



# Work-from-Home Experience Survey Results

June 2020

# Work-from-Home Experience Survey

511 Contra Costa wanted to learn more about your COVID-19 Work-from-Home experiences so we could create resources and incentives to support employees, and help companies establish successful Work-from-Home programs.

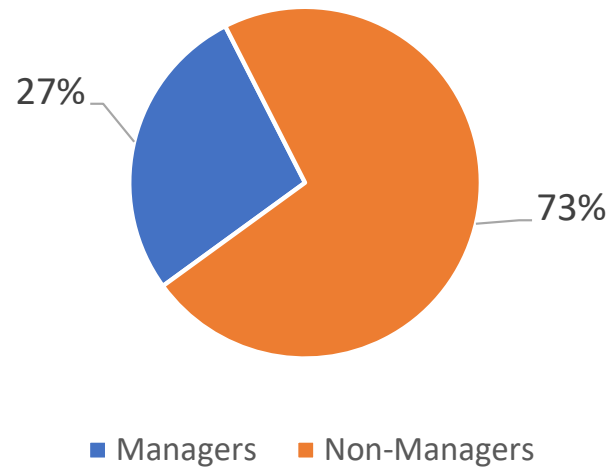
Thank you for sharing your experiences with us!



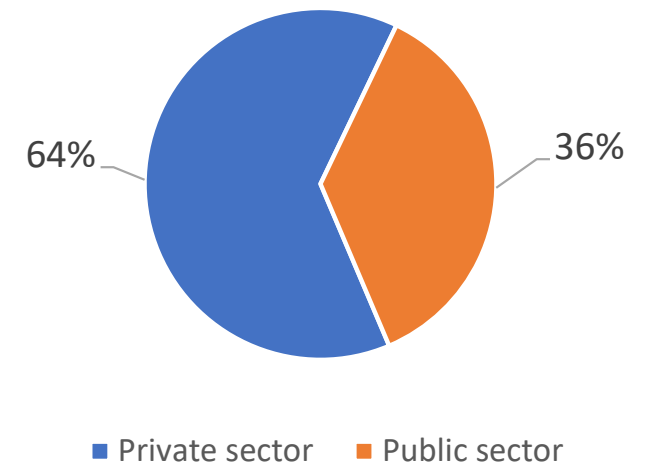
# Survey Respondents

- 411 Responses
  - 113 Managers + 298 Non-Managers
  - 150 Public-sector Employees + 261 Private-sector Employees

