be.it.

**2023**

**WFH: PRODUCTIVITY, PATTERNS AND PRACTICE**

# Does working from home work for you?

# Introduction

We all got used to WFH during the pandemic. For techies especially, pivoting to remote work was not too difficult (if your employer provided the necessary kit and support). Now, with the restrictions well behind us, it's worth considering if WFH is our new normal, what tech professionals prefer and what employers want. In short, does WFH work for us?

Earlier this year, the CIPD commissioned YouGov to study flexible working. The study showed that 60% of employees have some form of flexible working, with two-thirds of those able to change their hours or location as needed. They also reported very high levels (70%) of job satisfaction, while 83% said that flexible working was important to support their work-life balance. The study also showed a mismatch between current and preferred working patterns, with 38% of employees in the workplace all the time, even though this is only the preferred pattern for 19% of these people. In fact, working from home most of the time was the preferred option for 21% of all respondents, whether currently WFH or not.

Meanwhile, a report from the Munich-based Ifo Institute which studied data from 34 countries showed that the British work from home more than any other European nation – an average of 1.5 days, above Germany (1 day) and more than double France (0.6) or Italy (0.7). The UK figure is higher than the US (1.4 days) but falls below Canada (1.7 days). The Institute also noted that 1.5 days for British workers is down from last year, when the average was 2.2 days.

A new report by Ipsos for the Department for Transport investigated changing travel choices post-pandemic has revealed that the proportion of people commuting five days a week remained the same between 2021 and 2022, despite fewer Covid restrictions. This report also looked at post-pandemic commuting habits, and found the number of people travelling into work had fallen from 47% in the three months before the pandemic, to 32% in the years following 2020.

The issue is becoming increasingly politicised, with the Labour party considering making it a legal requirement to offer WFH. Meanwhile, some CEOs, including JP Morgan's Jamie Dimon, insist that senior employees return to five days in the office. Jeremy Hunt, the Chancellor, has said the 'default' location for workers should be in the office unless there is a good reason to work from home, adding that while working remotely had produced *"exciting opportunities"* he was worried about *"the loss of creativity"* when WFH becomes permanent.

That said, it is perhaps noticeable that most of those calling for a return to previous working practices come from large companies rather than the small businesses which make up much of the tech industry. Clearly, and no matter how one looks at it, there are many issues around WFH for both employers and employees.

Accordingly, Be-IT commissioned independent research on the tech community's views on WFH. The results of this survey on WFH and its implications provide important answers to a comprehensive array of questions and offer clues on the way ahead for the sector.

# Executive Summary

1. 92% of IT employees currently work from home to a greater or lesser extent. Coincidentally, 92% of IT employers said they allow their staff to WFH.

2. Five days WFH is the most common, with 53% of employers offering this and 56% of employees working it. Three or more days WFH is effectively the norm, with very few (3% employees) working one day at home.

3. 69% of employers and 75% of employees believe WFH has increased productivity. 15% of employers and 5% of employees believe productivity has decreased.

4. 62% of employees and 58% of employees are happy with their current WFH arrangements. More employees (31%) than employers (23%) want to increase the number of hours WFH. 15% of employers and 7% of employees want to decrease WFH hours.

5. 25% of employees say their employer has tried to change their days/hours WFH, but only 15% of employers say they have tried to change their employees' hours. 65% of employees say there has been no attempt to change their hours.

6. 82% of employees and 62% of employers are in favour of making WFH a legal requirement. There was a noticeable difference the generations, with 100% of Gen Z employees being happy to see legislation on WFH, but that figure then reducing amongst the older cohorts, at 81% for Gen Y, 84% for Gen X, and 75% for Baby Boomers.

7. 71% of employees say they would like to change from a five-day week to a four-day week, with an increase in hours to make up for the lost day. Older people are more keen on this than the younger generations - 78% of Baby Boomers were in favour, declining to 72% for Millennials and then 67% for both Gen Y and Z.

8. 77% of employees do not want to change from a five to a four-day week with no increase in hours but a pro-rata reduction in pay. 46% of employers had considered making this change.

