

# RETURN TO THE WORKPLACE 2021 GLOBAL SURVEY

**A 29-country Ipsos survey**

Conducted May 21 – June 4, 2021

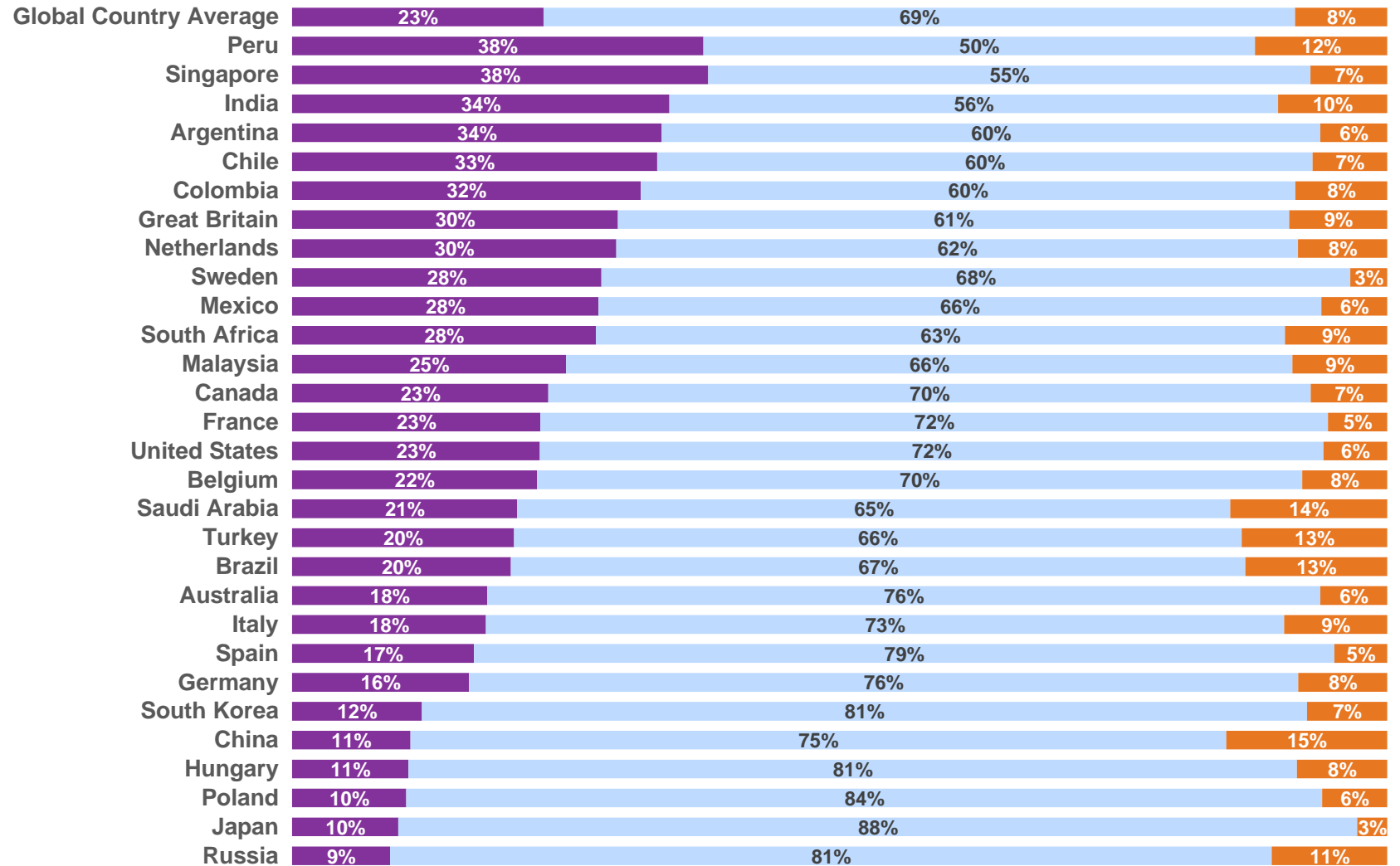
For more information, go to <https://www.ipsos.com/en/return-to-the-workplace-global-survey>

**GAME CHANGERS**



# CHANGE IN WORKING ENVIRONMENT VS. BEFORE THE PANDEMIC BY COUNTRY

Q. Which best describes how you are working now?



■ More from home than before
 ■ No change
 ■ Less from home than before

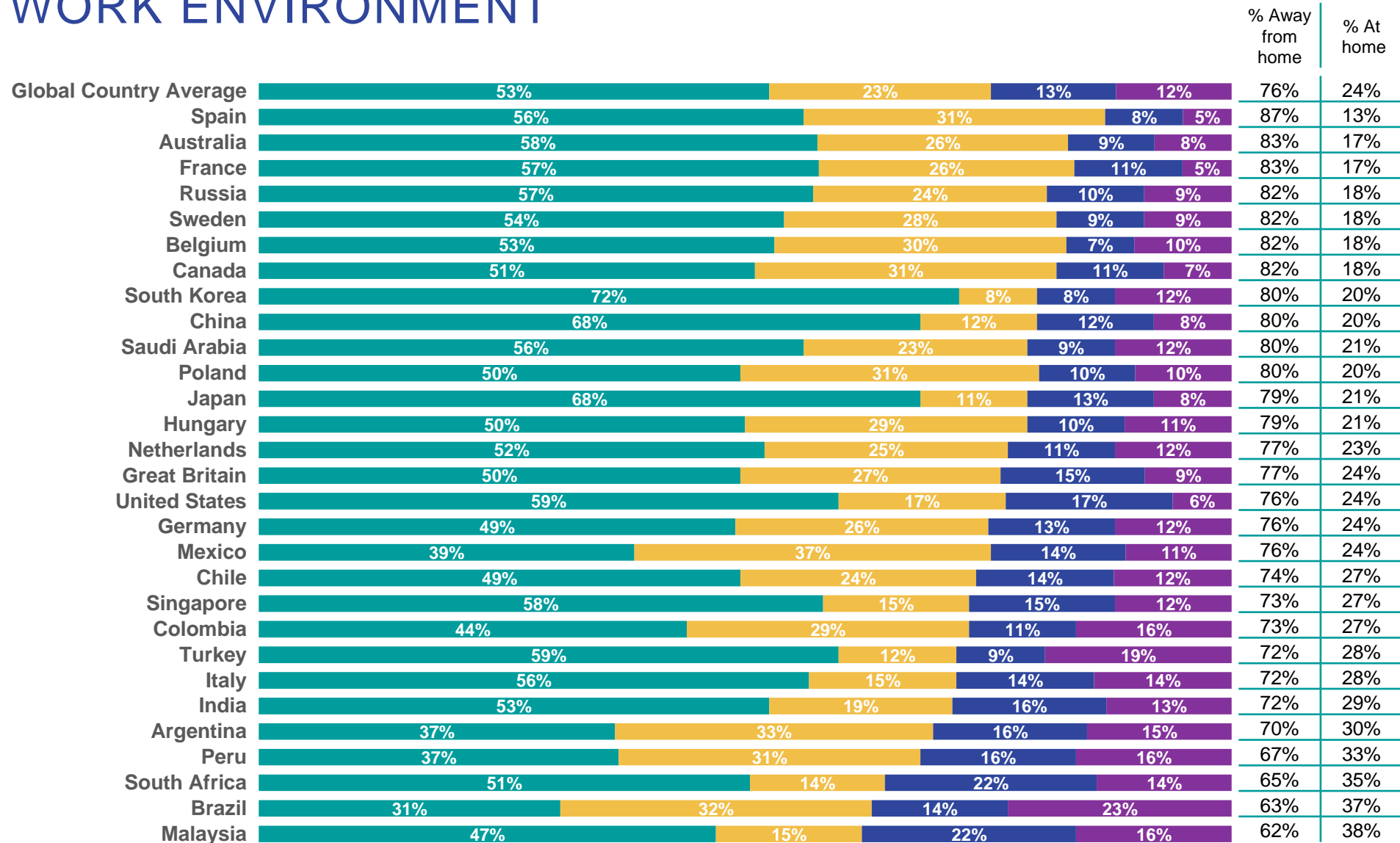
Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

# PRE-PANDEMIC WORK ENVIRONMENT

Q. Which best describes how you were working just before the pandemic started early last year?



- Mostly/always worked in an office away from home
- Mostly/always worked away from home, but not in an office
- Mostly/always worked from home
- Sometimes worked at home and sometimes away from home