Managers v. Non-Managers

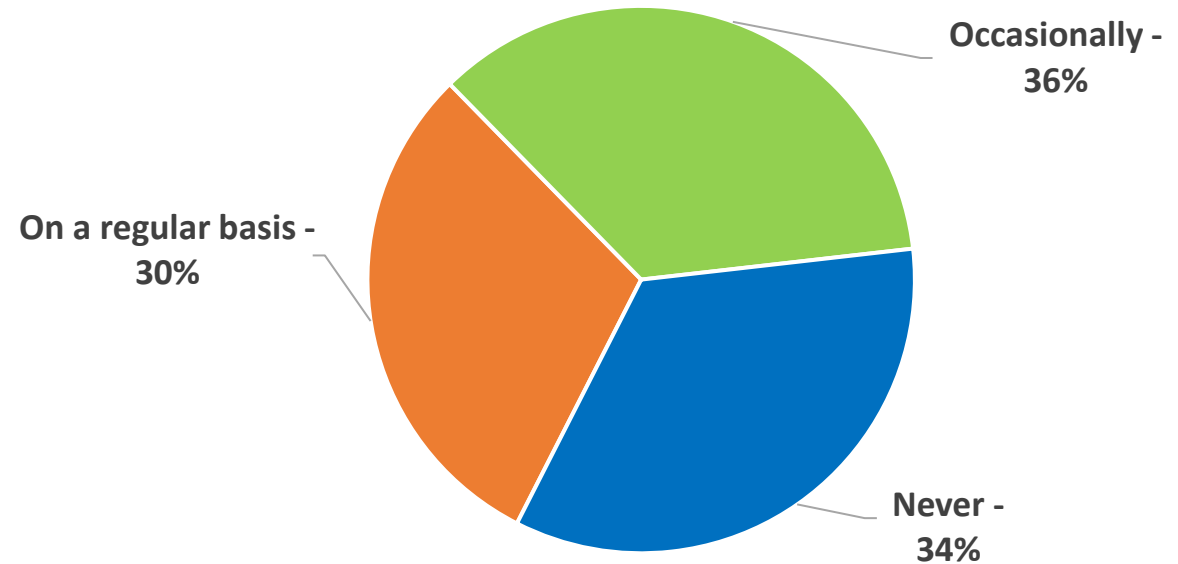


Private Sector v. Public Sector



# Pre-COVID Work-from-Home

We asked you how often you worked from home before COVID. More than a third of you had never worked from home.

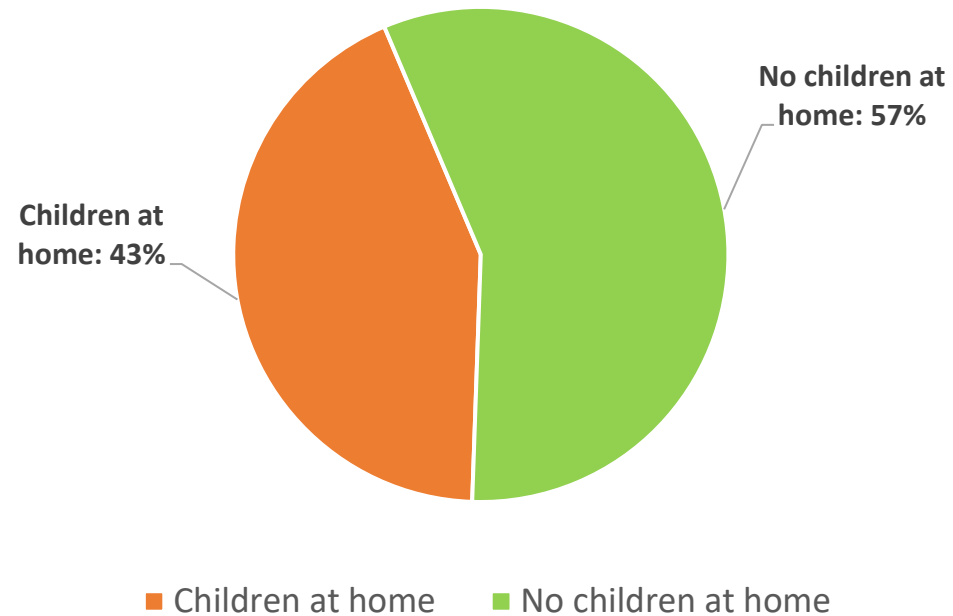


- On a regular basis, 1-5 days per week
- Occasionally, but not according to a regular schedule
- Never

