

Teleworking Survey Results

City of Durham

Survey Results
July 2020

Office of Performance and Innovation
Budget & Management Services Department

Background

PURPOSE

The purpose of the Teleworking Survey was to assess City of Durham employees' perceptions of and experiences with teleworking. The results of the survey will help inform future revisions to the City's teleworking policy.

METHODOLOGY

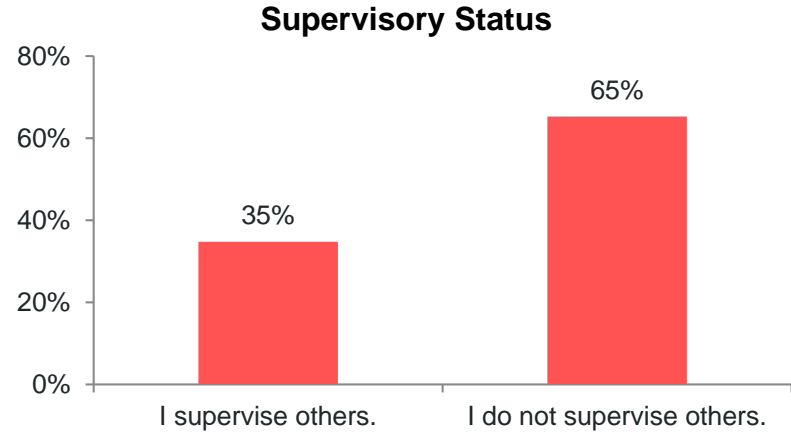
All City of Durham employees were invited to participate in the Teleworking Survey. The survey was announced in the June 22, 2020 City Week issue and a follow-up email was sent to departments' Message Managers on June 25. The survey closed at 6:00PM on June 29.

SURVEY INSTRUMENT

The survey included a total of 26 questions; depending on respondents' selections for two skip logic questions, there were fewer questions asked. Only one question was required for all respondents.

Who Participated

A total of 584 employees took the survey of which 35% were supervisors.

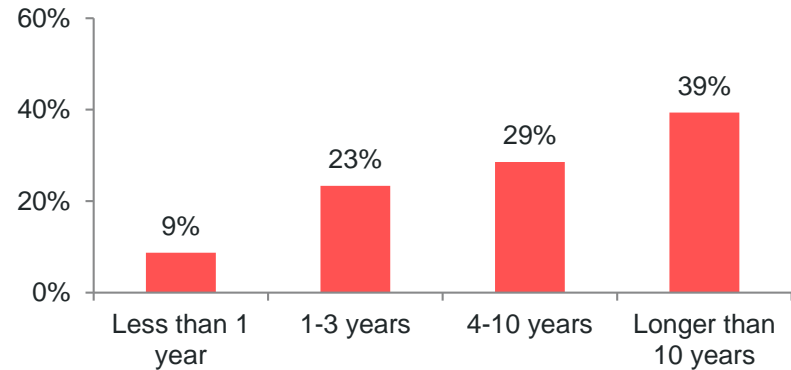


Who Participated

A total of 584 employees took the survey of which 35% were supervisors.

Sixty-eight percent (68%) have worked at the City of Durham for four or more years.

