



COVID-19 TELEWORK SURVEY

PREPARED BY MOVABILITY
IN PARTNERSHIP WITH
TEXAS STATE UNIVERSITY
TRANSLATIONAL HEALTH
RESEARCH

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WORKING FROM HOME DURING THE COVID-19 PANDEMIC

The coronavirus pandemic escalated into a public health crisis faster than communities around the world were prepared for. The unprecedented nature of the past two months has led to the implementation of a series of health regulations which have impacted business and organizations of all sizes, across all industries.

A rapid shift to teleworking has occurred in Central Texas. In order to understand how these changes have affected the lives of community members, Movability & Texas State University's Translational Health Research lab conducted a survey asking people to reflect on how working from home is working for them.

Despite occurring during a time of uncertainty, initial findings show that the shift to teleworking has had many significantly positive benefits, especially for those who had longer commutes before the pandemic. Survey participants who had the farthest daily commutes prior to COVID-19 more often reported experiencing significantly positive changes while working from home, including greater work productivity, better mental health, better physical health, and more use of bicycles for exercising.

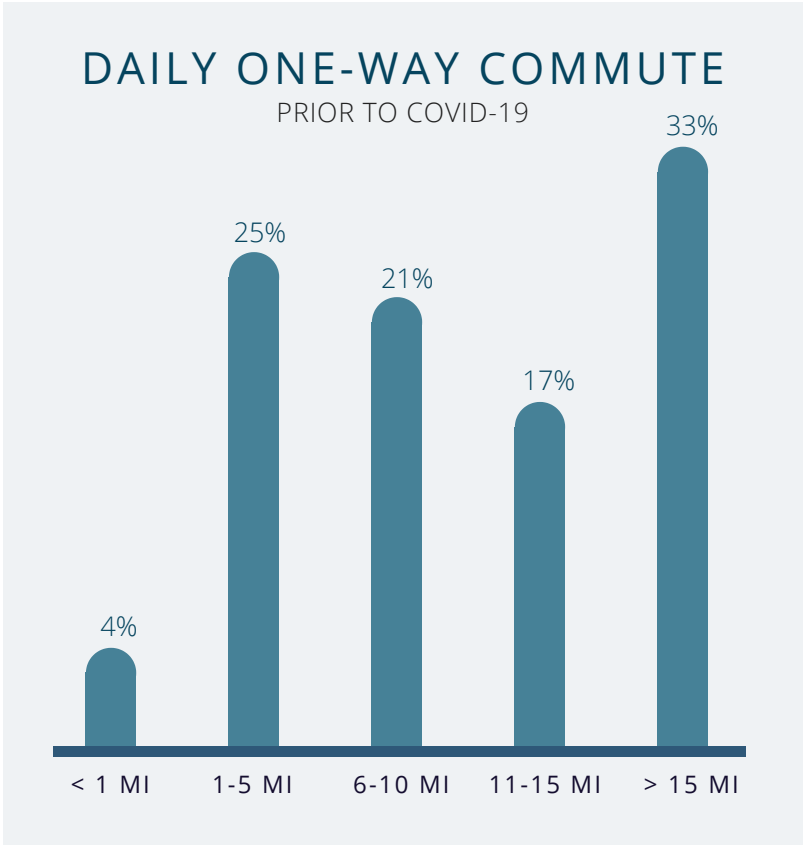
As the footprint of the Austin workforce continues to expand geographically, the following findings point to potential benefits of implementing lasting telework policies. Providing the option to work remotely may become increasingly relevant to maintain a healthy and productive workforce, even after the immediate dangers of COVID-19 subside.

SURVEY RESPONDENTS

The survey was publicized to the greater Central Texas community in the attempt to gather feedback across different industries and workplace locations. 732 responses were recorded, with the vast majority reporting that they are currently working from home due to the COVID-19 social distancing orders.

