

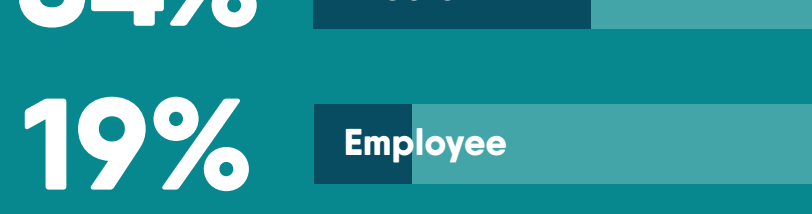
# Irish remote working survey 2021

The workplace landscape has evolved significantly in the last year and the way staff engage with their work, and each other, has been digitally transformed. So we recently surveyed corporate Ireland for their thoughts on the effectiveness of remote working. While the results highlighted some areas of broad agreement, there were many other widely differing views between employers and their staff when it comes to the effectiveness, and the future, of remote working.

## The director-employee divide

The contrasting viewpoints of the impact of remote working on Irish corporate culture

### Camaraderie



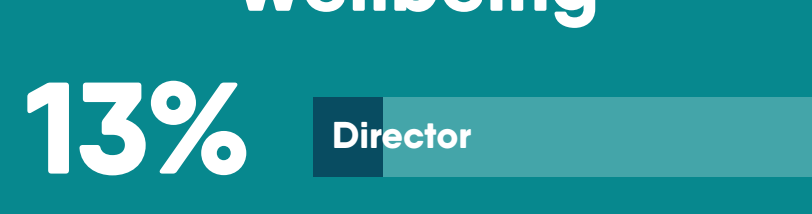
Respondents who feel that camaraderie has improved under remote working arrangements

### Delegation



Respondents who feel that their ability to delegate work has improved in the remote working era

### Wellbeing



Respondents who feel employee wellbeing has deteriorated

### Job satisfaction



Respondents who say that employee job satisfaction has improved under remote working arrangements

### Motivation of sales



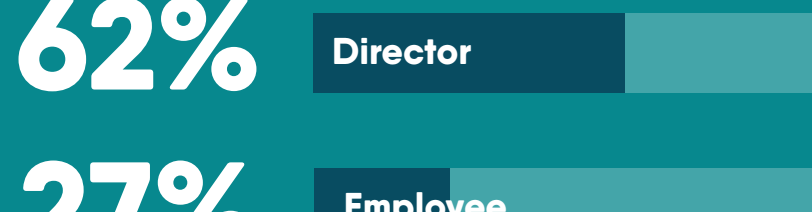
Respondents who feel that motivation levels of sales teams to speak to customers have increased under remote working arrangements

### Customer satisfaction



Respondents who feel their company's ability to manage and assess customer satisfaction has improved under remote working conditions.

### Coaching



Respondents who believe their company's ability to monitor and coach sales team members has improved with remote working

### Communication



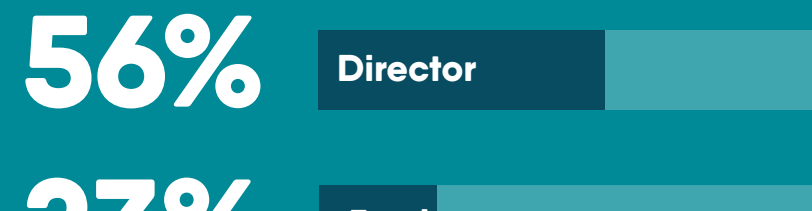
Respondents who feel communications between head of sales and the sales team has improved with remote working

### Time management



Respondents who feel that the ability to manage employees' time has improved

### Culture



Respondents who feel their companies are performing better in terms of maintaining a cohesive company culture

### Team performance



Respondents who say that their ability to assess their people's performance has improved

### Business development



Respondents who say that their company's business development capabilities have improved

### Innovation



Respondents who feel their company's ability to innovate and be creative has improved under remote working arrangements

### Customer relationships

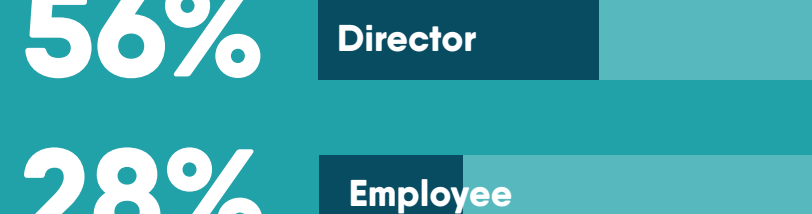


Respondents who feel their sales staff relationships with customers - when not able to meet face to face - have strengthened



Respondents who feel sales and customer relationships under remote working have worsened

### Prospective customers



Respondents who feel the ease with which contact can be made with prospective customers who may be remote working had improved