Tenure at the City of Durham

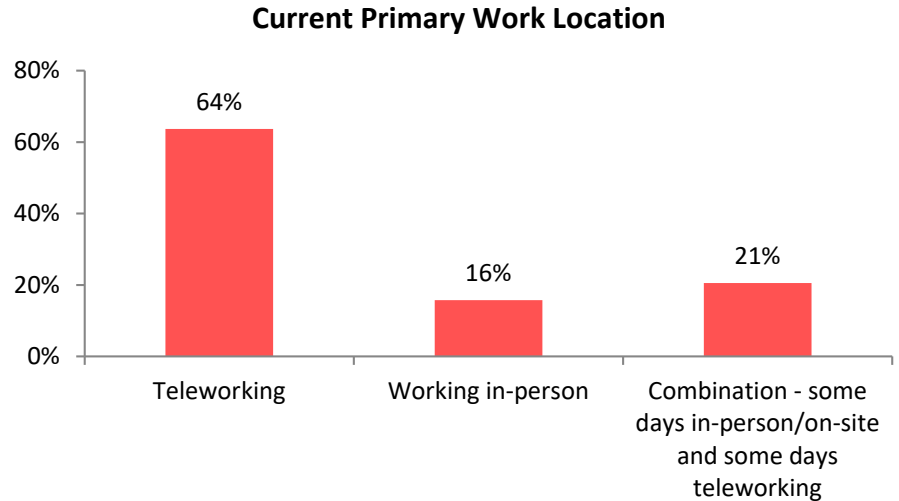


Who Participated

A total of 584 employees took the survey of which 35% were supervisors.

Sixty-eight percent (68%) have worked at the City of Durham for four or more years.

Most survey respondents (64%) were teleworking.



RESULTS

Summary results for select questions.

- Opinion of Teleworking – Pre-COVID and Now
 - Views on multi-day commuting
 - Challenges and benefits of teleworking
 - Productivity comparison
 - Connectedness
 - Views on leadership and organization
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Data Limitations

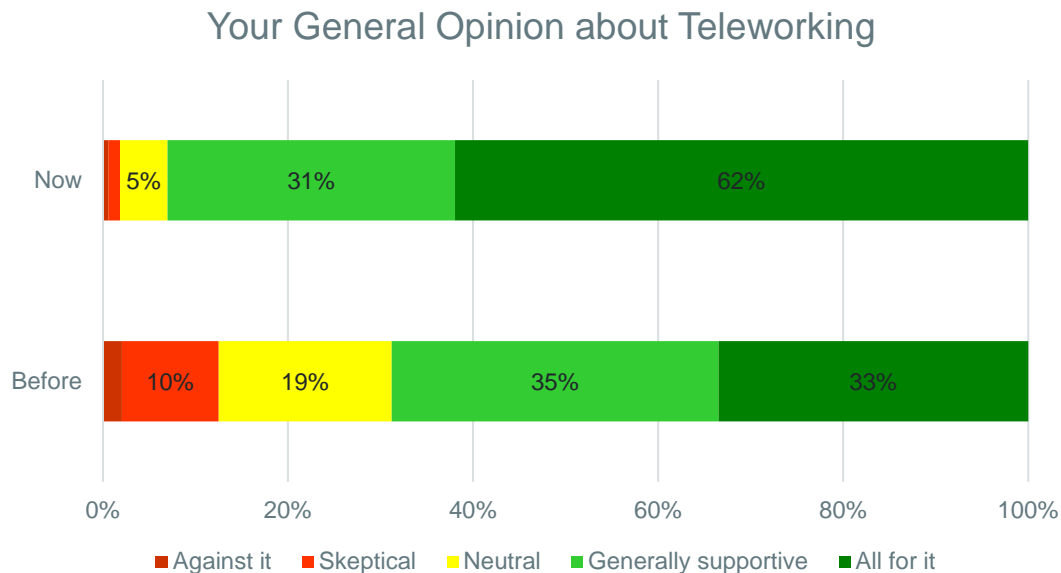
FREQUENCIES NOT CAUSALITY

The descriptive statistics shared within this report are frequencies for which an option was selected. Although crosstabs/data segmentation are provided for some responses, additional analysis (e.g., regression, correlation, and chi-squared tests) would need to be performed to determine relationships and causality; which can be performed.

Opinion of Teleworking – Pre-COVID and Now

Most respondents report a more positive view of teleworking now than when compared to pre-COVID.

Ninety-three percent (93%) of respondents report being generally supportive or all for it now, compared to 68% pre-COVID.

