



# REMOTE WORK STUDY

ASSESSING THE PULSE AND THE SENTIMENT OF THE WORKFORCE IN  
THE ARAB REGION

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# INTRO.



## INTRODUCTION

Remote work isn't new; it's just growing in popularity thanks to technology and the exposure to hashtags like #DigitalNomad, #WorkFromAnywhere and #WFH on social media.

Remote workers weren't born overnight when the internet was first created in the 1980s. Working remotely was the norm long before downtown offices and commuting even existed. As the world economy strengthened, so did the rise in corporate headquarters, larger office spaces, and aisles of drab cubicles. The 8-hour workday was also born during this same time. With this economic expansion came advancements in computers and technology that paved the way for modern-day remote workers as we now know them. That's just one reason why remote work continues to be so popular.

There is an evident change in remote work trends due to COVID-19. the outbreak wiped out 6.7% of working hours across the world during the second quarter of 2020, that is the equivalent of more than 195 million full-time workers losing their jobs. The worst-hit region is to be the Arab states, with an 8.1% decline in working hours (five million full-time workers).[1]

The outlook of remote work can be demonstrated by examining the trend of it. On one hand, 47% of employees never worked remotely before COVID-19, this number decreased to be 34% to never work at all during COVID-19. On the other hand, the percentage of employees who fully work remotely was 17% before the pandemic and has drastically increased to 44%. [2]

In the same context, 59% of the employees who have been working remotely during the pandemic prefer to continue working remotely.[3]

One of the main questions on everybody's mind about remote work, is do you prefer to continue working remotely after the pandemic is over? The answer is surprising that 98% prefer to continue working remotely at least some of the time (hybrid model) [4]

# STUDY OVERVIEW

## STUDY OVERVIEW



While governments push to allow businesses to reopen, companies in technology, financial services, insurance and other industries that can successfully function over internet lines are choosing to keep their people home. Long commutes have been replaced with heavy Zoom use, and workers in big cities are in no hurry to sit during rush hour. One general theme to return to work is a staggering return, with people coming to the office in waves based on individual risk levels and increasing in numbers as contact tracing improves. While governments and organizations in different sectors prepare to return to the office, there are different sentiments and opinions about whether we should go back to the situation before COVID-19, continue working remotely or use a hybrid model. This study aims at identifying these sentiments and opinions of workforce in the Arab region.

- The survey was online and was conducted over a period of one week during August 2020, witnessed the participation of 93 individuals of various positions, age groups and gender in 10 different countries in the Arab region. The study aimed to assess the overall sentiment of the sample regarding the recent changes and the shift from working in offices to working remotely and the likelihood that this shift will stick.
- The main objective of the survey is a pulse survey to assess the sentiment of working remotely, the pros and cons and the personal impression on working remotely and the stance of employees of different criteria and credentials on remote work
- The survey conducted using closed-ended questions with each question consists of multiple answers.
- Another objective of the survey is to correlate and dwell on any effect of specific demographic criteria, such as ( Sector and Position, etc.) on the choices of the respondents.