9. 68% of employees and 62% of employers believe their organisation could afford to change from a five to a four-day week (although as Point 8 above suggests, this would be with an increase in hours to make up for the lost day).

10. 85% of employers believe WFH will become more attractive in the next two years, whereas only 42% of employees believe this. 54% of employees think WFH will stay the same as it is just now, but only 15% of employers think this.

11. Employees' preferred model for WFH was for five days (39%), with Gen X and Gen Y particularly keen. For employers, the most popular choice (31%) was four days. The next most popular option amongst employers (25%) was flexible working around core hours every day with employees able to WFH outside their core hours, but this was only the fifth most popular option (6% of votes) amongst employees. Employees second most desired option (29%) was a system where you can change your hours depending on your work/life balance requirements. 19% of employers also voted for this. Less than 1% voted for a return to the pre-pandemic situation of five days in the office. Gen Z respondents were less interested in work/life balance than the other age cohorts.

12. 62% of employers believe their employees are happy with the salaries they currently receive. In contrast, only 33% of employees are happy with their current salary and 48% would prefer a bigger salary but fewer benefits. Only 31% of employers believe their staff would prefer a bigger salary and fewer benefits.

13. 20% of employees would prefer more benefits than they received before the pandemic, but for both Gen Z and BB getting more pay than benefits is more important, accounting for c. two-thirds

of the responses in each cohort. Gen Z especially were less interested in having more benefits. Those who were least happy with their current pay were BB (18%).

14.  When asked to rank several statements about WFH, the overwhelming response was that people are far happier working from home but understand the need to adjust to maintain their employer's business. The figures below are for employees: those in red in parentheses show where the equivalent statement ranked amongst employers and the percentage who voted for it:

1st     I am more happy working from home (33%) [1st – 29%]

2nd    I believe my colleagues are generally responsible and understand that we need to balance our working hours and rights with our employer's need to have a successful business so we can continue to be rewarded well (21%) [2nd – 26%]

3rd    I think the improvement in work/life balance is more important than any decline in productivity we might see from employees who are WFH (14%) [4th – 14%]

4th=   I don't get the benefit of interaction with colleagues and the opportunities to learn from others due to WFH and I am NOT worried about this (11%) [3rd – 17%]

4th=   I am happy for my employer to find more, better ways to monitor my performance when WFH (11%) [7th – 3%]

6th    I know that some of my colleagues take advantage of WFH to work less hard (5%) [6th – 3%]

7th    I don't get the benefit of interaction with colleagues and the opportunities to learn from others due to WFH and I AM worried about (14%) [5th – 9%]

8th    I am less happy working for home (2%) [8th – 0%]

15.  Only 8% of employers say WFH has had any significant difference on employee turnover. 62% say there has been no change and 31% believe it has resulted in a decrease in employee turnover.

16.  54% of employers have provided staff with help with WFH, either through specific training and/or provision of kit and other resources. 67% of employees say they have received such help.

17.  70% of employees say that WFH has 'seriously improved' their work/life balance. A further 15% say it has 'slightly improved' it, with only 5% saying it has 'slightly' or 'seriously' worsened it (with less than 0.5% saying 'seriously worsened').

18.  49% of employees say WFH has 'seriously improved' their mental health. A further 18% say it has 'slightly improved' it. 19% say it has made no difference. 9% say that it has 'slightly worsened' their mental health. No-one says that their mental health has been 'seriously worsened' by WFH.


**Notes on the summary:**

For most people, WFH has no serious impact on their health and work/life balance. In fact, WFH is having a generally positive impact on individuals and businesses in IT.

As such, it is hardly surprising that the responses to almost every question in this survey, for employers and employees alike, show that WFH is not only here to stay but that for IT professionals it is the preferred option and something that should be developed and nurtured, with the caveat that this does not necessarily mean a blanket approach or a one-way street.

This is particularly evident in the responses to some questions (notably Q.11, 12 & 13), which reflect a sliding scale of wants/expectations across the generational divide. Offering the flexibility to meet people's needs at the different stages of their lives may be difficult, but a desire for such flexibility comes out loud and clear in many of the responses below.

