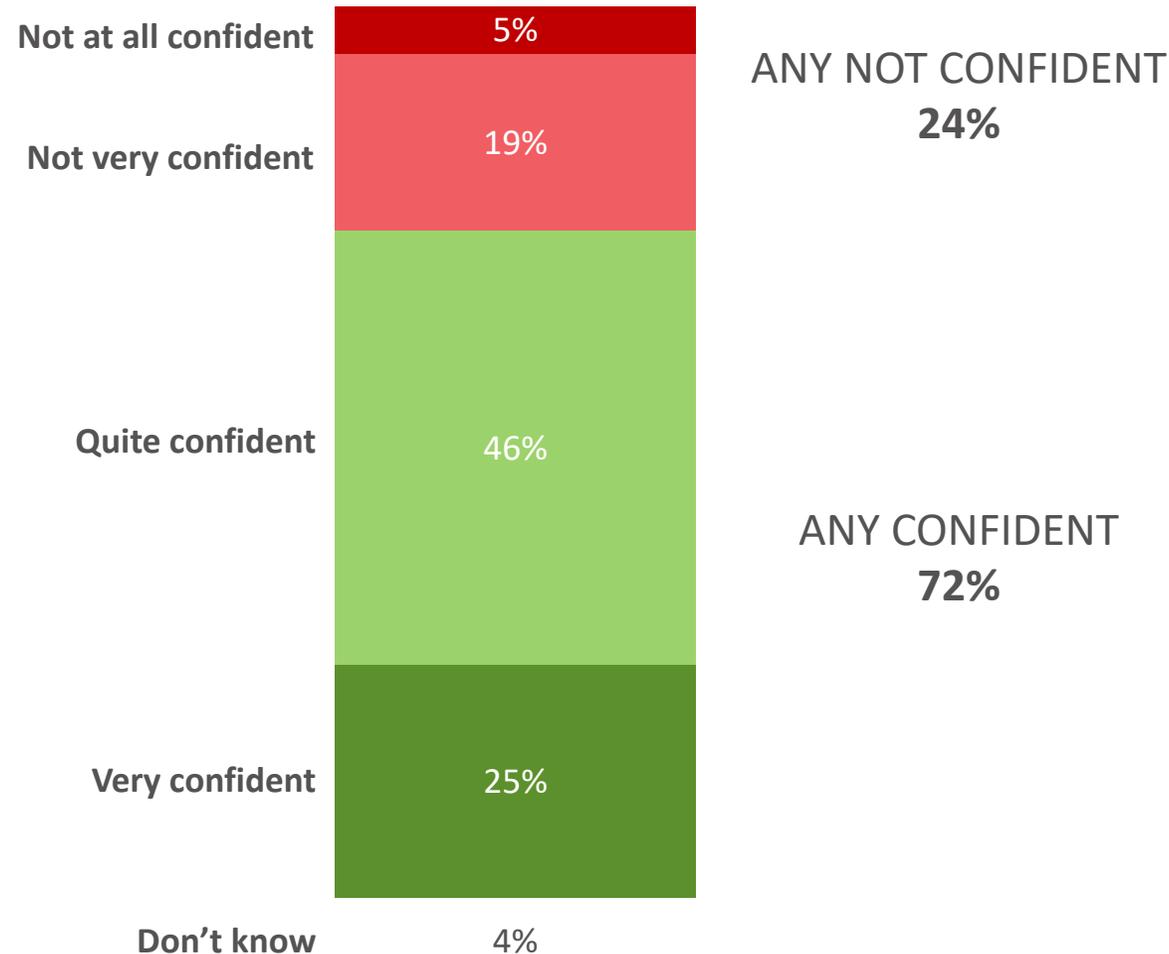
A photograph of a meeting with people sitting around a table. One person in the foreground is writing in a notebook. The background is blurred, showing other people at the table. A green horizontal bar is located at the top right of the image.

# Future Security Perceptions

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# Confidence regarding security of current role?

How confident do you feel regarding the security of your role after the Coronavirus (Covid-19) crisis has passed?

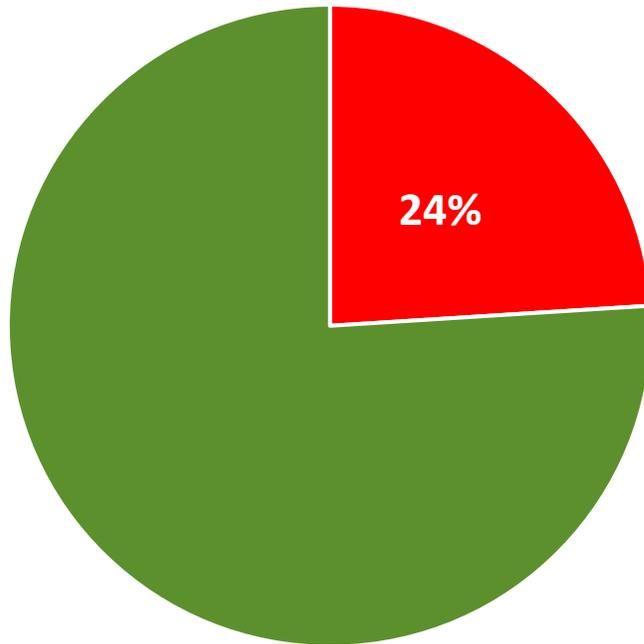


**Just 1 in 4 of workers are very confident of the security of their role after the crisis passes, although almost half (46%) appear quite confident.**