732
RESPONSES

97.5% OF SURVEY
RESPONDENTS ARE
CURRENTLY WORKING
FROM HOME

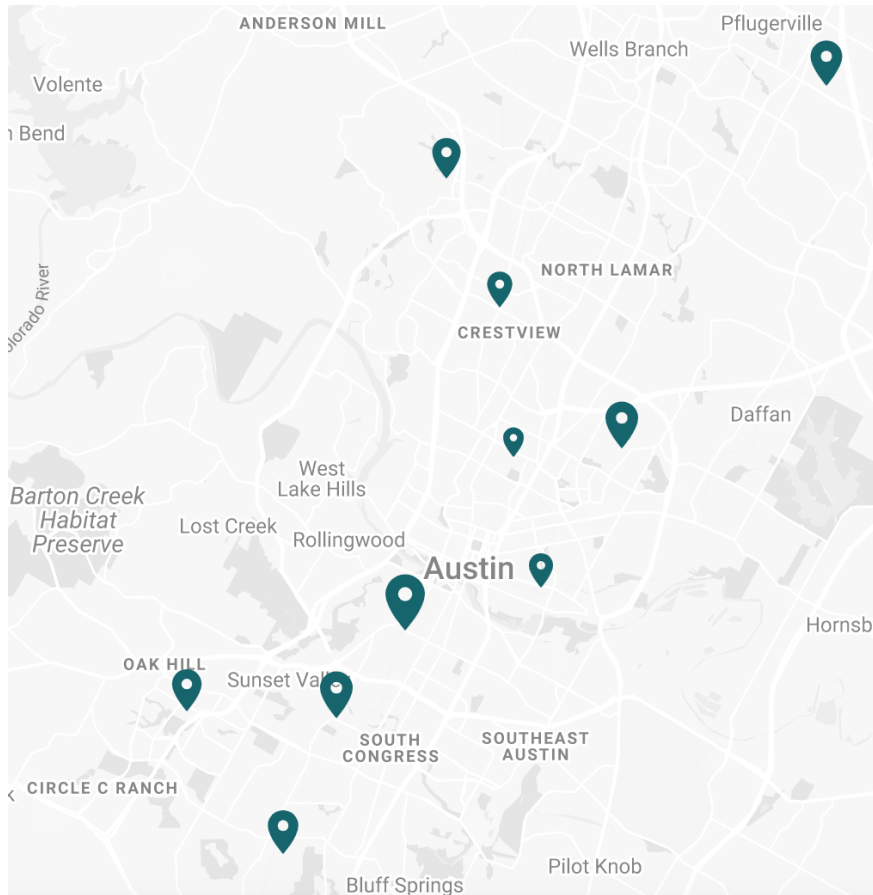


The majority of survey participants are **new teleworkers**. Nearly two thirds of respondents never worked from home prior to COVID-19.