# Working from home with children living at home

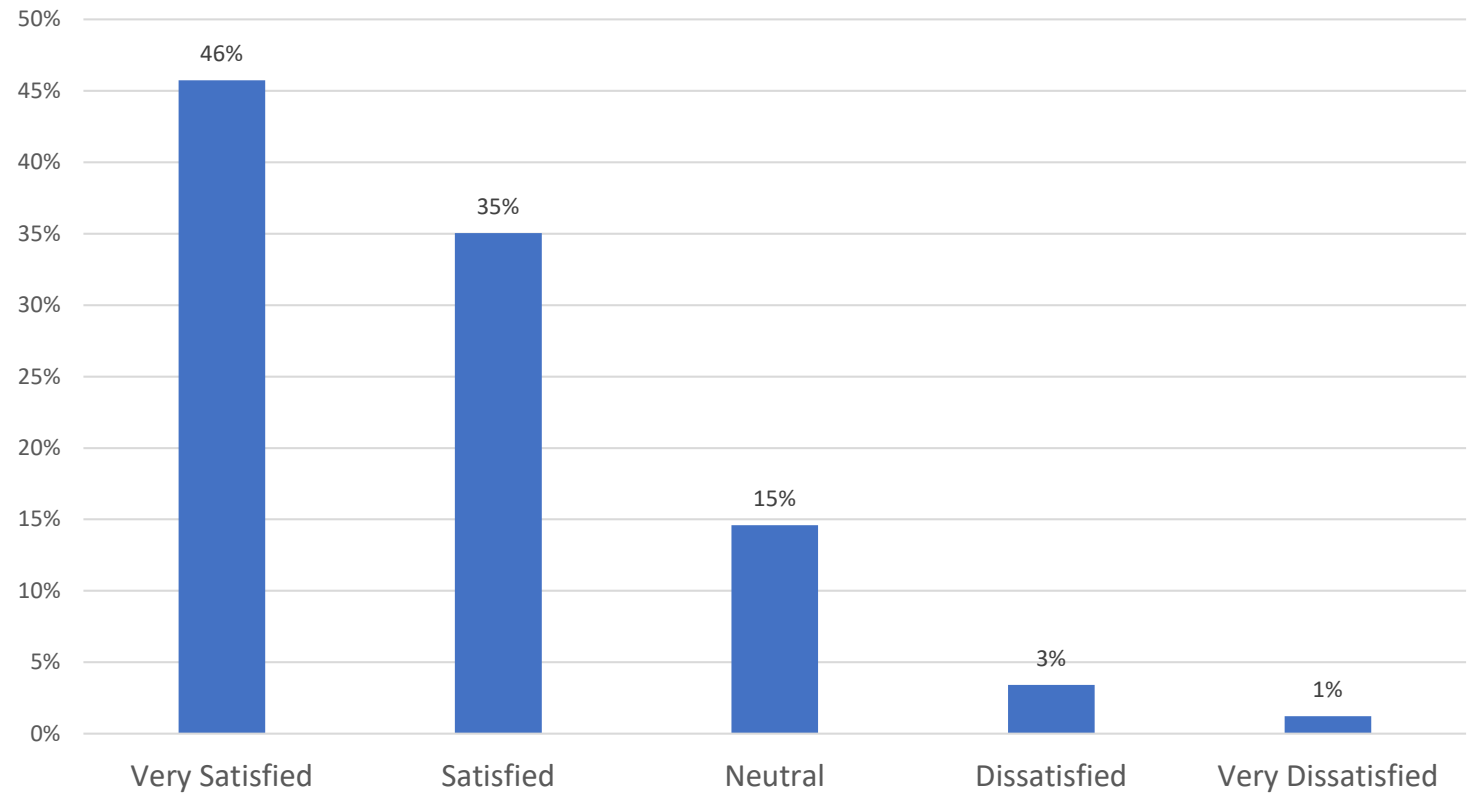
How many of you have children under the age of 18 living at home?

Of the 177 of you who do, 41% said that 'Children/family/pets' was one of your top two challenges of working from home.