Base: 12,445 online employed adults aged 16-74 across 29 countries

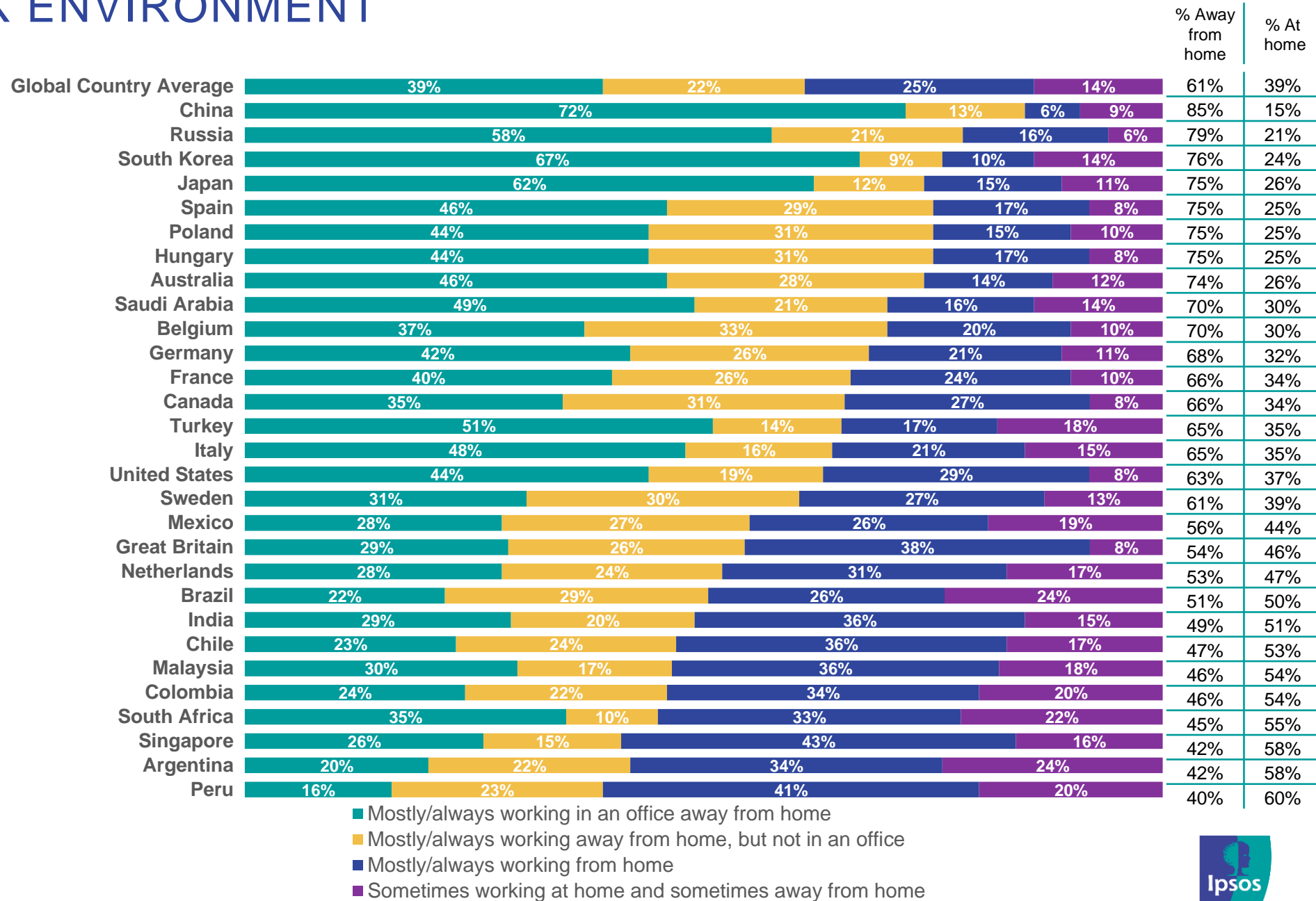
\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.



# CURRENT WORK ENVIRONMENT

Q. Which best describes how you are working now?



Base: 12,445 online employed adults aged 16-74 across 29 countries

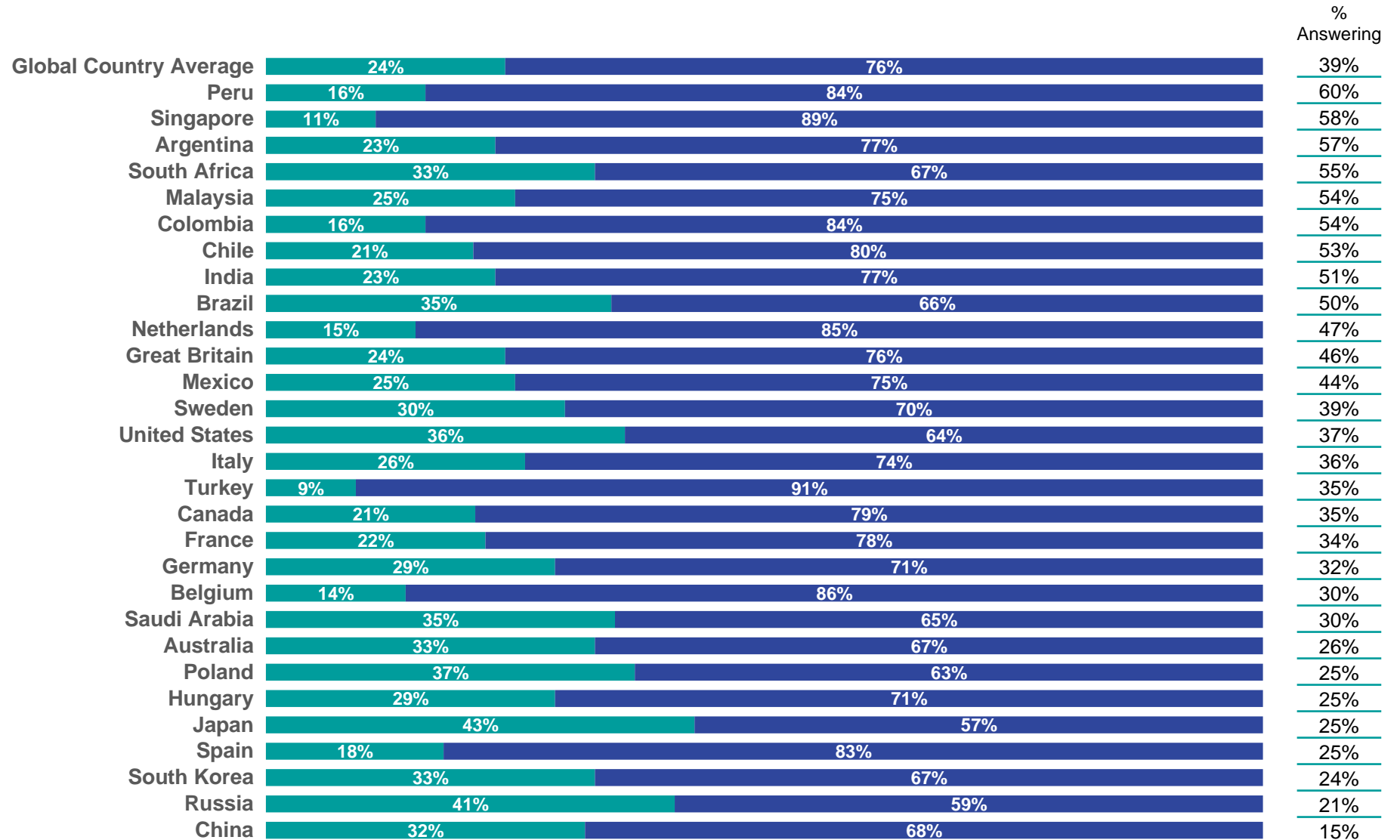
\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.



