

Research Review

Andy Lake

Reflections on surveys about how we've been working in 2020, and the implications for workplaces

When most of your colleagues are working elsewhere, who is the "remote worker"?





The office isn't dead, but its future is smaller

Andy Lake takes a look at recent research into the extent of remote working and its likely impact on office real estate.

The sources referred to can be found online or in the Resources section – just follow the links to see them.

The evidence is overwhelming, and it pretty much all points in one direction. The post-pandemic future will see a substantial reduction in office space as people become accustomed to working from home.

Let's take a look at some of the many surveys carried out over 2020. A global survey by Global Workplace Analytics and Iometrics found that before the pandemic 9% of people were working five days per week from home, another 22% doing so at least one day per week, and a further 20% doing so 1-4 days per month. During the pandemic this rose to 77% working from home five days per week, and only 6% never doing so.

Latest News



"Hybrid Working" and "The New Normal" – don't forget the transformation!

11/11/2020 / 0 COMMENTS



Time to get strategic with Smart Working

22/09/2020 / 0 COMMENTS



Report: European Smart Work Network Launch

26/10/2020 / 0 COMMENTS



Smart Working during the pandemic and beyond

08/10/2020 / 0 COMMENTS

Older News

Select Month



Downloadable Resources

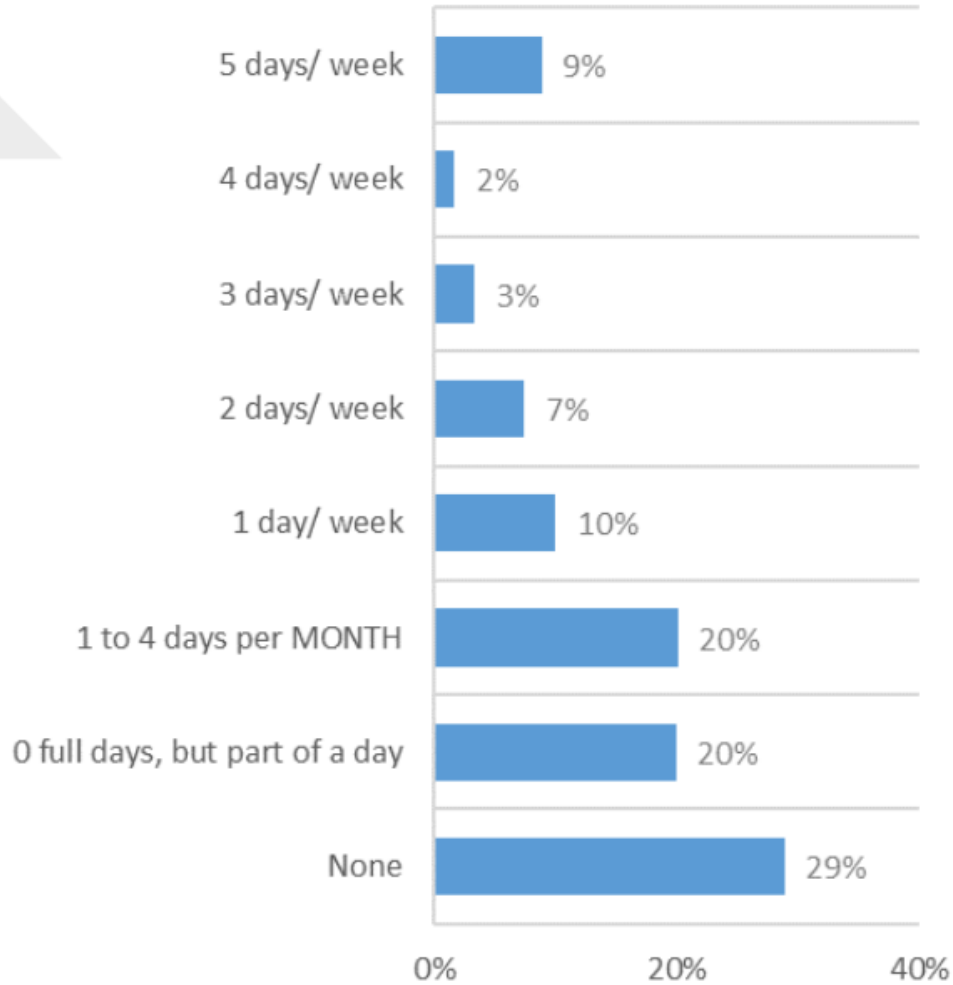
Case Studies	14
Design	0
Guides	10
Network documents	1
Policy	2
Presentations	16
Research	7
Technology	0
Workplace	1