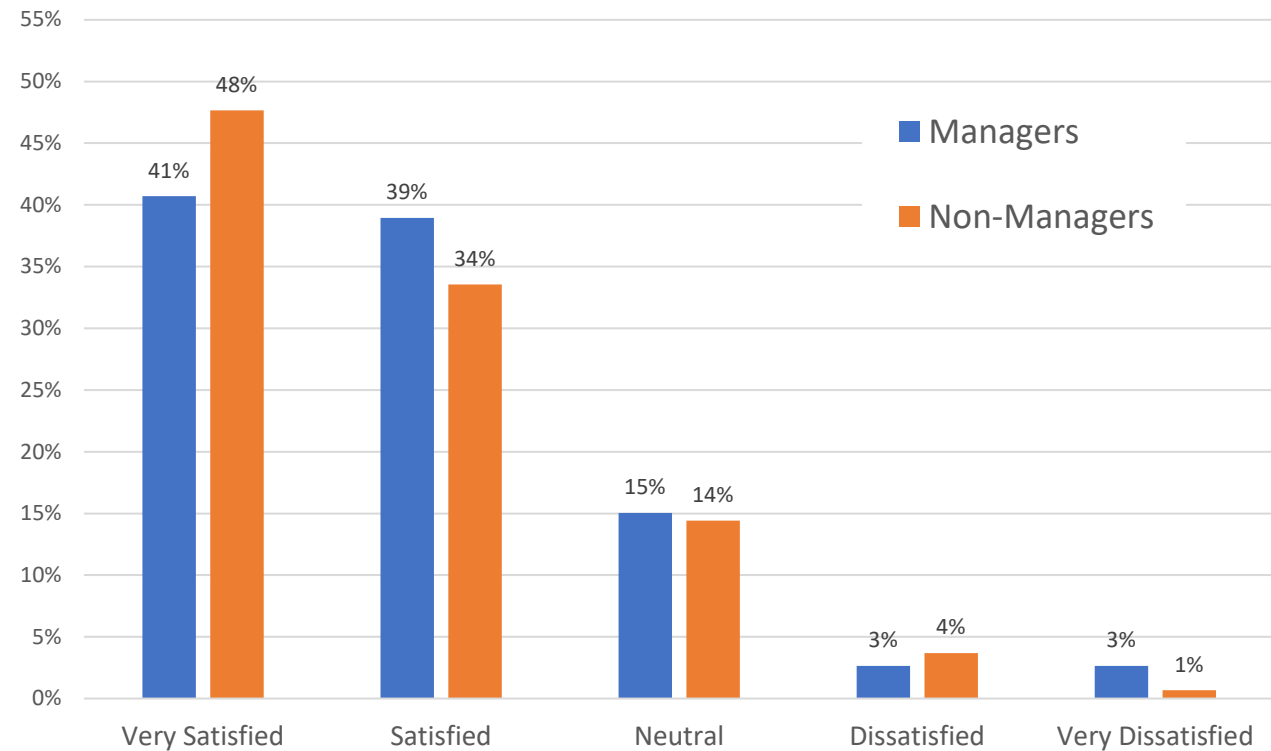
# Satisfaction with the Work-from-Home experience

When asked to rate your Work-from-Home experience, 81% of you said you were 'Very Satisfied' or 'Satisfied'.



# Satisfaction with the Work-from-Home experience

Non-managers were more likely than managers to say they were 'Very Satisfied' with their Work-from-Home experience.



# Top two benefits of working from home

'Saving time by not commuting' was overwhelmingly the top benefit you identified of working from home.

'Saving money by not commuting' was second, followed by 'More time with family/pets'.

## Top 2 Benefits



'Saving time  
not commuting'  
67%



'Saving money  
not commuting'  
40%



# Top two challenges of working from home

You let us know that working from home wasn't a challenge. For those who selected a challenge, 'Social Isolation' was the most common choice followed by your 'Physical workspace' and 'Children/family/pets'.