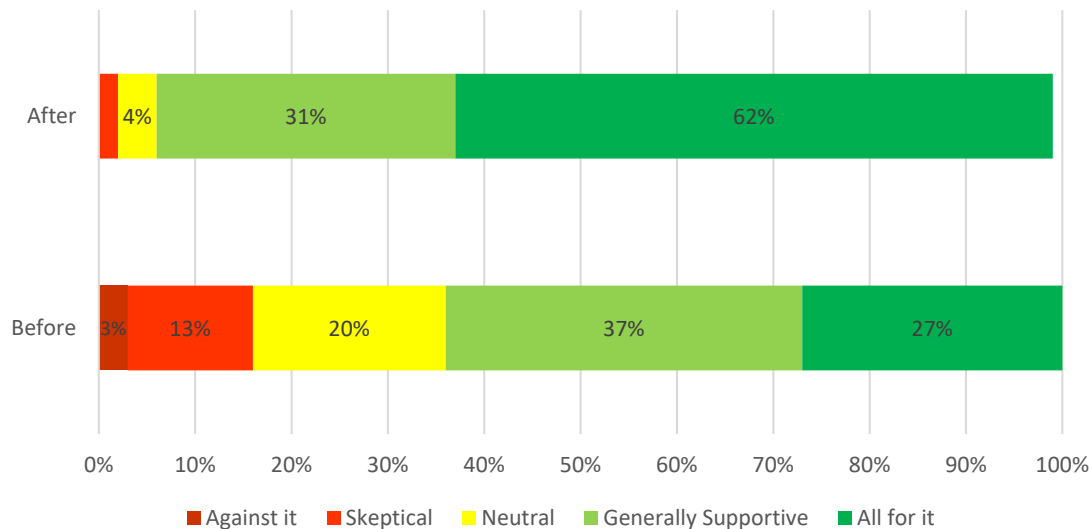


Opinion of Teleworking – Before and Now

Supervisors

Before COVID-19, supervisors' opinions about teleworking were slightly less supportive than non-supervisors (non-supervisors: 9% against it /skeptical compared to supervisors 16%)

Now supervisors' opinion of teleworking mirrors that of non-supervisors (non-supervisors: 92% all for it/generally supportive compared to supervisors 93%).



Opinion of Teleworking – Pre-COVID and Now

Age

Respondents across all age ranges have more positive views of teleworking now than pre-COVID.

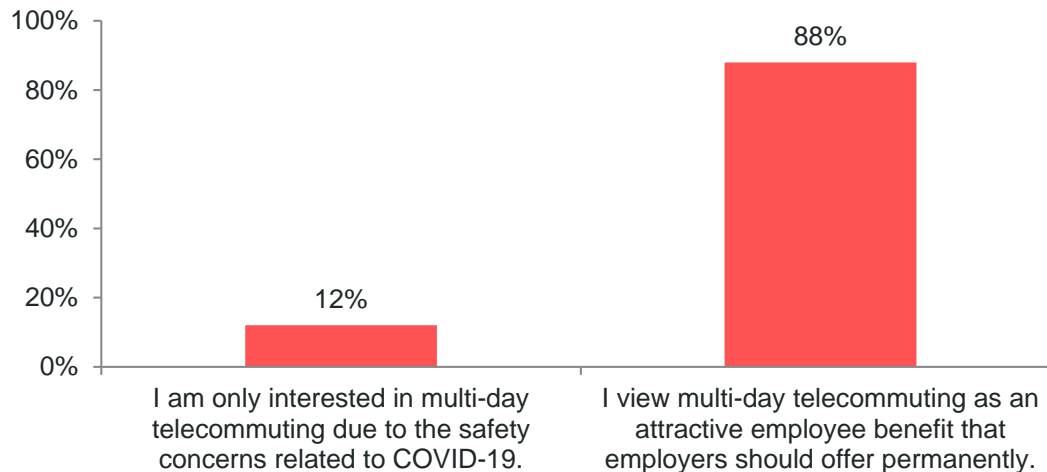
	Under 25	25-35	36-45	46-55	56 or older
Against it - Before	0%	0%	3%	2%	5%
Against it - Now	0%	0%	2%	0%	1%
Skeptical - Before	0%	4%	16%	10%	16%
Skeptical - Now	0%	1%	3%	1%	1%
Neutral - Before	25%	25%	14%	22%	13%
Neutral - Now	0%	7%	4%	5%	7%
Generally supportive - Before	25%	38%	30%	37%	31%
Generally supportive - Now	0%	30%	27%	30%	27%
All for it - Before	50%	32%	38%	29%	34%
All for it - Now	100%	62%	64%	64%	64%

