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| citrix

Return to Work

CD C 3003 RTW

Client: Citrix

Date: 5th April - 4th May 2022

Sample: 6500

Demographic: Office workers (full-time)

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Re-Opening

- More than three quarters (77%) say their office has re-opened
 - 17% have returned to work in the office for **1-2 days a week**
 - Just over a fifth (21%) now work in the office **3-4 days a week**
 - Almost a third (31%) have returned **5 days a week (full-time)**
 - While 8% have remained working **remote full-time**
- 22% say their office did not close during the pandemic

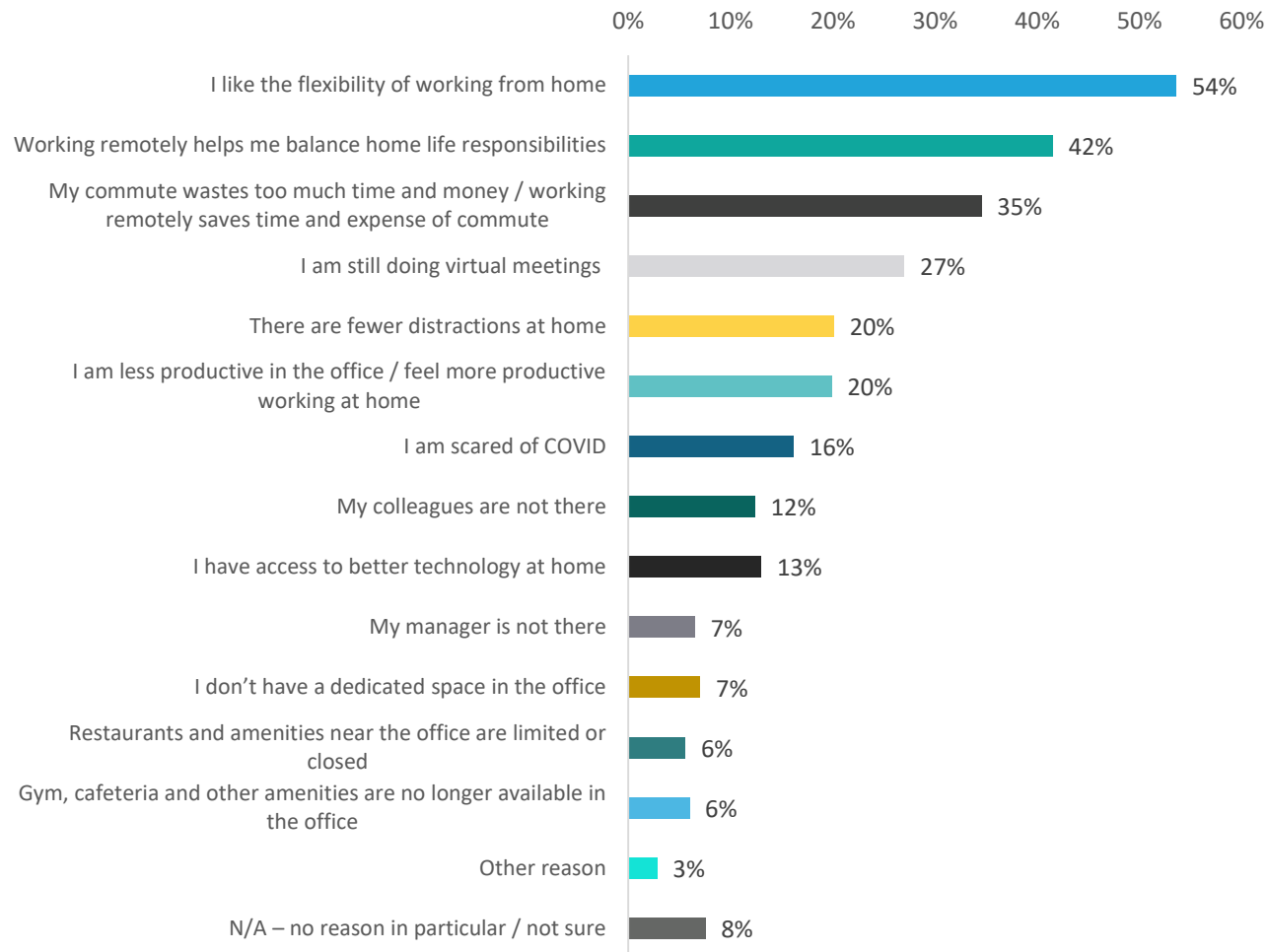
Of those whose office has not re-opened (n=75):