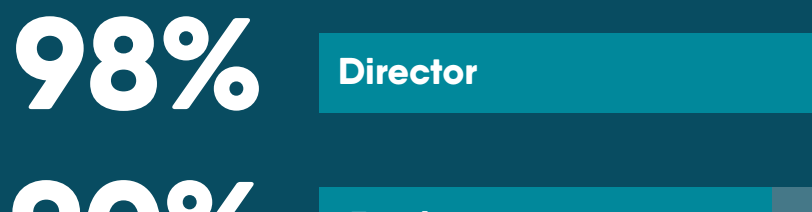
## Tips on how to bridge the divide

- 1 Prioritise constructive one-to-one sessions with staff
- 2 Provide regular feedback and fund tailored wellbeing initiatives
- 3 Enhance staff engagement, empowerment and productivity
- 4 Harness technology to enable a more seamless collaborative culture

## The director-employee consensus

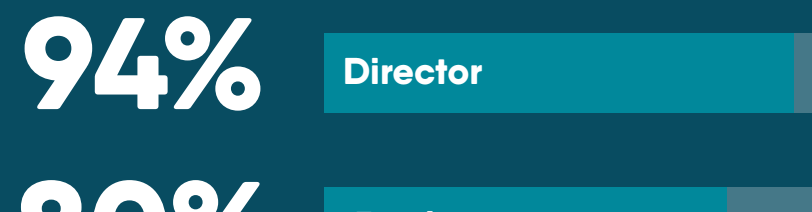
Areas of broad agreement between directors and employees

### Trust



Directors who trust that their employees are working well remotely compared to employees who feel trusted at working well remotely

### Managed workloads



Respondents who feel more confident, or as confident, in their ability to manage their business and workload respectively

