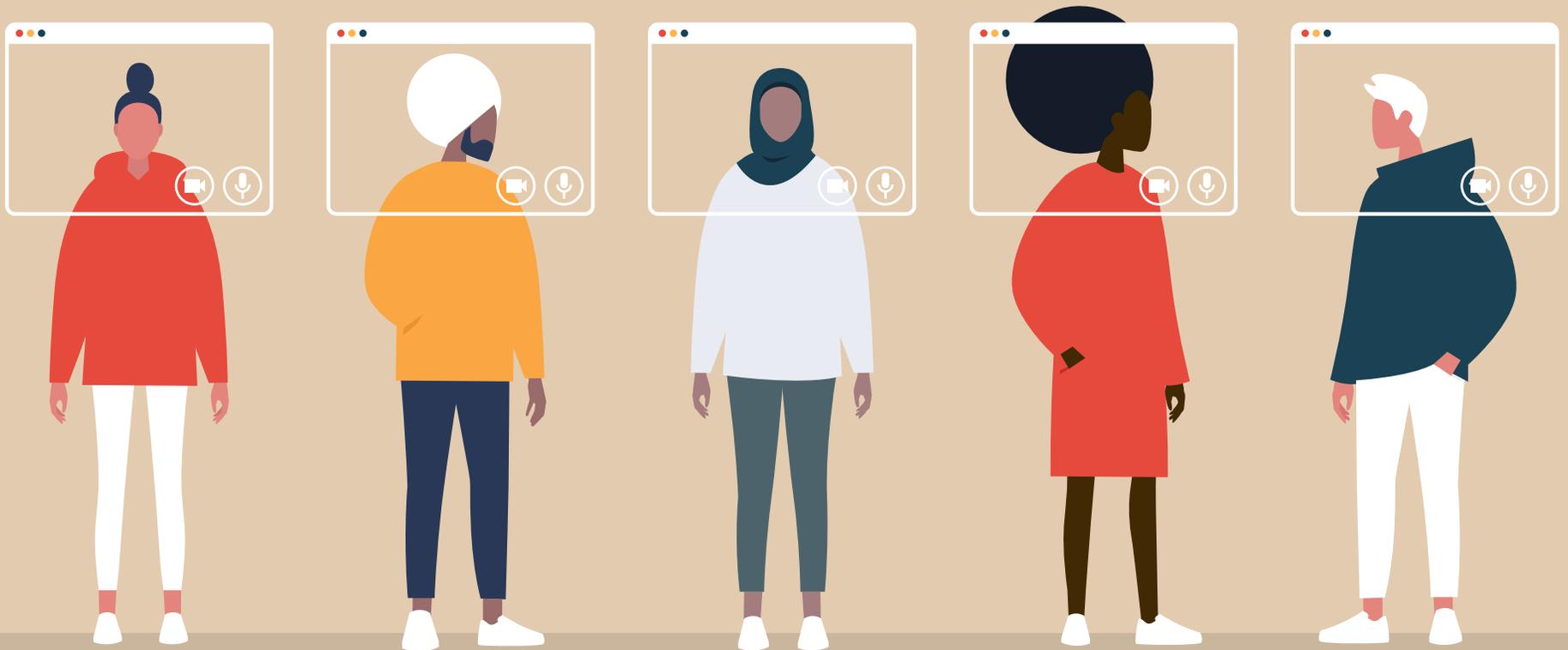
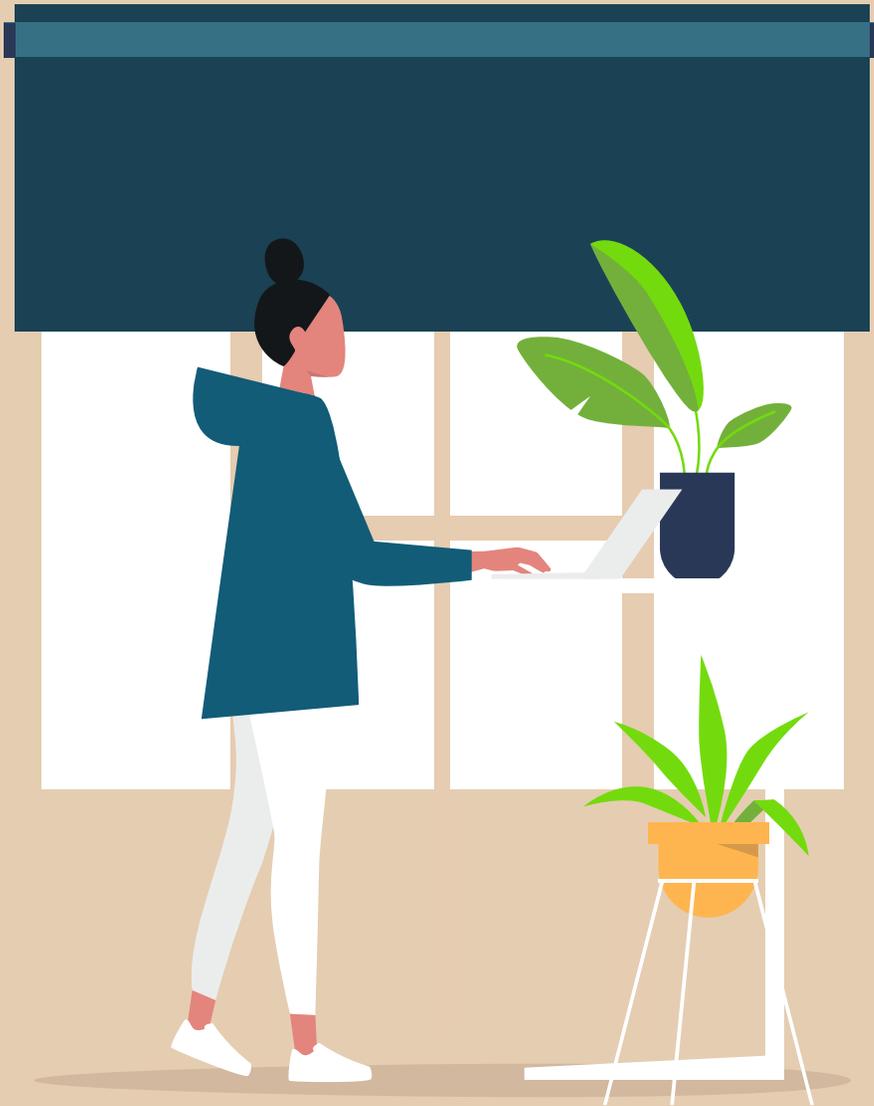


