



## PUBLIC POLL FINDINGS AND METHODOLOGY

### Ipsos What the Future: Work Survey

#### Topline Findings

**New York, November 2, 2022** — *These are the findings of an Ipsos poll conducted between September 23–28, 2022, for the [What the Future: Work issue](#). For this survey, a sample of 1,110 adults age 18+ from the continental U.S., Alaska, and Hawaii was interviewed online in English. The sample also included 1,093 U.S. adults that are currently employed. The poll has a credibility interval of plus or minus 3.6 percentage points for all respondents and for those that are currently employed.*

**For full results, please refer to the following annotated questionnaire:**

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### Full Annotated Questionnaire

1. Which of the following describes your working situation?

	<b>Total (N=1,110)</b>
I work from home/remote for all of the workweek	18%
I work from home/remote for most of the workweek	8%
I work from home and in the office/in person worksite equally during the workweek	11%
I work in the office/in person worksite for most of the workweek	13%
I work in the office/in person worksite for all of the workweek	48%
I am not currently working	1%
<i>Hybrid (Net)</i>	<i>32%</i>

Questions 2 – 19 were asked to those that are currently employed. This was defined as those that did not select “I am not currently working” in Q1

2. Regardless of your current work arrangement, how would you most prefer to work moving forward?

	<b>Currently Employed (N=1,093)</b>
Work from home/remote for all of the workweek	22%
Work from home/remote for most of the workweek	14%
Work from home and in the office/in person worksite equally	16%
Work in the office/in person worksite for most of the workweek	16%
Work in the office/in person worksite for all of the workweek	32%
<i>Hybrid (Net)</i>	<i>46%</i>



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3. If technology exists or existed to allow you to work remotely some or all of the time, how interested would you be in working remotely?

*Base: Selected "Working in the office for all of the workweek" in Q2*

	<b>Currently Employed (N=365)</b>
Very interested	29%
Somewhat interested	32%
Not very interested	16%
Not at all interested	16%
Don't know/does not apply	8%
<i>Important (Net)</i>	<i>61%</i>
<i>Not Important (Net)</i>	<i>32%</i>

4. Which of the following technologies, if any, do you want your employer to invest in to do your job well or better? Select all that apply.

	<b>Currently Employed</b>
Online training	33%
Virtual meeting platforms (e.g., online or workspace videoconferencing app)	31%
Digital communication applications (e.g., workspace chat-messaging app, digital phone)	27%
Workplace automation software (things that can do routine tasks for you, e.g. chatbots, machine learning, AI)	27%
Home connectivity (broadband, mesh)	26%
Document sharing platforms	24%
Security (VPN, antivirus)	24%
Productivity apps (time, project or expense tracking-reporting)	23%
Augmented reality tools that visually layer virtual information over the physical world	12%
Other	1%
None of the above	23%



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5. Do you feel more or less productive when working from home, compared to working in the office/in person worksite, or is there no difference?

	<b>Currently Employed</b>
More productive at home/remotely than in the office/in person	31%
Less productive at home/remotely than in the office/in person	29%
My productivity is the same regardless of my location	30%
Does not apply	11%

6. Do you directly manage other people?

	<b>Currently Employed</b>
Yes	50%
No	50%

7. How often, if at all, do you do the following during the workday?

### Total Often/Sometimes Summary

	<b>Currently Employed</b>
Work on a computer	84%
Shop online	55%
Run personal errands and/or schedule personal appointments	52%
Take it easy or do less than the maximum effort required for your job during the workday	48%

- a. Take it easy or do less than the maximum effort required for your job during the workday

	<b>Currently Employed</b>
Often	13%
Sometimes	35%
Rarely	33%
Never	19%
<i>Often/Sometimes (Net)</i>	<i>48%</i>
<i>Rarely/Never (Net)</i>	<i>52%</i>