## Top 2 Challenges



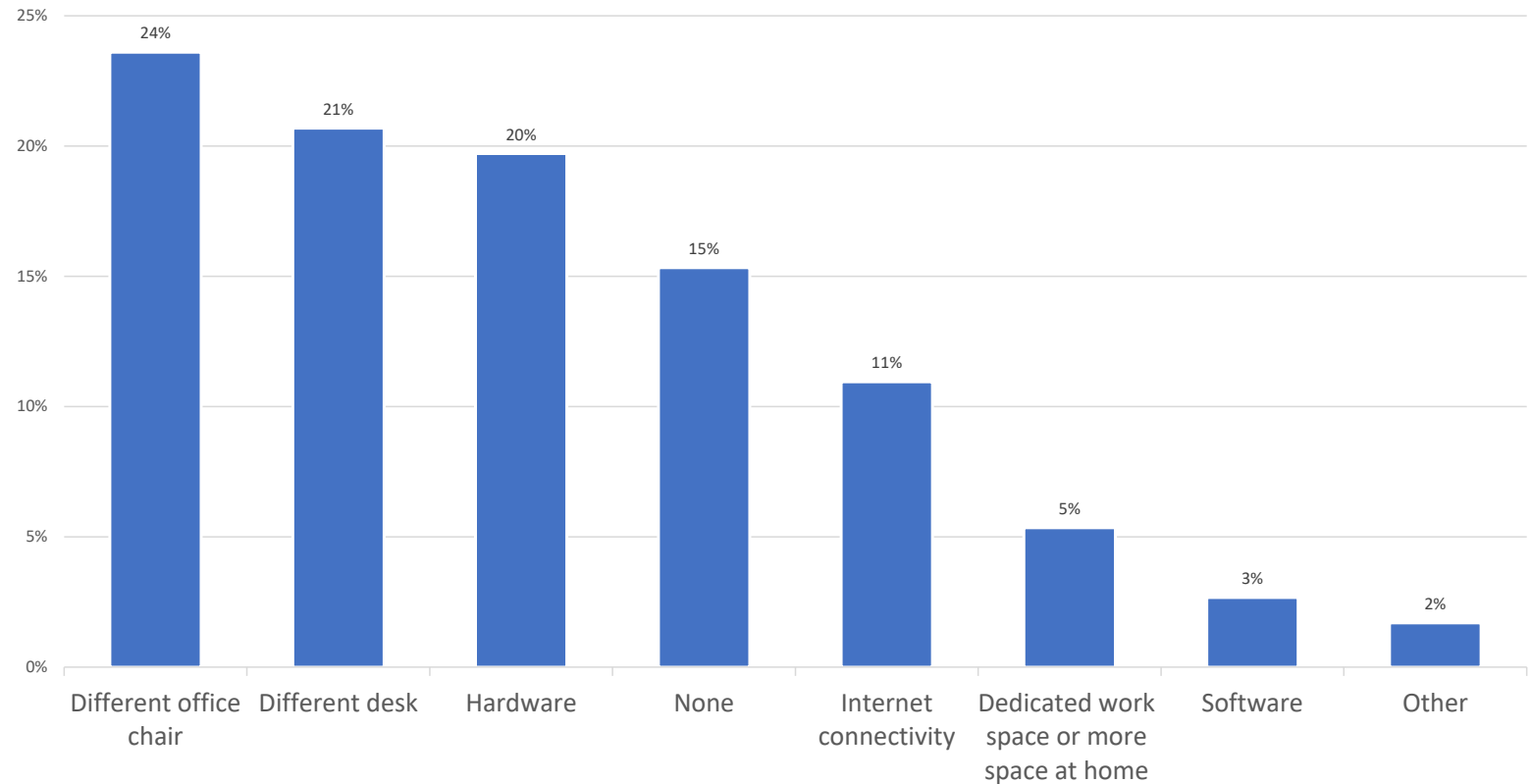
'Working from home is not a challenge' 30%