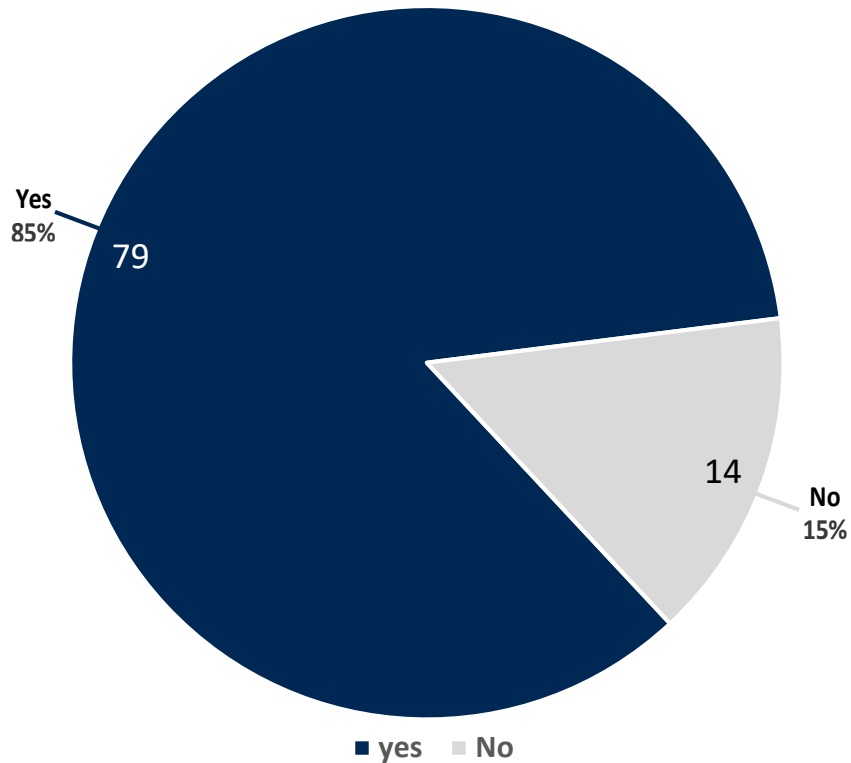
**SURVEY RESULTS**

**SURVEY RESULTS**



- DAM  
- FIXES.  
- M...  
- PC  
- MR  
- RE  
- FEED  
- PR

# HAVE YOU WORKED REMOTELY SINCE THE BEGINNING OF THE COVID-19 PANDEMIC ?

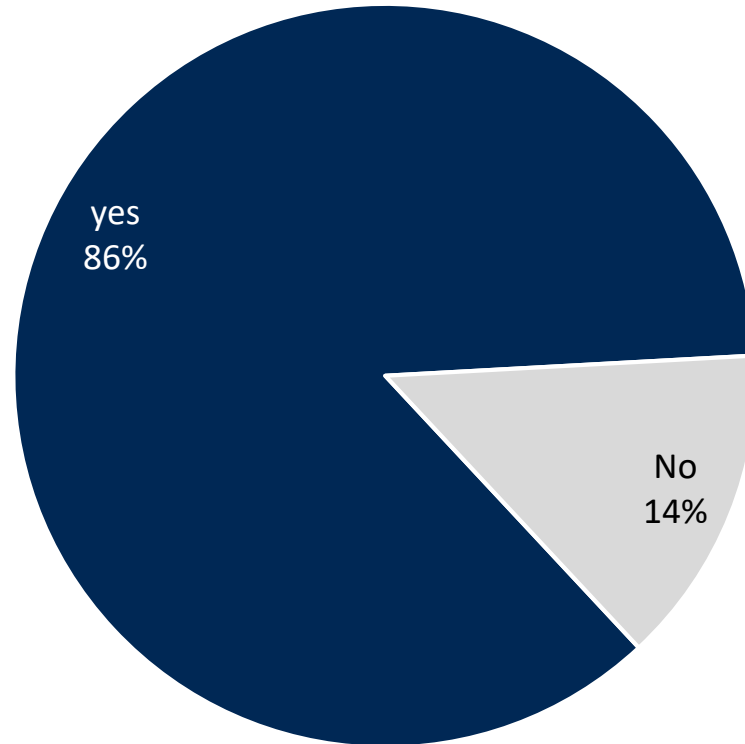


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**85%** of the participants have experienced working remotely during the pandemic and the remainder 15% have not worked remotely at all.

# ADOPTING AND THE SHIFTING TO REMOTE WORK WAS A SUCCESSFUL PROCESS FOR ME.

## SURVEY RESULTS



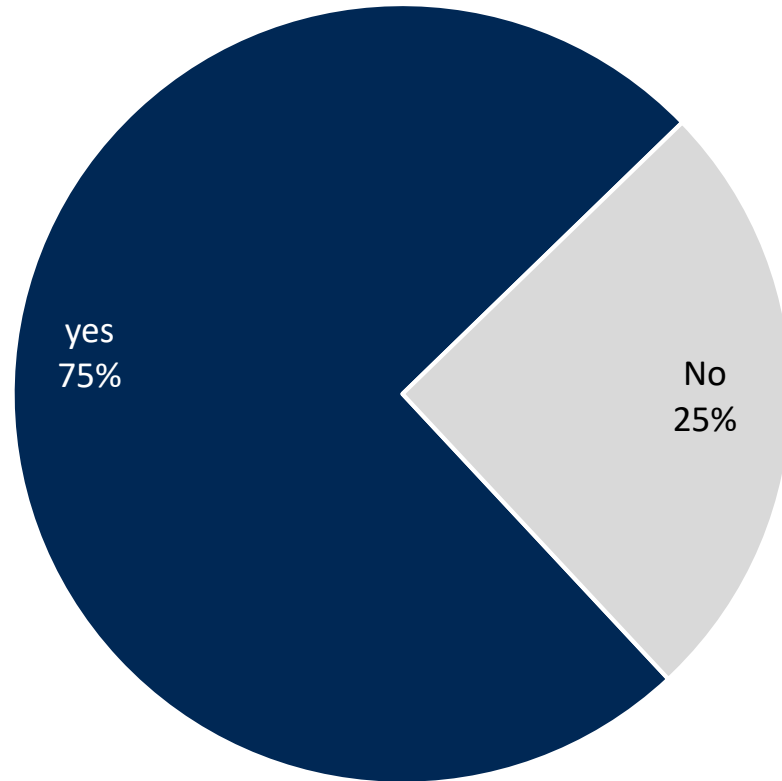
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**86%** of the participant had successfully adapted to the shift of working remotely, while 14% had a difficult time transitioning to working remotely.

What many businesses and employers have found is that they're woefully unprepared for disruptions in business as normal, including when it comes to remote work. Despite the hurdles, the transition to remote work became a successful journey to most employees and businesses.[5].

# REMOTE WORKING MADE ME GAIN NEW SKILLS.

## SURVEY RESULTS



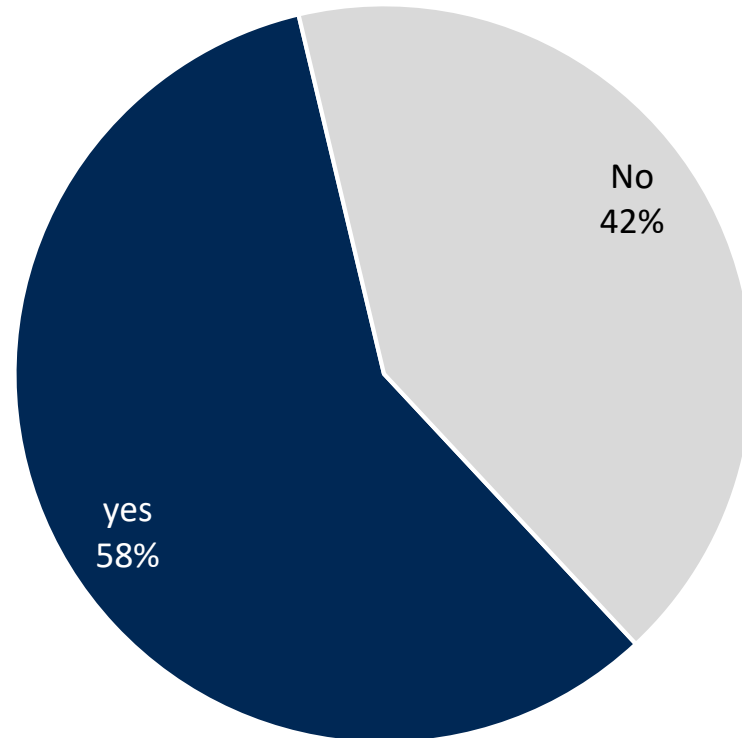
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**75%** of the participants have gained new skills by shifting to remote work. Since many workers found themselves in a position where they don't have colleagues just a few feet away or a tech team one floor down, they started themselves looking for their answers and becoming more proactive to find what they need on their own. This resulted in gaining new skills.