Summary article on
the website
www.smart-work.net

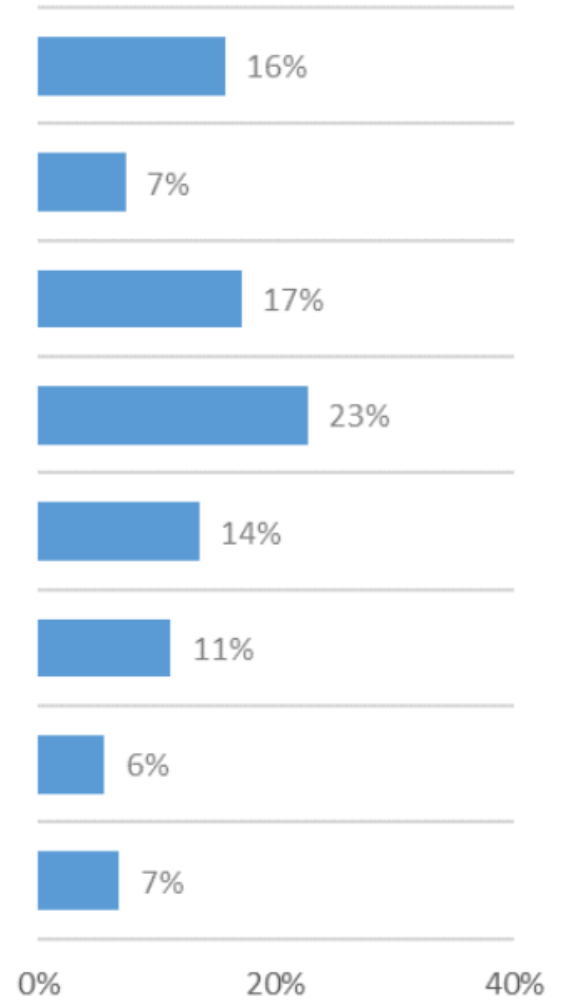
How will we work after the pandemic?



Work-from-Home BEFORE-COVID



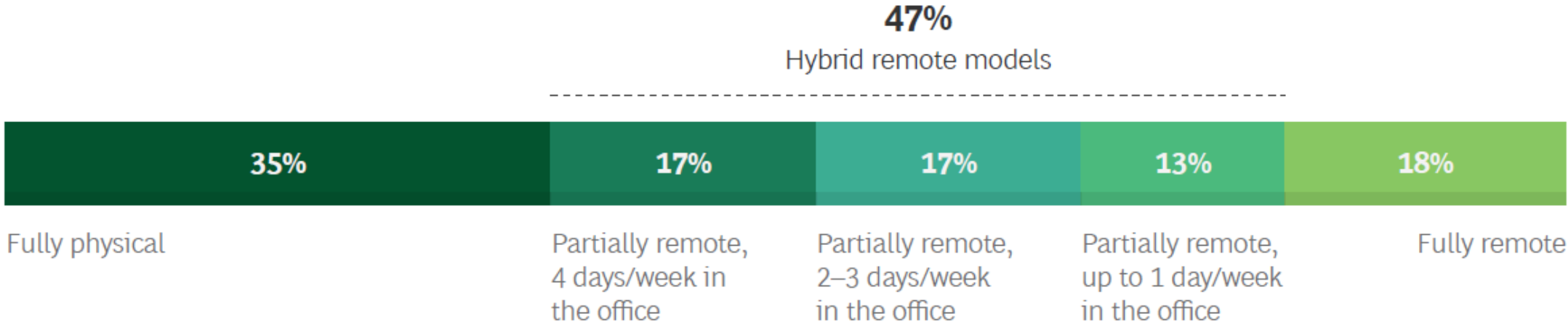
Work-from-Home Preference (Post-COVID-19)