- 13% intend to return for **1-2 days a week** when the office re-opens
 - One in five (20%) will go to the office **3-4 days each week**
 - One quarter (25%) plan to be in the office for **5 days a week (full-time)**
 - And 41% wish to **remain a remote worker**



Question:

If you have not returned to the office full time and/or don't plan to, why is this?



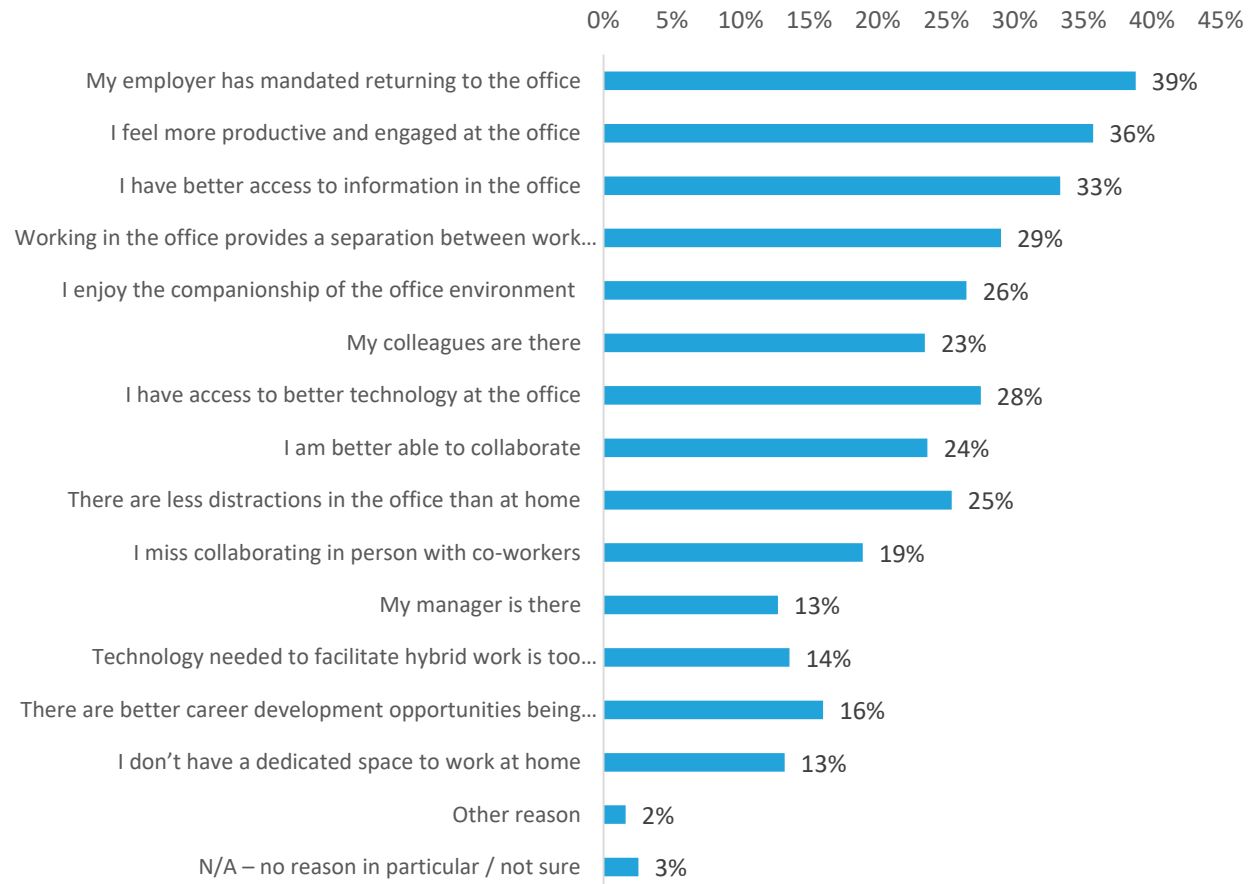
Insight

Of those who have not returned to the office full time and/or don't plan to (n=3012):