# I HAVE ACCOMPLISHED BY WORKING REMOTELY AS MUCH AS I DO FROM THE OFFICE.

## SURVEY RESULTS



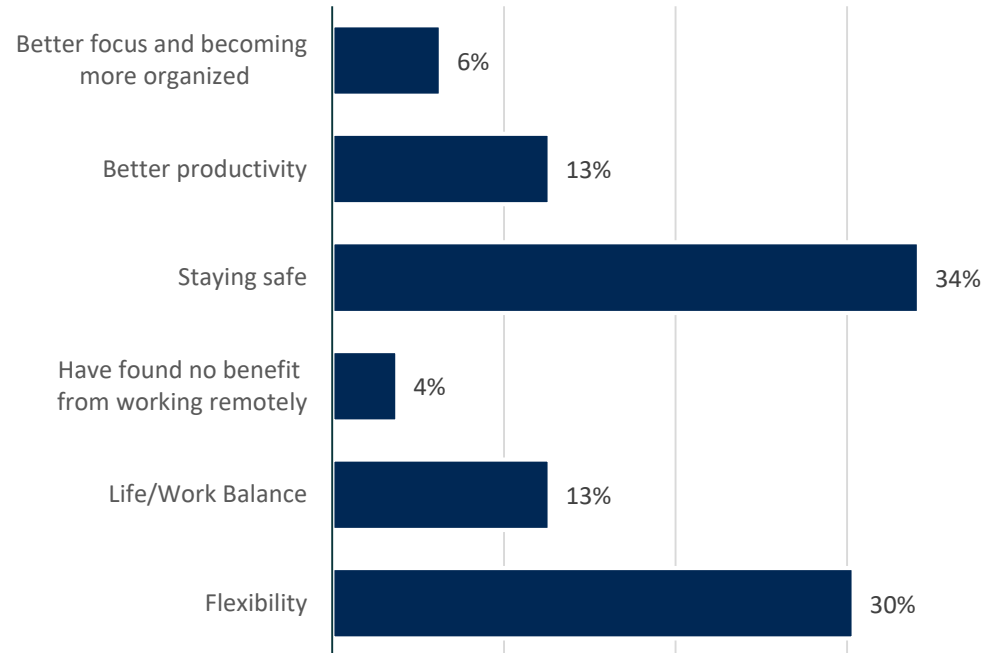
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Along with spending more time doing work, remote employees lost 27 minutes per day on distractions, as opposed to the 37 minutes distracted office workers lost. phone calls, social media, all are forms of distractions. At home especially, employees will experience many disturbances throughout the day.[6]

The data shows us **58%** of the participants were able to accomplish remotely as much as they do in their normal workplace. On the other hand, **42%** were not able to accomplish as much.

# MOST IMPORTANT BENEFIT I GAINED FROM WORKING REMOTELY IS

## SURVEY RESULTS

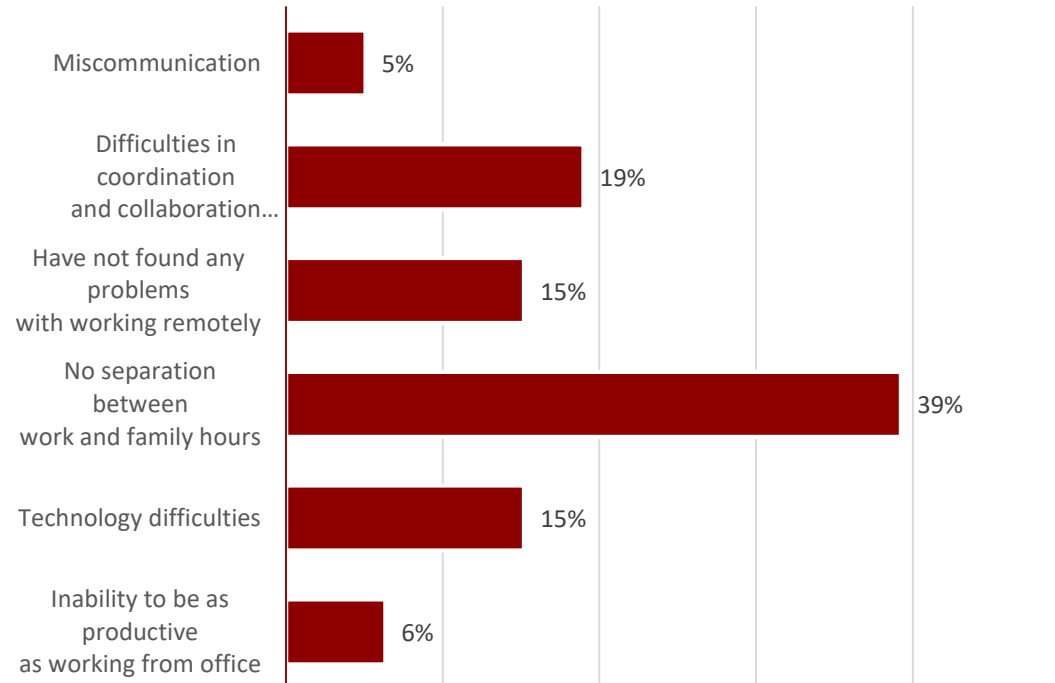



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**96%** of the respondents found important benefits from working remotely. The most important benefits gained as illustrated were staying safe and flexible (**34%** and **30%** respectively), followed by better productivity and life/work balance on the same level (**13%**). The least important benefit the respondents founds was a better focus (**6%**).