Hybrid futures

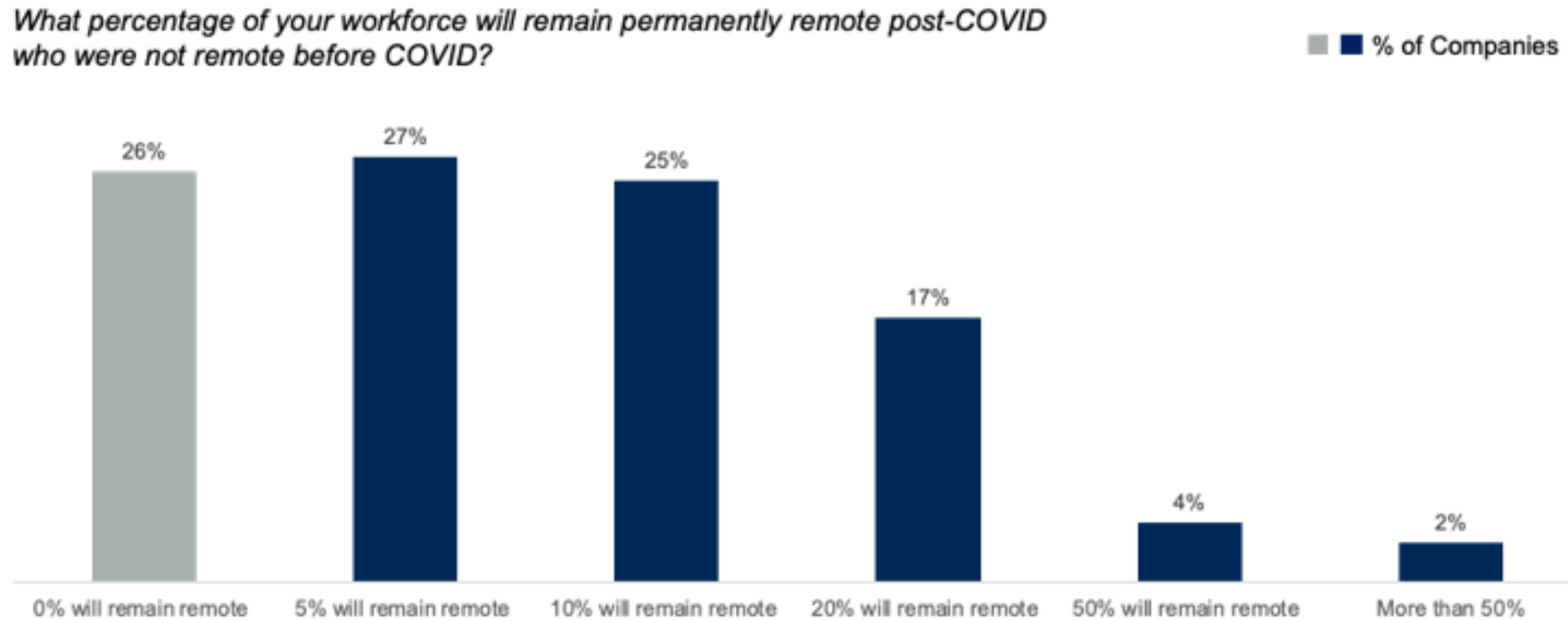
Remote and hybrid working become the norm for 65% of employees

