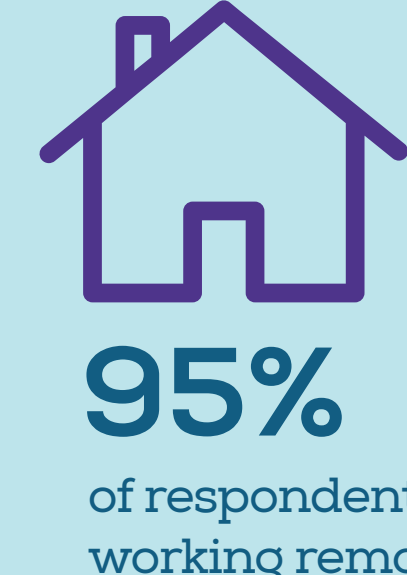


# New ways of working:

impacts of remote work in times of crisis

The social distancing imposed to curb Covid-19 forced a major part of Brazilian workers and organizations to leave their regular office environment and plunge into remote work. In order to understand the impacts of shifting to this new operating mode, a group of professors and researchers from Fundação Dom Cabral (FDC), supported by Grant Thornton Brazil, have conducted a survey on 705 respondents in the period from March 26 to April 05.

## 1 Remote Work Overview



**95%** of respondents started working remotely due to Covid-19

**Before January 1, 2020:**

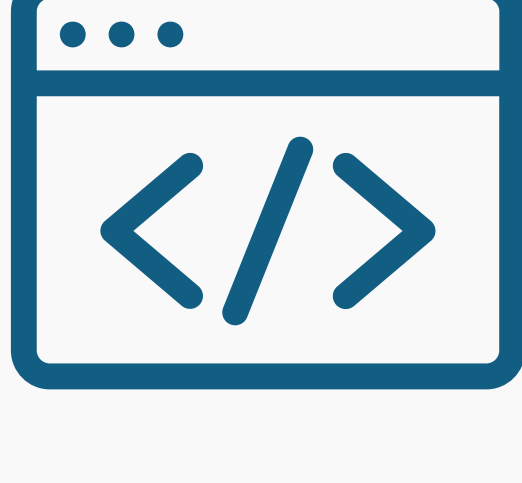
**35%** worked from home at least once a year

**25%** worked from home at least once a week

**29%** had never worked from home at all

## 2 Perception of Solutions

### Tools and technology



**63%** Believe document collaboration tools can help remote work

**61%** Believe conference calls can help remote work development

**57%** Consider tools like chats, instant messaging (e.g. WhatsApp) and emails of great help while working remotely

**54%** Believe the video conferencing resources available are efficient

**52%** Say the technology infrastructure (computer / telephone / Wi-Fi) they use is effective and makes remote work feasible

### Remote interpersonal interaction

**64%** Disagree meeting coworkers in other places to keep working remotely is necessary.

**41%** Believe ongoing communication with coworkers is key for work to be effective.

**38%** Miss face-to-face interactions with coworkers in the workplace

**36%** Say their manager/leader is effective in providing support to the remote workforce

**33%** Partially agree that how their managers/leaders will treat work-from-home employees' performance is a concern



### The effect of the physical space

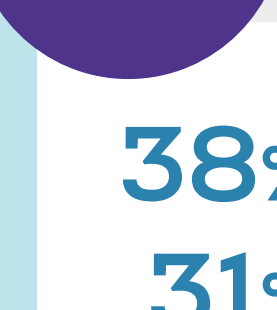


**49%** Believe that having a dedicated workspace at home helps boost productivity

**43%** Consider personal organization procedures and processes can help work remotely

**37%** Partially agree that there are many distractions to contend with while working at home

### Work-life balance and productivity



#### Work at home X Office



**38%** Productivity is about the same

**31%** More productive

**15%** Less productive

**12%** Significantly more productive

**3%** Significantly less productive

#### And, also

**53%** Say they have engaged in internal communication groups more than before

**42%** Partially agree they experience a good work-life balance

## 3 Experiences and Challenges

### Work-at-home after Covid-19

Do you intend to propose the continuity of remote work to your manager / leader?