# WORST THING I FOUND ABOUT WORKING REMOTELY IS

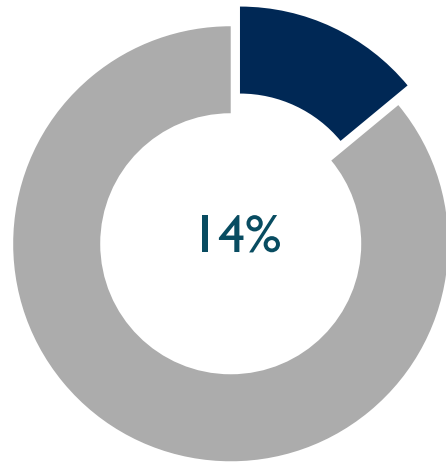
## SURVEY RESULTS



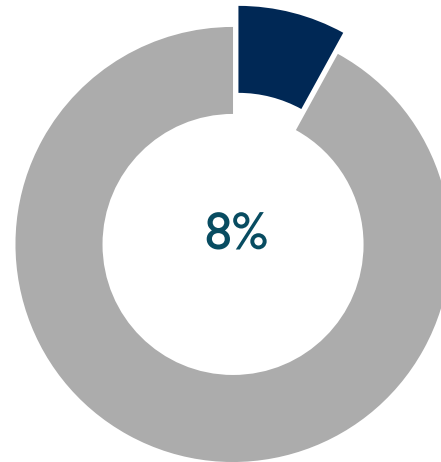
**85%** of the respondents found issues with remote working. The worst outcome from working remotely was primarily there is no separation between work/family hours (**39%**), after that within the same range are difficulty in coordination and technology difficulties. The least apparent issues were miscommunication and less productivity. Only **15%** of the sample found no problem at all with working remotely.

# AFTER EXPERIENCING REMOTE WORKING, I THINK THAT REMOTE WORKING IS

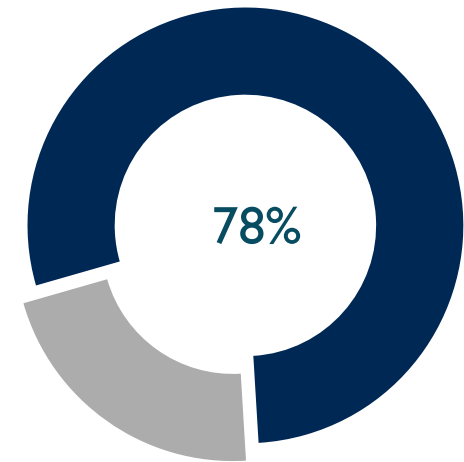
## SURVEY RESULTS



EFFICIENT AND LIKE TO KEEP  
WORKING REMOTELY



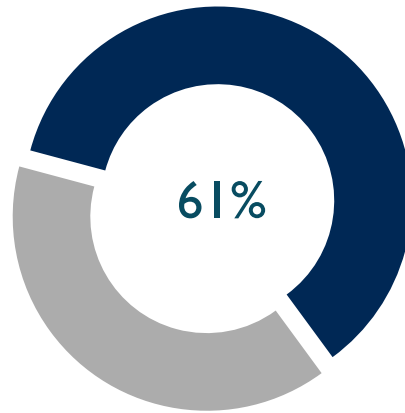
NOT EFFICIENT AND LIKE TO WORK  
TOTALLY FROM OFFICE



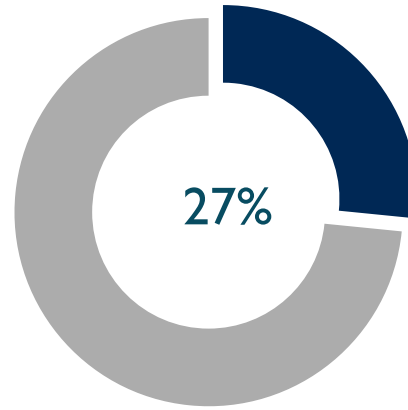
WE SHOULD HAVE A HYBRID  
MODEL COMBINING BEST  
IN BOTH MODELS

These answers paint a picture of the overall sentiment of working remotely, **78%** prefer A hybrid model. Consequently, there are two opposing views on remote work, one view of **8%** of participants see the inefficiency of it and prefer office work, The other view of **14%** would keep working remotely.