(Source: Boston Consulting Group, Remote Working and the Platform of the Future, 2020)



Remote working is here to stay

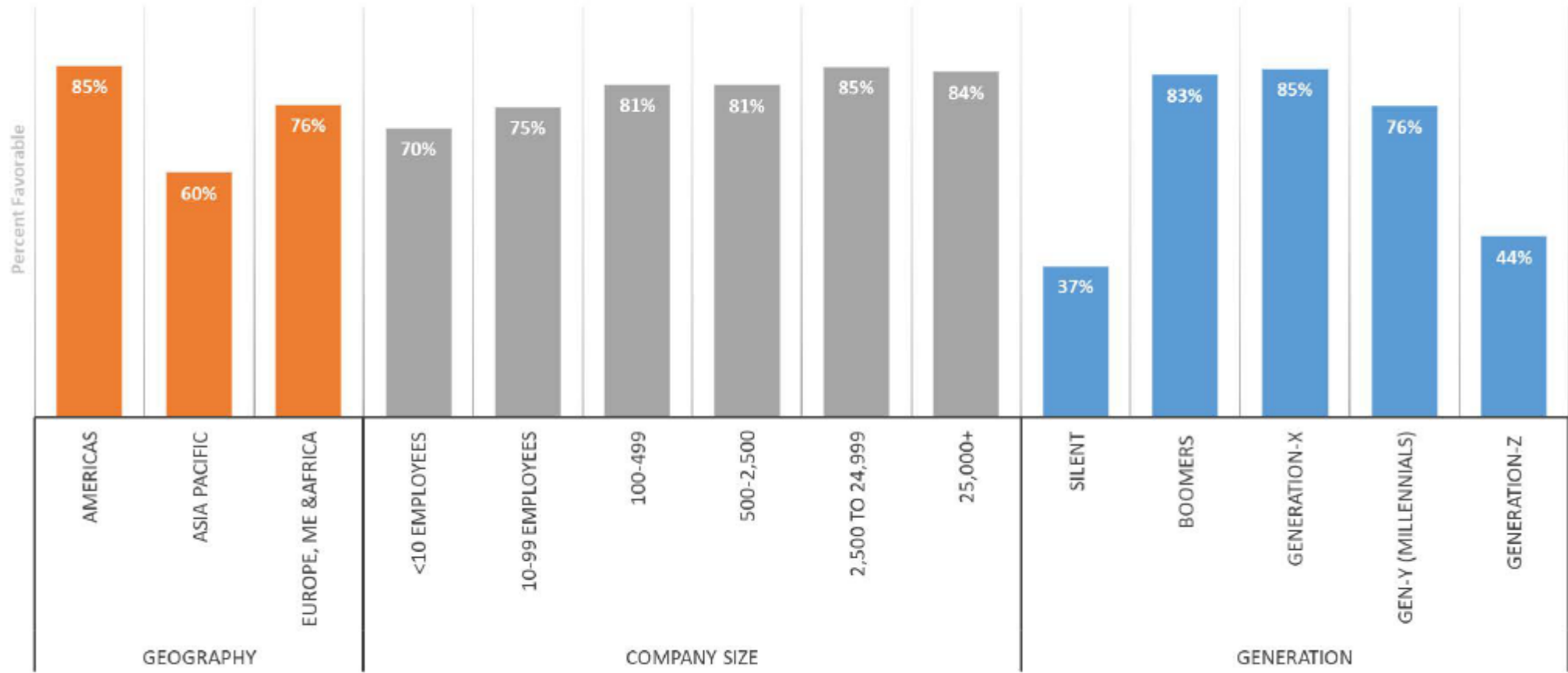
Figure 1: 74% of Companies Plan to Permanently Shift to More Remote Work Post COVID-19



Source: Gartner CFO survey (March 2020)