# Detailed Responses

To set the parameters for the survey, we split respondents into employees/candidates or employers/recruiters and then separated each group out by their age cohort (Baby Boomers, Gen X, Gen Y [Millennials] and Gen Z).

**Employers/Recruiters**

Over half – 53% - were millennials (Gen Y, 1981-1997).

The next largest group – 37% - was Gen X (1966-1980)

Baby Boomers (1946-1965) and Gen Z (1997 onwards) accounted for 5% each.

**Employees**

Gen Y (41%) and Gen X (43%) were the two largest groups by far.

Baby Boomers (BB) only accounted for 11% and Gen Z only accounted for 3% of the total number of responses.

# PART 1: Employers/recruiters

The first part of our survey looked at the views of employers/recruiters. Although the sample size for this group was relatively small compared to the number who responded as employees, and accordingly the findings here should be treated with some care, there is a considerable degree of unanimity between both employers and their employees and where the results diverge, they produce interesting areas for further research. The figures from each age cohort have been aggregated and then expressed as percentages of the totals, with disaggregated data for individual cohorts referred to where relevant.

### Q. 1 - Do you currently allow WFH?

The vast majority – some 92% - do allow working from home. Interestingly, the 8% of our respondents who do not allow WFH includes a Gen Z employer.

### Q2: If so, how many days a week?

The picture here is clear. No-one offers one or two days WFH. The majority (53%) offer five days WFH, with 40% offering three days and 7% offering four days. Within these figures, BB employers were more likely to offer only three days while Gen X and Y were more likely to offer the full five days.

### Q3 & Q4: What is the impact of your WFH policy on productivity?

Opinions, naturally, vary, but (and bearing in mind that most respondents allow considerable WFH), the overall impression is that a substantial majority (69%) believe WFH has significantly increased productivity at their company.

Only 15% believe productivity has decreased, with a further 15% saying they didn't know if it had or not. It should also be noted that the one Gen Z employer who did not allow WFH said that productivity had

increased as a result (although this possibly begs the question of – assuming that WFH had never been allowed at that organisation – how they would know).

There were a few comments (Q. 4) made about the effect of WFH on productivity, including:

> *"Increased productivity, improved work/life balance, happier staff."*

> *"…it has massively helped productivity, but we are finding discussions from senior management turning to more in-office attendance and the conversation is changing from productivity to "culture", i.e., from something that can be easily measured to something more difficult to measure."*

> *"Allowing working from home still needs to grow, but at this point, in our case, the solution is: Our employees need to work 8 hours a day and to be present at daily meetings. If they work at night, in the morning, or in the afternoon, it doesn't matter. This allows us to measure the commitment of an employee, and if he has some kind of personal problem, he will solve it and go back to work. If the employee has no commitment to the company, we fire him and get a new one."*

> *"More time spent working instead of commuting."*

> *"We encourage accountability from workers. We don't measure the time workers spend behind their PC but the productivity and results. It does not matter if they work from home or right under my nose in the office as we will always look at what was expected and what was delivered. We also look at availability and communications across the company. All workers work in a hybrid fashion and come into the office when needed or when they prefer to see people face to face or need to make use of the office."*

> *"Very positive research over many years indicates people tend to work more productively particularly in this age with improved technology. The realistic approach going forward will be a hybrid dependent on the organisational needs. Generally happier, more content employees are more productive…."*

## Q5: Do your employees in general want more/fewer/the same days WFH?

The majority (62%) of employers are happy with their current arrangements. Some 23% of employers want to increase the number of hours WFH, while 15% want to decrease them.

## Q6: Have you tried to change the number of days/hours your employees WFH?

Supporting the results of the previous question (where the majority are happy with their current WFH arrangements), a large majority (85%) have not tried to change WFH hours, with only 15% having attempted to do so.

## Q7: Would you favour legislation to make it a legal requirement for firms to allow employees to WFH?

Given the responses to the questions above, it's perhaps unsurprising to find most (62%) in favour, with 38% against. Gen X were the most in favour (being 63% of those who said 'yes'), while Millennials (Gen Y) were the largest percentage (60%) of those who were against such a change in the law.