SURVEY RESPONSES REPRESENT THE FOLLOWING INDUSTRIES

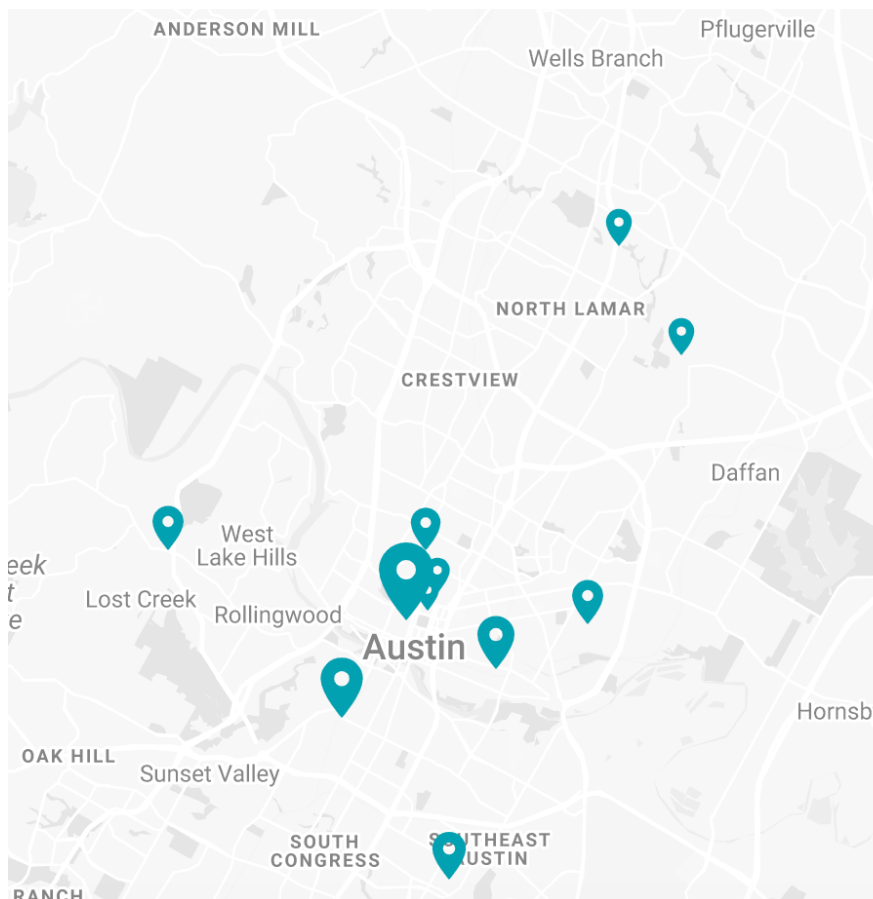
- CITY, STATE, & COUNTY GOVERNMENT
- TECH/SOFTWARE
- LEGAL
- ENGINEERING
- TRANSPORTATION
- NONPROFIT
- FINANCE& BANKING
- EDUCATION & ACADEMIA
- FACILITIES
- CONSTRUCTION
- MEDICAL & PUBLIC HEALTH
- ARCHITECTURE & PLANNING
- ADVERTISING & PR
- PUBLIC SAFETY
- SOCIAL SERVICES
- ADMINISTRATIVE
- REAL ESTATE
- HOSPITALITY & EVENTS
- LIBRARY & MUSEUM
- ARTS
- ELECTRIC/ENERGY
- UTILITIES
- CONSULTING
- MEDIA & JOURNALISM
- COUNSELING
- DESIGN
- INSURANCE
- SANITATION
- SECURITY
- AIRLINE/AVIATION
- RESTAURANT/GROCERY
- PARKS & RECREATION
- RELIGIOUS
- PROCUREMENT
- FARMING
- FORENSICS
- OIL & GAS
- RETAIL
- RESEARCH

SURVEY RESPONDENTS



103 UNIQUE
HOME
ZIP CODES

78704	42
78745	32
78723	30
78748	29
78660	28
78749	24
78759	22
78757	22
78702	20
78621	20



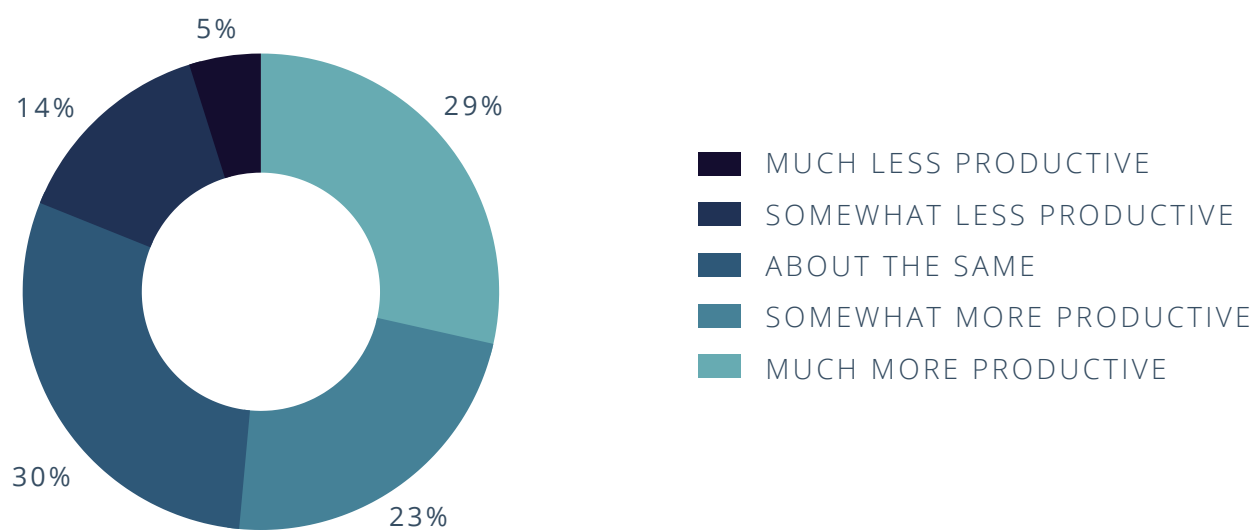
85 UNIQUE
WORK
ZIP CODES

78701	309
78704	86
78702	41
78744	38
78746	26
78721	17
78705	15
78753	13
78712	12
78754	12