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7. How often, if at all, do you do the following during the workday? (*Continued*)

b. Run personal errands and/or schedule personal appointments

	<b>Currently Employed</b>
Often	14%
Sometimes	38%
Rarely	29%
Never	19%
<i>Often/Sometimes (Net)</i>	<i>52%</i>
<i>Rarely/Never (Net)</i>	<i>48%</i>

c. Shop online

	<b>Currently Employed</b>
Often	21%
Sometimes	33%
Rarely	25%
Never	20%
<i>Often/Sometimes (Net)</i>	<i>55%</i>
<i>Rarely/Never (Net)</i>	<i>45%</i>

d. Work on a computer

	<b>Currently Employed</b>
Often	62%
Sometimes	21%
Rarely	11%
Never	5%
<i>Often/Sometimes (Net)</i>	<i>84%</i>
<i>Rarely/Never (Net)</i>	<i>16%</i>

8. Thinking of when you do run personal errands or schedule personal appointments during the workday, which of the following best describes how and when you most often get those done?

*Base: Did not select "Never" for "Run personal errands and/or schedule personal appointments" in Q7*

	<b>Currently Employed (N=857)</b>
I fit them in on my commute to/from work	33%
I do them during my lunch break	36%
I do them during the workday but make up work in the other hours	18%
I take time off to do them	13%



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9. Compared to a year ago, how have your shopping habits changed?

	Currently Employed
In person more	17%
About the same online versus in person	52%
Online more	31%

10. Would you rather...

*Base: Did not select "Never" for "Work on a computer" in Q7*

	Currently Employed (N=1,018)
Work in person / in an office	42%
Work remotely using a computer and video calls	39%
Work remotely using augmented reality tools / a virtual reality meeting system	19%

11. Over the past two years, has the amount of flexibility in where or when you work changed? Select all that apply.

	Currently Employed
Yes, I now have more flexibility in terms of where I work	39%
Yes, I now have more flexible hours	33%
No	36%
<b>Yes (Net)</b>	<b>64%</b>

12. How, if at all, has this increased flexibility affected your commute?

*Base: Selected "Yes, I now have more flexible hours" or "Yes, I now have more flexibility in terms of where I work" in Q11*

	Currently Employed (N=679)
My commute is shorter	27%
My commute is longer	19%
My commute is the same	40%
I no longer commute at all	14%



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13. Which of the following benefits, if any, does your employer offer? Select all that apply.

	<b>Currently Employed</b>
Paid vacation/Personal time off	57%
Retirement benefits (401(k), etc.)	54%
Paid sick leave	52%
Mental health/wellbeing services (e.g., employee assistance program, discounts on therapy, coverage for mental health care in a health insurance plan)	34%
Paid parental leave	28%
Unpaid parental leave	12%
Traveling worker insurance	12%
Traveling worker housing	10%
Reproductive/fertility support	9%
Adoption support	9%
Gender transition-related health care	6%
None of the above	16%

14. How have these benefits offered by your employer affected your likelihood to stay at your current job, if at all?

*Base: Did not select "None of the above" in Q13*

	<b>Currently Employed (N=891)</b>
Made me more likely to stay	49%
Makes no difference	42%
Made me less likely to stay	7%
Don't know	3%





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15. How much do you agree or disagree with the following statements?

### Total Strongly Agree Summary

	<b>Currently Employed</b>
<b>[Q6 = Yes]</b> I trust my employees	42%
It is important for me to feel fulfilled by my job	41%
<b>[Q6 = Yes]</b> I have empathy for my employees	39%
I am happy with my job	37%
I feel trusted by my employer	37%
It is more important now for employers to offer a good employee experience and good benefits than it was pre-pandemic	36%
My employer is empathetic	26%
My employer has to adapt to changes in how people work, or they will lose employees	24%
My employer is ahead of the curve when it comes to offering flexibility	23%
If someone is required to work in person/in an office full-time, they do not have a flexible work environment	21%
I am more likely to go to local businesses (shops, restaurants) if I have to work in person/in the office	20%







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15. How much do you agree or disagree with the following statements? (Continued)

