



# New World of Work Survey

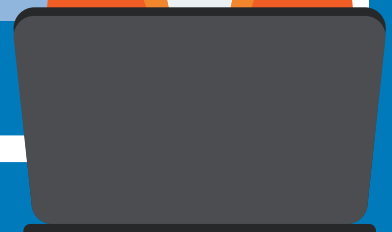
## Executive Summary

In June 2020, Next Action Associates conducted a survey to establish the impact of COVID-19 on the way people work, how the new 'work from home' environment may have presented challenges and how workers have had to adapt to a "new normal", with new and different pressures.

We work with people, helping them to improve their lives by increasing personal effectiveness, focus and clarity, and reducing stress. We were interested in finding out more about how the changes may have affected people, and whether practising the Getting Things Done<sup>®</sup> methodology has helped to mitigate some of those challenges.

The survey was completed by 160 people, primarily derived from Next Action Associates' email database and social media audience.

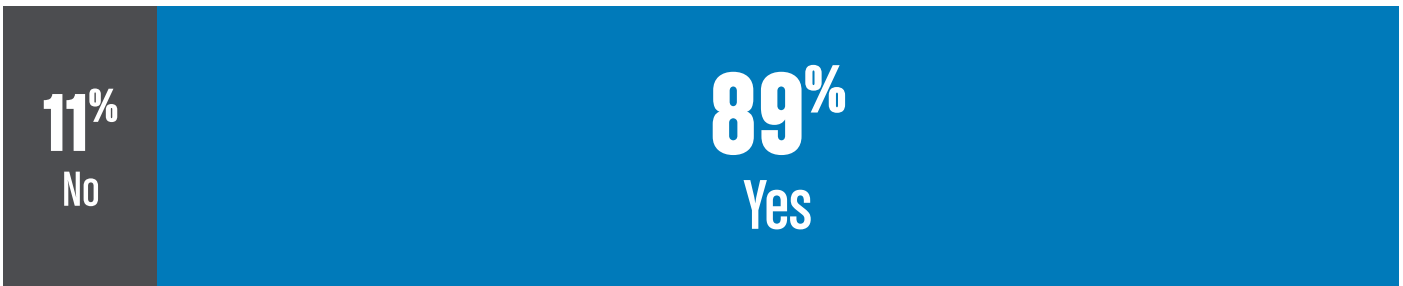
- **72%** of respondents report a **need to adapt** to new ways of working in the home office
- **73%** of respondents **prefer working from home** to being in an office
- **76%** of respondents say GTD helps to **effectively track all commitments**
- **40% of respondents feel more productive in home office** and more than two-thirds see at least the same productivity level
- **Lack of social contact** seen as main concern during working from home
- **Lack of commute** and increase in freedom and flexibility seen as the **main advantages of working from home.**
- **Almost two-thirds** of respondents see **no disadvantage in virtual meetings** compared to physical meetings



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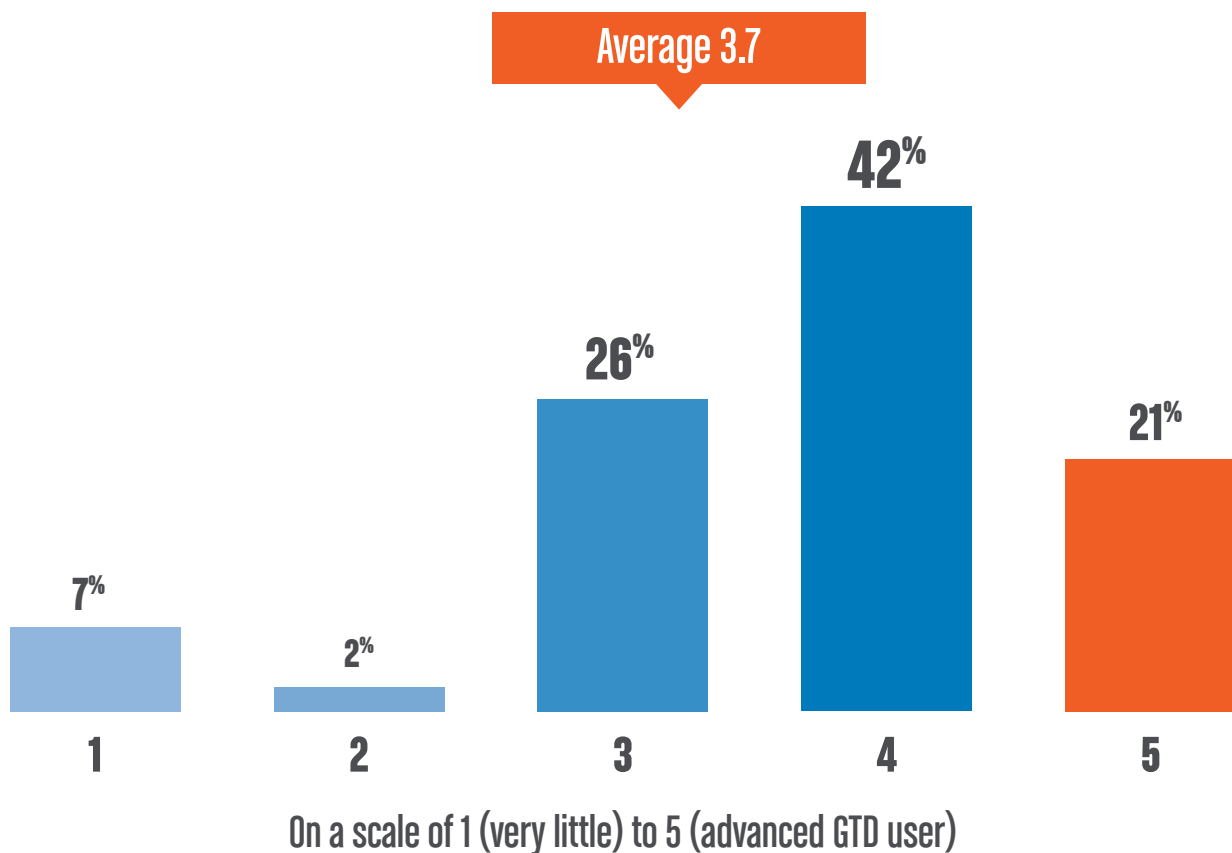
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## Do you currently practice the Getting Things Done® (GTD®) methodology?\*