## Q8: Have you considered changing from a five to a four-day week, with an increase in hours to make up for the lost day?

There was a much more even result here: 54% had considered this, while 46% had not.

## Q9: Have you considered changing from a five to a four-day week, without an increase in hours but with a pro-rata reduction in pay?

The results here were the exact opposite of those for the previous question, with 46% having considered this and 54% not having done so.

## Q10: Could your business afford to change to a four-day week with no change in pay?

This is very interesting. Some might expect that employers would be reluctant to consider this, but in fact a clear majority (62%) say they could afford this change. That said, it is obviously also the case that employers could change from a four to a five-day week, but without any reduction in hours. In Part II we found this is what most employees seem to want.

## Q11: Do you think WFH will become more or less attractive in the next two years?

No-one thought that WFH would become less attractive in the next two years and only 15% thought it would stay the same as at present. Most (85%) employers expect that it will become more attractive.

## Q12: What would be your favoured model (days WFH) for your employees' working practice?

Respondents were offered a wide range of options, starting with the number of days WFH per week (from 1-5), before considering three other possibilities: flexible working around core hours every day with employees able to WFH outside their core hours; everyone back in the office five days a week as they were before the pandemic; and a system where you can change your hours depending on your work/life balance requirements (childcare, looking after elderly relatives, etc.).

The most popular option (31%) was for four days WFH. Interestingly, the next most popular was not for one of the 'days' options, but (with 25% of the vote) for flexible working around core hours every day with employees able to WFH outside their core hours. Third (with 19%) was a system where you can change your hours depending on your work/life balance requirements (childcare, looking after elderly relatives, etc.). The only other option that got more than 10% of respondents' votes was WFH for five days, with 12%. No one voted to return to the status quo.

## Q13: Are your employees demanding more benefits and/or salary?

With the caveat that inflation is still driving up wage demands, the good news (from the employers' perspective) is that the majority (62%) believe their employees are happy with the salaries they receive.

However, nearly one third (31%) believe their staff would prefer a bigger salary but fewer benefits. This is supported by the much smaller figure of 8% of employers whose staff are demanding more benefits than before the pandemic. In turn, this suggests that pay, more than benefits, is, by a considerable margin, the most important driver for existing (and potential) employees but, as we shall see in Part II below, employers, while being aware of this, might be erroneously underestimating the extent to which they think their staff really do want more pay.

## Q14: With which of the following statements about WFH do you agree?

This question was designed to tease out people's more detailed views on WFH and to highlight some specific areas where it was thought there were potentially contrasting views. The statements and the

percentage who voted for each (respondents could vote for more than one) were as follows, ranked in order of popularity:

1. Our employees are more happy working from home (29%)
2. Our employees are generally responsible and understand that we need to balance their working hours and rights with our need to have a successful business and reward them well (26%)
3. I do not think our employees suffer from the lack of interaction with their colleagues and the opportunities to learn from others due to WFH (17%)
4. I think the improvement in work/life balance is more important than any decline in productivity we might see from employees WFH (14%)
5. I think our employees suffer from the lack of interaction with their colleagues and the opportunities to learn from others due to WFH (9%)
6. I despair of the change in attitude to work from some of our employees since the pandemic (3%)
7. We shall have to find more, better ways to monitor our employees' performance when WFH (3%)
8. Our employees are less happy working for home (0%)

The picture we see here is very positive. Employers believe that WFH makes their staff happier and appreciative of their bosses. Crucially, most people do not believe that WFH leads to staff suffering from a lack of interaction with colleagues or opportunities to learn from others.

We were pleased to see that virtually no-one is experiencing staff taking advantage of WFH to put in fewer hours or demonstrate a poor attitude to their responsibilities at work. Finally, it also appears that most employers believe they already have sufficiently good monitoring systems to help keep tabs on how and when their employees are WFH. This last point is explored further in the next two questions.