# WORK FROM HOME: IMPACT OF PANDEMIC ON CURRENT SITUATION

Q. Have you always worked from home or is your current working situation a result of COVID-19?



Base: 4,726 online employed adults working mostly/always or sometimes from home aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

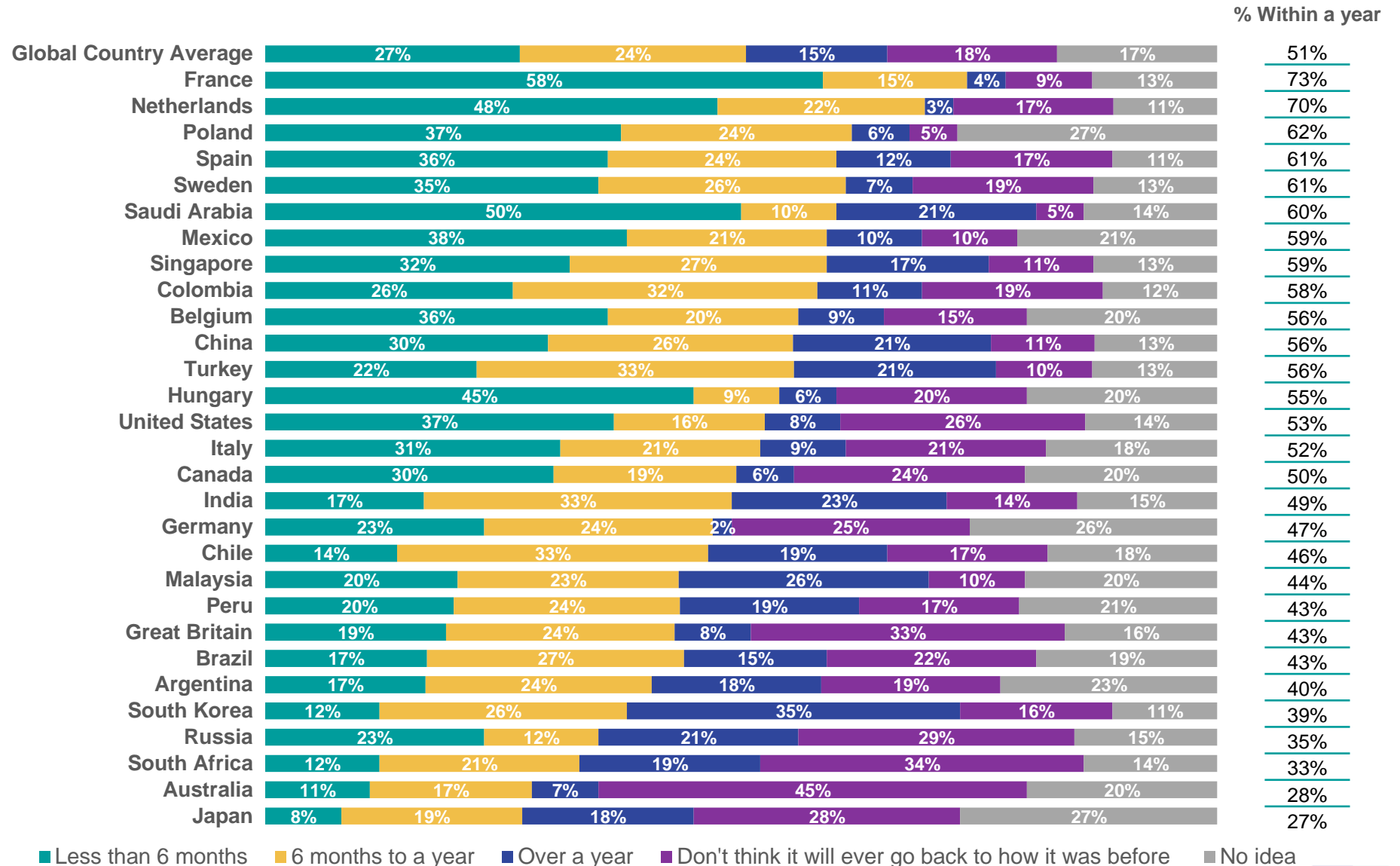
The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

- I have always worked from home, the same amount as I do right now
- I am working from home more as a result of COVID-19



# PREDICTIONS FOR SHIFT BACK TO WORK OUTSIDE OF HOME

Q. When do you expect you will shift back to working out of your home, like you did prior to COVID-19?



Base: 3,569 online employed adults aged 16-74 across 29 countries who work from home more as a result of the pandemic

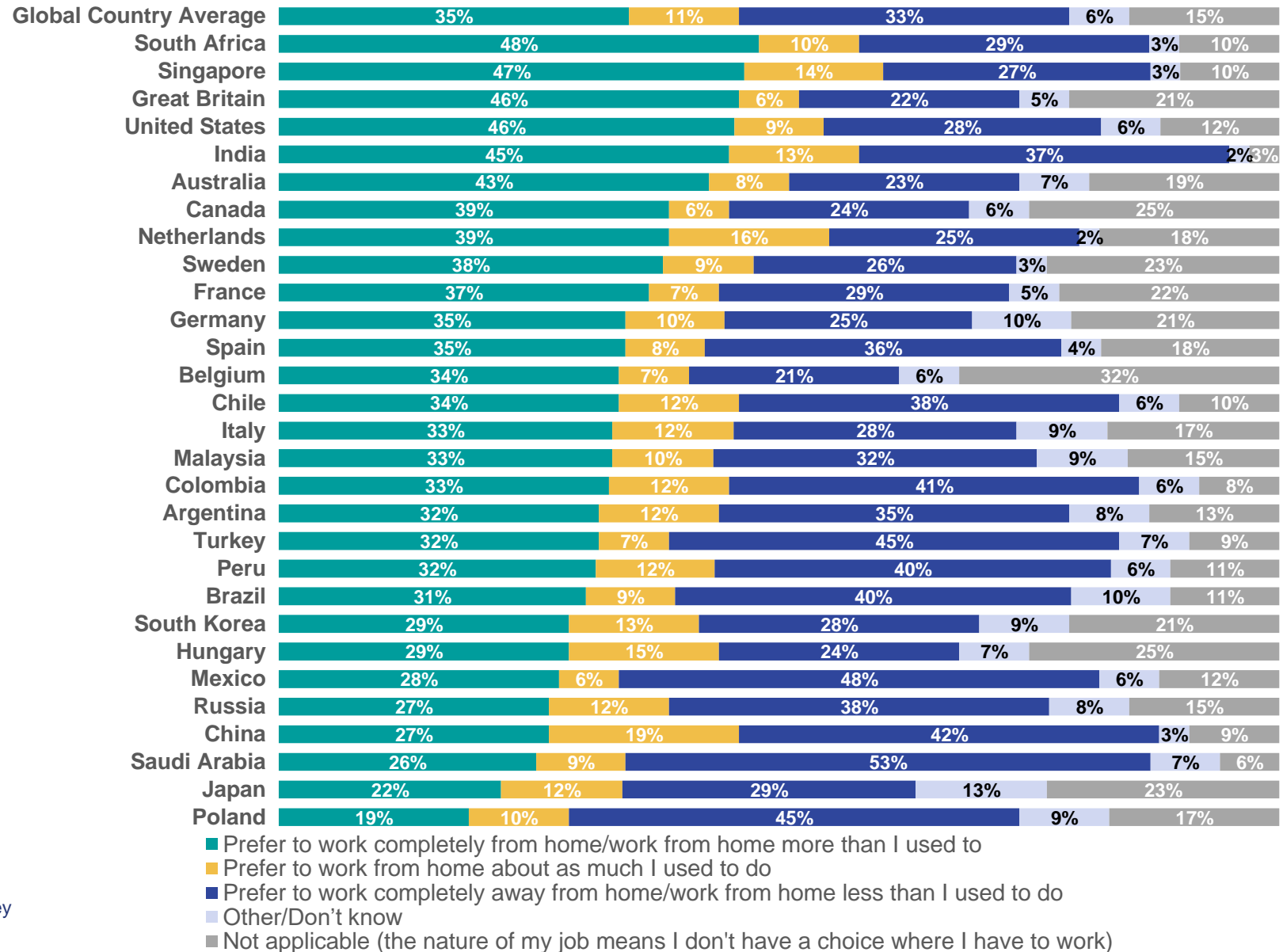
\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.