Views on Multi-day Commuting

Most respondents are interested in telecommuting multiple days in a week permanently.

Zero (0) days a week	2%
One (1) day a week	5%
Two (2) days a week	21%
Three (3) days a week	27%
Four (4) days a week	17%
Five (5) days a week	28%

Which statement best describes your interest level in multi-day telecommuting?



Views on Multi-day Commuting

Older respondents were interested in teleworking more days within the week than younger respondents.

	5 days a week	4 days a week	3 days a week	2 days a week	1 day a week	0 days a week
Under 25	25%	0%	75%	0%	0%	0%
25-35	25%	14%	27%	24%	8%	1%
36 - 45	27%	19%	31%	18%	4%	2%
46 - 55	26%	17%	25%	24%	6%	2%
56 or older	32%	21%	24%	20%	0%	3%
Grand Total	28%	18%	27%	21%	4%	2%

Challenges and Benefits of Teleworking

Challenges

Respondents were able to select the top three challenges and benefits associated with teleworking.

Not experiencing any challenges	31.59%
Technological challenges	29.08%
Reduced team cohesiveness	28.87%
Work-life balance	20.92%
Lacking a proper workspace at home	17.99%
Internal communication	17.57%
Engaging the public/customers	14.44%
Other (please specify)	13.60%
Loneliness	11.30%
Decreased productivity	4.81%

Challenges and Benefits of Teleworking

Benefits

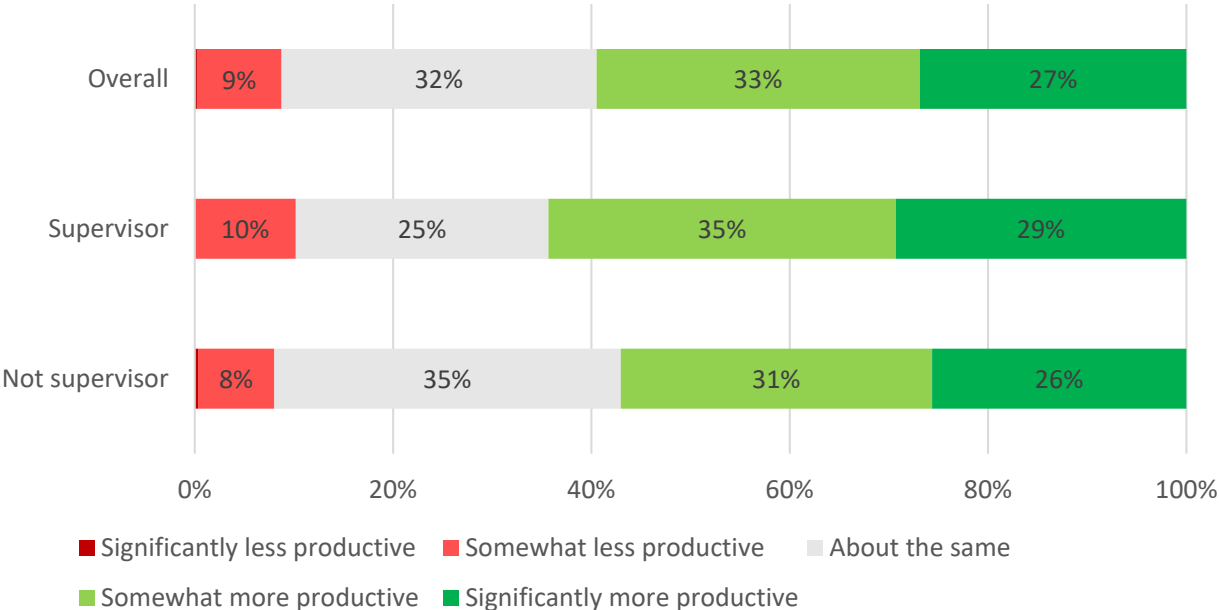
Respondents were able to select the top three challenges and benefits associated with teleworking.