## Q15: Have you provided your employees with WFH-specific training or resources?

There is a small majority (54%) who have provided staff with help to WFH, either through specific training and/or other resources to make it easier to work remotely. Given the small number who, in their responses to the previous question, seem to believe that they don't need to improve the external monitoring of their employees WFH, it's unsurprising that nearly half (46%) have not provided any specific WFH training or resources. Of these, the vast majority (83%) were Gen X, with another 17% being Gen Z. The older cohorts (especially Millennials) were more likely to provide such training/resources.

## Q16: Have you noticed any significant increase in employee turnover since implementing WFH?

In line with the other results, the employers who responded to our survey believe that WFH has not made any significant difference to employee turnover. Only 8% say it has, with 62% saying there has been no change and 31% believing it has resulted in a decrease in employee turnover.

## Q17: Are there any particular roles or departments within your organisation that you believe are better suited to WFH or in-office work?

The general air of positivity about WFH is underlined in the responses here. Nearly half (46%) believe that some roles/departments are better suited to WFH than being in-office, although this obviously means that a small majority (of 54%) do not think it makes any difference.

# PART 2: Employees

This second part of our survey looked at the views of employees. Again, the figures from each age cohort have been aggregated and then expressed as percentages of the totals, with disaggregated data for individual cohorts referred to where it is relevant. Note also that because Part II allowed respondents to record "not applicable" answers (because they do not WFH), the totals below do not always add up to 100% - as can be seen on the attached spreadsheet (Employees Responses).

## Q1: Do you currently WFH?

The vast majority (92%) do currently work from home to a greater or lesser extent. Coincidentally, the employers' survey showed the same percentage prepared to allow their staff to WFH.

## Q2: If so, how many days a week?

There were no employers offering one or two days WFH and this is reflected in the employees' survey, with only 3% WFH one day and 7% two days. Only 15% work four days at home and 12% three days, but the majority – over half (56%) – work five days a week from home. Again, this ties in with the employers' data, where 53% offer five days WFH. Some 8% said this was not relevant to them (i.e., this ties in with the answer to Q1).

## Q3: What is the impact of your WFH policy on productivity?

Even more so than employers, where a substantial majority (69%) believe WFH has increased productivity, three-quarters (75%) of employees agree with this statement. And while 15% of employers believe productivity has decreased, only 5% of employees thinks this is the case, with a further 15% saying they didn't know. Within the age cohorts, more Gen X and Y believe that productivity has increased (76% and 77% of the totals within each cohort) than do Gen Z and BB (67% and 69%).

## Q4: Do you in general want more/fewer/the same days WFH?

Most employees (58%) are happy with their current arrangements, mirroring employers (62%). More employees (31%) than employers (23%) want to increase the number of hours WFH, while only 7% (15% of employers) want to decrease them.

Interestingly, within each age cohort, the percentage (of the total responses for that cohort) who want fewer days WFH varies with age, from zero for Gen Z to 7%, 6% and 13% for Gen Y, X and Baby Boomers respectively. It is probably reasonable to infer that demand for hours changes as people move through the various stages of their lives, with the concomitant changes in needs for work/life balance/financial security.

## Q5: Has your employer tried to change the number of days/hours you WFH?

A quarter (25%) of respondents say their employer has tried to change their days/hours WFH. This is higher than the number of employers in Part I above (15%) who say they have tried to change their employees' hours. Some 65% of employees say there has been no attempt to change their hours.

## Q6: Would you favour legislation to make it a legal requirement for firms to allow employees to WFH?

Given the prevalence of WFH, it's no surprise to find a large majority (82%) in favour. For employers, this figure was 62%. As with Q.5 above, there was a noticeable difference between the enthusiasm of various age cohorts, with 100% of Gen Z being happy to see legislation on WFH, but that figure then reduced amongst the older cohorts, at 81% for Gen Y, 84% for Gen X, and 75% for Baby Boomers.

### Q7: Would you like to change from a five to a four-day week, with an increase in hours to make up for the lost day?

There was a lot of enthusiasm for this, with 71% of respondents saying they would like to make this change. Once again, we see a difference between the age groups, with older people more keen than the younger generations. Amongst Baby Boomers, 78% were in favour, declining to 72% for Millennials and then 67% for both Gen Y and Z. Conversely, this order was reversed amongst those who did not want to see this change (see accompanying spreadsheets).