# PREFERRED WORK ARRANGEMENT ONCE PANDEMIC IS OVER

Q. And in which of these ways would you prefer to work once the pandemic is over?



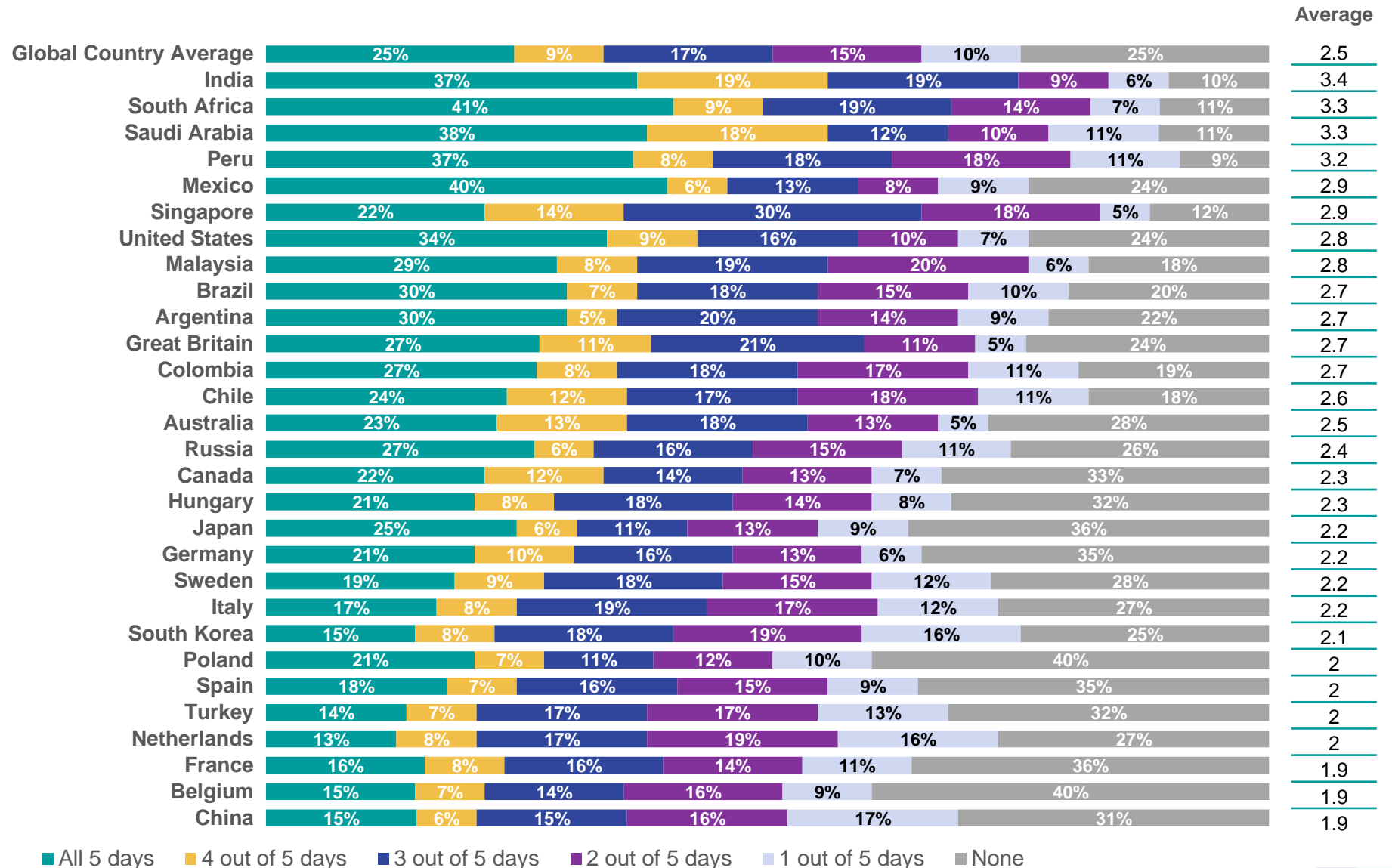
Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

# SHIFT BACK TO WORKING OUTSIDE OF HOME

Q. When the pandemic is over and all pandemic restrictions have been lifted, if you were working on average 5 days a week, how many days per week would you prefer working from home?



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

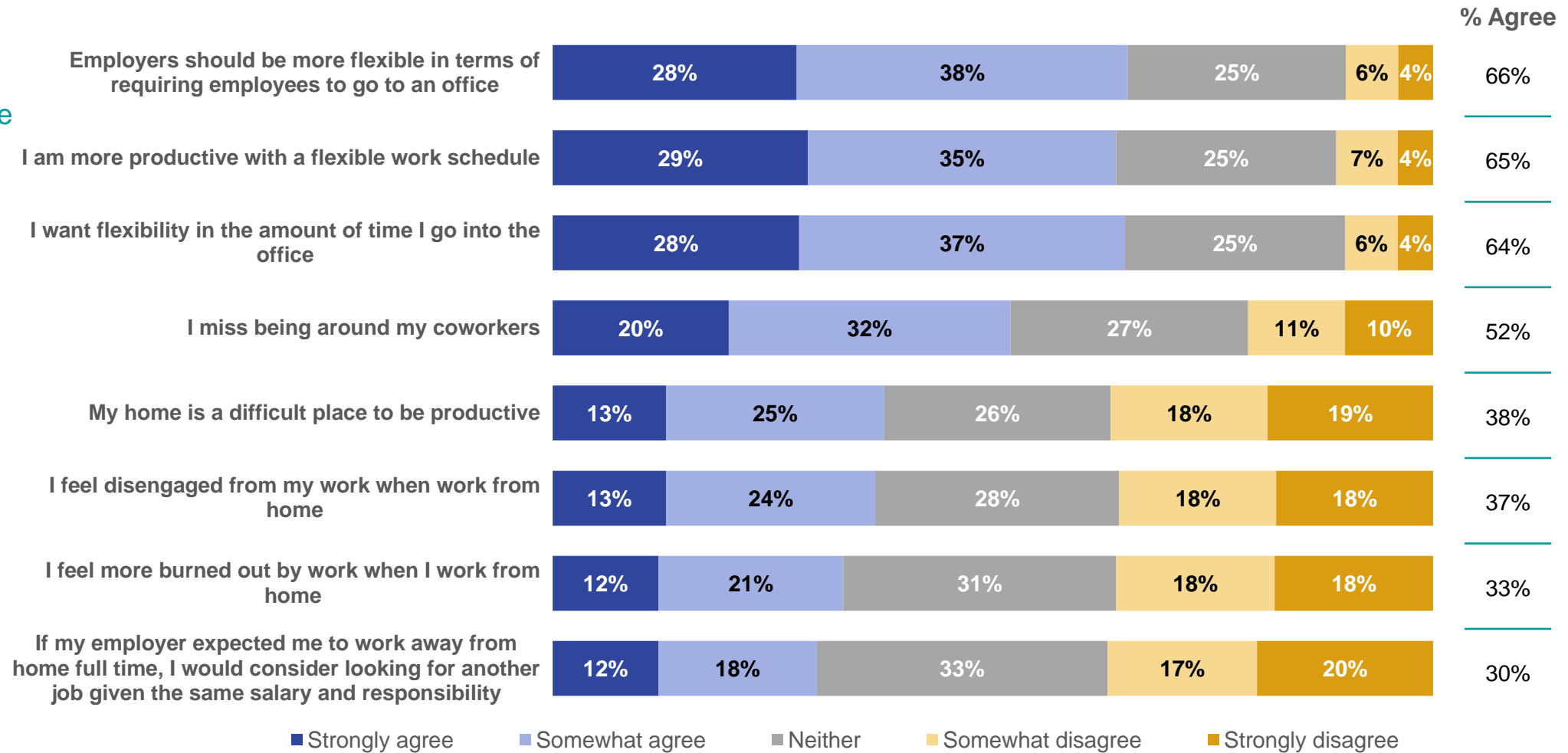
The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.





# GLOBAL SUMMARY

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

# GLOBAL SUMMARY BY KEY DEMOGRAPHIC GROUPS

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

	Global Country Average	Gender		Age			Household Income			Education			Parent of a child 0-17	
		Male	Female	Under 35	35-49	50-74	Low	Medium	High	Low	Medium	High	Yes	No
Employers should be more flexible in terms of requiring employees to go to an office	66%	64%	68%	67%	66%	63%	62%	63%	69%	59%	61%	71%	68%	63%
I am more productive with a flexible work schedule	65%	63%	66%	67%	65%	61%	64%	64%	66%	57%	62%	69%	68%	61%
I want flexibility in the amount of time I go into the office	64%	62%	67%	67%	66%	59%	58%	63%	68%	52%	60%	71%	68%	60%
I miss being around my coworkers	52%	51%	53%	55%	51%	50%	48%	52%	55%	44%	51%	56%	57%	47%
My home is a difficult place to be productive	38%	38%	38%	40%	38%	34%	41%	38%	39%	36%	38%	39%	43%	34%
I feel disengaged from my work when work from home	37%	38%	35%	39%	37%	33%	37%	36%	39%	33%	37%	38%	42%	32%
I feel more burned out by work when I work from home	33%	31%	35%	37%	33%	27%	35%	34%	33%	29%	31%	36%	38%	28%
If my employer expected me to work away from home full time, I would consider looking for another job given the same salary and responsibility	30%	30%	29%	35%	30%	22%	34%	31%	29%	28%	28%	32%	34%	26%

