

Telecommuting

Citizens in 24 Countries Assess Working Remotely for a Total Global Perspective





These are the findings of the *Global @dvisor* Wave 26 (G@26), an Ipsos survey conducted between October 7th and October 20th, 2011.

SURVEY METHOD COUNTRIES SAMPLE WEIGHTING The survey instrument is The countries reporting herein For the results of the survey Weighting was then employed conducted monthly in 24 are Argentina, Australia, presented herein, an to balance demographics and countries around the world via Belgium, Brazil, Canada, international sample of 18,682 ensure that the sample's the lpsos Online Panel system. China, France, Germany, adults age 18-64 in the US and composition reflects that of the Canada, and age 16-64 in all This month, fielding took place Great Britain, Hungary, adult population according to in 26 countries. India, Indonesia, Italy, Japan, other countries, were the most recent country Mexico, Poland, Russia, Saudi interviewed. Approximately Census data, and to provide Arabia, South Africa, South 1000+ individuals participated results intended to Korea, Spain, Sweden, Turkey on a country by country basis approximate the sample and the United States of via the lpsos Online Panel with universe. A survey with an America. the exception of Argentina, unweighted probability sample of this size and a 100% Belgium, Indonesia, Mexico, Poland, Russia, Saudi Arabia, response rate would have an South Africa, South Korea, estimated margin of error of +/-Sweden and Turkey, where 3.1 percentage points for a each have a sample sample of 1,000 and an approximately 500+. estimated margin of error of +/-4.5 percentage points 19 times out of 20 per country of what the results would have been had the entire population of adults in that country had been polled. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error, and measurement error.



Analytic Components

The term "Telecommuting" is used to describe what an employee does when they use a stationary or portable computer to do their office work from a location outside of their office – either from their home or another location – either regularly or from time to time. These employees, called "telecommuters", often have the flexibility of using telecommunications (such as email, phone, Online chat) to communicate with colleagues in real time or do their work Online from a remote location any time they wish—usually when they log in to their worksite—including evenings and weekends.

DK1. How often do you currently telecommute with your work?

- a. Always—I work every day from my home which is remote or separate from my employer's real office elsewhere.
- b. On a very consistent and constant basis like evenings and weekends
- c. More than once or twice per week
- d. Once or twice per week
- e. Once or twice per month
- f. A few times per year
- g. Never
- DK2. If your employer offered you the opportunity to telecommute on a full time basis from your home or other location—in other words do most, if not all of your work from a remote location--how likely would you be to take this option?
 - a. Very likely
 - b. Somewhat likely
 - c. Not very likely
 - d. Not at all likely
 - e. I can't because my job requires me to be in the workplace at all times.



- DK3. [Some people/Others] say that telecommuters are <u>more productive</u> because the flexibility allows them to work when they have the most focus and/or because having maximum control over the work environment and schedule leads to job satisfaction and happiness. [Some people/Others] say that telecommuters <u>do not work as hard</u> because there is less manager supervision and/or because of family and social distractions at home. Which comes closer to your point of view?
 - a. Telecommuters are more productive than those who work at the office
 - b. Telecommuters are less productive than those who work at the office

DK4. To what extent do you agree or disagree with the following statements:

- 1. Employees who telecommute are better able to achieve balance between work and family
- 2. Telecommuting creates more family conflict because it reduces the boundaries between work and family life
- 3. Not seeing colleagues face to face every day makes telecommuters feel socially isolated
- 4. Telecommuting will keep talented women in the workforce instead of leaving temporarily or completely to raise children
- 5. Telecommuters have less stress due to less time spent in getting to their workplace
- 6. Working remotely damages the employee's chances for promotion
 - a. Strongly agree
 - b. Somewhat agree
 - c. Somewhat disagree
 - d. Strongly disagree