# State of Remote Work 2020: The Age of the Pandemic



*National survey results from MindEdge/Skye Learning*



## OVERVIEW

Americans who have been working from home during the COVID-19 pandemic expect that remote work will continue to be a big part of their “new normal” after the crisis has passed. Nearly one-third (29%) of American workers and managers expect to remain working remotely full-time, even after businesses resume “normal” operations. Another 27% expect to work remotely at least part-time – and only 35% expect to return to their old workplaces on a full-time basis. Among managers, 36% expect that they will continue full-time remote work, and only 29% expect to return full-time to their old workplaces.

The survey results indicate that a slight majority (52%) of these at-home workers had some previous experience with remote work – though only 17% say they had a great deal of experience with it. The remaining 48% say they had never worked remotely before, with a large majority of respondents indicating that remote work was a direct response to the COVID-19 crisis. Fully 80% say that their employers did not have a remote-work program before the onset of the pandemic earlier this year.

## ADDITIONAL KEY TAKEAWAYS

### Remote work’s impact on work-life balance

With the sudden shift to working from home, American workers have been increasingly hard-pressed to maintain a healthy work-life balance. Overall, survey respondents express decidedly mixed reactions to the remote work experience:

**30%**

say that working from home made their jobs harder

**26%**

say that it made their jobs easier

**40%**

say the impact of remote work was both positive and negative

Workers new to operating remotely had somewhat more difficulty adjusting to the situation: among those with no previous remote-work experience, 34% say that working remotely made their jobs harder, and only 21% say it made their jobs easier. Workers aged 45 and older are also more likely to say that remote work made their jobs harder (33%) rather than easier (24%).

Among respondents who say that remote work has **made their jobs harder**:

**44%**

cite the increased number of meetings and/or phone calls

**37%**

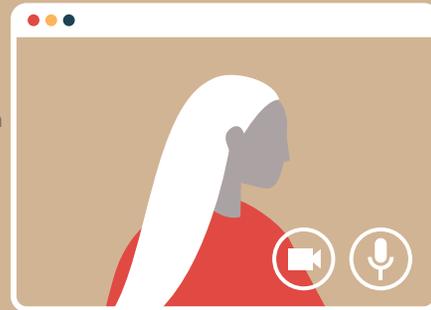
cite problems with communication technology

**33%**

cite distractions at home

**23%**

cite uncertainty about when to end work for the day



Among respondents who say that remote work has **made their jobs easier**:

**66%**

cite increased flexibility

**46%**

cite fewer interruptions

**59%**

cite the lack of (or shortened) commute



At the same time, 50% of respondents say remote work has had a negative impact on their emotional or mental health — including 13% who report a very negative impact. This figure is even higher among parents with school-age children in the household: 58% of parents say that working from home has had a negative impact on their emotional or mental health, including 18% who report a very negative impact. Overall, only 12% of respondents say that working remotely has had a positive effect on their mental health.