Base: 12,445 online employed adults aged 16-74 across 29 countries

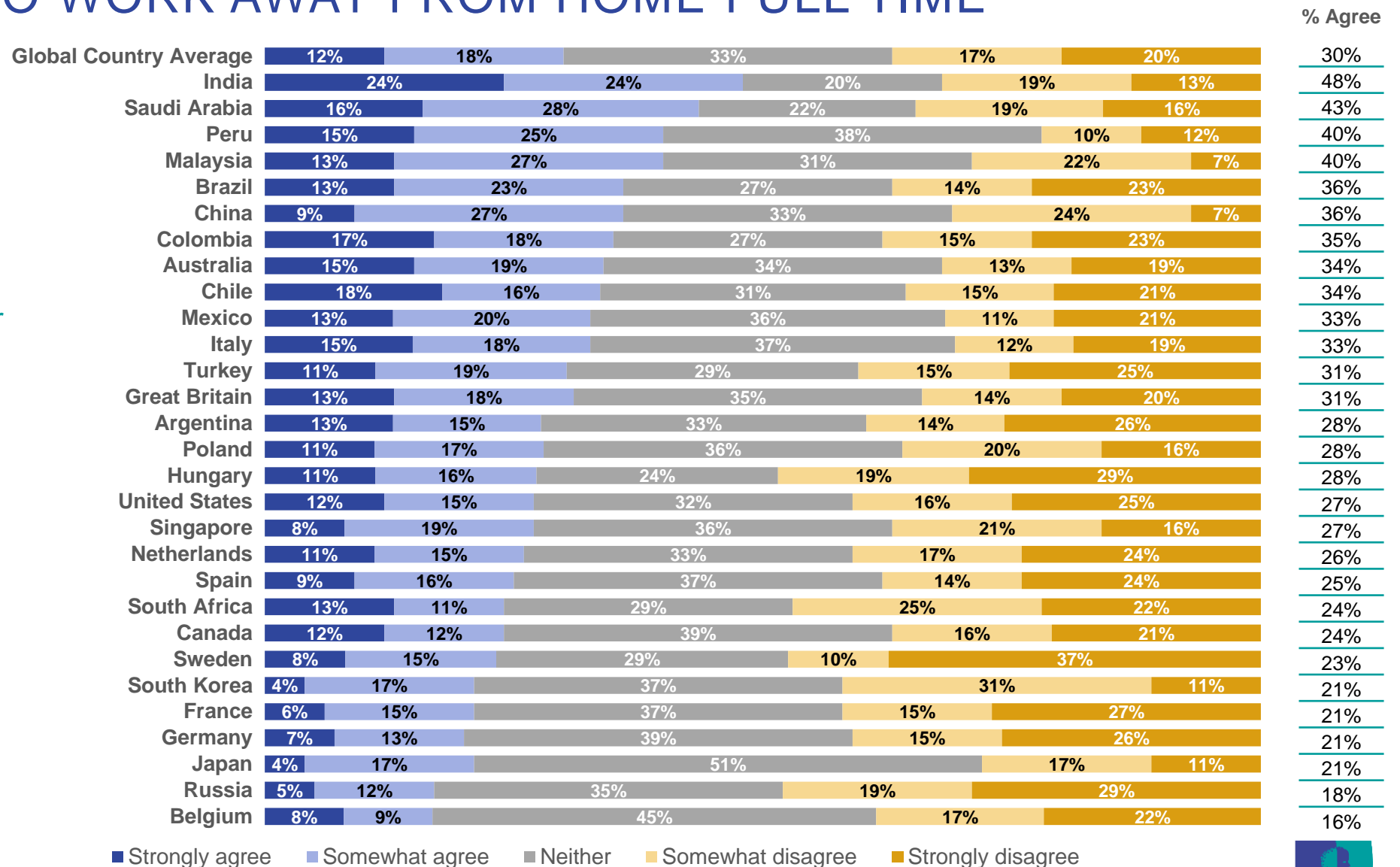
\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

# I WOULD CONSIDER LOOKING FOR ANOTHER JOB IF MY EMPLOYER EXPECTED ME TO WORK AWAY FROM HOME FULL TIME

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

If my employer expected me to work away from home full time, I would consider looking for another job given the same salary and responsibility



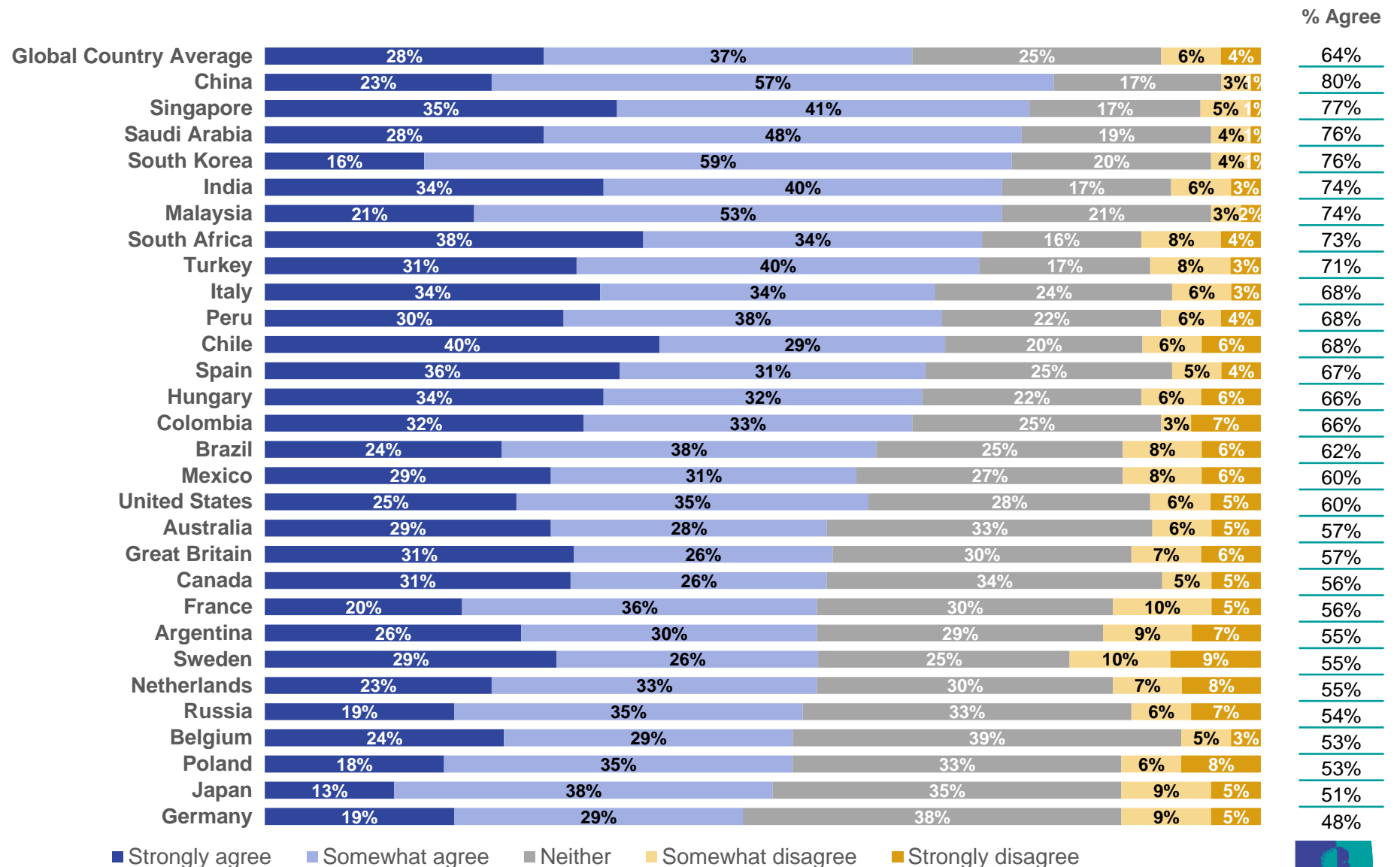
Base: 12,445 online employed adults aged 16-74 across 29 countries  
 \* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population  
 The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.