DETAILED FINDINGS



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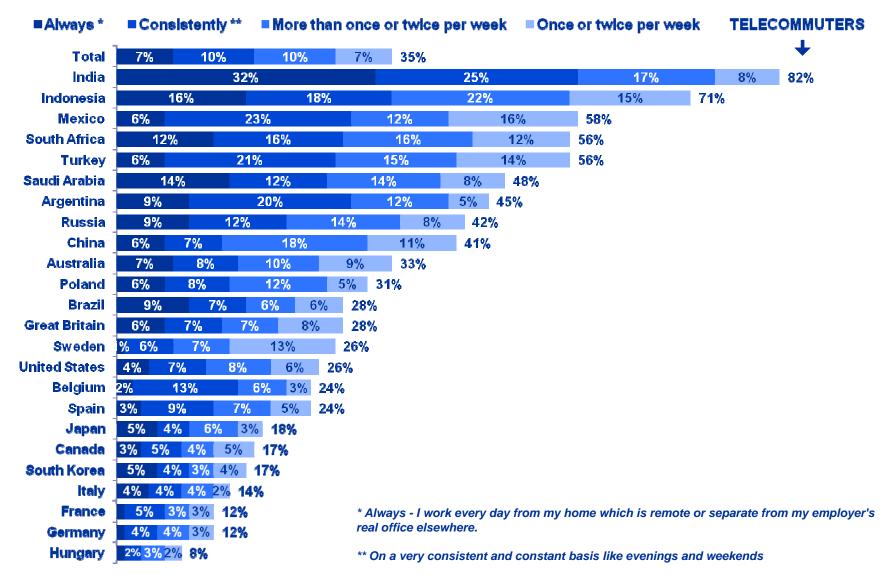
How often do you currently telecommute with your work?



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How often do you currently telecommute with your work?



DK1. How often do you currently telecommute with your work? Base: Working Full time or Part time



If your employer offered you the opportunity to telecommute on a full time basis from your home or other location, in other words, do most, if not all of your work from a remote location--how likely would you be to take this option?



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■ Very Likely ■ Somewhat Likely

If your employer offered you the opportunity to telecommute on a full time basis from your home or other location, in other words, do most, if not all of your work from a remote location--how likely would you be to take this option?

Top2Box Likely (Very Likely/Somewhat Likely)

workplace at all times Total 34% 62% 28% 21% 44% 40% Mexico 84% 6% India 34% 48% 82% 7% 44% 36% 80% Indonesia 4% 53% 25% Argentina 79% 11% **South Africa** 54% 25% 79% 10% China 32% 45% 77% 8% 50% 25% 76% Turkey 11% 54% 18% 72% Russia 14% 70% Hungary 37% 32% 19% Saudi Arabia 40% 28% 69% 13% 41% 28% 69% Spain 18% South Korea 27% 38% 66% 15% Poland 37% 28% 65% 20% Brazil 40% 24% 64% 28% Italy 41% 20% 61% 23% 35% 21% 56% Belgium 23% 54% France 30% 24% 28% Germany 26% 24% 50% 29% Australia 20% 27% 48% 31% Canada 27% 21% 47% 37% **United States** 25% 19% 44% 38% 37% 40% Great Britain 19% 21% 38% Japan 12% 26% 29% 16% 22% Sweden 38% 36%

DK2. If your employer offered you the opportunity to telecommute on a full time basis from your home or other location, in other words do most, if not all of your work from a remote location--how likely would you be to take this option? Base: Telecommute Regular/Infrequently A Global @dvisory – November 2011 – G@26

Telecommuting

I can't because my job requires me to be in the



Some people/Others] say that telecommuters are <u>more productive</u> because the flexibility allows them to work when they have the most focus and/or because having maximum control over the work environment and schedule leads to job satisfaction and happiness. [Some people/Others] say that telecommuters <u>do not work as</u> <u>hard</u> because there is less manager supervision and/or because of family and social distractions at home.

Which comes closer to your point of view?

- a. Telecommuters are MORE productive than those who work at the office
- b. Telecommuters are LESS productive than those who work at the office



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Which comes closer to your point of view?