Workers report trying a wide range of strategies for dealing with the increased stress of working at home. When asked to choose from a pre-selected list of stress-reducing activities:



**51%** say they went outside for a walk/fresh air



**43%** say they caught up on movies or TV



**31%** say they took breaks to spend time with family



**29%** say they cooked or baked



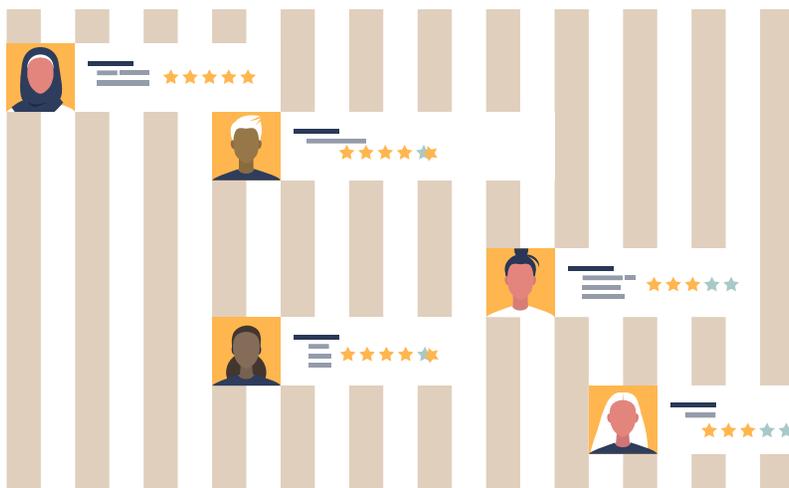
**28%** say they ran or jogged

## A changed landscape for hiring and training the remote workforce

The COVID-19 crisis has also changed how, and to what extent, companies across the country are hiring new workers. Just under two-of-five (37%) managers report that their companies are still hiring – but a clear majority (57%) report that their companies are not in the market for new workers.

Only a year ago, new college graduates were stepping out into a strong job market. The National Association of Colleges and Employers reported that in 2019, employers were looking to hire 11% more college graduates than the year before. However this year, new graduates face limited job openings and stiff competition from many experienced, but newly unemployed, workers. According to the MindEdge/Skye Learning survey, only 17% of managers say their companies are now looking to hire recent college graduates. Among managers who are looking to hire recent graduates, the most attractive candidates are those with business (31%), computer science (28%), and communications (13%) degrees.

Managers also place a high value on certifications – exam-based credentials awarded by an industry-recognized group. Close to three-quarters (72%) of managers say that certifications on a candidate's resume hold a great deal or fair amount of value.



## Among managers whose companies are hiring:



**42%** are looking to hire more experienced workers

**17%** are looking to hire recent college grads

**31%** say that it depends on the job, or that they do not have a preference

Results indicate that just over half of survey respondents **received training, through their employers,** in how to work remotely. Among workers who did not receive such training, about a third (**31%**) believe it would be **somewhat to very helpful.** By contrast, a large majority (**82%**) of managers say that training in how to manage remote employees **would be helpful** to them in navigating the new work environment.

## About The Methodology

MindEdge/Skye Learning's national study, *The State of Remote Work 2020: The Age of the Pandemic*, was conducted online between May 1st and May 2nd of 2020. The sample included 828 full-time or part-time U.S. workers over the age of 18. At the time of the survey, respondents were either working remotely, or had recently returned to their workplaces after a period of remote work. The survey results have a margin of error of +/- 3.4%, at a 95% confidence level.

## About MindEdge

MindEdge's mission is to improve the way the world learns. Since its founding in 1988 by Harvard and MIT educators, the company has served some 2.5 million learners. With a focus on digital-first learning resources — from academic courseware to professional development

courses — MindEdge's approach to best practices in online education focuses on learners' needs across the spectrum of higher education, professional development, skills training, and continuing education. MindEdge is based in Waltham, Mass.

## About Skye Learning

Skye Learning, a division of MindEdge Learning, is a Waltham-based online learning destination for new workforce entrants and professionals, offering fully online certificate programs, certification exam prep courses, professional credits, and micro-credentials. Skye Learning was launched from the idea that ongoing training can help workers of all ages future-proof their skills.