Reduced commute - time saved	75.31%
Reduced commute - money saved	64.85%
Increased productivity	53.35%
Work-life balance	41.42%
Reduced commute - environmental benefits	37.03%
Other (please specify)	10.25%
I do not believe there are any benefits associated with telecommuting	0.42%

Productivity Comparison

Respondents were asked to compare their teleworking productivity to their onsite productivity.

Sixty percent (60%) of respondents feel significantly or somewhat more productive teleworking.

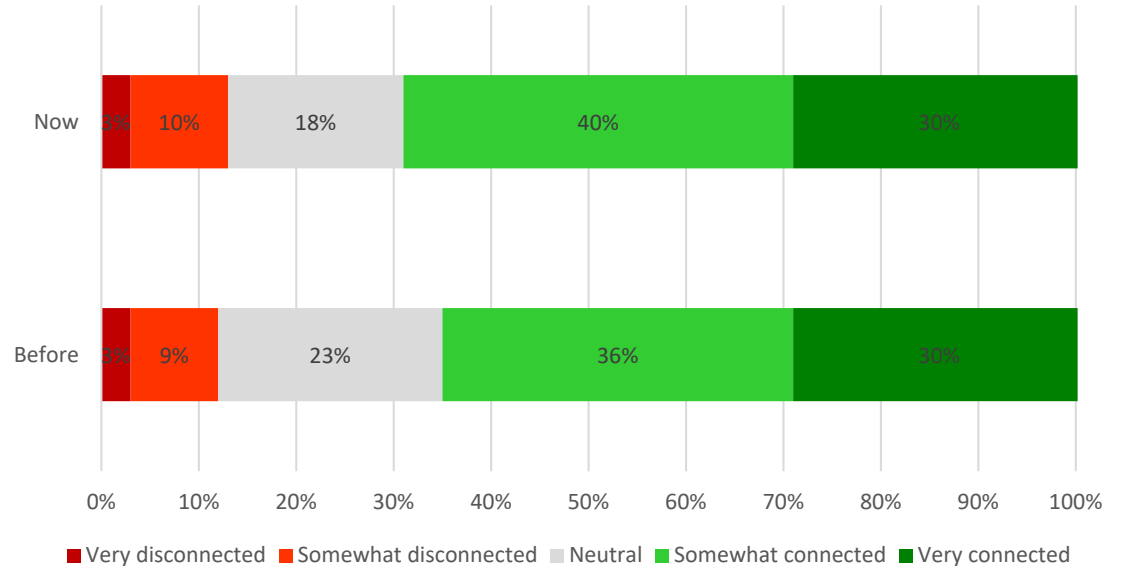


Connectedness

To what is happening within the organization

Respondents were asked how connected they felt to what was happening in the organization before telecommuting was instituted for many employees and now.

70% of respondents noted they feel somewhat or very connected now. 66% noted they felt somewhat or very connected before.