# I WANT FLEXIBILITY IN THE AMOUNT OF TIME I GO INTO THE OFFICE

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

I want flexibility in the amount of time I go into the office



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

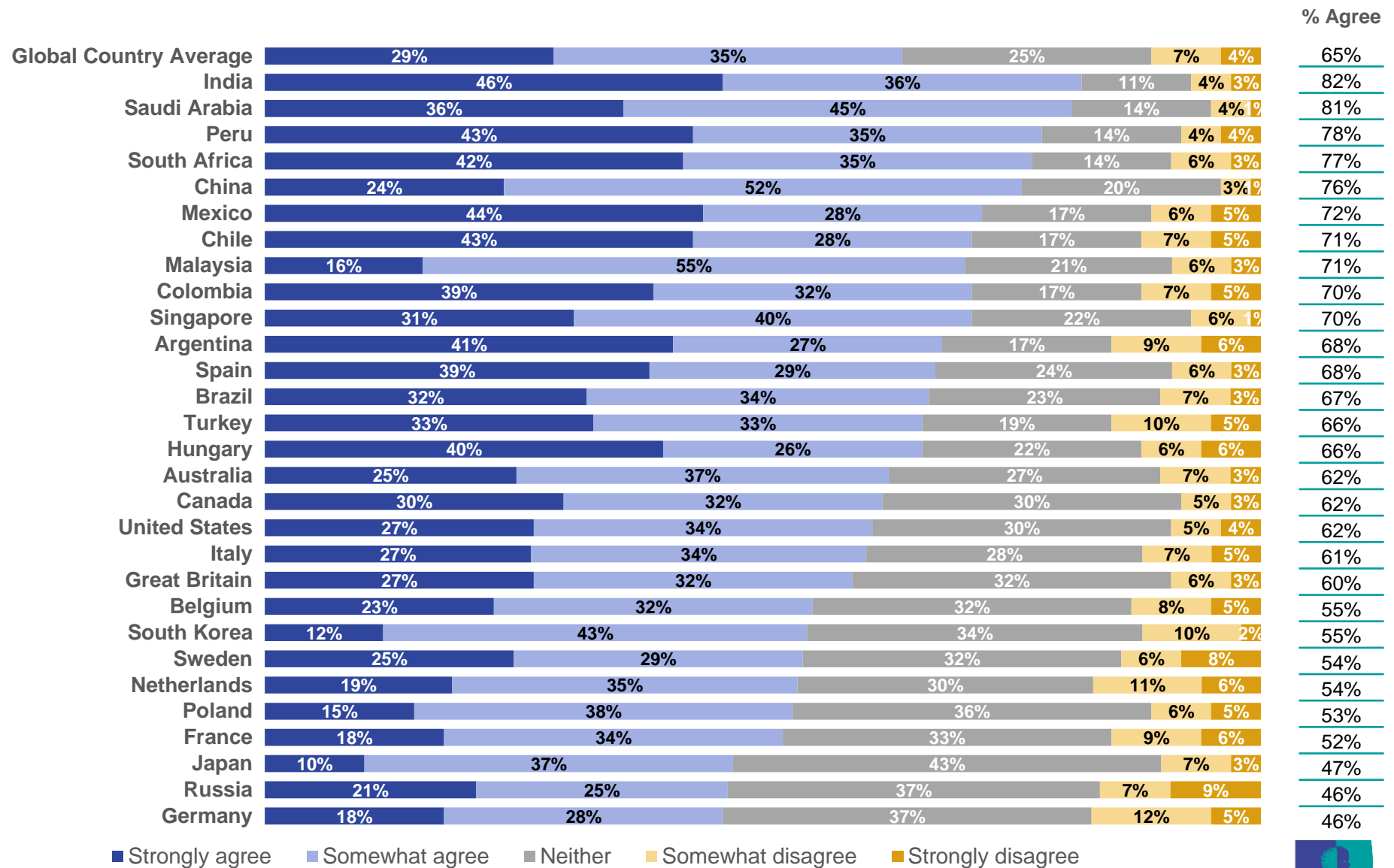
■ Strongly agree ■ Somewhat agree ■ Neither ■ Somewhat disagree ■ Strongly disagree



# I AM MORE PRODUCTIVE WITH A FLEXIBLE WORK SCHEDULE

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

I am more productive with a flexible work schedule



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

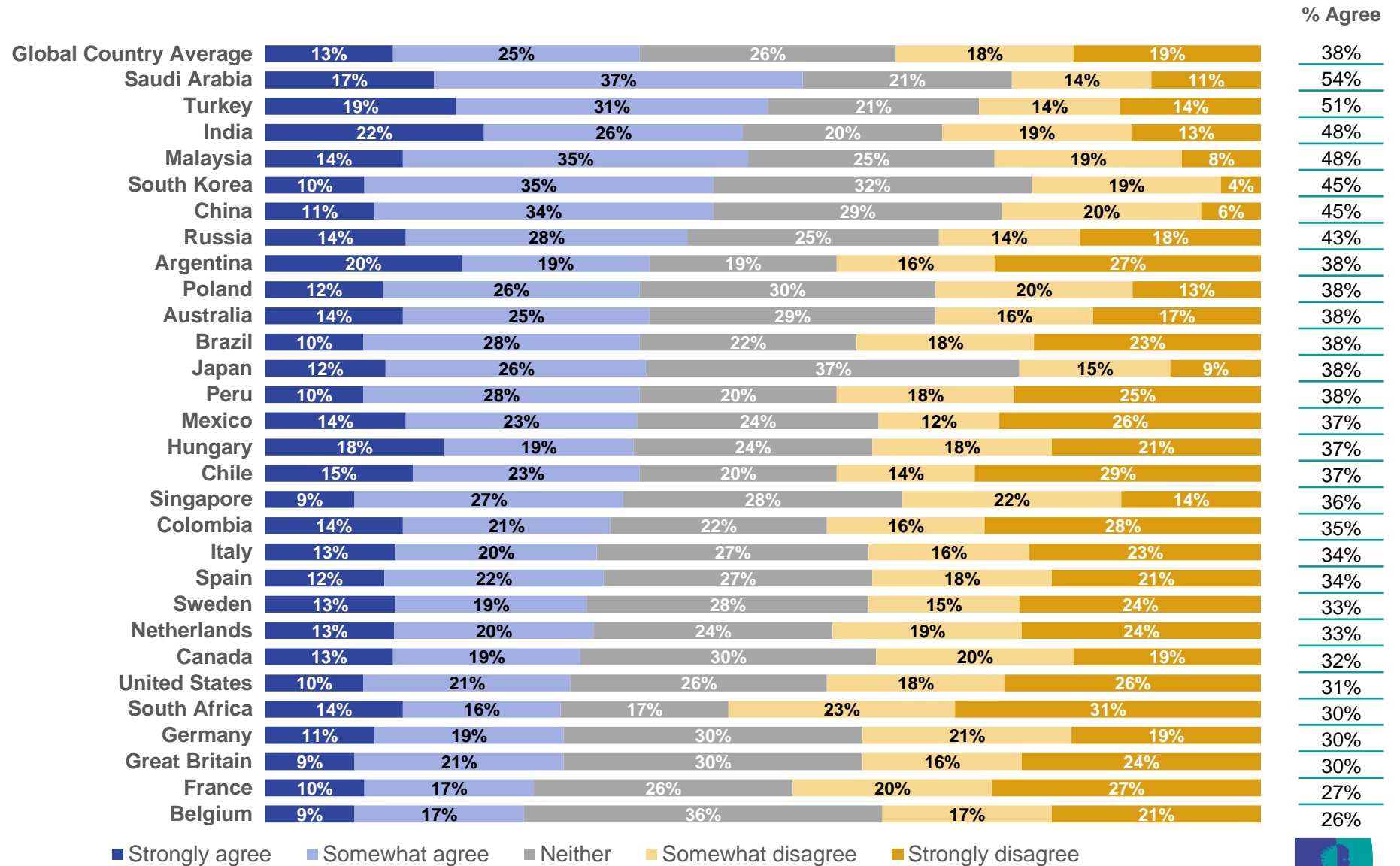
The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

■ Strongly agree ■ Somewhat agree ■ Neither ■ Somewhat disagree ■ Strongly disagree