		Telecommuters are MORE productive than those who work at the office	Telecommuters are LESS productive than those who work at the office
Total	65%		35%
Argentina	77%		23%
Poland	75%		25%
Hungary	74%		26%
India	74%		26%
Indonesia	74%		26%
Mexico	74%		26%
China	73%		27%
Russia	72%		28%
Italy	71%		29%
South Africa	70%		30%
Belgium	69%		31%
France	68%		32%
Brazil	67%		33%
Spain	67%		33%
Germany	62%		38%
Sweden	61%		39%
Australia	58%		42%
Turkey	58%		42%
United States	58%		42%
Canada	56%		44%
Great Britain	56%		44%
Saudi Arabia	54%		46%
South Korea	51%		49%
Japan	44%		56%

DK3. Which comes closer to your point of view? Base: All Respondents

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To what extent do you agree or disagree with the following statements...



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	Strongly Agree	Somewhat Agree	Top 2 Agree
Telecommuting will keep talented women in the workforce instead of leaving temporarily or completely to raise children	36%		47% 83%
Telecommuters have less stress due to less time spent in getting to their workplace	36%		47% 83%
Employees who telecommute are better able to achieve balance between work and family	29%		49% 78%
Not seeing colleagues face to face every day makes telecommuters feel socially isolated	15%	48%	62%
Working remotely damages the employee's chances for promotion	12%	44% 56%	,
Telecommuting creates more family conflict because it reduces the boundaries between work and family life	12%	41% 53%	

DK4_1. [Employees who telecommute are better able to achieve balance between work and family] To what extent do you agree or disagree with the following statements: Base: All Respondents



Telecommuting will keep talented women in the workforce instead of leaving temporarily or completely to raise children

	Strongly agree	Somewhat agree	Top2Box (Agree)
Total	36%		47% 83%
Turkey	64%		29% 93%
Indonesia	50%		40% 90%
India	45%		44% 89%
Japan	27%		63% 89%
Poland	53%		36% 89%
Russia	62%		26% 88%
South Korea	22%		66% 88%
China	30%		55% 85%
Germany	35%		51% 85%
Hungary	51%		34% 85%
Italy	38%		47% 85%
Belgium	31%		53% 84%
Mexico	47%		36% 83%
Saudi Arabia	32%		51% 83%
France	33%		49% 82%
Great Britain	24%		58% 82%
Argentina	40%		39% 80%
Spain	35%		45% 80%
Australia	28%		51% 79%
South Africa	36%		43% 79%
United States	26%		53% 79%
Canada	22%		55% 78%
Brazil	30%		44% 74%
Sweden	14%		53% 66%

DK4_4. [Telecommuting will keep talented women in the workforce instead of leaving temporarily or completely to raise children] To what extent do you agree or disagree with the following statements: Base: All Respondents A Global @dviso



Telecommuters have less stress due to less time spent in getting to their workplace

	Strongly agree	Somewhat agree	Top2Box (Agree)
Total	36%		47% 83%
Russia	60%		30% 90%
Turkəy	53%		37% 90%
Japan	27%		61% 88%
South Korea	27%		61% 88%
China	25%		61% 86%
France	43%		43% 86%
Saudi Arabia	36%		50% 86%
Poland	43%		42% 85%
Spain	35%		50% 85%
Belgium	40%		45% 84%
Hungary	51%		32% 84%
Indonesia	39%		46% 84%
India	39%		43% 83%
Italy	35%		48% 83%
Argentina	45%		37% 81%
Brazil	43%		38% 81%
Mexico	45%		36% 81%
South Africa	35%		46% 81%
Great Britain	22%		57% 80%
Australia	21%		58% 79%
Canada	27%		51% 78%
United States	24%		54% 78%
Germany	_27%		51% 77%
Sweden	19%		54% 73%

DK4_5. [Telecommuters have less stress due to less time spent in getting to their workplace] To what extent do you agree or disagree with the following statements: Base: All Respondents

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Employees who telecommute are better able to achieve balance between work and family

	Strongly Agree	Somewhat Agree	Top 2 Agree
Total	29%		49% 78%
India	41%		45% 86%
Indonesia	32%		53% 85%
China	23%		62% 85%
Russia	47%		38% 85%
Spain	42%		43% 85%
France	36%		48% 84%
Germany	36%		47% 83%
Hungary	41%		41% 82%
Belgium	29%		52% 81%
Mexico	37%		43% 80%
Italy	28%		51% 79%
Saudi Arabia	30%		48% 78%
South Africa	30%		48% 78%
Brazil	33%		44% 77%
Japan	15%		62% 77%
United States	24%		53% 77%
Argentina	32%		44% 76%
Australia	22%		53% 75%
South Korea	16%		59% 75%
Canada	22%		52% 74%
Great Britain	20%		54% 74%
Poland	30%		44% 74%
Turkey	29%		<u>39%</u> 68%
Sweden	13%	5	4% 67%