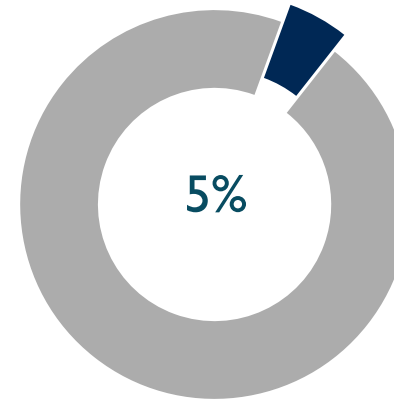
# HOW OFTEN WOULD YOU LIKE TO BE ABLE TO WORK REMOTELY



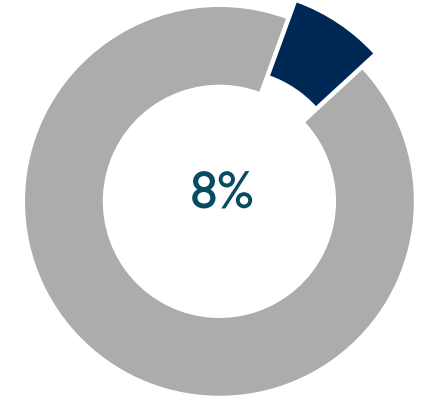
WOULD LIKE TO WORK REMOTELY 1-2 DAYS A WEEK



WOULD LIKE TO WORK REMOTELY MOST OF THE WEEK



WOULD LIKE TO WORK REMOTELY ALL THE WEEK



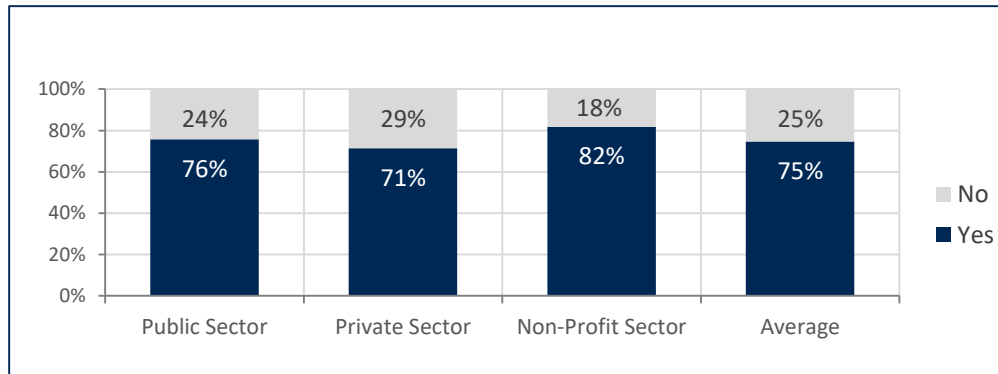
DO NOT WANT TO WORK REMOTELY AT ALL

SURVEY RESULTS

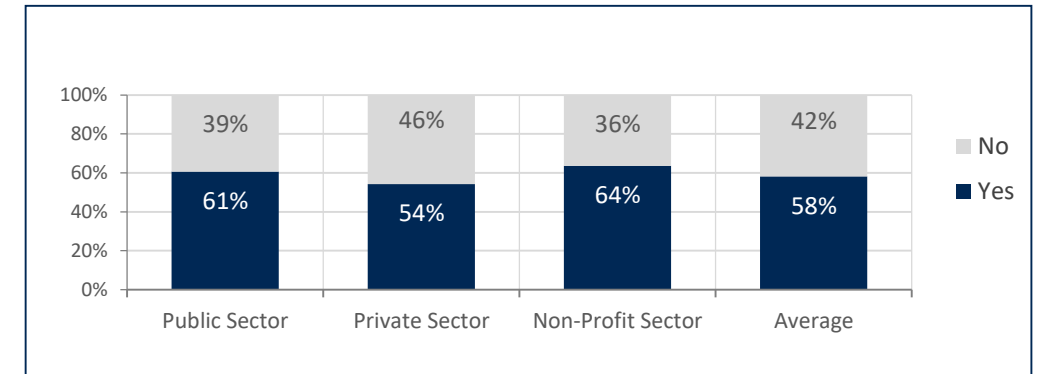
More than half of the participants prefer a hybrid model, where in-office work is done once or twice a week **61%**, followed by participants who prefer working remotely most of the week **27%**. Only a small portion left with opposing views on remote work, as **5%** of the participants prefer working remotely all the week while **8%** prefer not to work remotely at all.

# THE EFFECT AND INFLUENCE OF – SECTOR –

REMOTE WORKING MADE ME GAIN NEW SKILLS.



I HAVE ACCOMPLISHED BY WORKING REMOTELY AS MUCH AS I DO FROM THE OFFICE.