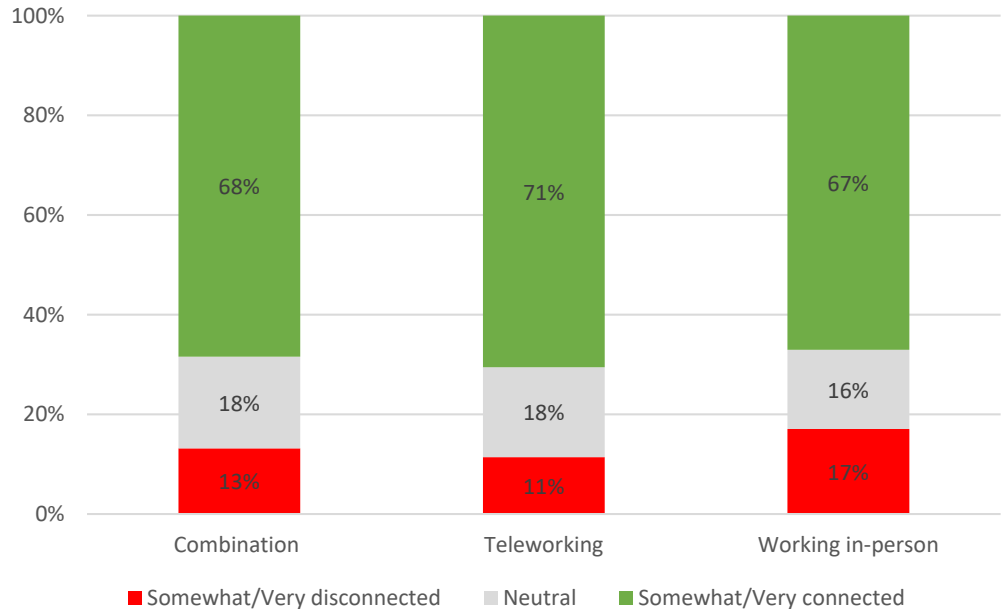


Connectedness

To what is happening within the organization – by **work location**

Most employees feel somewhat or very connected.

Employees who are working in-person selected *very disconnected* or *somewhat disconnected* at slightly higher frequencies than others.



View of Leadership and Organization

In light of **increased teleworking**, rate your level of agreement with this statement:

I feel supported by my supervisor.

Overall, most respondents noted they agreed or strongly agreed that they felt supported by their supervisor.

Those working in-person selected these options at lower frequencies.

	Disagree/Strongly disagree	Neutral	Agree/Strongly agree
Overall	6%	7%	87%
Teleworking	5%	6%	89%
Working in-person	8%	14%	78%
Combination	5%	6%	89%

View of Leadership and Organization

In light of **COVID-19**, rate your level of agreement with the following...:

My supervisor cares about my well-being and health.

Overall, most respondents noted they agreed or strongly agreed that their supervisor cared about their well-being and health.

There was not much variation by work location.

	Disagree/Strongly disagree	Neutral	Agree/Strongly agree
Overall	3%	8%	88%
Teleworking	4%	7%	89%
Working in-person	5%	9%	86%
Combination	2%	11%	88%

View of Leadership and Organization

In light of **COVID-19**, rate your level of agreement with the following...:

The City of Durham cares about my well-being and health.

Overall, most respondents noted they agreed or strongly agreed that the City of Durham cared about their well-being and health.

Those working in-person selected these options at lower frequencies.

	Disagree/Strongly disagree	Neutral	Agree/Strongly agree
Overall	5%	10%	85%
Teleworking	4%	9%	87%
Working in-person	10%	6%	75%
Combination	4%	10%	86%

Main Takeaways

More Positive Views of Teleworking

Most respondents have a more positive view of teleworking now than they did prior to teleworking being instituted due to COVID-19.

Multi-day Teleworking Beyond COVID

Respondents, supervisors and non-supervisors, younger and older, are interested in multi-day teleworking extending beyond COVID-19.

Views of Organization and Leadership

Most respondents feel that their supervisor is supporting them. Those working in-person rated this slightly lower than those teleworking and those doing combination.

Most respondents believe their supervisor and the City of Durham care about their health and well-being. Those who are working in-person rated this slightly lower for the City of Durham.

Connectedness

Most respondents noted they feel connected to what is happening in the organization.

ACKNOWLEDGEMENTS

The development of the survey instrument was a cross-departmental effort led by the Office of Performance & Innovation (OPI).

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