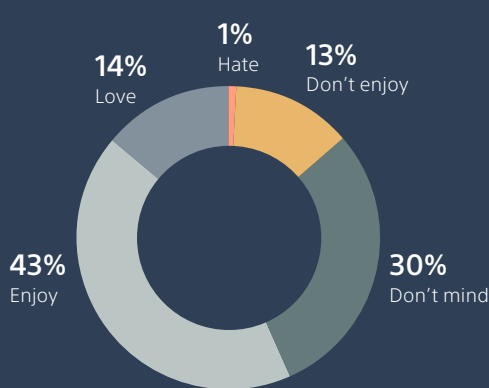# SONY

Has the pandemic changed our concept of 'the office' for ever?

For over half the people working from home full-time during COVID-19, this was a completely new experience.

How did it go?

Extent to which WFH is enjoyable

- 1% Hate
- 14% Love
- 13% Don't enjoy
- 43% Enjoy
- 30% Don't mind

57% of people surveyed either love or actively enjoy working from home. A further 30% are neutral, and only 14% actively dislike it.

Working from home

What tasks are done best from home, vs those requiring face-to-face contact?
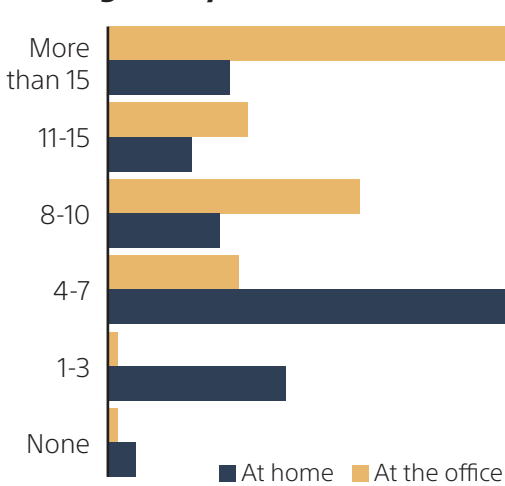
95% 11%

95% of respondents gave 'focus on individual tasks' their top score. Large group collaboration, training and onboarding scored lowest at 11%.

What have people missed while working from home and are any of those things powerful enough to attract them back to the office?

83% 89%

Top incentives to return are primarily social: meeting teams scored 83% and social interaction scored 89%.

Average daily interactions

- More than 15
- 11-15
- 8-10
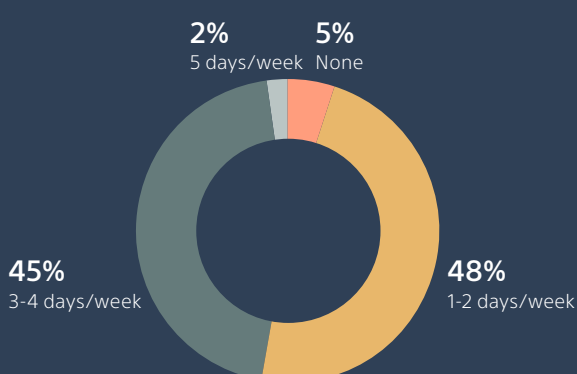- 4-7
- 1-3
- None

■ At home ■ At the office

The average number of daily interactions has decreased significantly during corona.

Returning to the office

Given employees' need for social connectivity, there is an appetite to return to the office. However, the vast majority are calling for more flexibility over where and when they work.

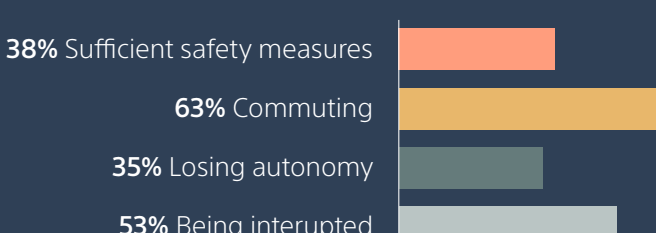**Average days a week people want to return to the office**

- 2% 5 days/week
- 5% None
- 45% 3-4 days/week
- 48% 1-2 days/week

93%

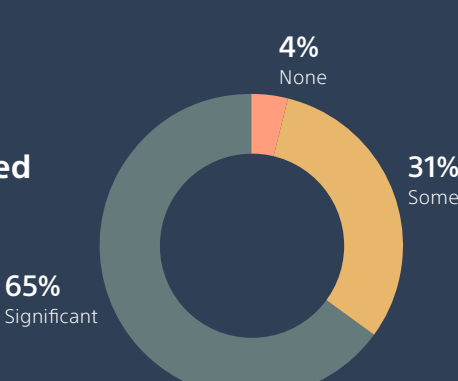of participants said they want to return to the office on a flexible basis.