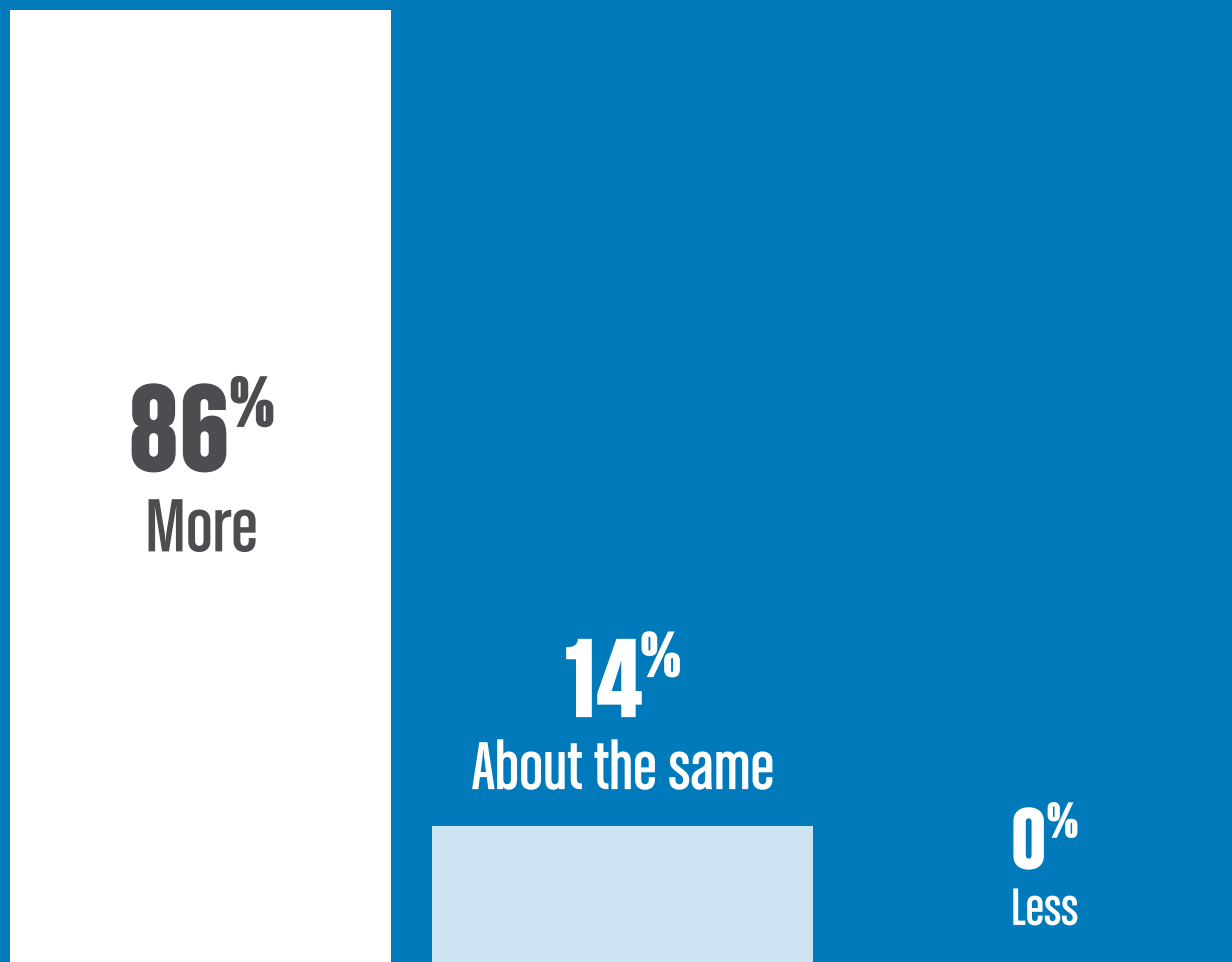
\*"No" respondents did not answer the GTD specific parts of the survey

## If so, what is your level of experience with GTD?



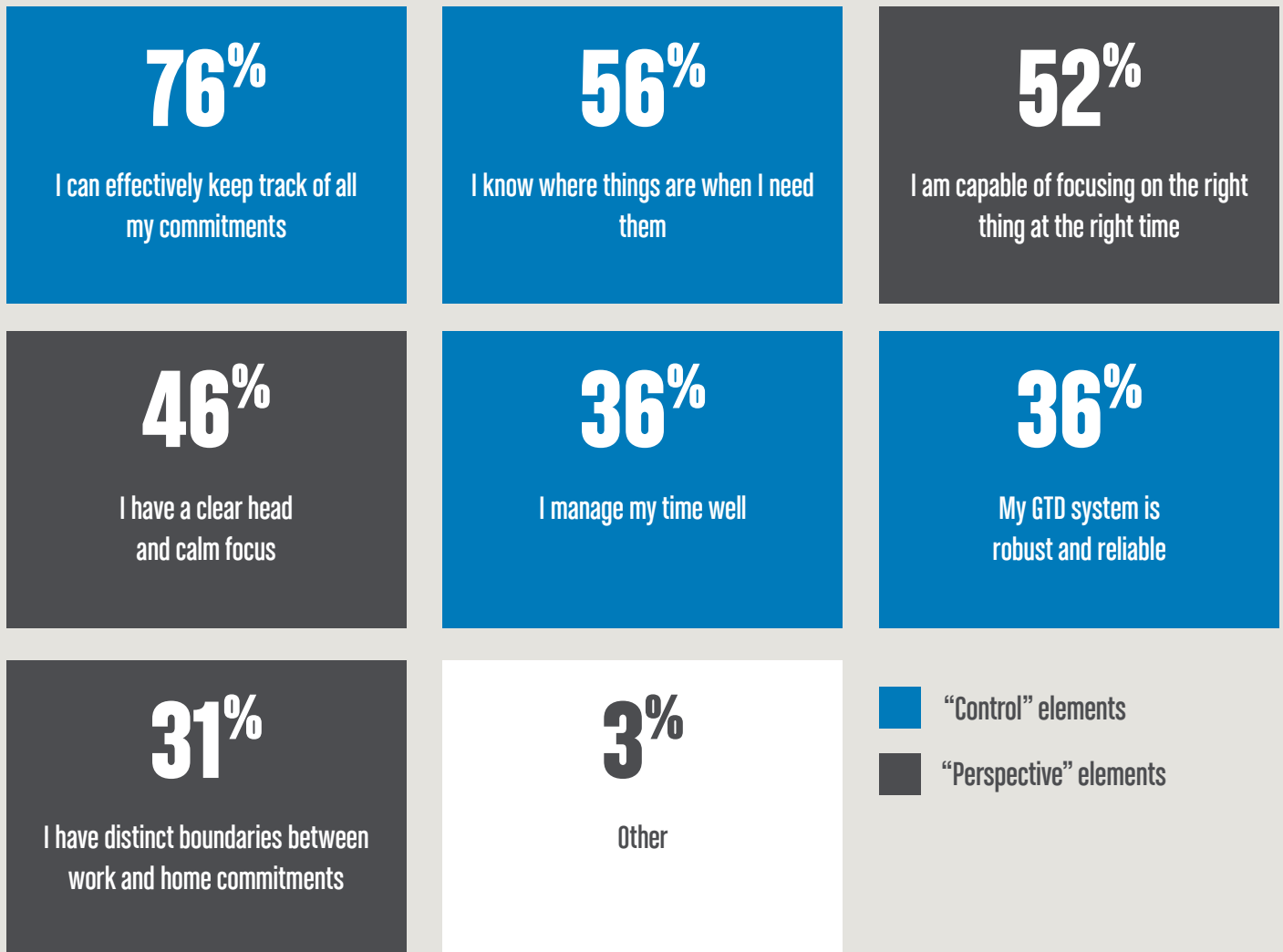
63% of respondents have higher level of experience with GTD

Do you feel that using GTD enables you to be more productive in the current environment than if you were not practicing GTD?