# Confidence regarding security of current role?

While the vast majority of workers feel confident about the security of their role post Covid-19, we do see certain cohorts in particular less confident however...

## Proportion of total workers claiming not to be confident about the security of their role post Covid-19

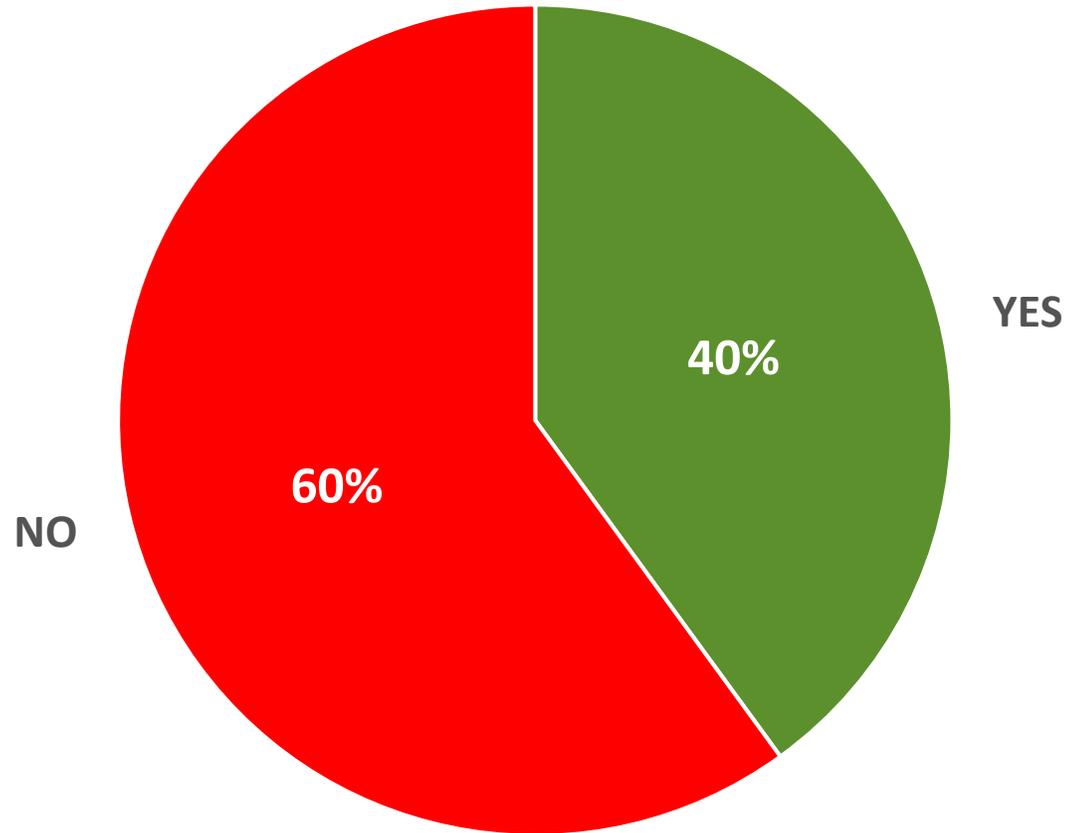


### Specifically among...

- Living in Urban areas: 30%
- Those taking pay cut now or expect to: 37%
- Those on Government subsidy: 34%

# Considering a new/ different role or career?

Is the experience of remote working and Covid-19 disruption causing you to evaluate your job and consider a new or different role elsewhere, or a new career or training?