- Over half (54%) say this is because they like the **flexibility** of working from home
- **Other reasons include:**
 - Working remotely helps me to **balance home life responsibilities** (42%)
 - **My commute wastes too much time and money / working remotely saves time and expense of commute** (35%)

Question:

If you have returned to the office full time (or plan to), why did you make this decision?



Insight

Of those who have returned to the office full time or plan to (n=2036):

- Almost two fifths (39%) have returned because this has been mandated by their employer
- This was followed by:
 - I feel more productive and engaged at the office (36%)
 - I have better access to information in the office (33%)

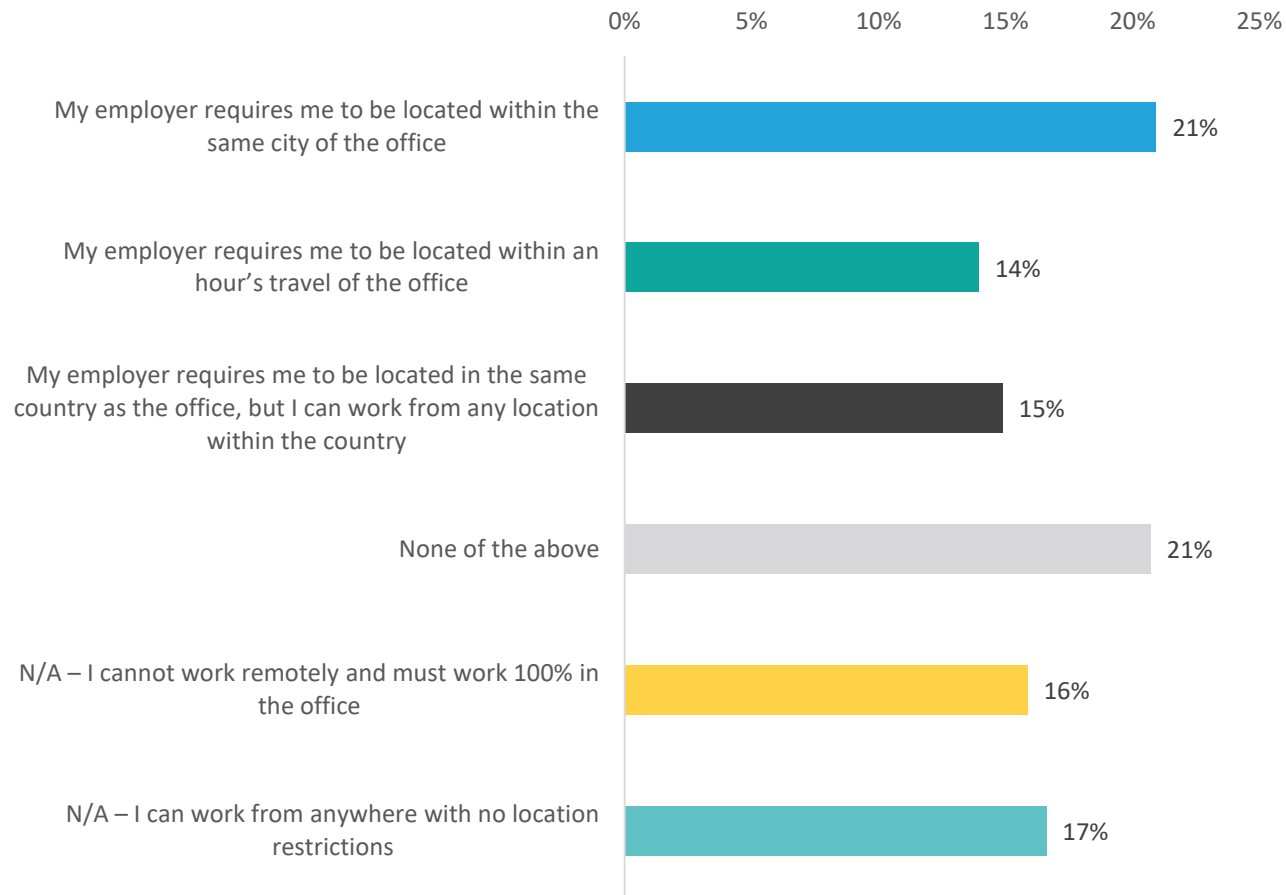


Working Style

- Almost a third (31%) would prefer to be **100% office-based**
 - Three in ten (30%) would rather a **flexible hybrid approach** where they can **pick which days** to work remotely and in the office
 - While 27% would prefer a **fixed hybrid approach** with some **fixed days** remote and in the office
 - And just 9% would prefer to be **100% remote**
- More than half (53%) currently work **regular set hours with no flexibility**
 - 28% work **core working hours with some flexibility** outside of these
 - 15% have **complete flexibility** but must **work equivalent full-time hours** each week
 - Just 3% have **complete flexibility with no set number of working hours**

Question:

Which of the following, if any, apply to you when considering working from home / remotely?