## Helpful elements of GTD practice

What elements of your GTD practice have helped you to cope better during the COVID-19 situation?\*



The elements of GTD contributing to the "Control" side of GTD feature higher than the "Perspective" elements

\*Multiple answers possible

85% majority of respondents work from home

## Are you primarily or solely working from home at the moment?

Working solely from home

65%

Working primarily from home

20%

Not working from home

10%

I'm not in employment

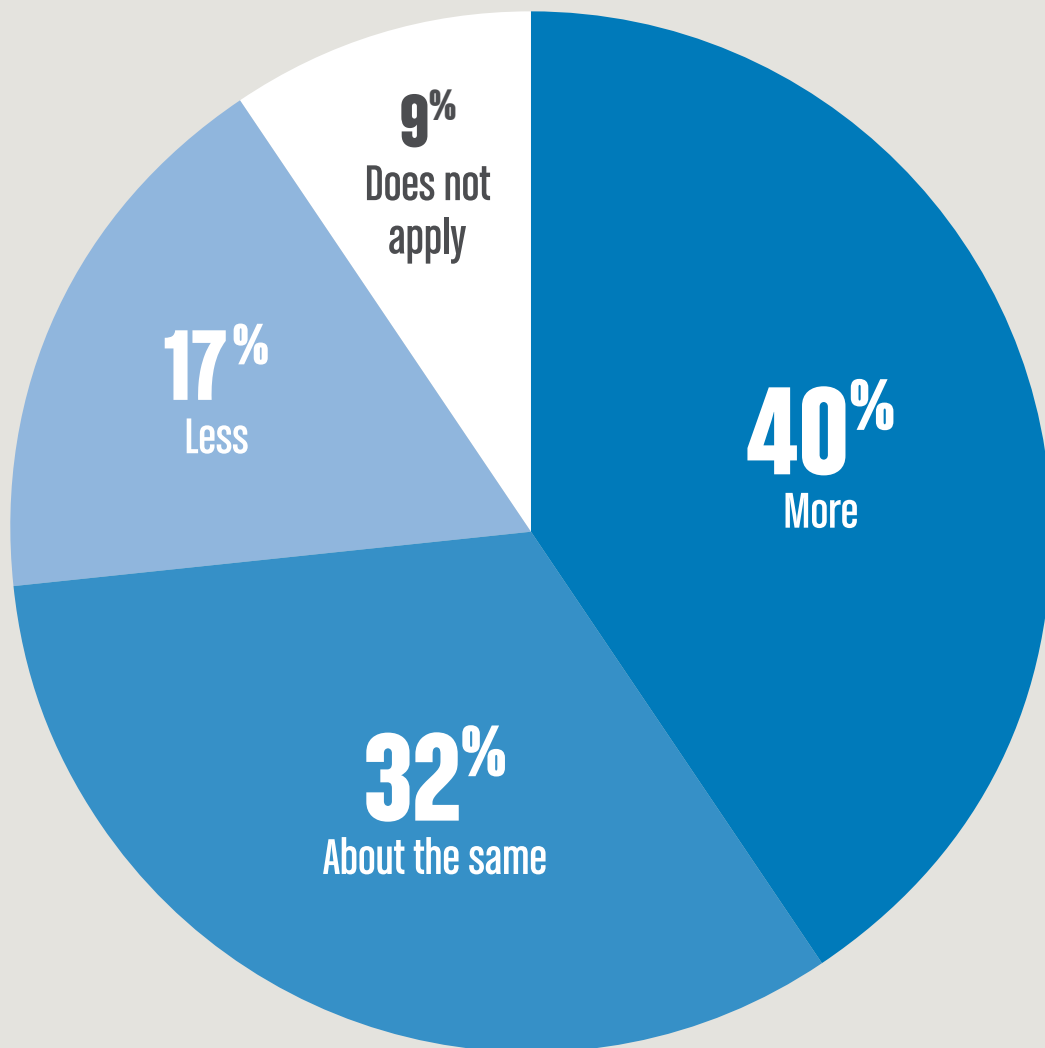
3%

I'm furloughed

1%

40% feel more productive in home office

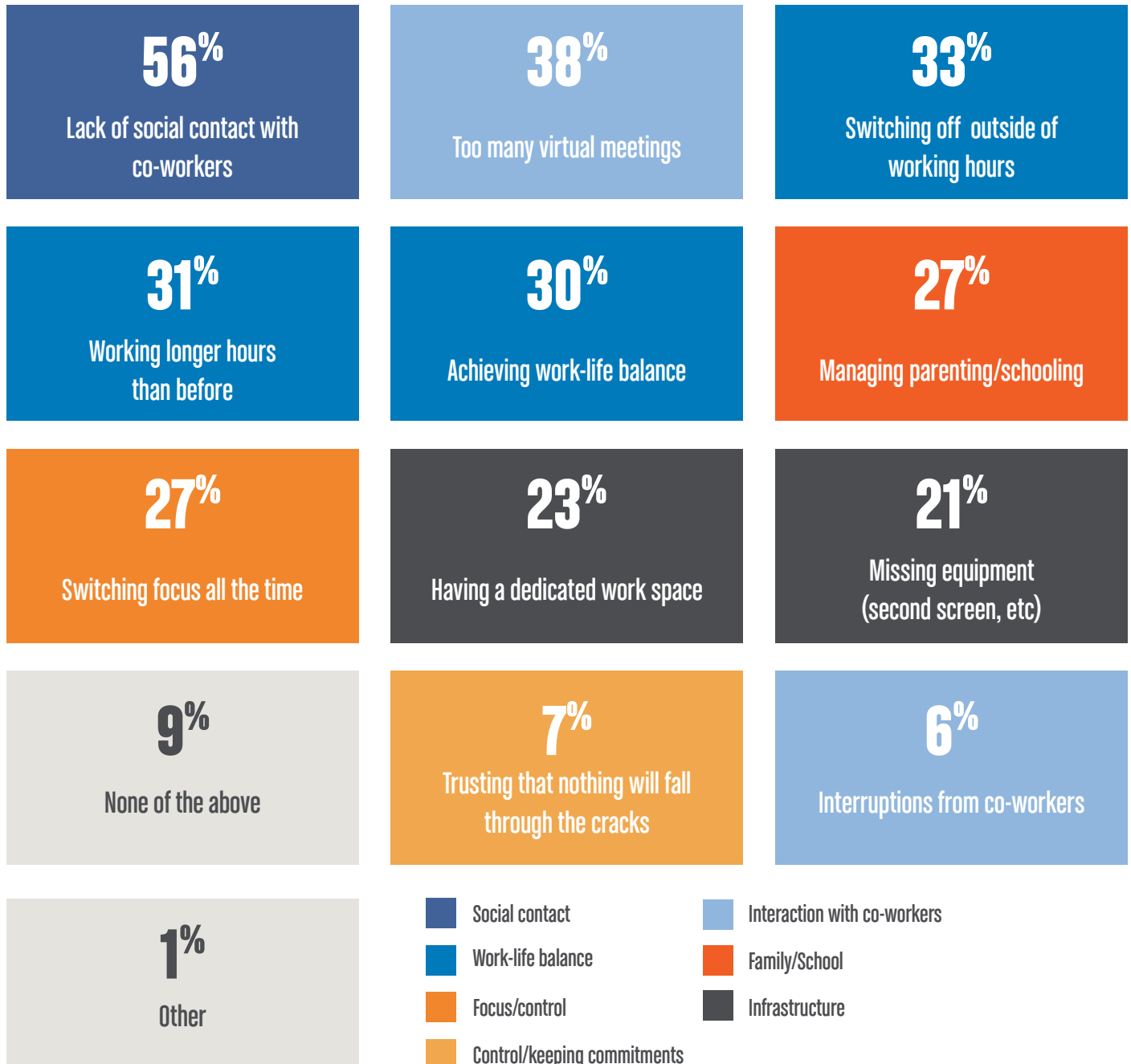
Overall, are you more or less productive working from home than in an office environment?