### Total Strongly + Somewhat Agree Summary

	Currently Employed
<b>[Q6 = Yes]</b> I trust my employees	82%
<b>[Q6 = Yes]</b> I have empathy for my employees	81%
It is important for me to feel fulfilled by my job	81%
It is more important now for employers to offer a good employee experience and good benefits than it was pre-pandemic	76%
I am happy with my job	75%
I feel trusted by my employer	74%
My employer is empathetic	63%
My employer has to adapt to changes in how people work, or they will lose employees	60%
My employer is ahead of the curve when it comes to offering flexibility	57%
If someone is required to work in person/in an office full-time, they do not have a flexible work environment	56%
I am more likely to go to local businesses (shops, restaurants) if I have to work in person/in the office	53%

a. I feel trusted by my employer

	Currently Employed
Strongly agree	37%
Somewhat agree	37%
Neither agree nor disagree	16%
Somewhat disagree	7%
Strongly disagree	3%
<b>Agree (Net)</b>	<b>74%</b>
<b>Disagree (Net)</b>	<b>10%</b>



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15. How much do you agree or disagree with the following statements? (Continued)

b. **[Q6 = Yes]** I trust my employees

	<b>Currently Employed (N=508)</b>
Strongly agree	42%
Somewhat agree	40%
Neither agree nor disagree	12%
Somewhat disagree	4%
Strongly disagree	1%
<i>Agree (Net)</i>	<i>82%</i>
<i>Disagree (Net)</i>	<i>6%</i>

c. My employer is empathetic

	<b>Currently Employed</b>
Strongly agree	26%
Somewhat agree	37%
Neither agree nor disagree	24%
Somewhat disagree	9%
Strongly disagree	4%
<i>Agree (Net)</i>	<i>63%</i>
<i>Disagree (Net)</i>	<i>12%</i>

d. **[Q6 = Yes]** I have empathy for my employees

	<b>Currently Employed (N=508)</b>
Strongly agree	39%
Somewhat agree	42%
Neither agree nor disagree	14%
Somewhat disagree	4%
Strongly disagree	*
<i>Agree (Net)</i>	<i>81%</i>
<i>Disagree (Net)</i>	<i>5%</i>

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15. How much do you agree or disagree with the following statements? *(Continued)*

- e. If someone is required to work in person/in an office full-time, they do not have a flexible work environment

	<b>Currently Employed</b>
Strongly agree	21%
Somewhat agree	34%
Neither agree nor disagree	26%
Somewhat disagree	14%
Strongly disagree	4%
<i>Agree (Net)</i>	<i>56%</i>
<i>Disagree (Net)</i>	<i>19%</i>

- f. I am more likely to go to local businesses (shops, restaurants) if I have to work in person/in the office

	<b>Currently Employed</b>
Strongly agree	20%
Somewhat agree	32%
Neither agree nor disagree	31%
Somewhat disagree	11%
Strongly disagree	5%
<i>Agree (Net)</i>	<i>53%</i>
<i>Disagree (Net)</i>	<i>16%</i>

- g. It is important for me to feel fulfilled by my job

	<b>Currently Employed</b>
Strongly agree	41%
Somewhat agree	40%
Neither agree nor disagree	14%
Somewhat disagree	4%
Strongly disagree	1%
<i>Agree (Net)</i>	<i>81%</i>
<i>Disagree (Net)</i>	<i>5%</i>

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15. How much do you agree or disagree with the following statements? *(Continued)*

h. I am happy with my job

	<b>Currently Employed</b>
Strongly agree	37%
Somewhat agree	38%
Neither agree nor disagree	15%
Somewhat disagree	6%
Strongly disagree	3%
<i>Agree (Net)</i>	<i>75%</i>
<i>Disagree (Net)</i>	<i>9%</i>

i. My employer has to adapt to changes in how people work, or they will lose employees

	<b>Currently Employed</b>
Strongly agree	24%
Somewhat agree	36%
Neither agree nor disagree	25%
Somewhat disagree	9%
Strongly disagree	6%
<i>Agree (Net)</i>	<i>60%</i>
<i>Disagree (Net)</i>	<i>15%</i>

j. My employer is ahead of the curve when it comes to offering flexibility

	<b>Currently Employed</b>
Strongly agree	23%
Somewhat agree	34%
Neither agree nor disagree	25%
Somewhat disagree	12%
Strongly disagree	6%
<i>Agree (Net)</i>	<i>57%</i>
<i>Disagree (Net)</i>	<i>18%</i>

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15. How much do you agree or disagree with the following statements? *(Continued)*

- k. It is more important now for employers to offer a good employee experience and good benefits than it was pre-pandemic

	<b>Currently Employed</b>
Strongly agree	36%
Somewhat agree	40%
Neither agree nor disagree	16%
Somewhat disagree	5%
Strongly disagree	2%
<i>Agree (Net)</i>	<i>76%</i>
<i>Disagree (Net)</i>	<i>8%</i>

16. For each of the pairs of statements, please select the statement that comes closest to your view, even if neither statement is exactly right.