### Q8: Would you like to change from a five to a four-day week, with no increase in hours for employees but a pro-rata reduction in pay?

In Part I, we saw that 46% of employers had considered this but 54% had not. For employees, the response to this question is a resounding 'no,' with 77% against the idea. That said, as the response to the previous question shows, a similar number would be happy to change to a four-day week with a rise in hours to make up the lost time.

### Q9: Do you think your employer could afford to change to a four-day week with no change in pay?

A clear majority (68%) of employees believe their employers could afford this change. This is not too dissimilar from the 62% of employers who believe this is the case. However, as we noted in our comments on this question in Part I, it might well be that employers could change from a four to a five-day week, but only without any reduction in hours. The fact that there is a lot of interest in a four-day week but with an increase in hours to make up the time (Q. 8), suggests that employees (and employers) understand something would have to give. The alternative is that the increase in costs involved would reduce profitability, which could put pressure to increase productivity and/or reduce headcount.

### Q10: Do you think WFH will become more or less attractive in the next two years?

There is a big difference here between employees' and employers' views. A huge majority (85%) of employers believe it will become more attractive, whereas less than half (42%) of employees believe this. Instead, the majority (54%) of employees think WFH will stay the same (vs 15% of employers). Just 3% of employees think it will become less attractive.

Yet again, there are differing expectations amongst the different age cohorts, with 67% of Gen Z believing WFH will become more attractive, with the figures for Gen X, Y and BB varying from 48% to 38% to 34% respectively. For those who expect WFH to remain the same, the reverse is almost true, from Gen Z (33%), to Gen Y (58%), to Gen X (48% ), to BB (59%).

### Q11: What would be your favoured model (days WFH or alternative) for your working practice?

The same range of options was offered here as for employers, with 1-5 days WFH per week, as well as three other possibilities: flexible working around daily core hours with employees able to WFH outside

their core hours; everyone back to pre-pandemic five-day office work and a system where you can change your hours depending on your work/life balance or care duties.

The most popular option by far was for five days WFH, with 39% voting for this (the highest figure in Part I was the 31% of employers who voted for four days). There was then a clear divergence of priorities between employees and employers. For the latter, the next most popular (with 25% of the vote) was flexible working around core hours every day with employees able to WFH outside their core hours. In contrast, this was only the fifth most popular option (with 6% of votes) amongst employees. Instead, their second most desired option (29%) was a system where you can change your hours depending on your work/life balance requirements (some 19% of employers also voted for this).

The only other options that got more than 10% of employees' votes were WFH for four (11%) and three (10%) days. Less than 1% voted for a return to the pre-pandemic full-time office-based work.

There were big variations in responses depending on age. For example, there was far less interest from Gen Z respondents in the option of changing hours around work/life balance and care requirements, almost certainly as this generation will not be parents yet. In contrast, there was far more support for this amongst Gen X respondents, with almost as high levels of agreement amongst Gen Y and BB. Tying in with this, the highest percentage of Gen X and Gen Y responses (41% and 40% respectively) were for WFH for five days, perhaps because of greater family demands.

## Q. 12 – Benefits and/or pay?

There was another big gap here between employers and employees. The former (62%) believe their employees are happy with the salaries they currently receive. In contrast, only 33% of employees are happy with their current salary. Instead, nearly half (48%) would prefer a bigger salary but fewer benefits (c. one third - 31% - of employers believe this). However, one fifth (20%) of employees would prefer more benefits than they received before the pandemic (in contrast only 8% of employers say their staff are demanding more benefits than before the pandemic). This seems to suggest that pay, more than benefits, is the most important driver for existing (and potential) employees by far.

When we looked at the difference between the age cohorts, for both Gen Z and BB the issue of more pay was the most important, accounting for c. two-thirds of the responses in each cohort. On the other hand, Gen Z were not interested in having more benefits: other than the 67% who prefer more money, the remaining one third were happy with their current pay. Those who were least happy with their current pay were BB: only 18% of them ticked that particular box.