People are finding remote working productive

I am very productive working from home



Source: Global Work-from-Home Experience Survey, 2020
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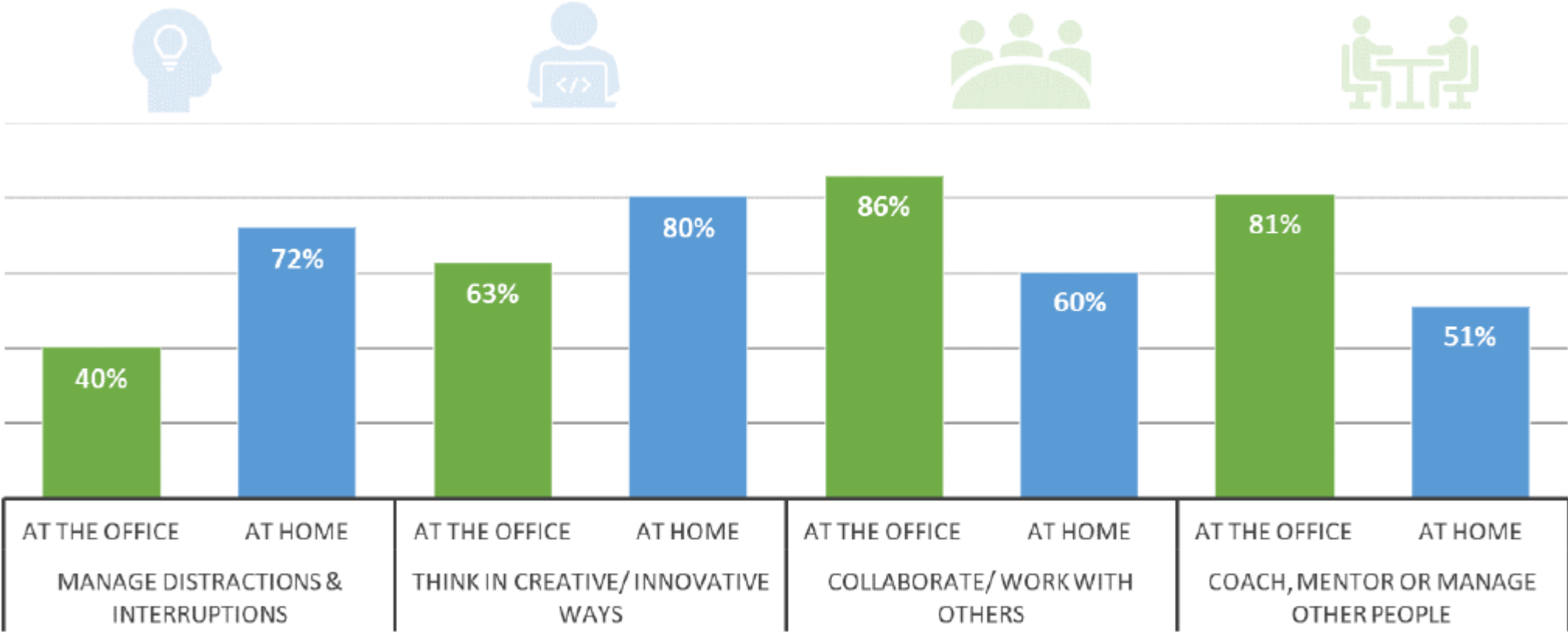
Note: Geography, Size, and Generation differences are statistically significant (p < .0001).

Is the home environment good for productivity?



Is the home environment good for productivity?