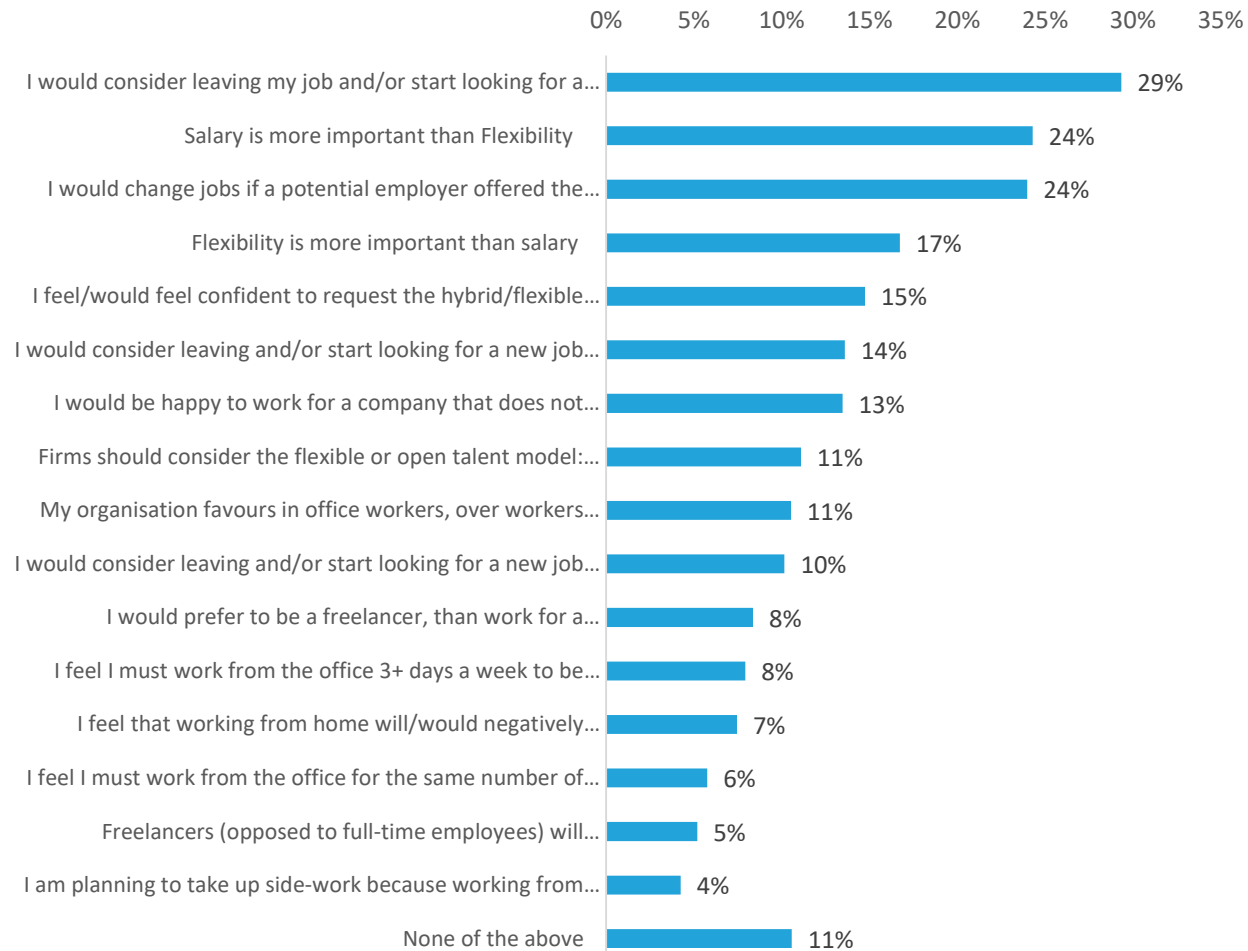


Insight

- 21% are required to be located within the same city as the office
 - 14% must be located within an hour's travel of the office
 - While 15% must be based in the same country as their office, but can work from any location within the country

Question:

Which of the following statements do you agree with?



Return to Work

Insight

- 29% would consider leaving their job and/or start looking for a new job if flexibility is not offered or to gain more flexibility
- This was followed by:
 - Salary is more important than flexibility (24%)
 - I would change jobs if a potential employer offered the work arrangement I prefer (24%)



Leaving

- 13% of office workers have **left at least one job** in the **past year**
 - Over a quarter (28%) have **not left a job** but are **currently considering doing so**
 - 59% have **not left a job** and **aren't considering this**

Of those who have left a job or are considering doing so (n=2672):

- **Reasons for leaving or considering doing so include:**
 1. **More competitive salary (39%)**
 2. **To try something new (29%)**
 3. **Flexibility** in when and where I work (24%)
 4. Employee **experience** at my workplace was/is **poor (23%)**
 5. I was/am **burned out (21%)**





Four-Day Week

- Almost half (45%) agree that they find it **unlikely** that their employer will soon offer a four-day work week
 - 38% think a four-day week would be a good way for employers to **retain their employees**
 - 23% will need to ask for a **pay increase** this year due to the rising cost of living
- 91% would accept a four-day week if offered