More than two-thirds of respondents see at least the same productivity level in the home office environment.

## Home office challenges

### What aspects of working from home do you find challenging?\*



Social contact and challenges around extended work hours and work-life balance feature high on the list, while fear of missing commitments and not being in control is hardly seen as an issue.

\*Multiple answers possible



## Positive aspects of working from home

What would you say is the ONE best aspect about working from home?\*

No commute

52%

I have more freedom and flexibility

24%

I get more time with my loved ones

9%

I have better work-life balance

4%

I can get up later

3%

None of the options

2%

I don't have to see people

0%

I work less than before

0%

Other

2%

Lack of commute and increase in freedom and flexibility seen as the main advantages of working from home.

\*Multiple answers possible

## Negative aspects of working from home

### What's the worst part about working from home?\*

I miss socialising with co-workers

20%

I have to juggle more areas of my life (work, parenting, home schooling etc)

16%

Too many virtual meetings

14%

None of the above

13%

I can't 'get away' from work

12%

I lack direction from key leadership

6%

I miss the office environment

6%

I struggle with my workload

4%

Other

5%

Lack of socialising with co-workers, balancing commitments and too many virtual meetings feature high on the negative aspects of the COVID-19 situation.

\*Multiple answers possible

## Adapting to new ways of working

Have you had to adapt to new ways of working since working from home?

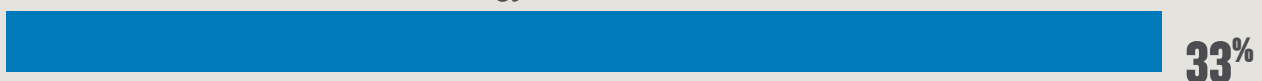


What has been the biggest change you have had to make to your ways of working?

More video meetings



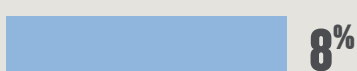
More use of virtual team technology (Slack, Microsoft Teams etc)



More meetings overall



New technical tools



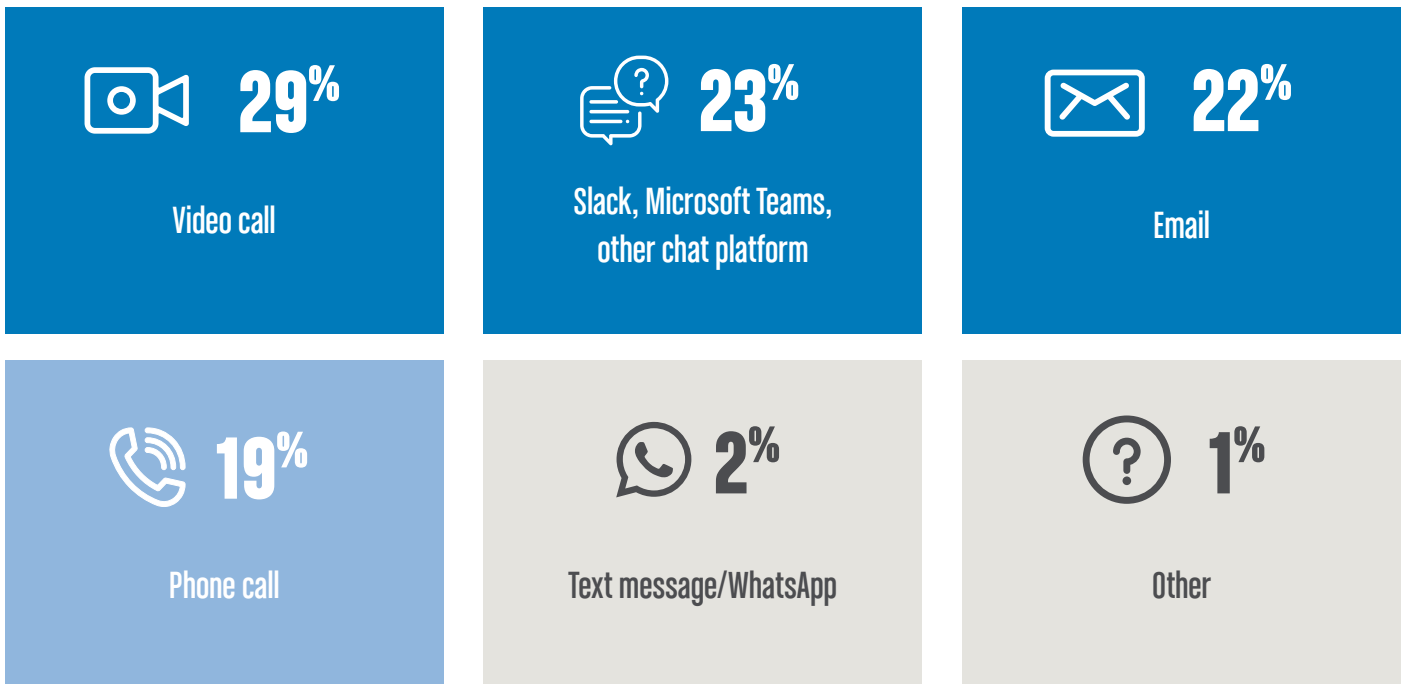
Other



Responses show a clear need for increased coordination in home office situation. More meetings and increased use of collaboration tools.

## Home office preferences

### How do you prefer to interact with co-workers now?



Communication preferences show even distribution between synchronous (phone/video call) and asynchronous (email, chat) communication.