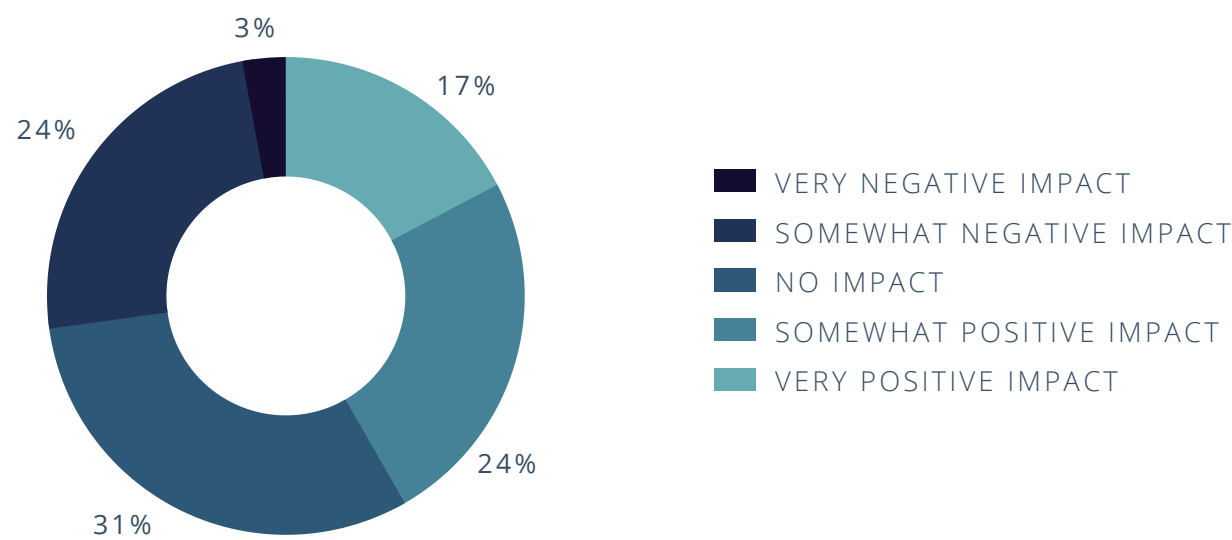
PRODUCTIVITY AT HOME

Survey findings suggest that teleworking allows people to feel productive. Nearly three quarters of respondents reported no decline in productivity while working from home during the COVID-19 pandemic. Additionally, improved physical and mental health, more hours spent working per day, increased physical activity, and a stronger desire to continue teleworking in the future were all significantly associated with reports of increased productivity among participants.

Do you generally feel more productive when completing work-related tasks and responsibilities working from home?



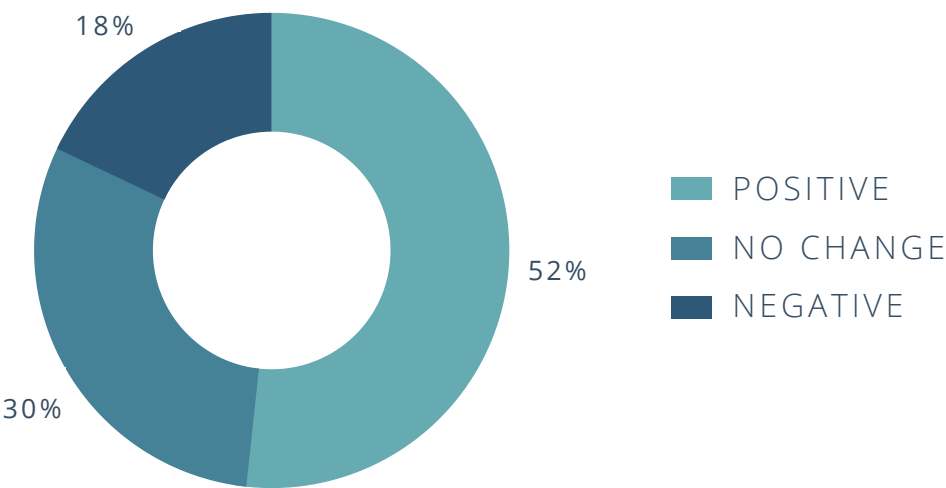
How has social distancing and/or working from home during the COVID-19 pandemic impacted your work productivity?