 - Just over three quarters (76%) would only accept if this meant they would **keep the same salary**
 - While 15% would accept if it meant a **reduced salary**
- Just 5% would not accept the offer of a four-day week

Of those who would not accept or don't know (n=581):

- 31% would not accept because they are **happy with the flexibility they have already**
- **Other reasons include:**
 - I worry they'd **take other benefits away** (26%)
 - I **don't think I'd be able to get my work done** (22%)

Rising Costs

- **46% would like to work from home more often to avoid additional fuel/petrol costs when commuting**
 - **One fifth (20%) would like to work from the office more often to avoid higher utility bills at home**
 - **37% admit they are concerned by rising costs but do not intend to change the way they work**
 - **Just 9% are not concerned or impacted by rising costs**
- **78% think their company should compensate them for fuel and utility costs (either for their commute or for energy bills at home)**
 - **43% would like their salary increased to accommodate this**
 - **One quarter (25%) would like to be provided with an allowance towards their energy costs**
- **17% don't think this is their employer's responsibility**



Communal Workspaces

- 38% have used communal workspaces
 - 22% have worked from a coffee shop/café
 - 21% have used shared workspaces (e.g. WeWork)

Of those who have used communal workspaces and have not returned to the office full time (n=1605):

- 38% use a communal workspaces less than once a week
 - 29% do so on 1 day each week
 - 24% do this on 2-3 days per week
 - And 9% do so on more than 3 days each week