**54% YES**

**32% NO**

**14% MAYBE**

#### Biggest challenges and obstacles of remote work

**15%** technology infrastructure limitations

**11%** stay focused and concentrated

**7%** propensity to work more hours in a day

**7%** lack of in-person interaction with co-workers

**6%** time management (self-discipline)



**Survey sampling**

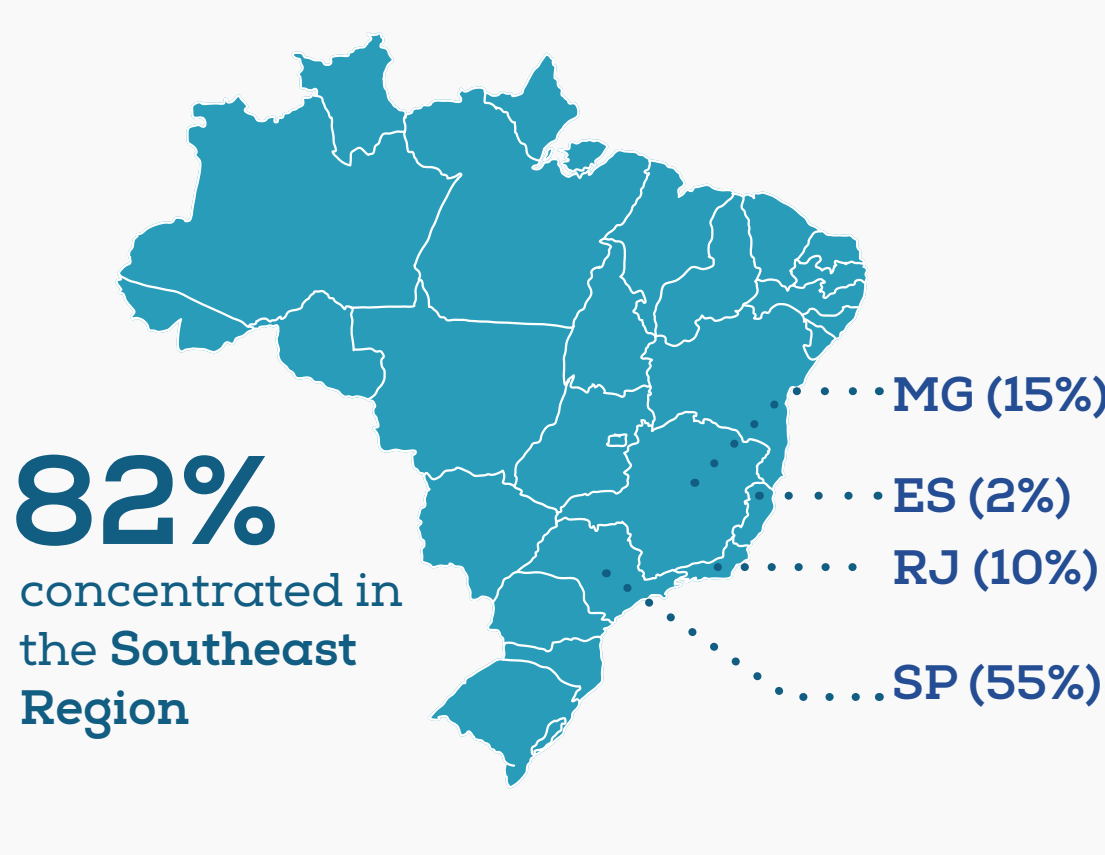
**705** respondents

**14 survey questions**

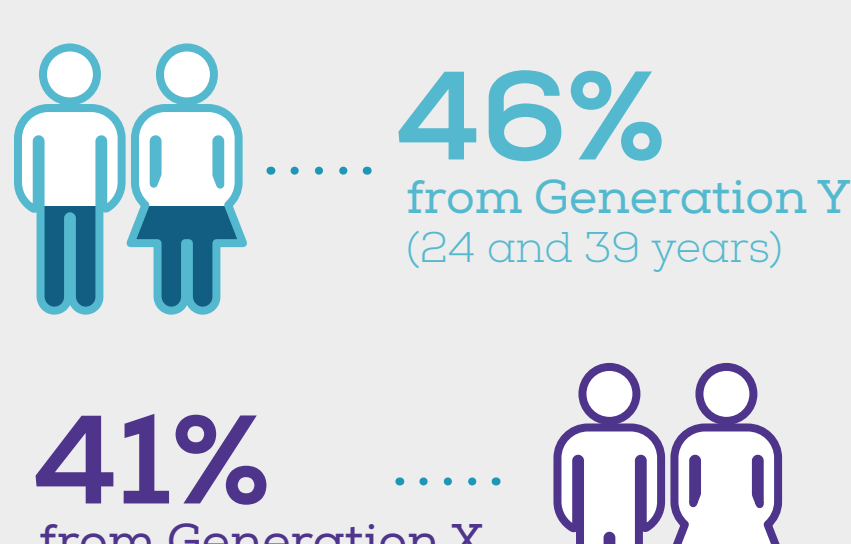
- combining open-ended and Likert scale questions

