

COVID-19 Work From Home Survey:

What Employers are Getting Right (and Wrong) During the Pandemic

To better understand how employees are feeling about their work from home (WFH) experience as well as their company's response to the COVID-19 pandemic, Allego surveyed more than 400 employees who primarily work in offices but were required to work remotely starting in March 2020. Allego also surveyed more than 400 HR representatives to capture the employer perspective and discovered key trends among both groups.

Work From Home Productivity and Experience

Office workers and HR reps agree that their WFH experience has been positive and WFH does not negatively impact productivity.

Home Productivity



74% of office workers feel just as productive while WFH, if not more so.



77% of HR reps feel employees are just as productive while WFH, if not more so.

Home Experience



70% of office workers rated their WFH experience positively. More HR reps (75%) rated their WFH experience favorably.



77% of office workers said their employer's approach to WFH was either "good" or "excellent." Fewer HR reps (73%) said their employer's approach to WFH was either "good" or "excellent."

Technology Resources That Increase Productivity

However, 86% of office workers confirmed that access to additional technology resources would further improve the quality of their WFH experience and make them even more productive. The most in-demand technology resources include:



44% Additional Computer Hardware.



40% More Reliable WiFi.



36% Better Communication Channels.



24% Mobile Devices.

Practices and Resources That Increase Productivity



32% of office workers said more access to virtual training and coaching would increase productivity.

However HR reps confirmed these resources are a lower priority, with only 38% of companies offering increased access to virtual training and coaching.

According to HR, the non-technical resources most frequently offered by companies include:



Increased Communication from Management.



Clarity on Expectations from HR/Company Leadership.



Increased Communication/Interactions with Peers.



Content on WFH Best Practices.



More Access to Virtual Training/Coaching.

Collaboration While Working From Home

While office workers feel connected to their colleagues and say they are able to collaborate effectively while WFH, HR reps are slightly more optimistic about their employees' level of connectedness and collaboration.



54% of office workers feel connected to their fellow employees.



66% of office workers say they are able to easily collaborate with colleagues.



69% of HR reps reported employees feel connected to their colleagues.



83% of HR reps said employees are able to easily collaborate while WFH.

Working From Home Post-COVID-19 Pandemic

A larger percentage of workers said they will be more inclined to WFH after the pandemic than before, and that percentage will increase if they have the right technology resources.



55% of office workers were allowed to WFH prior to the COVID-19 pandemic.



59% of office workers will be more inclined to WFH once their office reopens.



77% of office workers will be even more inclined to WFH if their company provides the right technical resources.