'Social isolation' 23%

# Home office space improvements

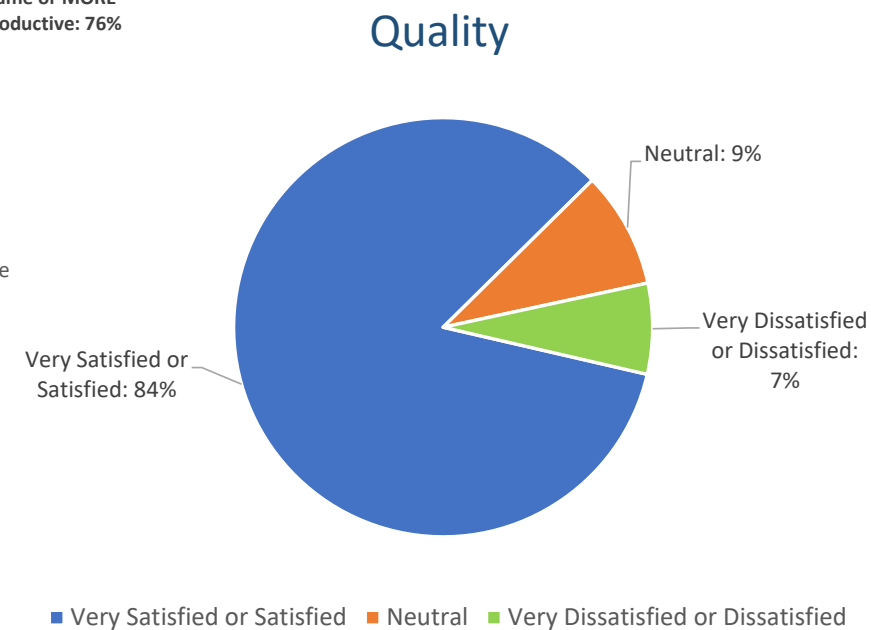
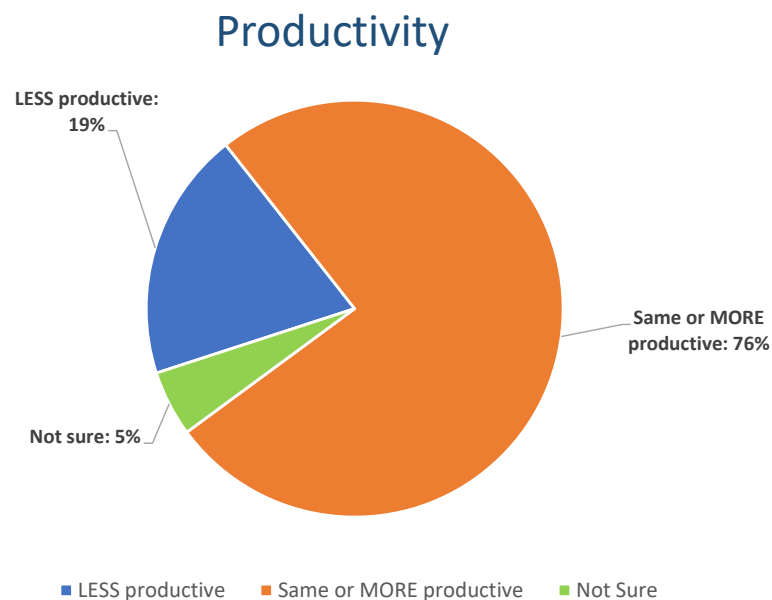
You had the chance to tell us what would most improve your office space. A different chair and a different desk were your top two choices.



# Managers' view of team productivity and work quality

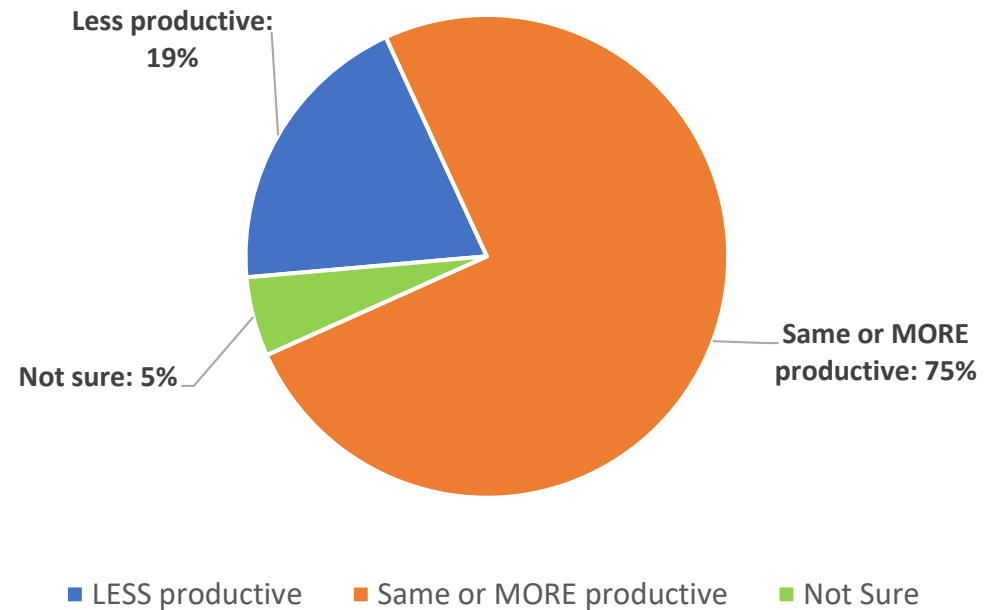
Managers were asked to assess if the productivity of their teams had changed and how satisfied they were with the quality of their work while working from home.