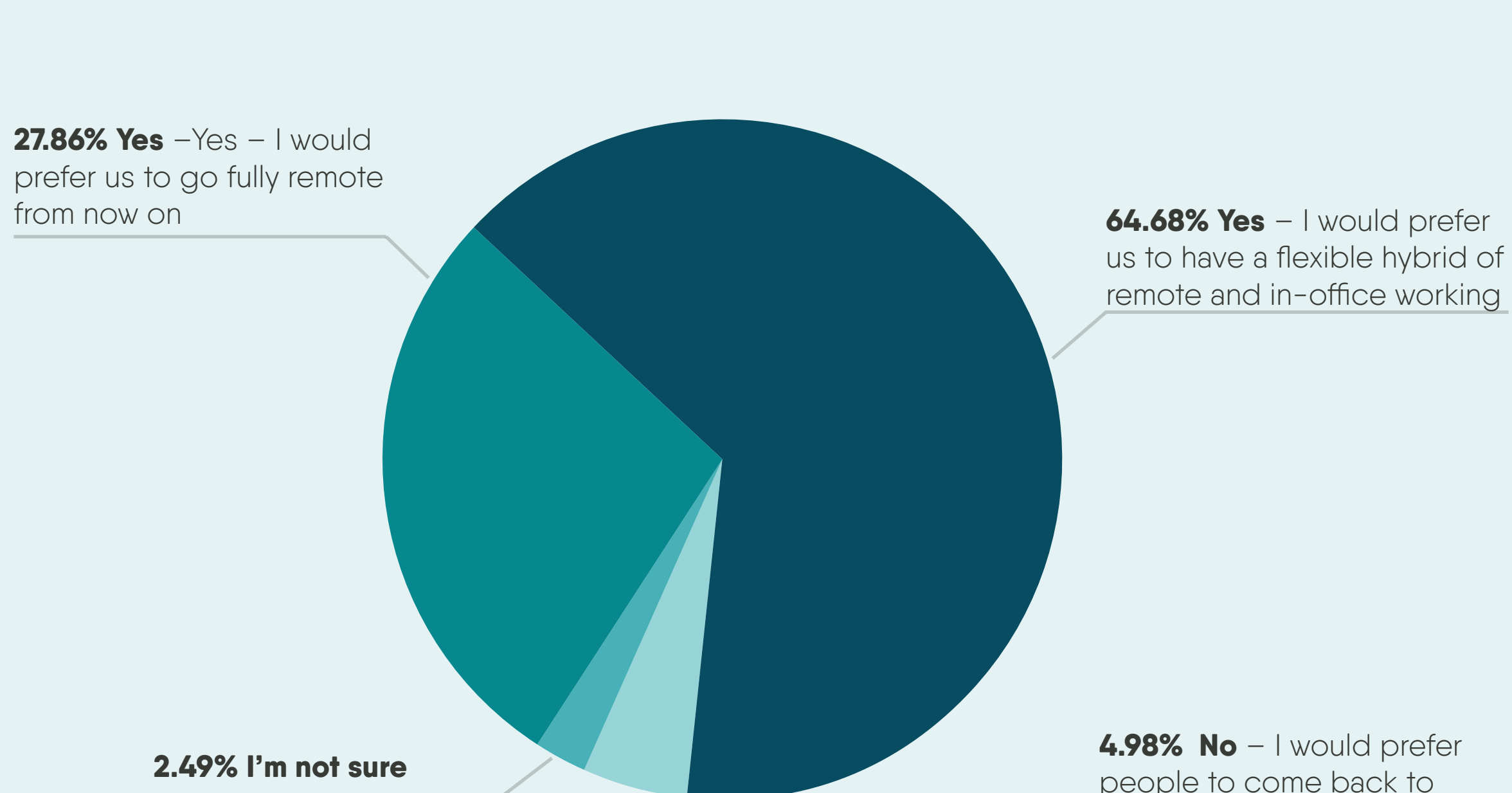
## The million dollar question

### Who wants a return to old working practices?

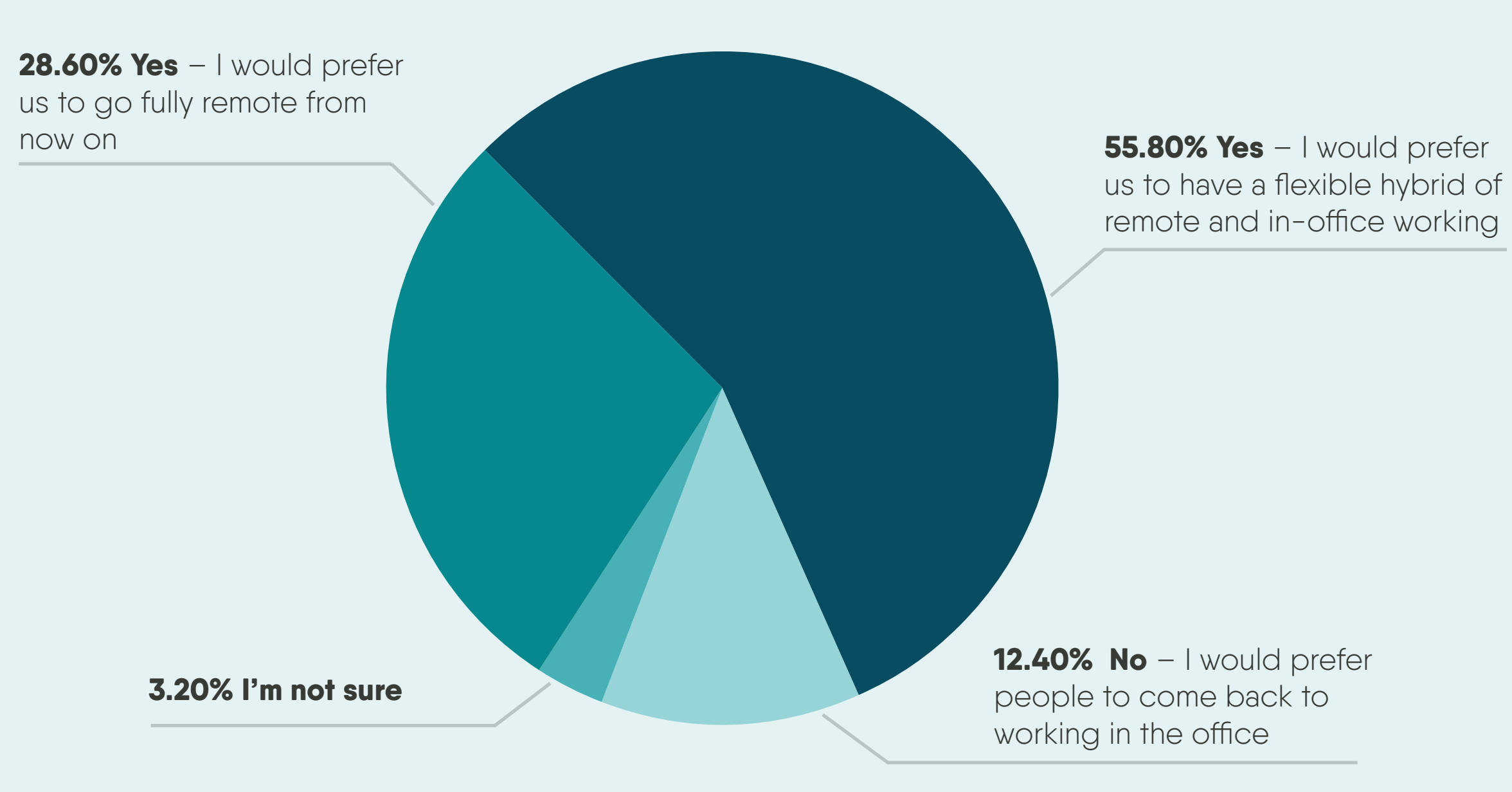


Respondents who would prefer a full-time return to the office

### Director preferences (201 respondents)



### Employee preferences (500 respondents)



## About the survey

Arkphire commissioned Censuswide to undertake a comprehensive remote working survey among 200 senior directors and 500 office employees in Ireland at the close of 2020. The research – carried out in conjunction with Citrix and Dell Technologies – sought to identify the prevailing sentiments among senior staff and directors on the perceived successes and challenges associated with remote working.

## About Arkphire

Arkphire helps drive the benefits of digital workspace solutions and services by combining the best technologies, passionate people and forward thinking processes. As work patterns shift towards a hybrid model between remote and office working, the solutions we are building for the future seek to address the myriad of user challenges our research data has revealed.