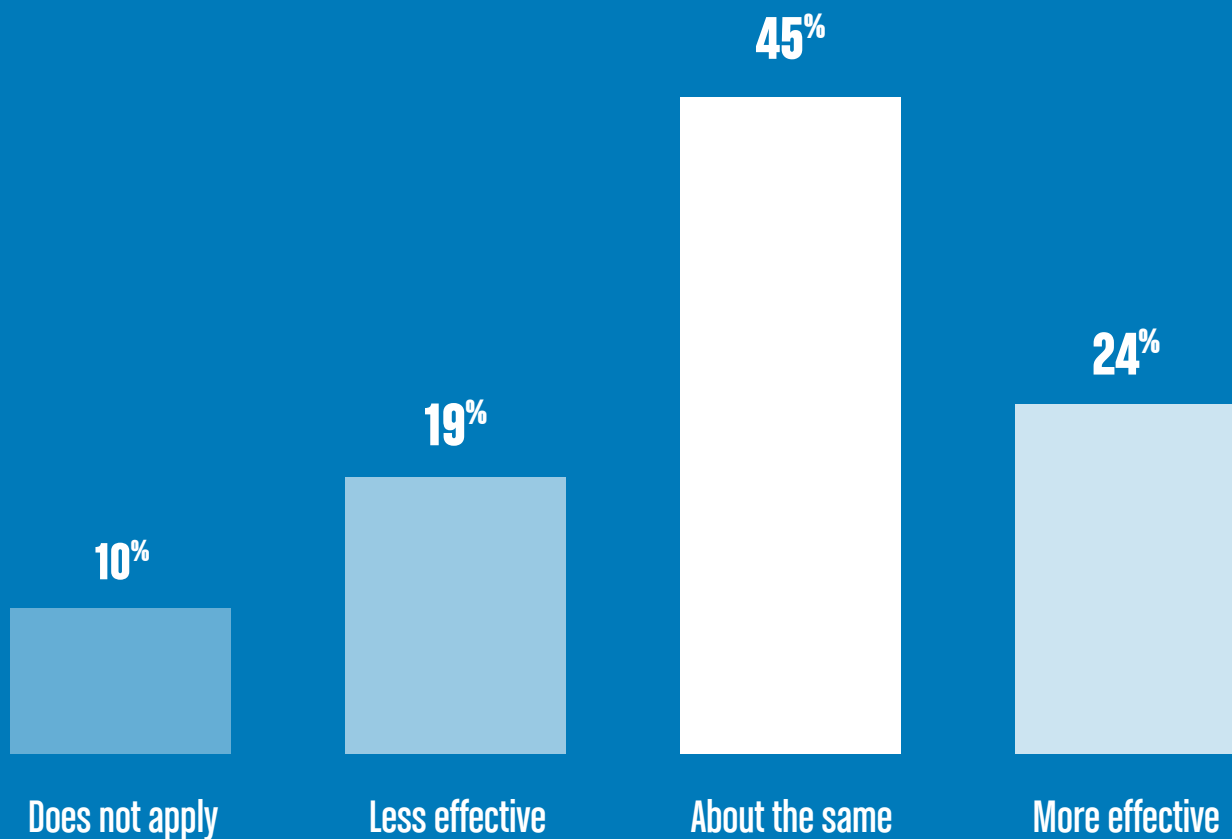
### Do you prefer working from home to being in an office?



Almost three-quarters of respondents believe the benefits of working from home outweigh the challenges.

## Assessment of team effectiveness

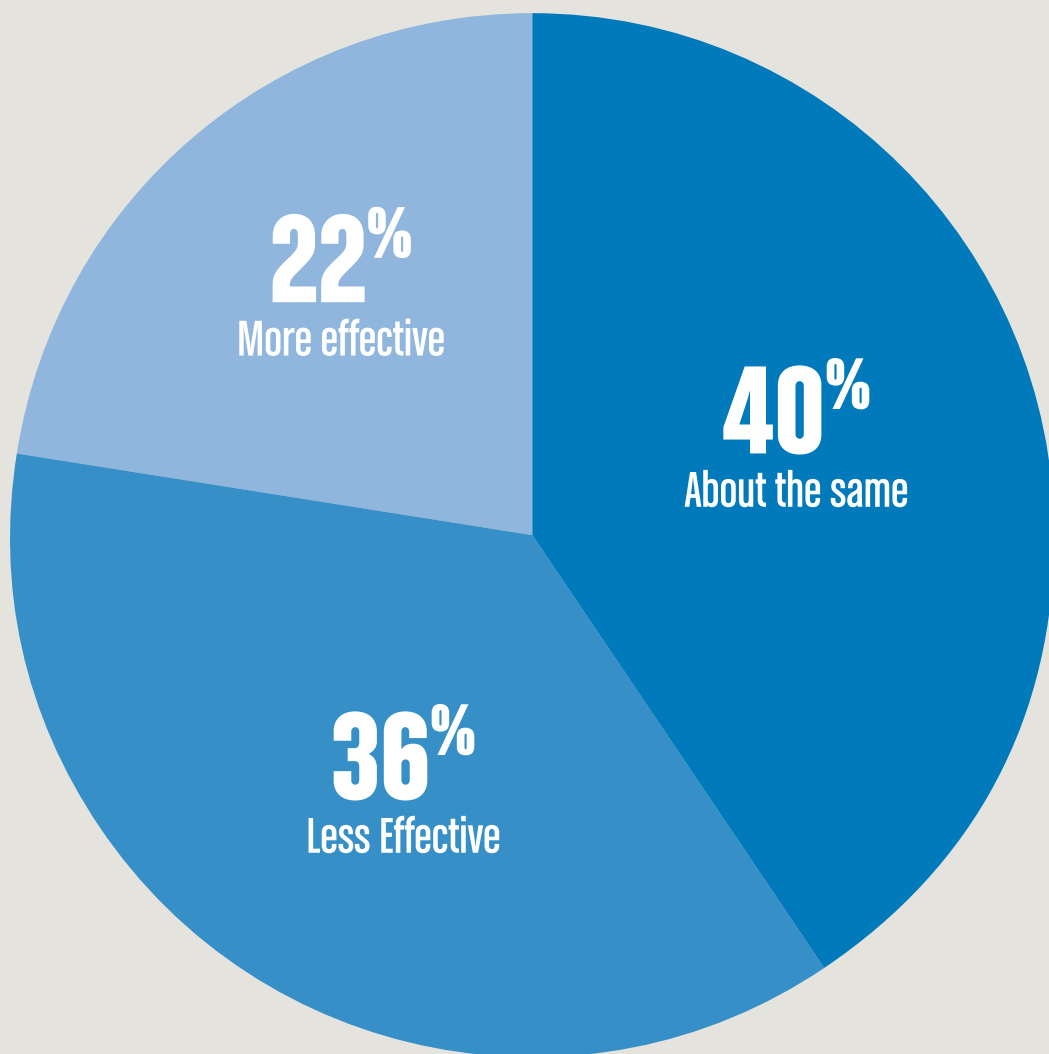
Do you think your team is more or less effective in the current environment?



More than two-thirds of respondents see either no or a positive impact on their team's effectiveness.

## Assessment of virtual vs. face-to-face meetings

How would you rate the effectiveness of virtual meetings versus face-to-face meetings?



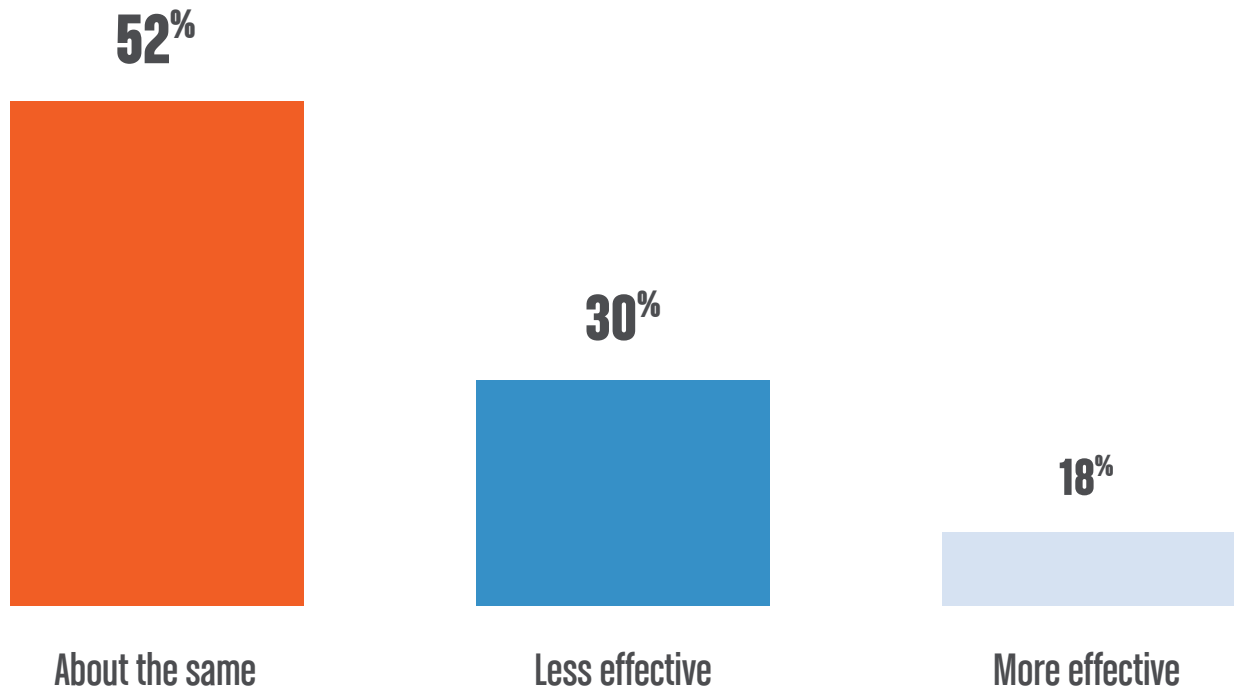
Almost two-thirds of respondents see no disadvantage in virtual meetings compared to physical meetings.