## Q. 13 – Which of the following statements about WFH do you agree with?

As with the employers/recruiters, this question aimed to solicit people's more detailed views on WFH and to highlight some specific areas where it was thought there were potentially contrasting views. The statements, and the percentage who voted for each (respondents could vote for more than one) were as follows, ranked in order of popularity. The figures in red in parentheses show where the equivalent statement ranked amongst employers and the percentage who voted for it.

1st      I am more happy working from home (33%) [1st – 29%]
2nd     I believe my colleagues are generally responsible and understand that we need to balance our working hours and rights with our employer's need to have a successful business so we can continue to be rewarded well (21%) [2nd – 26%]
3rd      I think the improvement in work/life balance is more important than any decline in productivity we might see from employees who are WFH (14%) [4th – 14%]
4th=    I don't get the benefit of interaction with colleagues and the opportunities to learn from others due to WFH and I am NOT worried about this (11%) [3rd – 17%]

4th=   I am happy for my employer to find more, better ways to monitor my performance when WFH (11%) [7th – 3%]

6th    I know that some of my colleagues take advantage of WFH to work less hard (5%) [6th – 3%]

7th    I don't get the benefit of interaction with colleagues and the opportunities to learn from others due to WFH and I AM worried about this. (14%) [5th – 9%]

8th    I am less happy working for home (2%) [8th – 0%]

The picture here, as it was with the employers, is extremely positive. Both groups agree on the importance of the first two statements and the single most important thing for both is the belief that people are more happy working from home. Interestingly, there is a consensus that improvements in work/life balance are more important than any lost productivity from WFH (but given the UK's productivity problems, this is a view that not all in government and business share). That said, and as the list above shows, there are some differences between the two groups for some of the other statements. For example, it seems to be the case that the vast majority do not think there are many of their colleagues who are taking advantage of WFH to shirk, although more employees than employers were aware of this issue. Similarly, a greater percentage of employees than employers were interested in finding ways to have their performance monitored while WFH.

Crucially though, there appears to be very little concern over the impact of WFH on human interaction. For the small numbers who are worried about this, it's mainly older people: none of the Gen Z respondents were worried about it, although 3% of Gen X, 2% of Gen Y and 6% of BB were.

## Q. 14 – Have you received adequate support (training, resources, equipment) from your employer when WFH?

Some 54% of employers said they have provided staff with help with WFH, either through specific training or other resources to make it easier for people to do their jobs effectively from their homes. This is supported by the responses to this question from the employees' side, with two-thirds (67%) saying this is the case. Only 14% said they did not receive such support, although it appears that this applies particularly to Gen Z, with 50% of that cohort saying they had had no support. On the other hand, some 33% of Gen Z said they have received such support, but this is far less than the numbers of Gen X, Gen Y and BB (69%, 68% and 63% respectively). This seems to tie in with the findings of Part I, where the older cohorts of employers were more likely to provide training and resources to help people adapt to WFH.

## Q. 15 – How has WFH affected your work/life balance?

As suggested by the responses to Q. 13, the majority are happy with WFH. So it's no surprise that 70% say that it has seriously improved their work/life balance. A further 15% say it has slightly improved it, with only 5% saying it has slightly or seriously worsened it (with less than 0.5% saying 'seriously').

## Q. 16 – How has WFH affected your mental health?

Although 85% say that WFH has improved their work/life balance, only 67% say it has improved their mental health (49% 'seriously improved' and '18% 'improved'). Just under one fifth (19%) say it has made no difference, but nearly 10% say that is has 'slightly worsened' their mental health. Fortunately, no-one says that their mental health has been 'seriously worsened' by WFH.

Again, there are significant differences between different age groups. No Gen Z respondents reported any negative impact on their mental health: those who did were from Gen X, BB and Gen Y, in that order. Within Gen Z, the vast majority (67%) reported that WFH had seriously improved their mental health. For Gen X, Y and BB, the corresponding figures were 48%, 54%, and 31%.

# Find out more

For more information, please contact us at: **info@be-itresourcing.com** or call 0333 344 7085.

**www.be-it.co.uk**

If you don't already follow us on social media, you can find us here:

**Twitter**
**LinkedIn**
**Facebook**