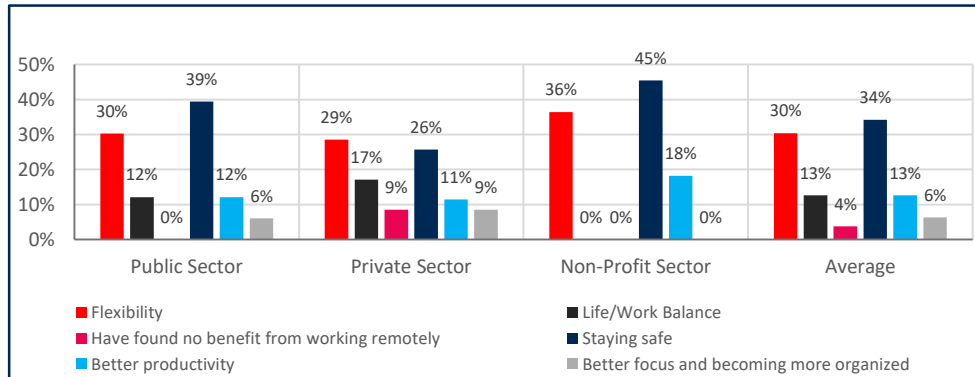
SURVEY RESULTS



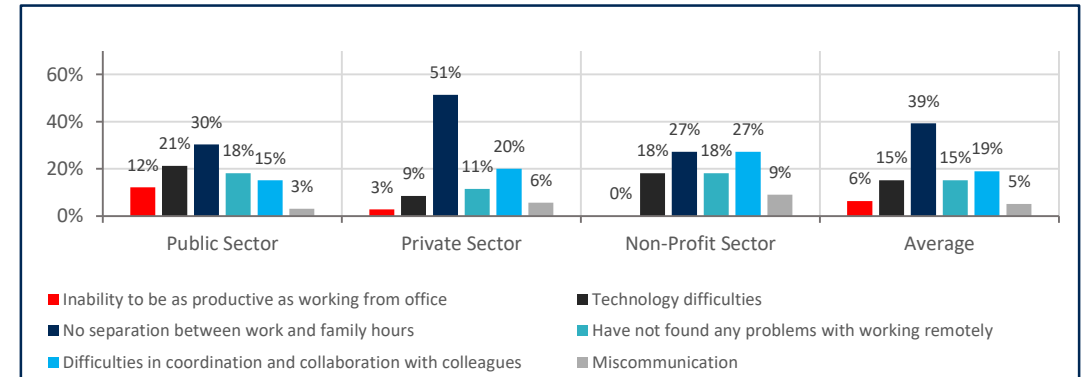
There is a consensus among all the three sectors on gaining new skills through shifting to remote work. Similarly, more than half the respondents across the three different sectors accomplished working remotely as much as they would accomplish working from the office.

# THE EFFECT AND INFLUENCE OF – SECTOR –

MOST IMPORTANT BENEFIT I GAINED FROM WORKING REMOTELY IS



WORST THING I FOUND ABOUT WORKING REMOTELY IS



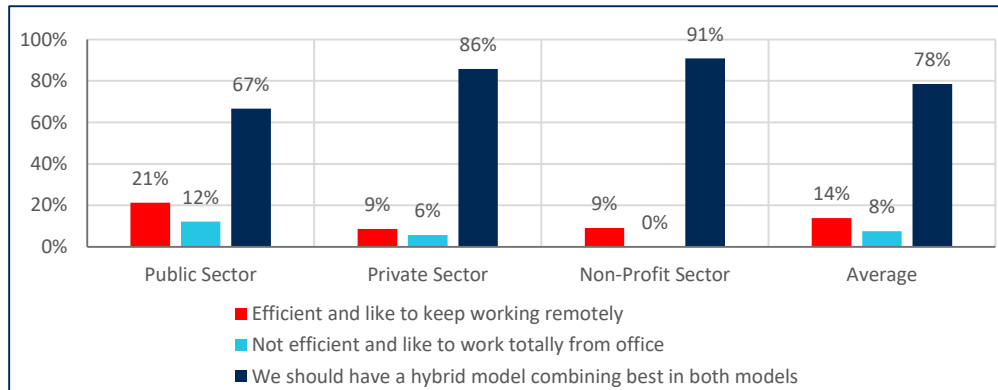
**SURVEY RESULTS**

The public sector and non-profit sector identified staying safe as the most important benefit of working remotely. Conversely, the private sector’s most important benefit revolves around flexibility.

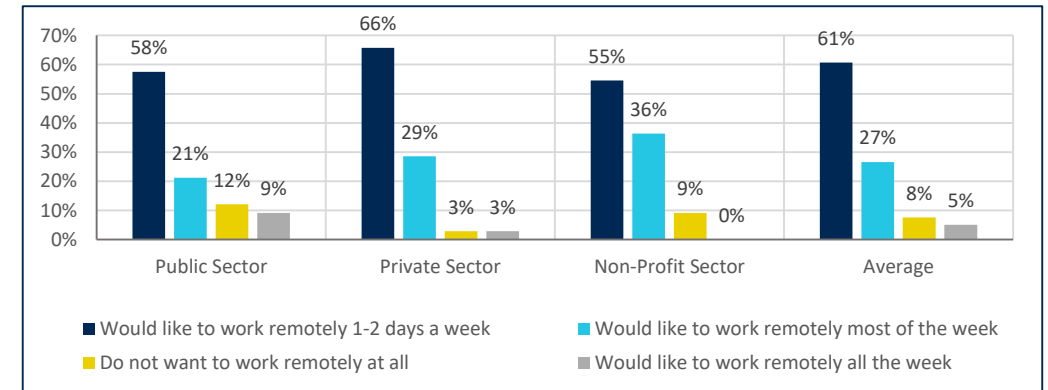
In contrast, all sector employees agree on the main downside of working remotely is no separation between work/family hours; public sector, private sector and non-profit sector perceive difficulties in coordination and collaboration along with no separation between work/family hours as equal

# THE EFFECT AND INFLUENCE OF – SECTOR –

## AFTER EXPERIENCING REMOTE WORKING, I THINK THAT REMOTE WORKING IS



## HOW OFTEN WOULD YOU LIKE TO BE ABLE TO WORK REMOTELY



### SURVEY RESULTS

Majority of the respondents across all sectors of employments (public, private and non-profit) prefer a hybrid model of work given the benefits that outweigh the drawbacks. More than half of the respondents also prefer working remotely 1-2 days a week.

