

AWFIS REMOTE WORKING REPORT

August 2020



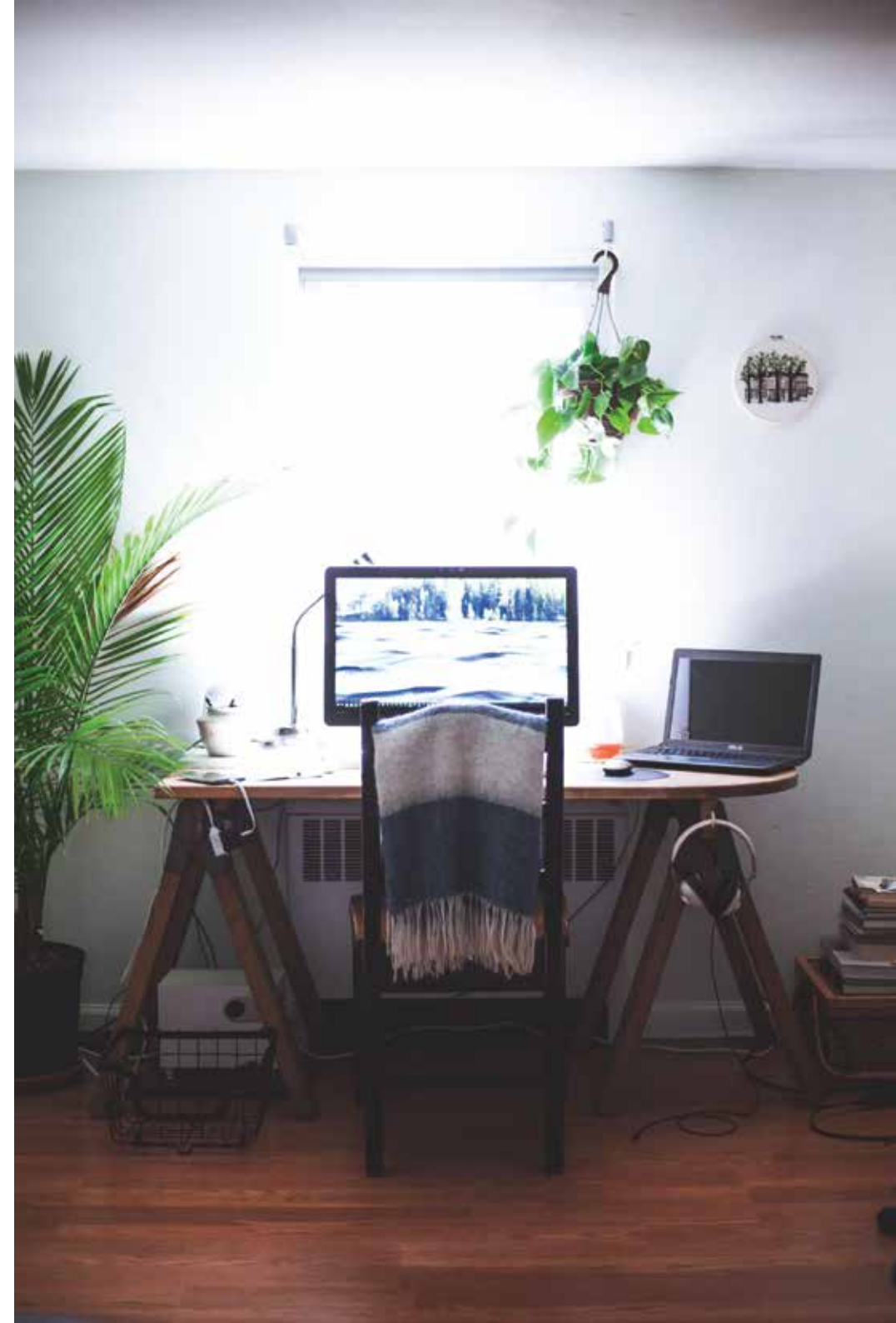
awfis

REMOTE WORKING - THE NEW WORLD ORDER

Working from home moved from being an option to a forced reality almost overnight. Companies already exposed to remote working were slightly better equipped to deal with the challenges however, most organizations were unprepared to provide infrastructural or tech support to their teams.