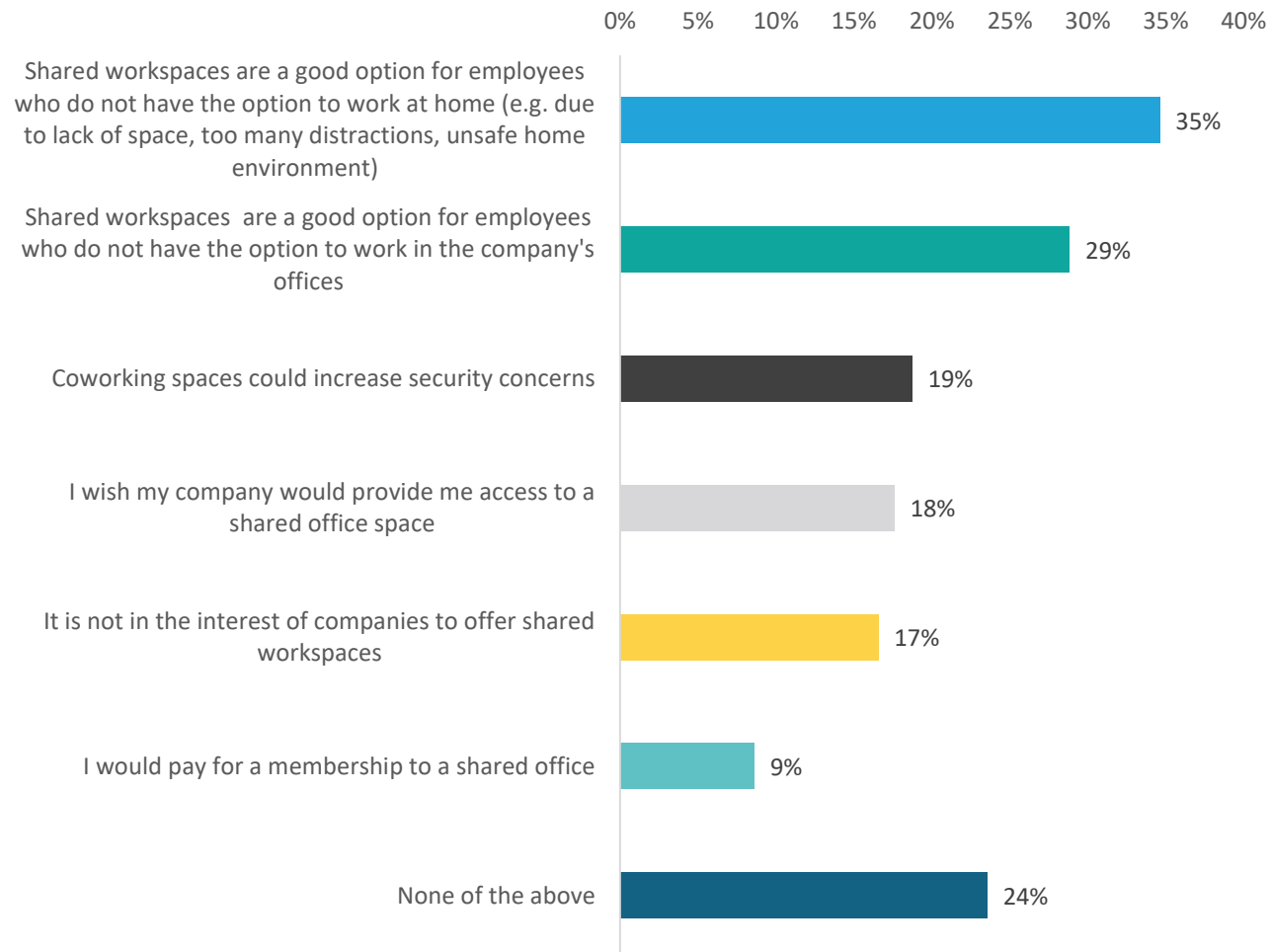
Of those who have used communal workspaces (n=2493):

- One quarter (25%) use communal workspaces to establish boundaries between work and home life
 - 21% do so because there are too many distractions at home
 - And one fifth (20%) use communal workspaces because there is better Wi-Fi than at home



Question:

Which of the following statements do you agree with?



Insight

- More than a third (35%) think shared workspaces are a good option for employees who don't have the option to work at home
- This was followed by:
 - Shared workspaces are a good option for employees who do not have the option to work in the company's offices (29%)
 - Coworking spaces could increase security concerns (19%)

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Any questions?

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