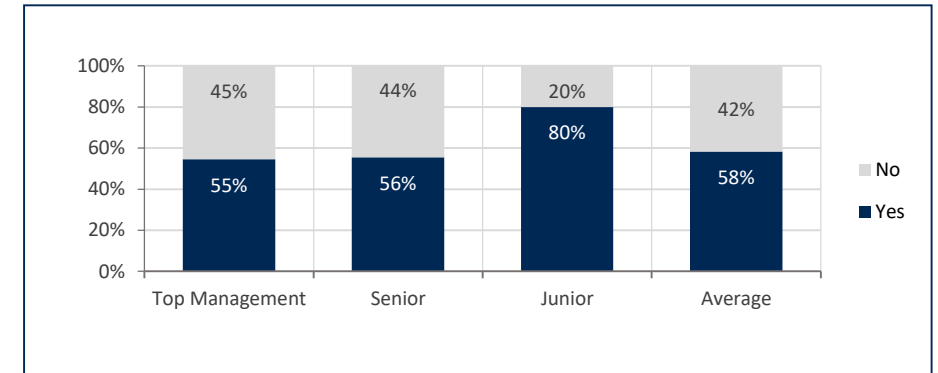
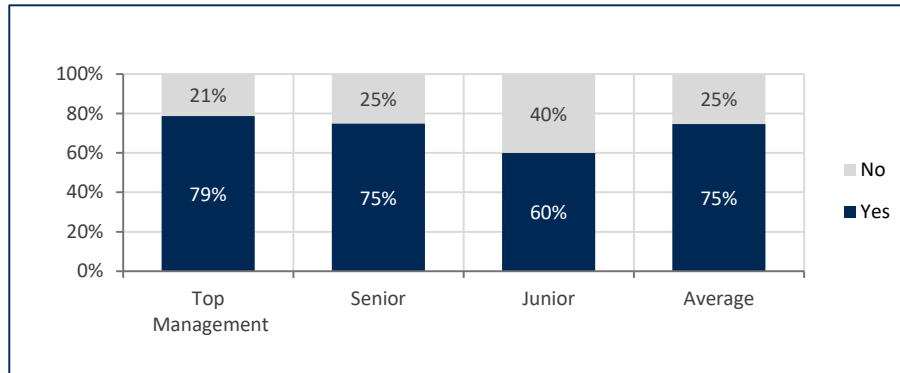


# THE EFFECT AND INFLUENCE OF – POSITION –

REMOTE WORKING MADE ME GAIN NEW SKILLS.

I HAVE ACCOMPLISHED BY WORKING REMOTELY AS MUCH AS I DO FROM THE OFFICE.

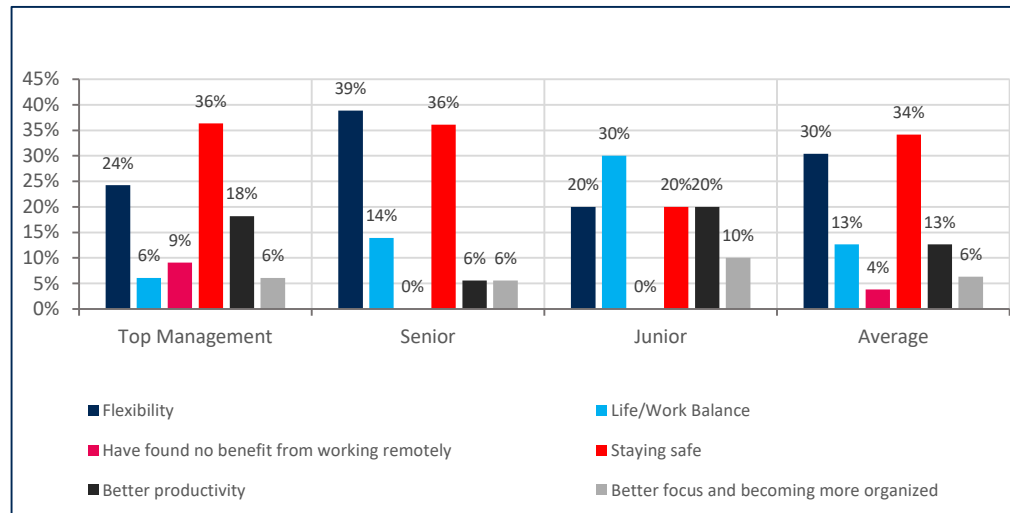
## SURVEY RESULTS



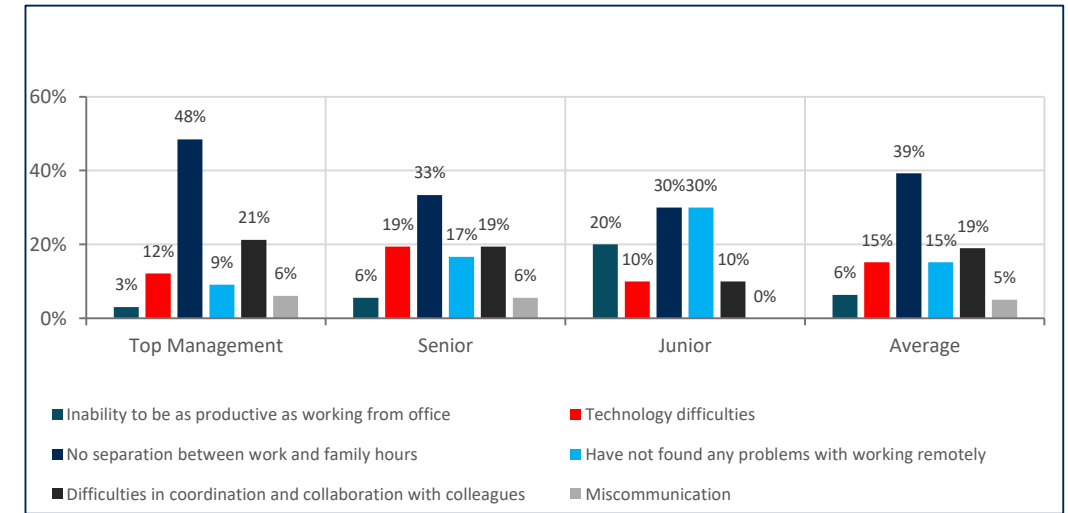
Top management (**79%**), senior (**75%**) and junior (**60%**) employees gained new skills since the shift to remote work took place. Consequently, top management (**55%**), senior (**56%**) and junior (**80%**) employees were as accomplished working remotely as working in the office