Over the years, research has shown benefits of telecommuting - at an employee-level commute time savings and work life balance tops the list. Whereas for an Organization, remote working offers cost savings, access to an expanded talent pool, greater talent retention and higher productivity.

We know that in order to be effective, an organization must provide the required resources and for remote working to be effective, it needs to be infused with the required remote work tools.






THE 'WORK FROM HOME' SURVEY

Awfis conducted a short survey across the 7 metros to understand at a micro level, the shift in needs and preferences of employees with respect to their place of work in the light of COVID.

We have analyzed inputs from **1000** employees across varied industries spread throughout India. This has helped us to get a sneak peek into employees' homes where the workplace has largely shifted lately and understand the challenges & opportunities that this is bringing for them. These insights have helped build perspectives on the larger question of what strategies need to be adopted by employers to build a work environment that is sustainable for long-term shifts to remote working.



A close-up, shallow depth-of-field photograph of a person's hands typing on a silver laptop keyboard. The background is a blurred office environment with another person's hands visible in the distance. A semi-transparent white text box is overlaid on the left side of the image.

As corporates across the country shifted to a remote work mode within a week of lockdown imposition, it was expected that the work would suffer. However, with the continued lockdown , companies adapted to the change and some distinct advantages and challenges of remote work were observed, leading to a shift in employee preferences.

A photograph of a desk setup. On the left is a silver laptop with a dark screen. In the center is a black disposable coffee cup. To the right is a black mesh pen holder containing various colored pens and pencils. In the foreground, there are several sheets of paper with colorful charts and graphs, and a silver pen. The background shows white horizontal blinds and a green plant on the right.

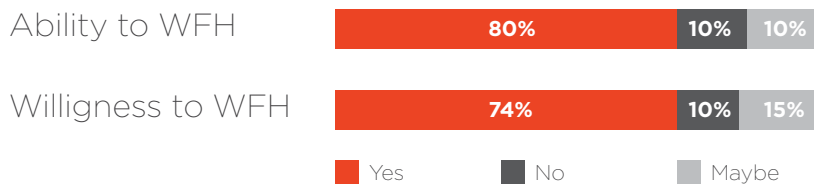
KEY MOTIVATIONS & DETERRENENTS OF ADOPTING REMOTE WORKING PERMANENTLY

KEY MOTIVATIONS

As the pandemic rages across the country, employees across different states are working from home. The employers aren't calling their workers back to office premises anytime soon – not at least in 2020. Instead of turning out to be a human resource nightmare as expected earlier, corporates across sectors continue to report high productivity month after month. And employees, it seems, are willing to work from home.

Much of the work can be conducted from home – We have observed an increasing sentiment of willingness to work from home - **74%** of those surveyed are willing to work remotely and **80%** also pointed out that their job roles can be performed from a remote environment.

- **Can your job be performed from a remote environment (Home/Co-working/Cafe)?**
- **Are you willing to continue working from home?**

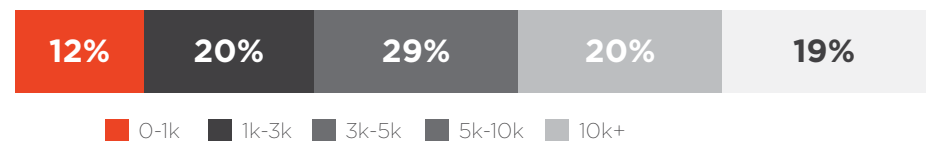


This increasingly positive sentiment to work from a remote location can be attributed to various factors that employees feel are beneficial to them

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Significant Cost savings – In a highly price and cost sensitive country like India, the savings done by working from home is a major factor in the acceptance of this change. On an average, an employee saves **INR 5,520 per month** which was earlier spent on food, commute, clothing, etc. This comes to approximately 17% of an average Indian's salary.