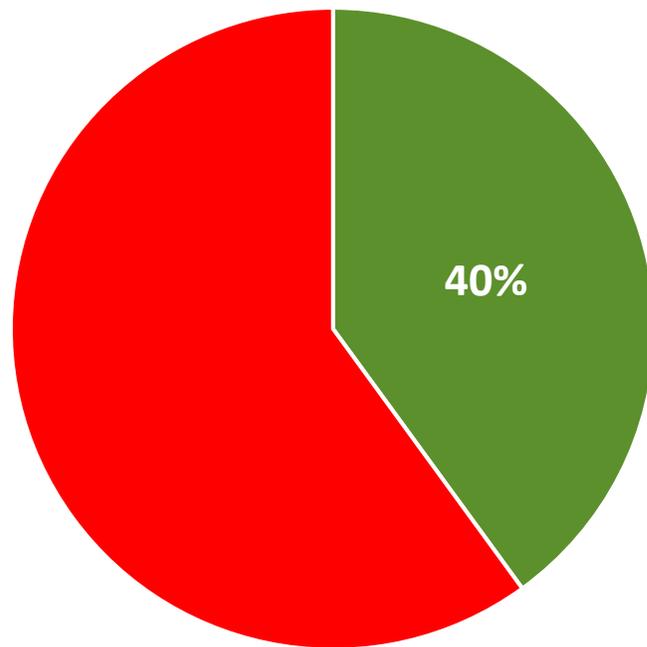


**4 in 10 workers claim the Covid-19 disruption is causing them to evaluate their job and consider a new/ different role elsewhere or a new career or training**

# Considering a new/ different role or career?

While 4 in 10 workers claim to be considering a new/ different role or career, certain cohorts appear much more attune to this as a result of working remotely and Covid-19 disruption...

Proportion of total workers claiming to be considering a new or different role elsewhere, or a new career or training



## Specifically among...

- Under 35's: 51%
- Living in Urban areas: 49%
- Those taking a salary cut: 62%
- Those on Government subsidy: 60%
- Those whose role has changed: 52%

**36% of workers that are always office based claim to be considering a new or different role elsewhere or a new career or training**



# Answers to Key Questions

Some narrative...

# How people are coping with their current experience of work?

Overall the current level of coping appears polarising and is a big change for many in terms of adapting to working at home and changing roles. It is clear that the majority are happy working from home, even among those that have never worked from home before, but the lack of colleague engagement and uncertainty around security of their role in the future emerge as key factors may impact the ability to cope in the longer term.

- With over 4 in 10 never working from home before the current restrictions (and 6 in 10 never or rarely working from home) it is clear there has been big changes for the majority of those working remotely at the moment.
- Almost 1 in 10 (9%) have moved to a location that is not their main home to work
- Half of workers have either already taken a pay cut or expect to in the near future with a similar proportion experiencing a reduction in household income now or in the near future.
- 44% claim their role or work practices have changed considerably as a result of the restrictions (beyond just working from a different location) – especially among under 35's and those on lower salaries, with more workers feeling they are less productive as a result of working from home than more productive.
- Despite these challenges the majority of workers claim to being happier working from home (59%) and almost half (48%) of those that never work from home claiming this to be the case.
- So much so that 60% of those that never work from home saying they would be happy to work from home in the future with occasional office meets if needed, but just 30% of this group are likely to ask their employer to accommodate this.
- Despite the various positive aspects emerging for many working from home (driven by no commuting, no need to dress appropriately and reduced outgoings), missing the interaction with colleagues (both socially and professionally) registers strongly as well as many experiencing motivational challenges to get into the 'work frame of mind'. As well as this just 1 in 4 are 'very confident' regarding the security of their current role once the crisis has passed.

# Will the whole pandemic prompt new ways of working in the future?

Overall a range of evidence emerges that suggests the pandemic will prompt new ways of working in the future, with flexibility around working from home appearing central to this

- Currently 6 in 10 claim to be happier as a result of working from home and 5 in 10 of those that never work from home in ordinary circumstances feeling this way.
- Almost 7 in 10 workers say they would be happy to work from home in the future with occasional office meetings, and 6 in 10 of those that never work from home happy to do this if the employer agreed.
- A challenge to this however is that under half (46%) feel they likely to ask employers to allow them work from home more often, and this just 30% among those that have never worked from home before.
- From an employer perspective there are a number of aspects to consider in terms of optimising this new way of working, especially given that almost 4 in 10 claiming they are less productive working from home currently.
- But on the flipside, working remotely is making 4 in 10 evaluate their job and consider a different role or career elsewhere, so enabling some sort of home working arrangement appears key going forward.

# Does the experience of having kids or other family at home influence how well people are able to manage remote working?

Bearing in mind that over half of parents now working remotely have never or rarely worked from home before and over half have already taken or expect to take a pay cut in the near future, the added distraction from children in the home shows parents find it harder than others to work remotely.

- 58% of parents have never or rarely work from home, and 51% of them have already or expect to take a pay cut in the near future.
- The distraction from children is the #1 challenge parents have found working from home, with missing the social interaction with colleagues also a key challenge for them.
- Add to this that 45% of parents have seen the nature of their role/ work practices change considerably as a result of restrictions, and they claim to be less productive working remotely compared to those outside family life-stages.
- Positively 77% of parents have seen their outgoings reduced as a result and emotionally parents appear happier working from home and thus are more likely to ask employers to accommodate working from home arrangements than those outside the family life-stages... so they do recognise the various benefits working remotely can bring – especially around no commuting and greater flexibility.

**Thank You**

**Opinions**  
clarity and confidence