Seventy-six percent (76%) said productivity was the same or better. Eighty-four percent (84%) said they were 'Very Satisfied' or 'Satisfied' with the quality of work of their teams.



# Managers' view of their own productivity

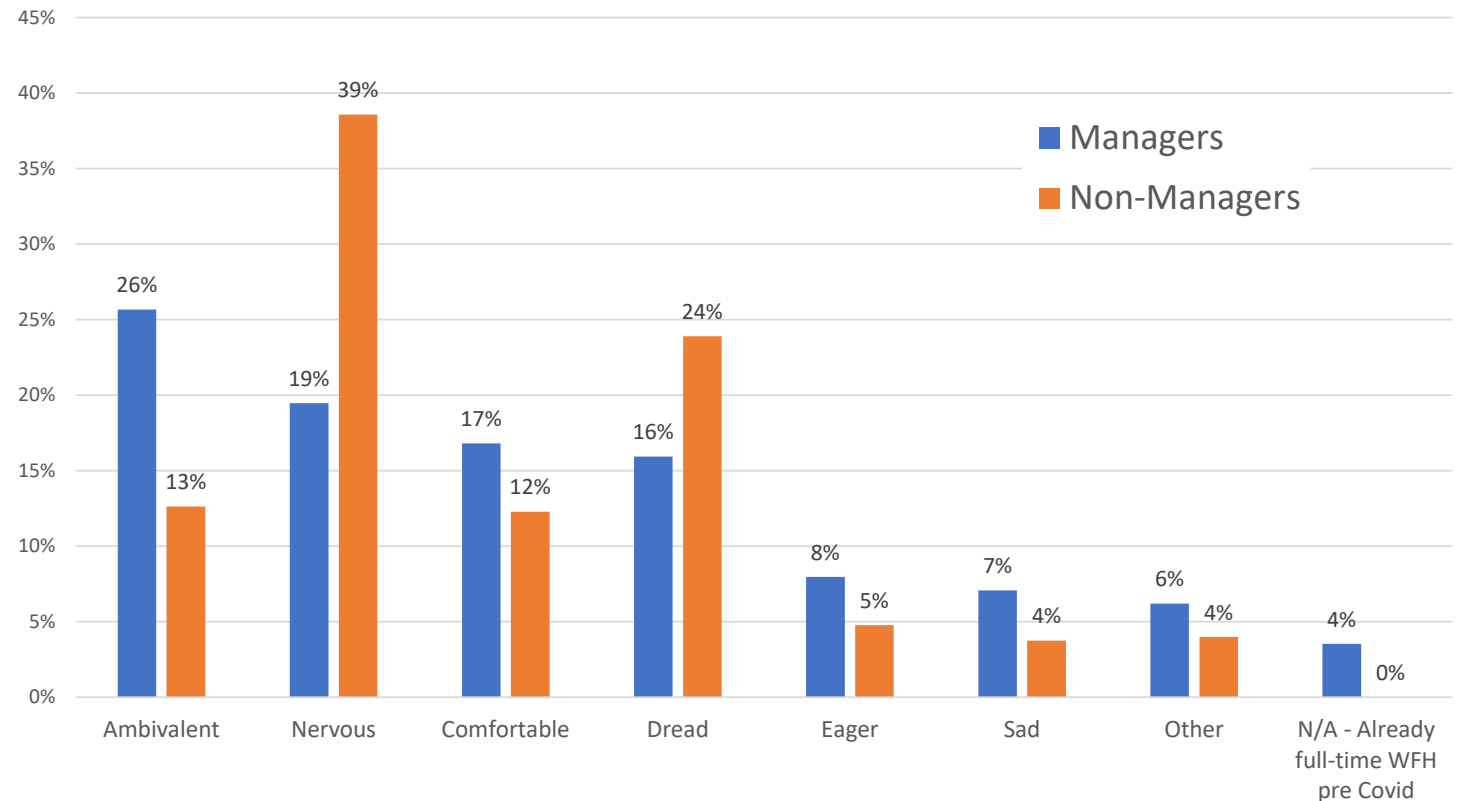
In addition to citing the same or better productivity from their team, managers assessed that their own productivity was the same or better by a large margin and by nearly identical percentages to that of their team members.