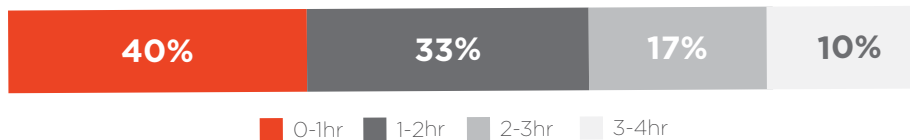
- **What's the estimated amount of money you're saving monthly while working from home? (E.g. Commute costs, lunch, clothing, etc)**



Considerable time savings – Saving commute time has been another major factor to this cause. As per our survey, 60% of employees spend more than an hour in commute to and from office. Therefore, on an average, an employee saves **1.47 hours** of travel time everyday. This translates to time worth **44 additional working days in a year** – leading to a significant increase in productivity.

This means that for a company with 100 employees, 18 FTE days are added without any additional cost.

- **What is your average commute time from home to office and back (total travel time)?**



Although cost & timing savings are definite bracket benefits, individually, some of the functional aspects like the employee's home infrastructure & ability to manage work from home eventually decide the overall WFH experience of the employee and contribute to the sustainability of a better remote experience



Better time management & Self discipline – More than 75% of the workforce can manage its time efficiently. This has instilled more accountability to the employees as well has a higher trust from their managers

- *For each of the below statements, please select the response that closely resonates with you*



■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree

Successful in WFH – Overall, most of the workforce believes that they will be successful in working from home if the right infrastructure is provided to them

- *For each of the below statements, please select the response that closely resonates with you*



■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree

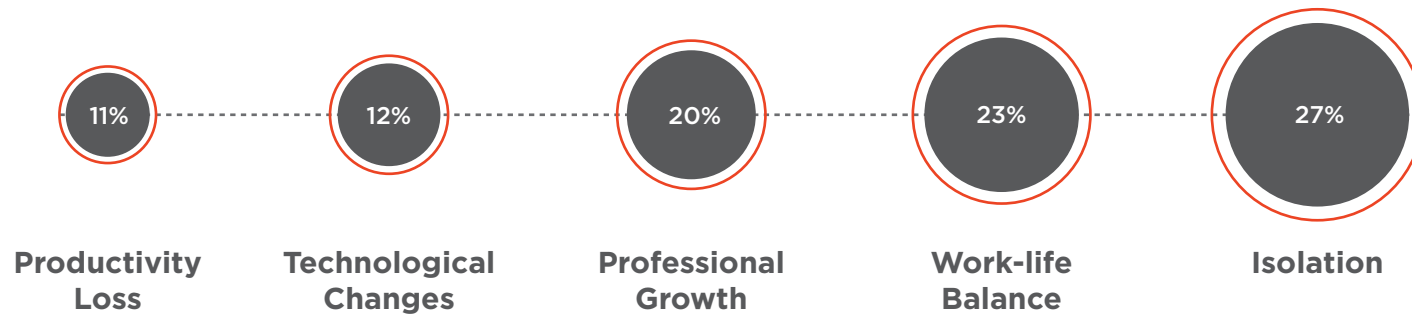


KEY CHALLENGES

As millions of workers around the world start working from home for the first time due to the COVID-19 pandemic, few know what to expect. This definitely has come with its challenges. We asked our respondents what do they see as the biggest challenge while working from home:

27% & **23%** respondents see isolation and work-life balance as the biggest challenges respectively while working from home. While a smaller percentage of companies are still facing technological challenges, the adoption is rising steeply as the advent of remote working becomes inevitable

• *What do you see as your biggest challenge while working from home?*



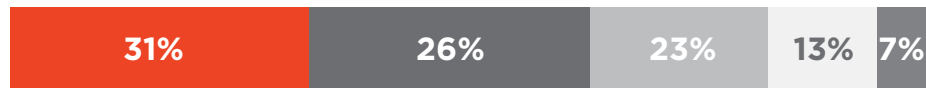
*Rest 7% face other challenges

Isolation – A part of the culture is built through informal interactions and story-telling that leaders pass down within the organization. Employees feel that they lack opportunities for engaging with colleagues and developing strong networks. Inability to meet and collaborate might impact employees' creativity.