## 4 Respondents' Profile

### By geography:



### By age and generation:



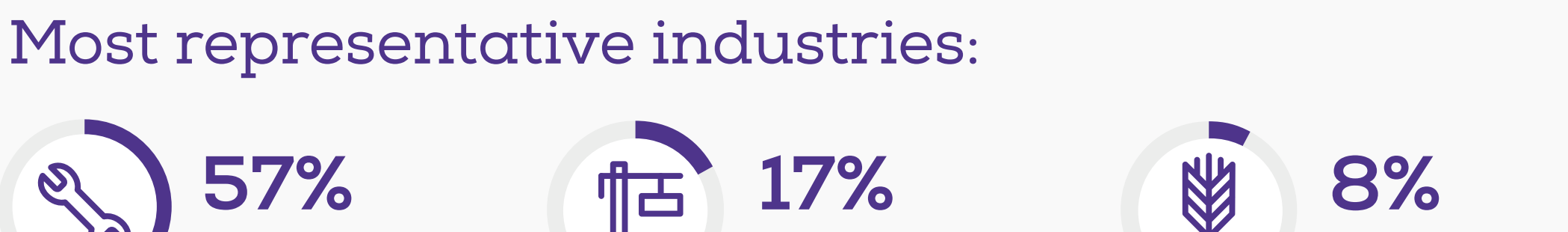
\* most of the respondents are from 30 to 39 years old.

### By company size and industry:

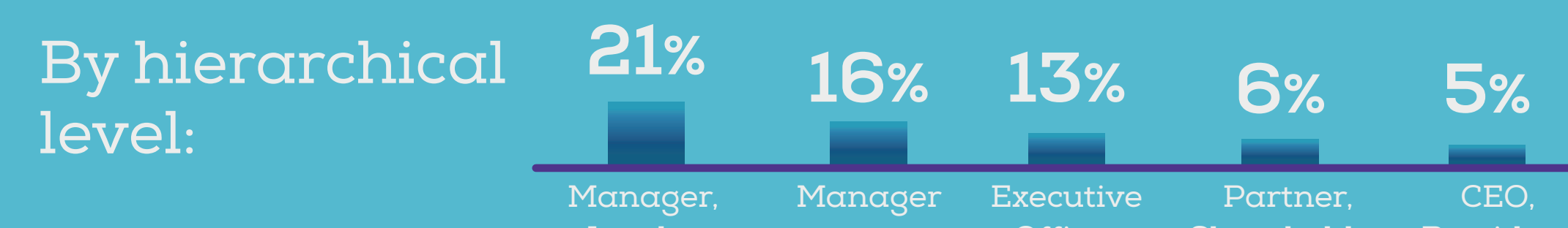


\* The company size was based on BNDES criteria, which classify companies according to their annual gross operating revenue.

### Most representative industries:



### By hierarchical level:



### By primary work:



Realization:

Support: