

Working from Home: Trends and Stats



	Before Pandemic	May 2020	Post-Pandemic Preference
Sometimes	42%	23%	56%
0%	48%	30%	23%
Primarily 76-100%	10%	47%	21%

Not Working from Home?

I cannot do my job from home	59%
I'm able to go to my place of business to work	19%
My employer hasn't provided a way for me to work from home	8%
I am on temporary furlough	5%
I lost my job due to the pandemic	5%
Other	4%

Communications Shift



	Less	About the Same	More	Much More
Sending letters / cards by mail	18%	61%	15%	5%
E-mail	7%	58%	22%	12%
Social Posts	11%	56%	23%	10%
Voice Calling	6%	42%	34%	18%
Text or Chat Messaging	4%	38%	35%	23%
Video Meetings	6%	27%	34%	33%

Work and Family Balance

Answer choices	Responses
Is better now	38%
Is about the same	32%
Was better before the pandemic	31%



Working from Home Challenges



Answer Choices	Responses
Dealing with interruptions while working	50%
Being motivated to work	49%
Knowing when to stop working	39%
Getting communications technology to work	30%
Keeping the kids occupied	29%
Helping my kids with their education	26%
Finding time to eat / feed household	24%
Finding time to get my work done	23%
Understanding how to use communications technology	18%

Source: Avaya Digital Home Office Research, May 2020