# THE EFFECT AND INFLUENCE OF – POSITION –

MOST IMPORTANT BENEFIT I GAINED FROM WORKING REMOTELY IS



WORST THING I FOUND ABOUT WORKING REMOTELY IS

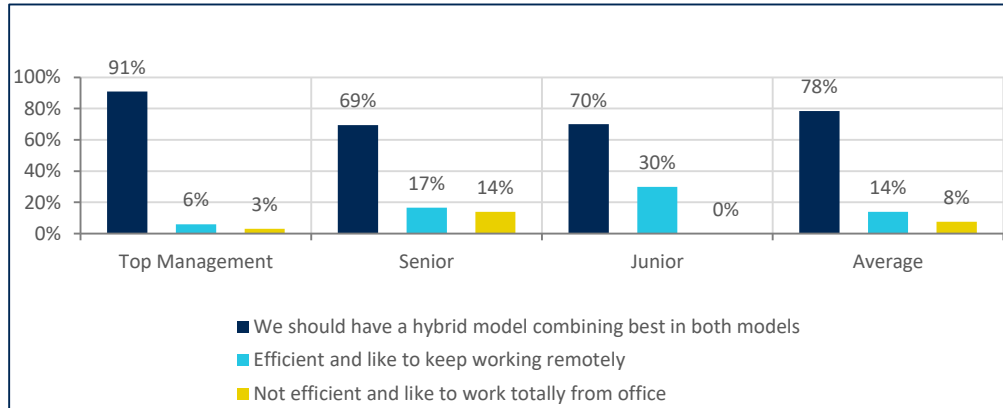


SURVEY RESULTS

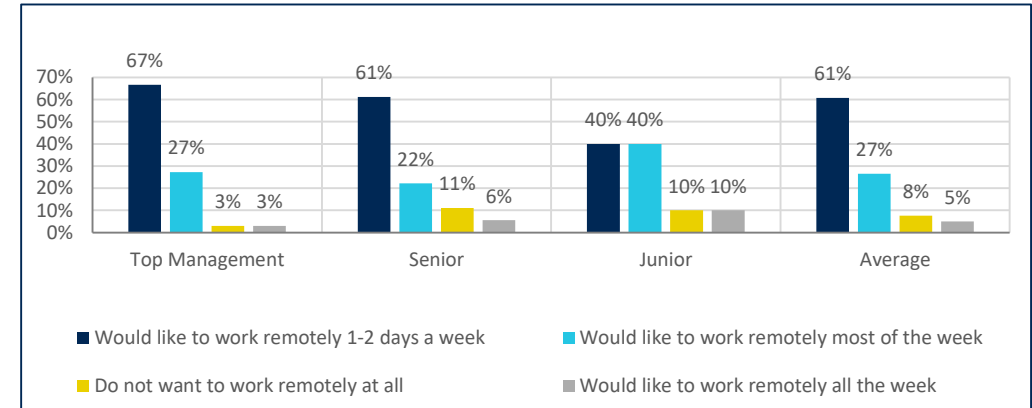
On one hand, there is an existing preferential benefit on working remotely depending on the organizational hierarchy; the top management level's most important benefit is in staying safe, the senior level's most important benefit is in flexibility and the junior level's most important benefit is in life/work balance. On the other hand, across all levels of the organization (top management, senior and junior) worst outcome of working remotely was in no separation between work/family hours.

# THE EFFECT AND INFLUENCE OF – POSITION –

AFTER EXPERIENCING REMOTE WORKING, I THINK THAT REMOTE WORKING IS



HOW OFTEN WOULD YOU LIKE TO BE ABLE TO WORK REMOTELY



## SURVEY RESULTS

In relation to position within the organization and the outcome of remote work; top management (**91%**), senior (**69%**) and junior (**70%**) agree on adopting a hybrid model. Relatively, top management (**67%**) and senior (**61%**) employees prefer working remotely 1-2 days a week, whereas junior employees are split between (**40%**) agreed on the hybrid model above, and (**40%**) prefer working remotely most of the week.

# CONCLUSION

## CONCLUSION

### HYBRID MODEL

A new model of work – hybrid model – is more likely to be the new norm postcrisis, as more and more organizations across all brackets of employment, from top management to junior employees prefer working remotely part or most of the week and attending in-office work partially

### BENEFITS

The most sought benefits of working remotely are staying safe from the pandemic and the flexibility offered by means of technology on working time and location

### DRAWBACK

Inability to unplug from work, and thus, no separation between work/family and hurdles in communicating with colleagues or clients are the main drawbacks of this experience.

### GAINS

A silver lining in this pandemic is the changes accompanied working remotely, increase in productivity and gaining new skills are some of the major attributes

# ABOUT AVERROES

Averroes is an international consulting firm that provides advisory services in the areas of strategy, organization development and excellence, institutional transformation, performance management and improvement, market research, financial consultation and business plans. Averroes assists organizations in realizing their full potential by creating solutions tailored to their needs. Averroes has assisted hundreds of clients in the government sector, the private sector and the non-profit sector in the region and has implemented advisory projects in dozens of specialties and industries.



## ABOUT AVERROES

### HOW WE CAN HELP!

- Conduct Market Research and Customer Studies
- Assess remote work Readiness and Plan for Change
- Develop and Implement Organizational Change and Transformation
- Developing Business Continuity Plans
- Digital Transformation Consultations

For more information about our other services, please visit our website or communicate with us;



[info@averroesadvisory.com](mailto:info@averroesadvisory.com)



[www.averroesadvisory.com](http://www.averroesadvisory.com)

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