PRODUCTIVITY AT HOME

The impact of teleworking on productivity was most positive for the participants who had the longest commutes before the pandemic. Over half of participants that commuted 15 miles or more reported that working from home has increased their productivity, while only about 18% reported any decrease in productivity.

PRODUCTIVITY CHANGE AMONG PARTICIPANTS WITH 15+ MILE COMMUTES



WFH LOGISTICS

- 80%** RESPONDENTS FEEL THEY HAVE THE HARDWARE NEEDED TO WFH
- 65%** RESPONDENTS FEEL THEY HAVE THE SOFTWARE NEEDED TO WFH
- 90%** RESPONDENTS HAVE ACCESS TO RELIABLE INTERNET CONNECTION

VIDEO CONFERENCING TOOL POPULARITY

*PARTICIPANTS WERE ABLE TO SELECT MULTIPLE

Microsoft Teams	60%
Zoom	49%
Skype	22%
GoToMeeting	13%
Google Hangouts	8%
Webex	5%

- SOFTWARE

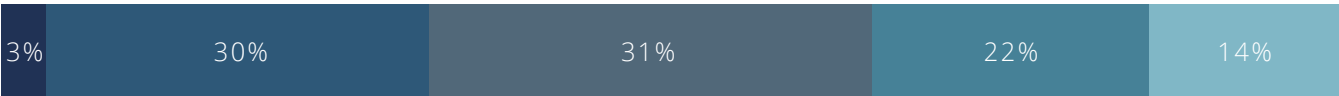
HARDWARE
- 1. Laptop computer
 - 2. Computer monitor
 - 3. Printer
 - 4. Camera
 - 5. Scanner
 - 6. Modem/Router
 - 7. Mouse and keyboard
 - 8. External hard drive
 - 9. Headphones
 - 10. Furniture or space
- 1. MS Office
 - 2. Adobe Creative Suite
 - 3. Video conference apps
 - 4. VPN
 - 5. GIS
 - 6. Sharepoint
 - 7. Various messaging apps
 - 8. Various coding editors
 - 9. AutoCAD
 - 10. Docusign

TELEWORK AND HEALTH

Employees experiencing the shift to telework are also confronting changes to other aspects of their daily routines. Survey respondents described a range of different ways that working from home has impacted their health and well-being.

How has social distancing and/or working from home during the COVID-19 pandemic impacted your health?

PHYSICAL HEALTH



MENTAL HEALTH



■ VERY NEGATIVE ■ SOMEWHAT NEGATIVE ■ NO IMPACT ■ SOMEWHAT POSITIVE ■ VERY POSITIVE

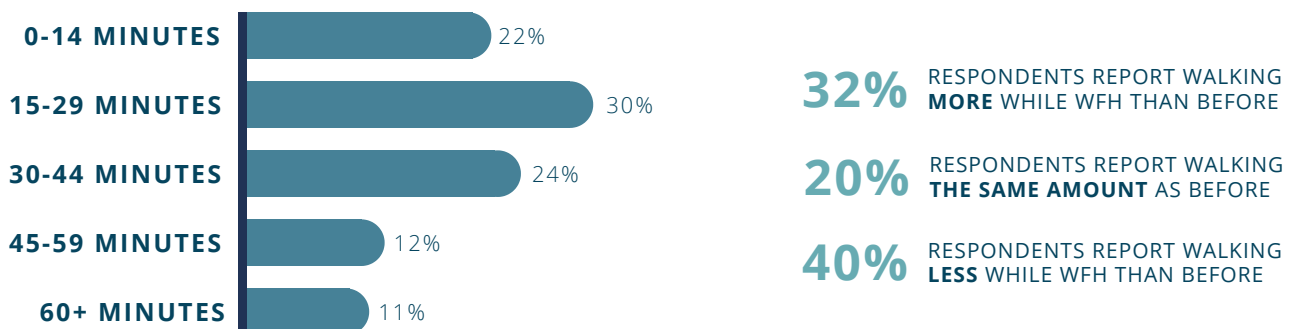
Among total participants, people tended to report a slight declines in their health. However, results suggest that telework has enabled those with longer commutes to feel healthier while working at home. Farther pre COVID-19 commutes were highly predictive of reports of positive changes in physical and mental health during social distancing.



