

TELEWORKING PULSE SURVEY 2020

BACKGROUND

Following the onset of the coronavirus pandemic, many Utahns began working from home. A March 2020 survey of 92 Utah organizations and 732 companies across the nation found that 77% of Utah respondents and 75% of all respondents had begun offering telecommuting options to assist with social distancing and to comply with local and statewide health orders during the pandemic.

In an effort to learn from this historic and large-scale telework period, the Utah Clean Air Partnership has engaged with several partners to survey business leaders and employees about their policies, attitudes and experiences. Partners in the effort included:

- Economic Development Corporation of Utah (EDCU)
- Governor's Office of Management and Budget
- Salt Lake Chamber
- Salt Lake County
- Utah Department of Environmental Quality
- Utah Department of Transportation-TravelWise Program
- Utah League of Cities and Towns
- Wasatch Front Regional Council (WFRC)

7,500 working people throughout the state responded to the survey. Here is what we found:

Survey respondents included employees (72%) and executives/managers (28%) in multiple businesses and industries throughout Utah.

TELEWORKING PARTICIPATION DURING THE PANDEMIC



- 97% are doing some sort of teleworking during the pandemic.



- More than 55% of organizations surveyed began teleworking exclusively at the beginning of the pandemic.

ATTITUDE



- 66% of employees had a positive attitude toward teleworking prior to the pandemic.



- 57% of employers had a positive attitude toward teleworking prior to the pandemic.



- 86% have a positive attitude about teleworking today.

REPORTED BENEFITS



- 93% maintained or increased productivity working from home



- 92% reduced/no commute



- 85% saved money



- 72% increased time with loved ones



- 68% of employers reported cost savings as an organization (utility savings, travel, meals, etc)



- 61% of employers reported improved employee attitudes/mental health



- 56% of employers reported seeing increased productivity among their employees

BIGGEST CONCERN



- More than 50% cited limited connection with co-workers and a decreased sense of team.

WILLINGNESS TO TELEWORK DURING INVERSIONS



- 94% of executives said they are likely to continue to allow their employees to telework moving forward, specifically on poor air quality days.



- 93% of employees said they want to continue teleworking, specifically on poor air quality days.

WILLINGNESS TO CONTINUE TELEWORKING



- 95% reported wanting to continue teleworking in the future, of them:
 - 11% every day
 - 30% a few times a week
 - 59% a few days per month or quarter