# MY HOME IS A DIFFICULT PLACE TO BE PRODUCTIVE

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

My home is a difficult place to be productive



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

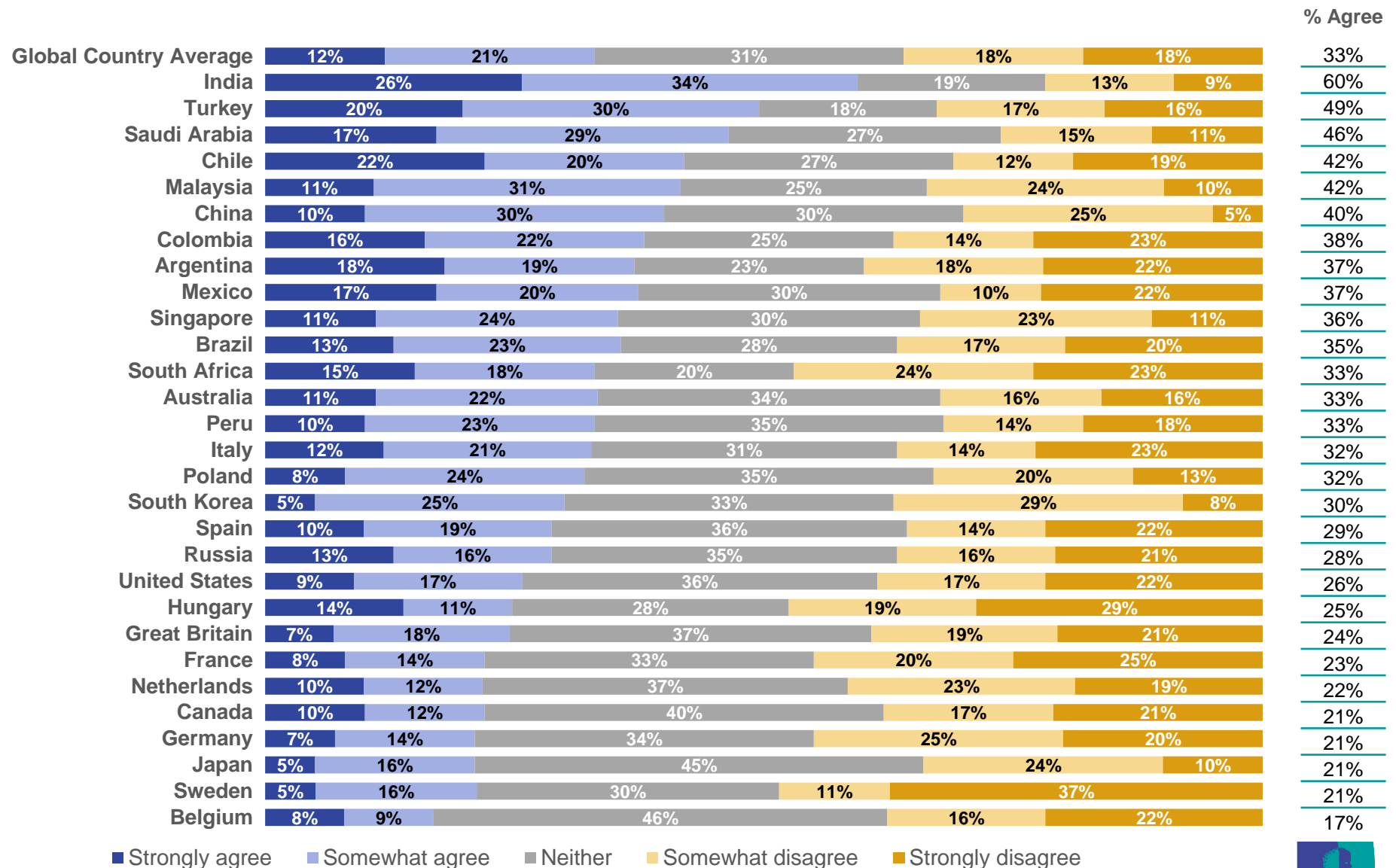




# I FEEL MORE BURNED OUT BY WORK WHEN I WORK FROM HOME

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

I feel more burned out by work when I work from home



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

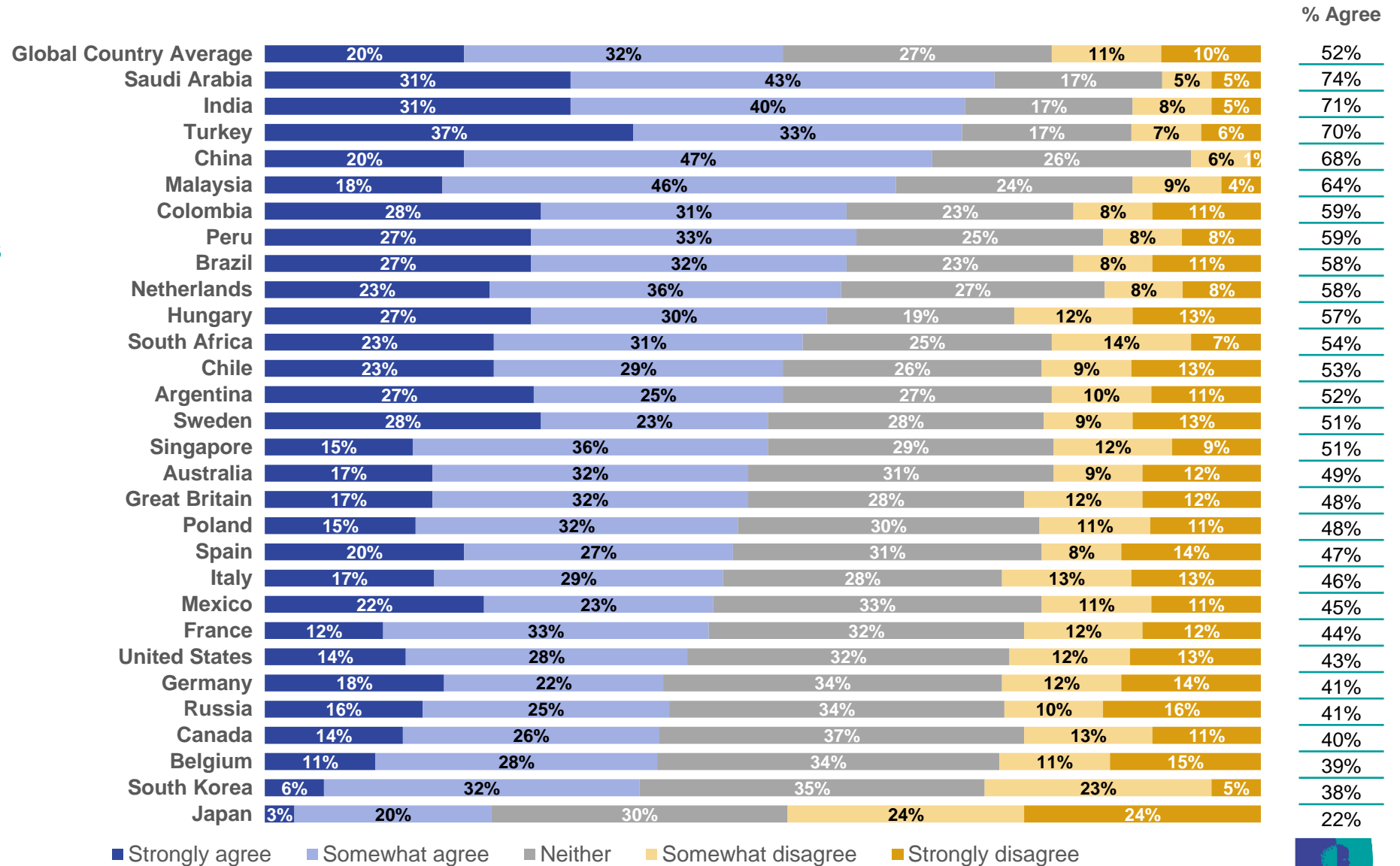
The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.



# I MISS BEING AROUND MY COWORKERS

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

I miss being around my coworkers



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

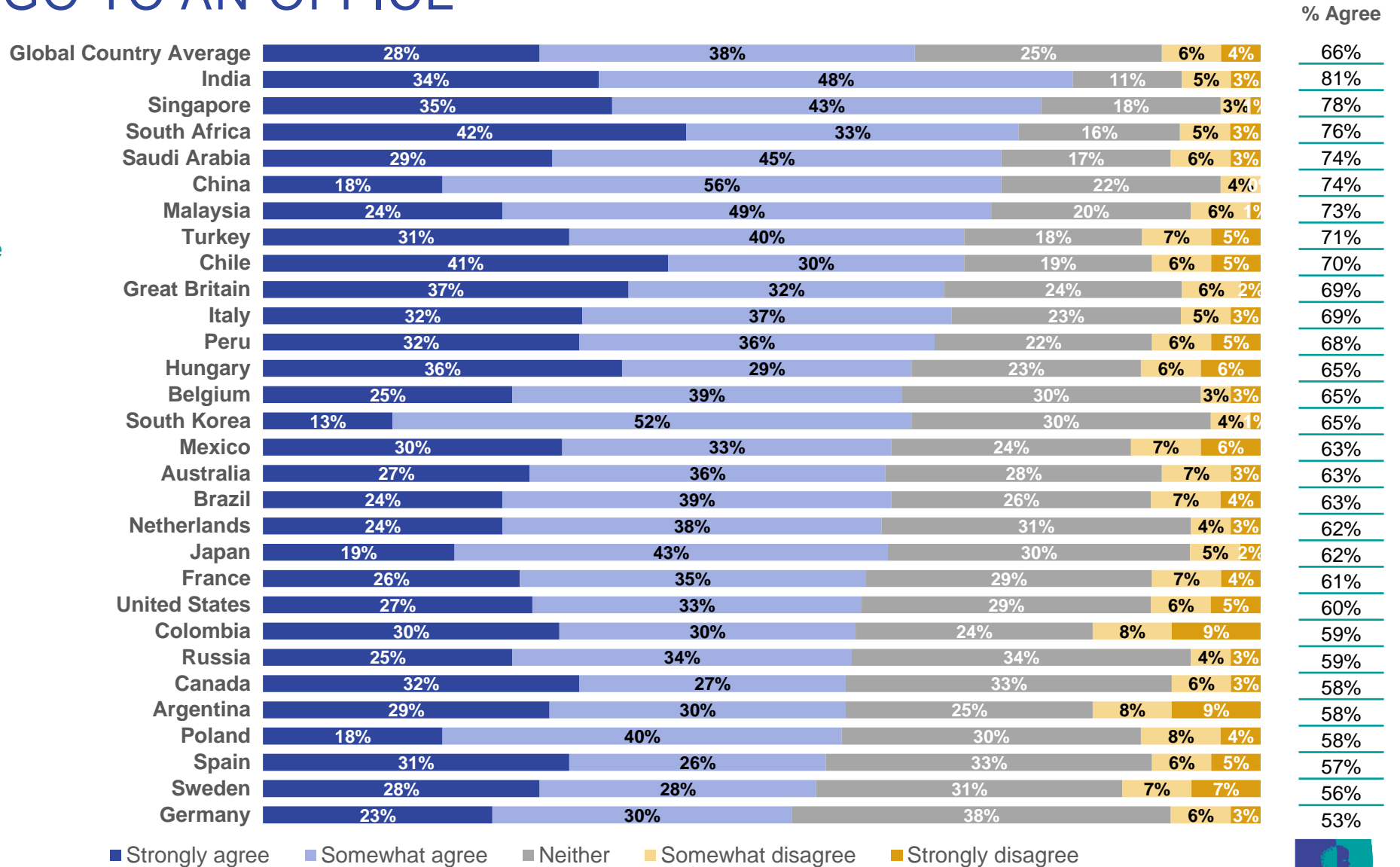
The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.