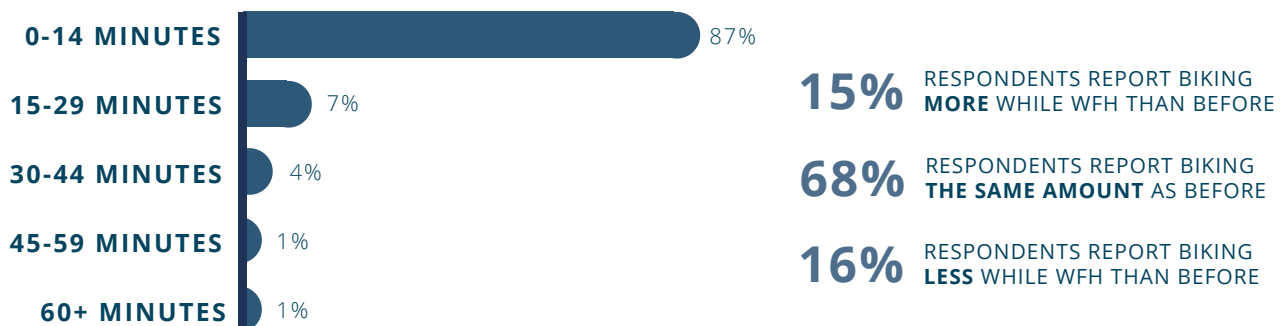
TELEWORK AND HEALTH

Participants were asked to reflect on how their habits have changed since they began working from home. A majority of those teleworking for the first time reported that each day, they are walking as much as or more than before social distancing. Respondents' daily biking habits have largely remained unchanged during the pandemic.

TIME SPENT WALKING EACH DAY



TIME SPENT BIKING EACH DAY



SIGNIFICANT CHANGES IN ACTIVITY LEVELS WHILE WORKING FROM HOME WERE MOST COMMON AMONG PARTICIPANTS WHO HAD THE LONGEST COMMUTES PRIOR TO COVID-19.

In general, changes to work routines due to social distancing have been accompanied by significant changes in physical activity among participants. The amount of 'new teleworkers' reporting that they have been less physically active while working from home was nearly equivalent to the amount of those who reported that they have been more physically active at home. This trend shows that while the shift to telework has been accompanied by changes in activity among participants, other factors have influenced whether that change has been an increase or decrease.

Participants described a diverse range of ways they stay active in addition to biking or walking, including weight lifting, yoga, dog-walking, yard work, and playing with their children. Many responded that they have been able to pick up an old workout habit again with newfound time in their day. While working from home, many people are taking advantage of time saved without their daily commutes.

CONCLUSIONS

Survey results show that participants who normally have longer commutes of over 10 miles per day experienced a significantly more favorable impact on physical and mental health during social distancing than those with shorter commutes. Participants with longer commutes also reported being significantly more productive while working from home than those with shorter commutes.

While teleworking has had a more significant positive effect on those with longer commutes, this does not mean that they are the only people who are interested in the option to teleworking sometimes in the future. The overwhelming majority of participants expressed interest in the option to work from home 1-3 days per week once social distancing ends, regardless of how far they commute.

Three quarters of all participants said that they would like to continue teleworking part time after the COVID-19 restrictions are lifted. Of those who want to continue teleworking, 64% said they would prefer to telework 2-3 days per week, and 12% said they would prefer to telework 1 day per week.

These findings point to the fact that commuter choices are very personal. When pandemic-related restrictions are eventually lifted, it will be important for businesses to remember that providing a range of options for when and how people get to work will allow employees the most flexible and accommodating job experience.

To accommodate those who would like the option to work from home part-time in the future, companies may consider using the COVID-19 pandemic as an opportunity to create the necessary policies and plans for a successful telework deployment.

This type of planning has the potential to help streamline the transition to remote work, even if on a part-time basis. Generally, the amount of change to the daily routines of participants caused by teleworking during the pandemic seems to be an important predictor of a successful and healthy adjustment to working from home. This highlights the benefit of offering telework as a commute option for employees all the time, as it is a valuable tool for emergency preparedness in addition to being a great alternative to driving alone to work.