## Assessment of online learning

Have you attended any live online learning programmes while working from home?



If so, how would you rate their effectiveness in terms of being delivered virtually, as opposed to in-person?



Two-thirds of respondents believe online learning is as effective or even more effective than in-person learning.

## Life pace and free time

### How would you describe how your pace of life has changed?

I have slowed down and have more space

41%

I am more busy/rushed than before

29%

About the same as before

27%

Other

0%

Significant number of respondents slowed down their pace of life during the COVID-19 situation.

### Do you feel you have more or less free time than before?

25%

Less free time

36%

About the same

37%

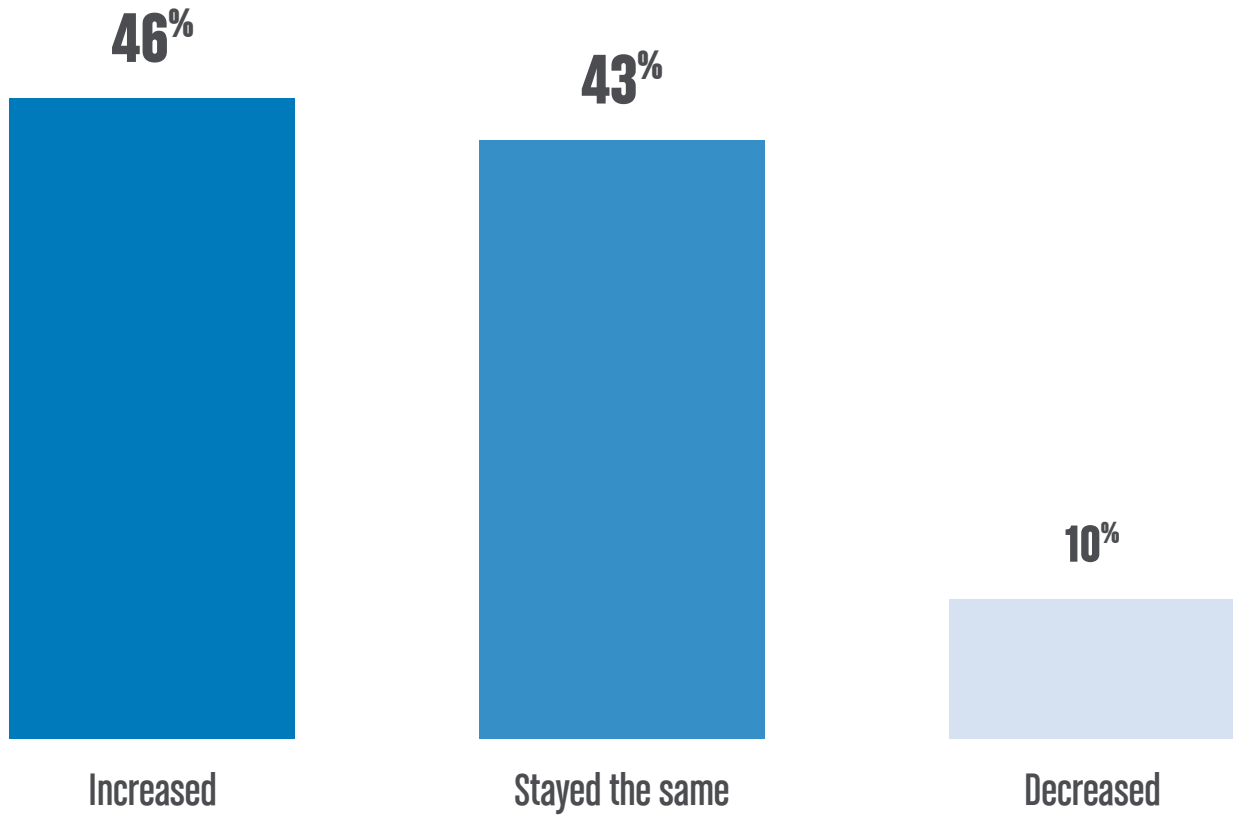
More free time

Only a quarter of respondents report to have less free time during the COVID-19 situation.