# Feelings about returning to your worksite

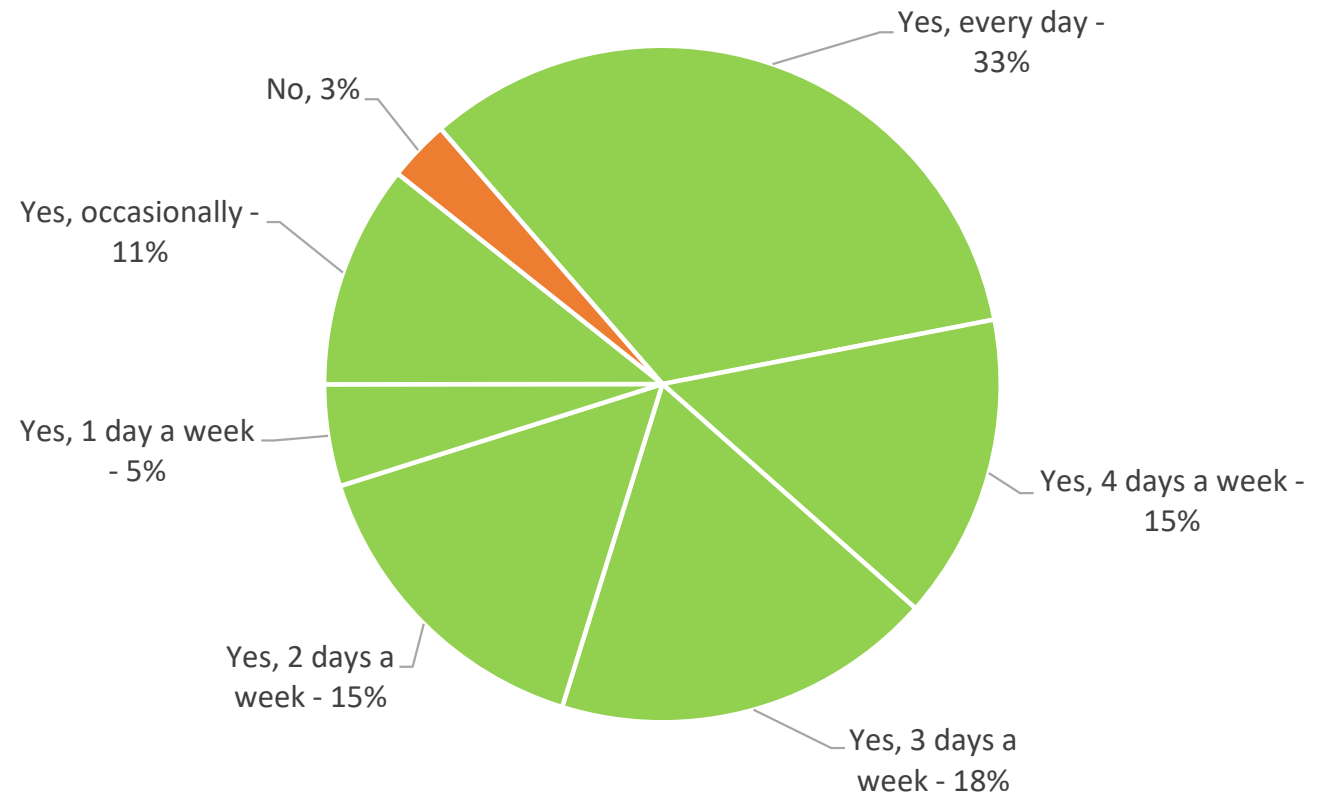
There was a notable difference in the way managers and employees felt about returning to their worksite post-COVID.

Managers were more likely to feel ambivalent while employees were more likely to feel nervous or dread.



# Continuing Work-from-Home after shelter-in-place restrictions are lifted

There's no question that you want to keep working from home after the shelter-in-place restrictions are lifted. Ninety-seven (97%) of you want to keep working from home at least 1 day a week.



# Thank you!



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