	<b>Currently Employed</b>
I would allow my employer to monitor my online activity during the day if it meant greater flexibility in where I work	52%
Knowing my employer is not monitoring my online activity is more important than flexibility in where I work	48%

	<b>Currently Employed</b>
I prefer flexibility in where and when I work	59%
I prefer consistency in where and when I work	41%

	<b>Currently Employed</b>
My workplace is diverse enough	79%
My workplace is not diverse enough	21%

	<b>Currently Employed</b>
The benefits my employer provide are sufficient to keep me satisfied at my job	68%
The benefits my employer provide are not sufficient to keep me satisfied at my job	32%



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16. For each of the pairs of statements, please select the statement that comes closest to your view, even if neither statement is exactly right. *(Continued)*

	<b>Currently Employed</b>
The American workplace needs to evolve, and I am ready for that change	64%
The American workplace is fine the way it is	36%

	<b>Currently Employed</b>
I want a higher-paying job, even if it means less flexibility in where and when I work	53%
I want greater flexibility in where and when I work, even if it means less pay	47%

	<b>Currently Employed</b>
My job helps me lead the life I want	74%
My job doesn't help me lead the life I want	26%

	<b>Currently Employed</b>
Commuting is an acceptable part of the workday	51%
I would prefer a job where I don't have to commute	49%





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17. Which of the following best describes your current job?

	<b>Currently Employed</b>
Office job (e.g. work in an office setting, primarily at a computer)	41%
Retail job (e.g. working directly with customers, stock, or store operations)	11%
Government job (e.g. local, state, or government)	10%
Labor job (e.g. construction, landscaping, etc.)	9%
Not-for-profit job (e.g. churches, public schools, public charities, etc.)	7%
Gig job(s) (e.g. food delivery, rideshare driving, tasks for hire, etc.)	5%
Foodservice job (e.g. server, cashier, cook, chef, etc.)	5%
Other	12%

18. Which of the following best describes the type of your employer?

	<b>Currently Employed</b>
Local company	43%
U.S./national company	34%
Global company	18%
Don't know	4%

19. Which of the following best describes the size of your employer?

	<b>Currently Employed</b>
Large company (1,001+ employees)	34%
Midsize company (101-1,000 employees)	33%
Small business (1-100 employees)	32%
Don't know	2%





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### About the Study

These are some of the findings of an Ipsos poll conducted between September 23 – 28, 2022. For this survey, a sample of 1,110 adults age 18+ from the continental U.S., Alaska, and Hawaii was interviewed online in English. The sample also included 1,093 U.S. adults that are currently employed.

The sample was randomly drawn from [Ipsos' online panel](#), [partner online panel sources](#), and "river" [sampling](#) and does not rely on a population frame in the traditional sense. Ipsos uses fixed sample targets, unique to each study, in drawing a sample. After a sample has been obtained from the Ipsos panel, Ipsos calibrates respondent characteristics to be representative of the U.S. Population using standard procedures such as raking-ratio adjustments. The source of these population targets is U.S. Census 2019 American Community Survey data. The sample drawn for this study reflects fixed sample targets on demographics. Post-hoc weights were made to the population characteristics on gender, age, race/ethnicity, region, and education.

Statistical margins of error are not applicable to online non-probability polls. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error and measurement error. Where figures do not sum to 100, this is due to the effects of rounding. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 3.6 percentage points for all respondents. Ipsos calculates a design effect (DEFF) for each study based on the variation of the weights, following the formula of Kish (1965). This study had a credibility interval adjusted for design effect of the following (n=1,110, DEFF=1.5, adjusted Confidence Interval=+/- 5.1 percentage points).

The poll also has a credibility interval of plus or minus 3.6 percentage points for those that are currently employed.

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### About Ipsos

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