What adjustments do employers need to make to attract employees back to work and how might technology support them?

Concerns about returning to the office

- 38% Sufficient safety measures
- 63% Commuting
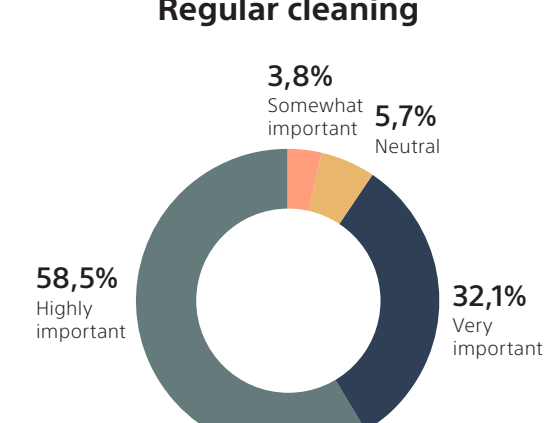- 35% Losing autonomy
- 53% Being interrupted

Extent to which companies have implemented safety measures in their workplace

65% of companies have already made significant changes in the workplace. But almost 2/3 of employees surveyed thought more efforts were needed.
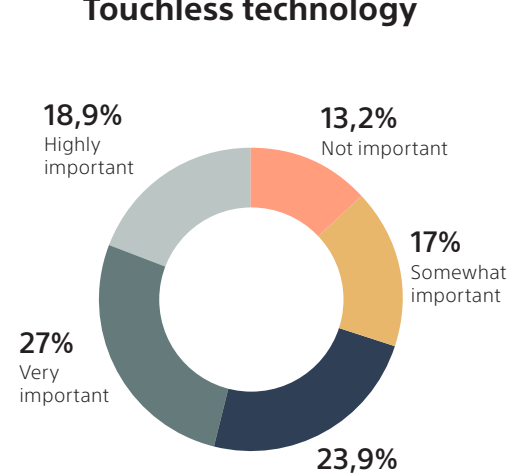
- 4% None
- 31% Some
- 65% Significant

Workplace safety

Regular cleaning

- 3,8% Somewhat important
- 5,7% Neutral
- 58,5% Highly important
- 32,1% Very important

90%

Sanitation is a prime example of a measure to make employees feel safer at work. Over 90% cited regular cleaning as very or highly important.

Touchless technology

- 18,9% Highly important
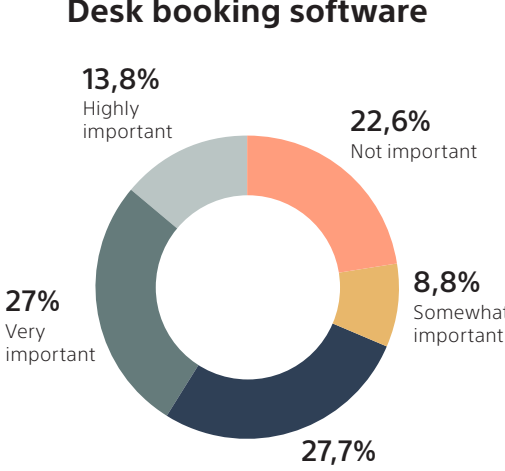- 13,2% Not important
- 17% Somewhat important
- 27% Very important
- 23,9% Neutral

62,9%

Touchless technology is also seen as a good way to prevent the spread of infection. 62,9% of people surveyed thought it would help.

Desk booking software

- 13,8% Highly important
- 22,6% Not important
- 27% Very important
- 8,8% Somewhat important
- 27,7% Neutral

Almost half of those surveyed believe desk booking software will be important in a post-COVID office. Employees want to book a desk before they go to the office, in order to avoid searching for one on arrival.

Our survey concluded that 'work' is no longer defined as a place, but as an activity

nimway