DK4_1. [Employees who telecommute are better able to achieve balance between work and family]

To what extent do you agree or disagree with the following statements:

Base: All Respondents



Not seeing colleagues face to face every day makes telecommuters feel socially isolated

	Strongly agree	Somewhat agree	Top2Box (Agree)
Total	15%	48%	62%
India	27%		51% 78%
Saudi Arabia	25%		53% 78%
France	24%		51% 75%
Sweden	18%		57% 75%
Great Britain	17%		58% 74%
Japan	10%		61% 71%
Australia	15%		55% 70%
China	12%		58% 70%
Canada	14%		54% 69%
South Korea	7%		60% 67%
Brazil	18%	45%	63%
South Africa	15%	47%	62%
Russia	19%	42% 6	51%
Turkey	16%	45% 6	51%
Belgium	11%	47% 59%	
United States	13%	46% 59%	6
Poland	15%	43% 58%	
Hungary	13%	44% 56%	
Spain	11%	42% 53%	
Germany	10%	42% 52%	
Argentina	14%	35% 50%	
Italy	10%	40% 50%	
Mexico	11%	34% 45%	
Indonesia	8%	33% 41%	

DK4_3. [Not seeing colleagues face to face every day makes telecommuters feel socially isolated] To what extent do you agree or disagree with the following statements: Base: All Respondents



Working remotely damages the employee's chances for promotion

	Strongly agree	Somewhat agree	Top2Box (Agree)
Total	12%	44% 56%	
Saudi Arabia	18%		53% 71%
India	25%		45% 70%
France	19%	47	66%
Russia	27%	39	<mark>% 66%</mark>
Turkey	21%	44%	65%
Japan	7%		63%
South Korea	8%		63%
South Africa	13%	45% 59%	
Brazil	13%	45% 58%	
Hungary	11%	46% 57%	
Mexico	13%	44% 57%	
Australia	7%	49% 56%	
China	7%	50% 56%	
Great Britain	8%	46% 54%	
Argentina	13%	39% 53%	
Poland	12%	39% 52%	
Spain	10%	41% 52%	
Canada	7%	44% 51%	
United States	9%	42% 51%	
Germany	8%	43% 50%	
Bəlgium	7%	42% 49%	
Sweden	7%	41% 47%	
Italy	7%	38% 45%	
Indonesia	10%	29% 39%	

DK4_6. [Working remotely damages the employee's chances for promotion] To what extent do you agree or disagree with the following statements: Base: All Respondents



Telecommuting creates more family conflict because it reduces the boundaries between work and family life

	Strongly agree	Somewhat agree	Top2Box (Agree)
Total	12%	41% 53%	
India	32%		45% 77%
Saudi Arabia	18%	48%	66%
Japan	6%	55% 62%	
Great Britain	10%	50% 60%	
South Korea	7%	53% 60%	
France	13%	47% 59%	
Brazil	15%	43% 58%	
Australia	11%	46% 57%	
Poland	15%	41% <mark>56%</mark>	
South Africa	15%	41% 56%	
Turkey	17%	35% 52%	
Belgium	8%	43% 51%	
China	10%	41% 51%	
Spain	11%	40% 51%	
Argentina	14%	36% 50%	
Canada	10%	40% 50%	
Germany	10%	38% 48%	
United States	11%	37% 48%	
Mexico	10%	36% 46%	
Russia	12%	34% 46%	
Sweden	8%	38% 46%	
Hungary	8%	36% 45%	
Indonesia	8%	34% 43%	
İtaly	8%	35% 43%	

DK4_2. [Telecommuting creates more family conflict because it reduces the boundaries between work and family life]

To what extent do you agree or disagree with the following statements: Base: All Respondents



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