

50% of those surveyed believe that they are more productive at home

68% rate the teleworking experience as 'positive'

- The majority (53%) believe that professional relationships have been weakened
- 43% still find it difficult to separate their personal and professional lives
- Although the situation has improved over the last year, the vast majority are still working longer hours

Barcelona, 15th September 2021. A year after the implementation of forced telework, many of the difficulties which arose during that time appear to have been resolved and the majority of those surveyed regard the experience as positive. However, some discordance still exists: more than 53% of participants in the survey claim it has affected their relationship with other members of their team and almost the same percentage (52%) are experiencing moderate to serious symptoms of burn-out.

This is one of the main conclusions of the report *'Teleworking in times of COVID, one year on'* carried out by EADA Business School. The study, which was led by Dr. Aline Masuda in collaboration with researchers, Edgar Quero and Luciano Strucchi, analyses the problems people encountered, the perceptions they had and the evolution they went through while teleworking in a completely new context. The results of the study, which compare the data collected in May 2020 and that of 12 months later, indicate that telework, in general, is working. In fact, 68% of participants evaluate their experience as 'good' or 'very good'. Problems such as family interruptions, an inadequate work area, concern over the financial crisis or being able to connect are no longer major preoccupations, as shown in the graph below.

In fact, 50% of those surveyed consider that they are more productive when working from home, whereas only 16% believe the opposite to be true. ***"However, in the long term it is important to implement measures to manage stress and improve the social connections within the company. Both studies highlight that stress and social support are related,"*** points out Aline Masuda, Director of the study. ***"The data shows us that we are experiencing burn-out at a time when there are few social resources. This is where the figure of leader gains importance. A leader must create a space in the company or hold face-to-face meetings with the purpose of improving social connections among people. They must also know if an employee is ready for telework or not."***

People are working longer hours

Despite an improvement in the data, which has dropped from 48% to 43%, there are still many who believe that it is difficult to keep one's personal and professional life separate when working from home. In fact, a large majority of survey participants acknowledged that they work longer hours, although to a lesser extent than in 2020.

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Telework is not a panacea but it could be a powerful remedy for employees to manage their work objectives and improve their productivity. As with all remedies, it is important to learn the correct dosage, the side effects, possible allergies and illnesses. Not everyone is suited to teleworking and any remedy taken in excess can be harmful. This also applies to working from home. In this respect, Professor Masuda is still in favour of combining telework with face-to-face work and maintains her recommendations when working from home.

- Establish a routine and work in blocks instead of continuously. It is advisable to have a break around lunchtime to do sport or other activities.
- Avoid an excess of video conferences as they can cause fatigue (a maximum of 2 meetings a day).
- Establish a timetable for receiving and replying to emails and WhatsApps.
- Agree your work patterns with your team/supervisor.
- Make time to transition between professional and family activities.

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