# EMPLOYERS SHOULD BE MORE FLEXIBLE IN TERMS OF REQUIRING EMPLOYEES TO GO TO AN OFFICE

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

Employers should be more flexible in terms of requiring employees to go to an office



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

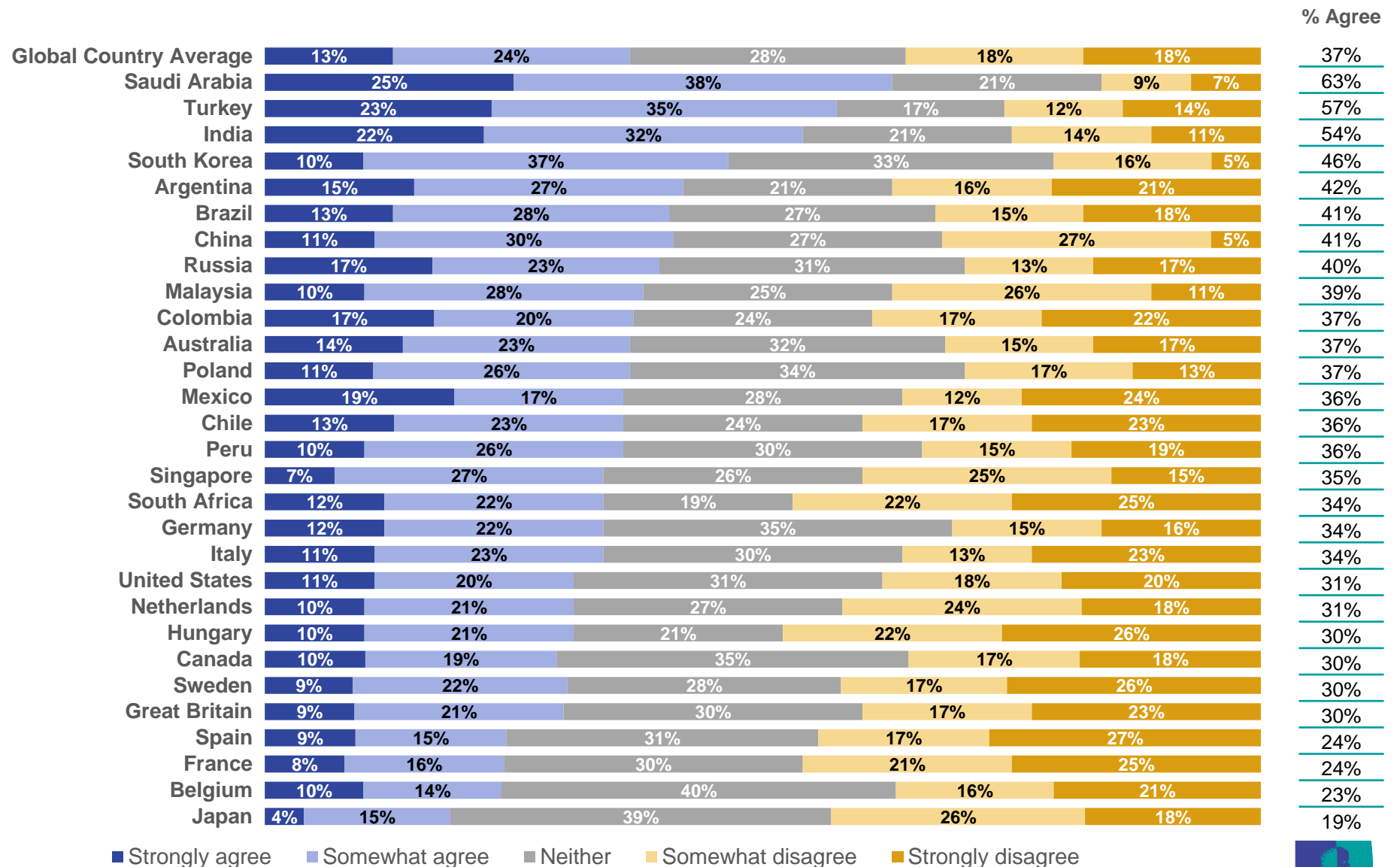
The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.



# I FEEL DISENGAGED FROM MY WORK WHEN WORK FROM HOME

Q. Thinking of a time when the pandemic restrictions are lifted, to what extent do you agree or disagree with the following statements?

I feel disengaged from my work when work from home



Base: 12,445 online employed adults aged 16-74 across 29 countries

\* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

■ Strongly agree ■ Somewhat agree ■ Neither ■ Somewhat disagree ■ Strongly disagree

# METHODOLOGY

- These are the results of a 29-country survey conducted by Ipsos on its Global Advisor online platform. Ipsos interviewed a total of 12,445 employed adults aged 18-74 in the United States, Canada, Malaysia, South Africa, and Turkey, age 21-74 in Singapore, and 16-74 in 23 other countries between May 21 and June 4, 2021.
- The sample consists of employed individuals. The sample sizes range from n=255 in Belgium to n=809 in China (mainland) with an average of 429 per country.
- The samples in Argentina, Australia, Belgium, Canada, France, Germany, Great Britain, Hungary, Italy, Japan, the Netherlands, Poland, South Korea, Spain, Sweden, and the U.S. can be taken as representative of these countries' general adult population under the age of 75.
- The samples in Brazil, Chile, China (mainland), Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more "connected" segment of their population.
- The data is weighted so that each country's sample composition best reflects the demographic profile of the adult population according to the most recent census data.
- Where results do not sum to 100 or the 'difference' appears to be +/-1 more/less than the actual, this may be due to rounding, multiple responses, or the exclusion of don't know or not stated responses.
- The precision of Ipsos online polls is calculated using a credibility interval with a poll of 1,000 accurate to +/- 3.5 percentage points and of 500 accurate to +/- 4.8 percentage points. For more information on the Ipsos use of credibility intervals, please visit the Ipsos website.
- The publication of these findings abides by local rules and regulations.

# ABOUT IPSOS

---

Ipsos is the third largest market research company in the world, present in 90 markets and employing more than 18,000 people.

Our research professionals, analysts and scientists have built unique multi-specialist capabilities that provide powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 business solutions are based on primary data coming from our surveys, social media monitoring, and qualitative or observational techniques.

“Game Changers” – our tagline – summarises our ambition to help our 5,000 clients to navigate more easily our deeply changing world.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg  
IPS:FP  
[www.ipsos.com](http://www.ipsos.com)

# GAME CHANGERS

---

In our world of rapid change, the need for reliable information to make confident decisions has never been greater.

At Ipsos we believe our clients need more than a data supplier, they need a partner who can produce accurate and relevant information and turn it into actionable truth.

This is why our passionately curious experts not only provide the most precise measurement, but shape it to provide True Understanding of Society, Markets and People.

To do this we use the best of science, technology and know-how and apply the principles of security, simplicity, speed and substance to everything we do.

So that our clients can act faster, smarter and bolder. Ultimately, success comes down to a simple truth:  
**You act better when you are sure.**