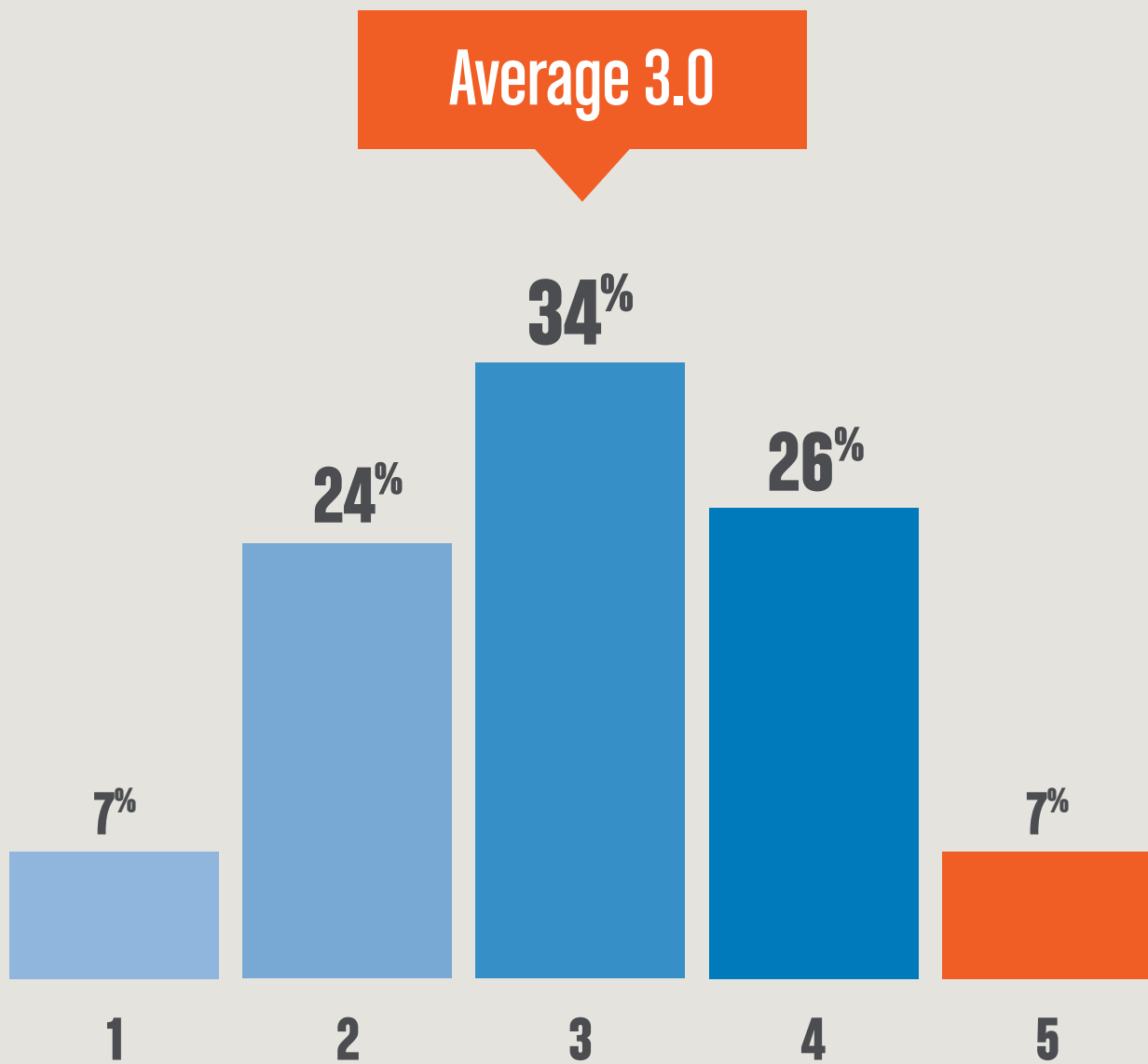
## Workload and stress levels

Do you feel your workload has increased or decreased?



## Workload and stress levels

How would you rate your stress levels compared to before?

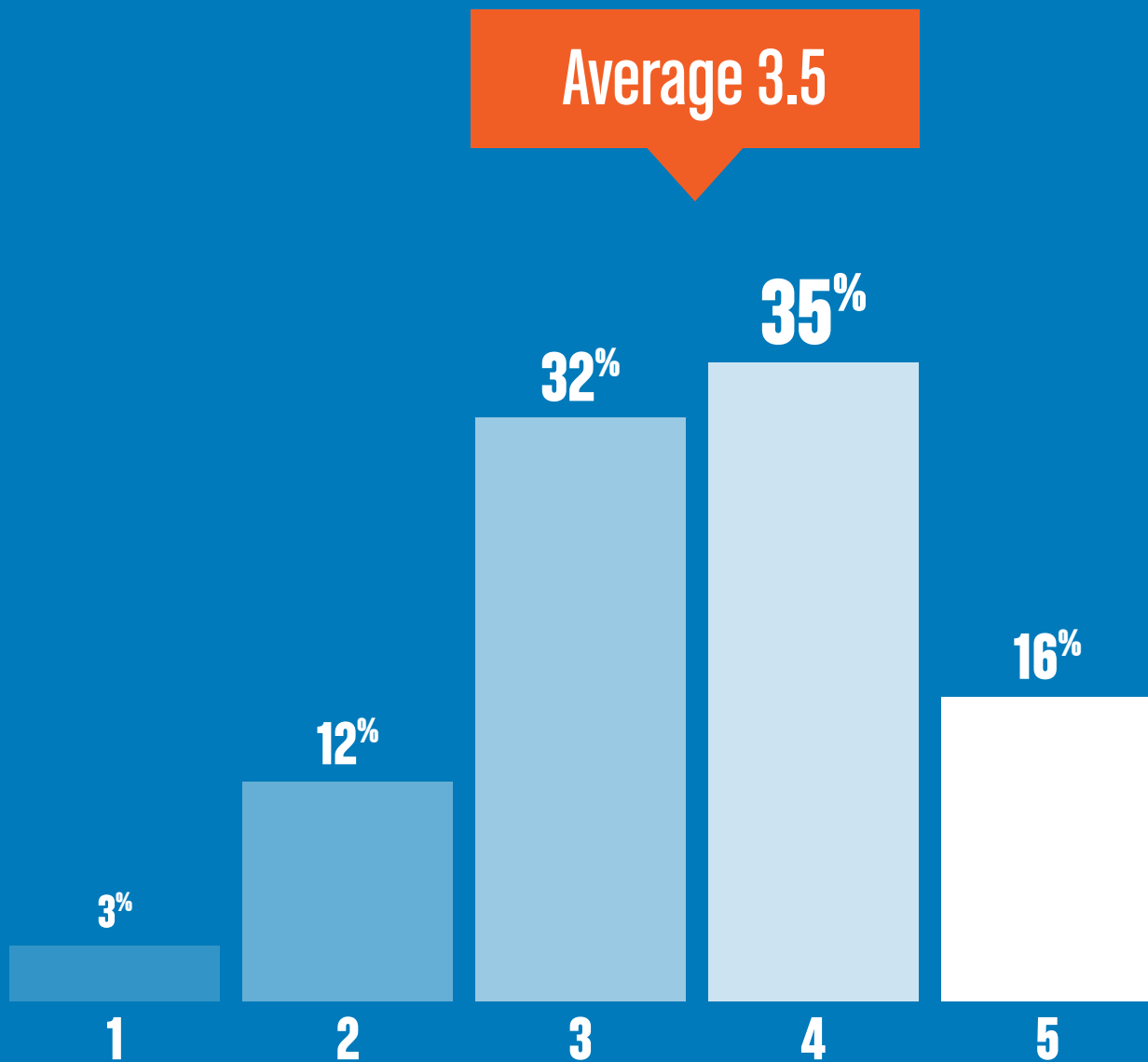


On a scale of 1 = less stressed / 3 = same / 5 = more stressed

Respondents appear to be coping well with vast majority reporting unchanged or only slightly changed stress levels. While almost half report increased workload only about a third of report increased stress level.

## Relationships and sleep quality

How would you rate your home-based relationship(s) compared to before?