Work-life balance – **43%** of employees report inability to maintain their work-life balance while working remotely. Now that the lines between home and work are blurring, companies need to create policies that describe clear demarcations between the two, to make remote work sustainable in the long run

- *For each of the below statement, please select the response that closely resonates with you.*

WFH gives better Work-life-Balance



Strongly agree Agree Neutral Disagree Strongly Disagree

Lack of adequate space and equipment – While **47%** of the employees surveyed report a lack of comfortable desk and chair, **71%** feel that they will be successful in working from home if they have a dedicated area to work.

The companies can help the employees in facilitating a better workspace within their homes by arranging for the required physical infrastructure.

- *Do you have the below mentioned physical infrastructure at home ?*



Yes No



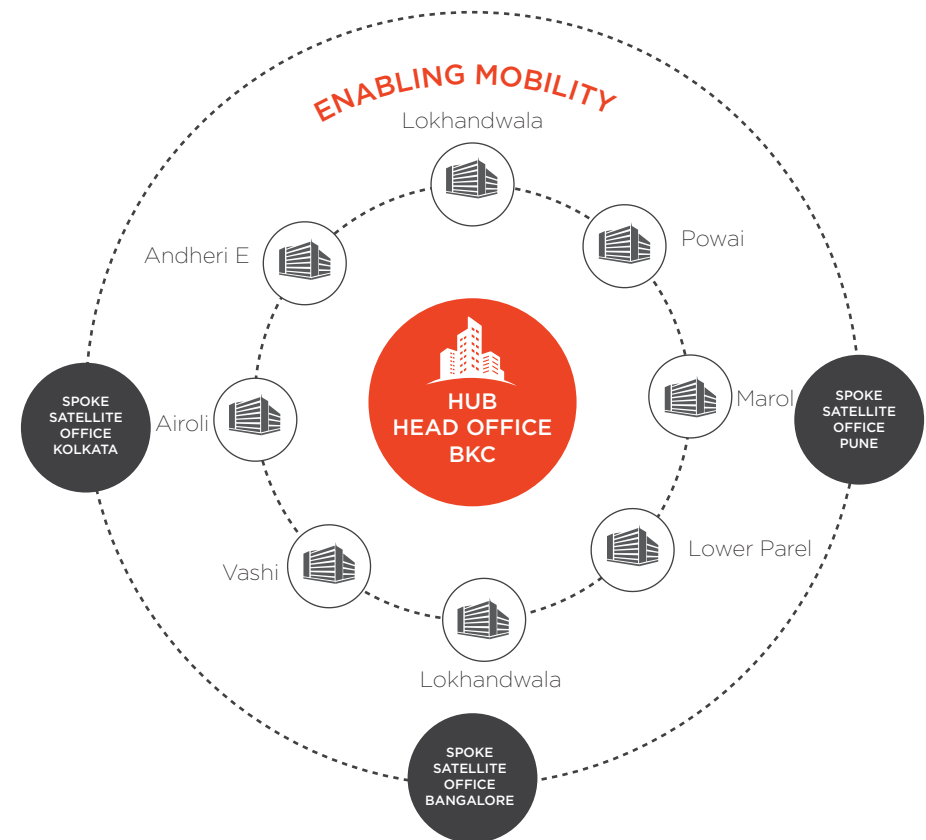
THE FUTURE OF WORK IS 'WORK FROM ANYWHERE'

Going forward, a **hybrid model** will be adopted which will be a blend of virtual and physical environments. Workplace will be distributed across physical headquarters, satellite offices, cafes and homes. A permanent work from home settlement would mean fortnightly or monthly visit to the physical headquarters

Distributed workspaces

- **Satellite offices (Hub & Spoke Model)** - A considerable number of companies are already considering establishing satellite offices in tier 2 and 3 towns in India in addition to the metro cities. With offices spread across multiple locations, 'Work Near Home' will become a pleasant reality for the workforce.
- **Work from home** - Work from home will enable companies to tap global resources. This will not only give them access to a larger talent pool, but also richer diversity in the employee base.

Physical offices will continue to be an integral part of the workplace ecosystem. Workplace strategies will be focused around imparting the element of collaboration, networking, creativity, spreading the company culture and supporting the functional teams that are required to be present physically.



Hub & Spoke Representation



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10 CITIES | 67 CENTRES | 35,000+ SEATS

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