Satisfaction with Work Activity Performance



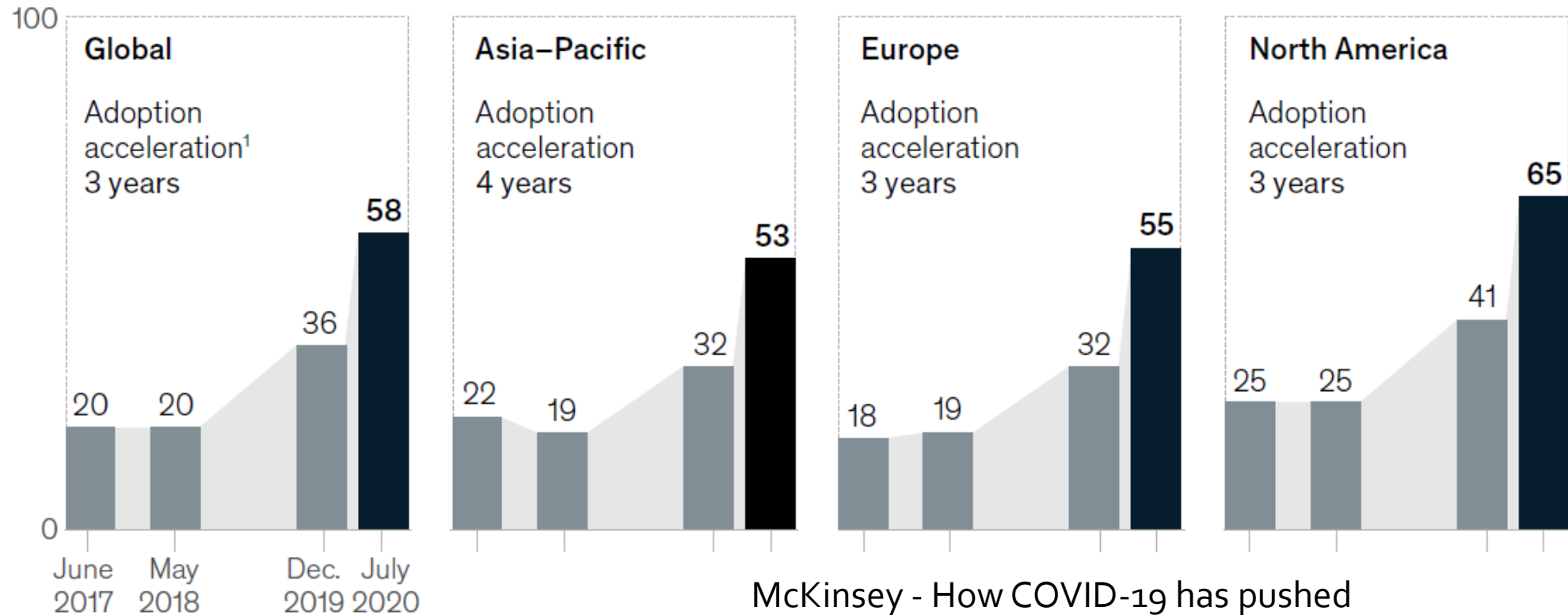
Source: Global Work-from-Home Experience Survey, 2020
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Acceleration of digitisation ...

The COVID-19 crisis has accelerated the digitization of customer interactions by several years.

Average share of customer interactions that are digital, %

■ Precrisis ■ COVID-19 crisis



McKinsey - How COVID-19 has pushed companies over the technology tipping point

¹Years ahead of the average rate of adoption from 2017 to 2019.

What are the implications?

- Base case – doubling of “remote working”
- Real estate footprints will shrink – fewer offices but better quality?
- Need to shift the focus away from desks towards the space as a whole
- Hospitality approach to FM/IT integrated service
- Systems to find people and places to work
- As the office shrinks, the workplace beyond the workplace grows ...
- ... there’s a need to support great places to work at home and elsewhere



"Honey, I shrunk the office!"



What are the implications?

- Need to rethink who actually is remote ...
- ... and what this means for collaboration space. More ad hoc spaces designed for virtual and hybrid interactions, with the right technologies, acoustics and levels of enclosure.
- Work with customers, partners and suppliers to innovate – smarter collaboration
- “Home for focus, office for collaboration”? It’s much more nuanced and still evolving





Smart Work
Network

Panel Session
Q&A