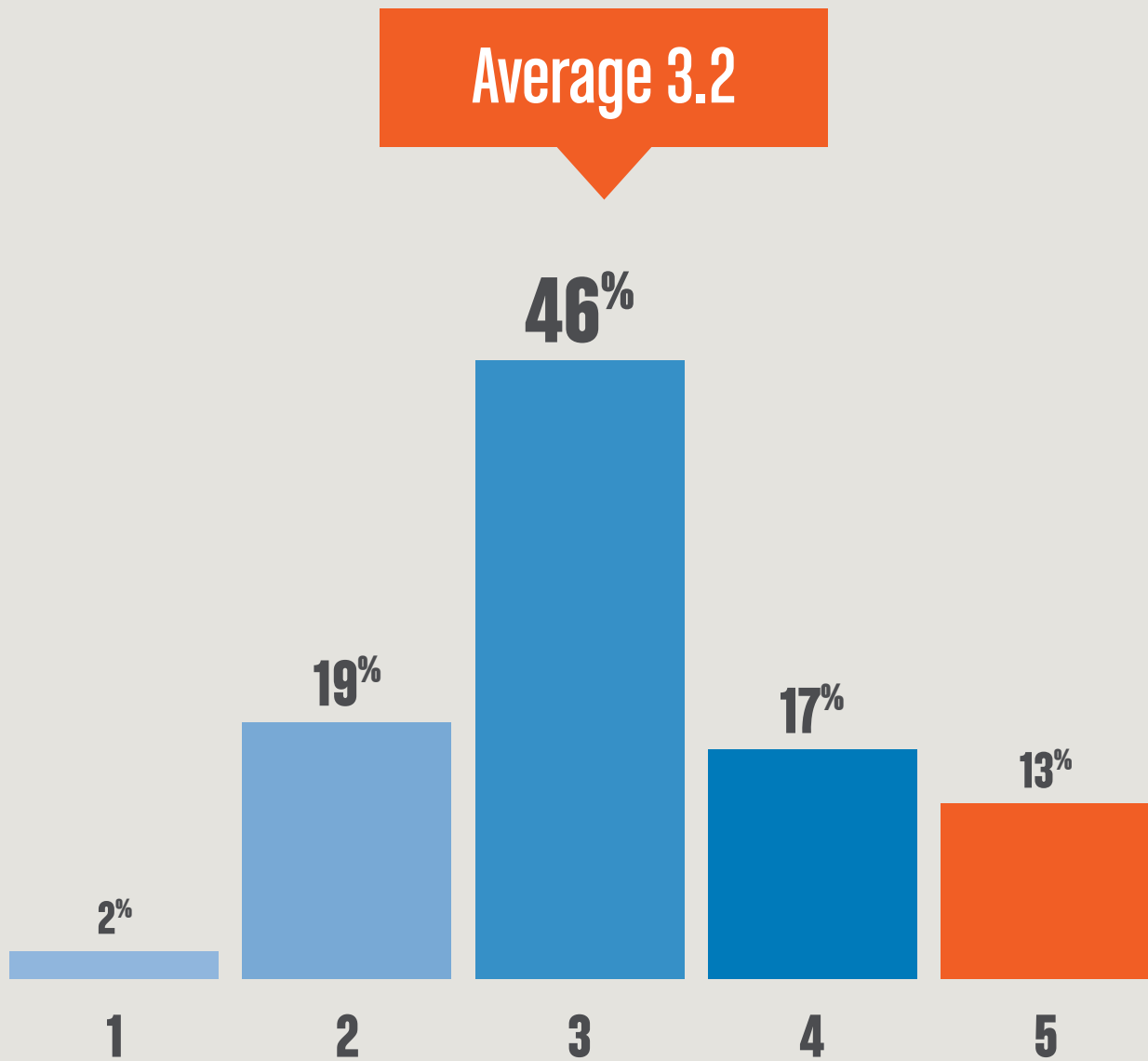


On a scale of 1 = worse / 3 = same / 5 = better

A slight majority reports an improvement in relationships.

## Relationships and sleep quality

How would you rate your quality of sleep compared to before?

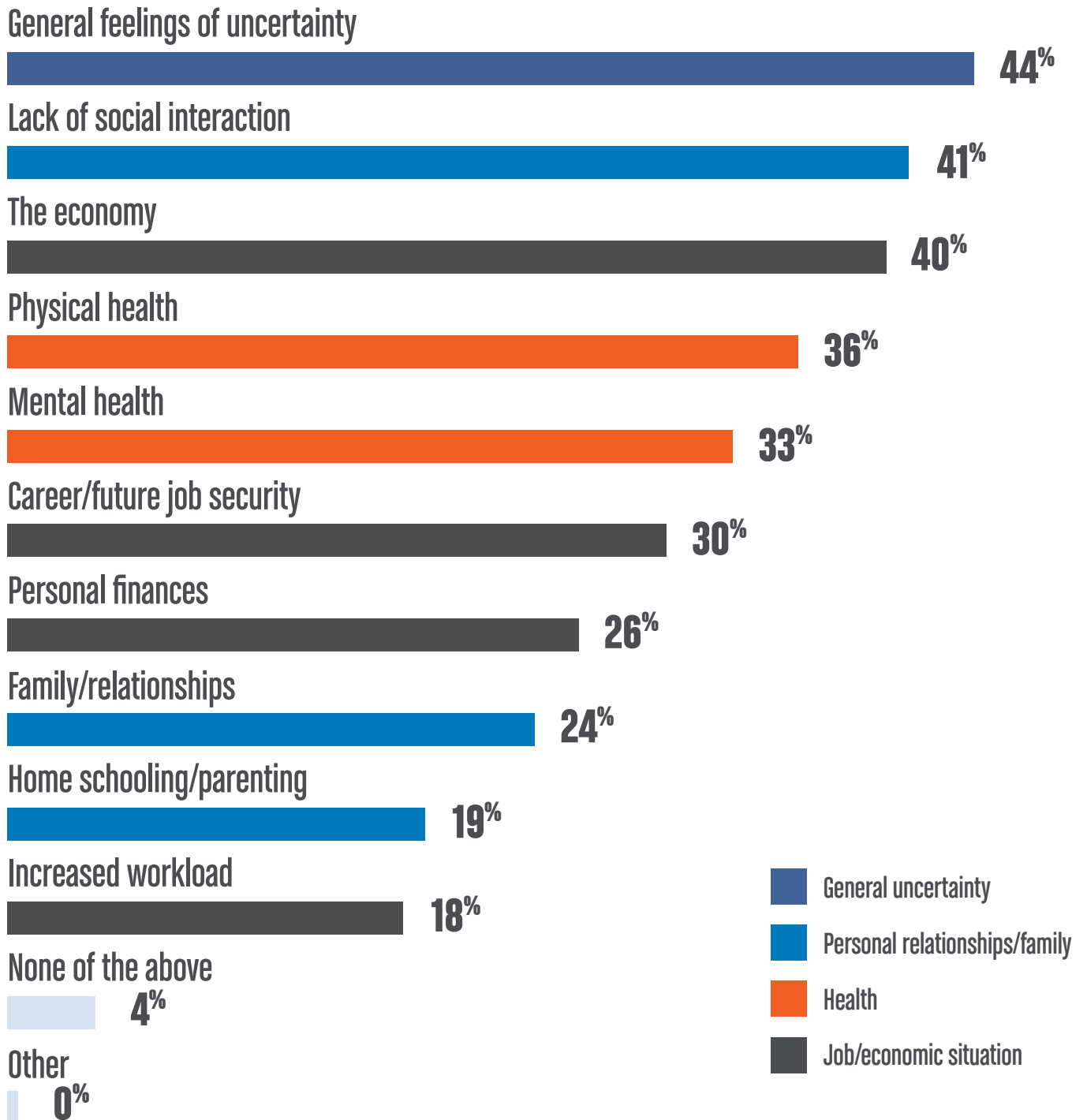


On a scale of 1 = worse / 3 = same / 5 = better

8/10 of respondents see no or only a slight change in sleep quality.

## Outlook regarding main concerns

### What are your main concerns at the moment?\*



Apart from the general feeling of uncertainty, concerns regarding job/economic situation receive most mentions, followed by concerns regarding personal relationships/family and health.

\*Multiple answers possible



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