



Working from home

Flexible work is the new normal

Introduction

Sweden has been at the forefront when it comes to digitization. In 2019, [98%](#) of Swedes had access to the internet at home. This works in Sweden's favor when it comes to working from home, which international [surveys](#) also provide support for. The ability to organize work from home can also be an important means of competition in the job market post Corona, which is especially important for a sparsely populated country like Sweden. Therefore, we have focused on people who have worked from home either full or part time during the Corona crisis.

Mårten Westberg from the European Institute for Behavioral Science Analysis, Dr Petri Kajonius from Lund University, Sophie Hedestad from Netigate, and Professor Stefan Tengblad from the University of Gothenburg are behind the study.

1,500 randomly selected people participated in the survey, which was conducted in July 2020. The sample is nationally representative, which means that there is an even distribution of gender, geographical location, age and income level. Of the 1,500 people surveyed, 506 answered "yes" to the question about whether they worked from home during the Corona crisis. These 506 people have since had to answer another 60 questions about housing, family, transport, personality and other goal variables such as motivation, productivity, stimulus, how it went for their employer and more.

The aim of the survey, and its findings, is to help Swedish companies and managers more easily handle the situation regarding working from home. Many want to begin, or continue, working from home.

Managers and HR departments need to prepare for the workplace of the future. Today, many companies are currently working based on a model that assumes most people work in the office.

The people behind the study



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The surveys about remote work in the spring were exciting but thin. Working from home has worked for a long time, but in the spring the development exploded. We as behavioral scientists need to learn much more about how working from home differs from work in a factory or office.

Mårten Westberg,
EIBA

**European Institute of
Behavioural Analysis**



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Managers and HR departments need to prepare for the future workplace. Remote work is a big part of how we will work in the future.

Stefan Tengblad,
University of Gothenburg



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Sweden has been at the forefront when it comes to digitization. This helps Sweden when it comes to the opportunity to work from home.

Petri Kajonius,
Lunds University



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The aim of the survey has been to help Swedish companies and managers handle working from home. During the autumn, many Swedes will continue to work from home.

Sophie Hedestad,
Netigate



Overview

5 million Swedish
people work

Every third person
has worked from
home

2 out of 3 like
working from
home

1 million Swedes
will work from
home after the
spread of
infection ceases



"We can conclude that about 1 million Swedes will continue to work from home even after the spread of infection has ceased. Even if not everyone does it all the time."

Mårten Westberg from EIBA

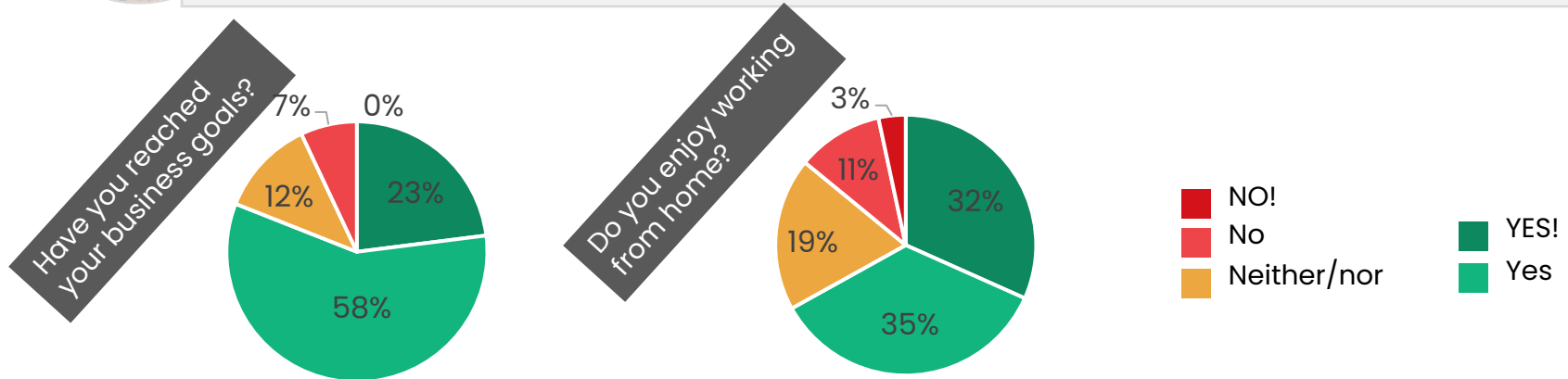
Businesses don't need to be afraid of working from home

67% of those who responded to the survey enjoy working from home, and 81% stated that they have reached their business goals. There are studies that show that productivity increases with working from home, as people have a greater flexibility and opportunity to plan their days to suit them.



"Many have enjoyed working from home, and a large proportion have reached their business goals. Companies do not have to worry about letting their staff work from home."

Stefan Tengblad, University of Gothenburg



Income, transport, or familial circumstances do not affect well-being and job satisfaction

Income

One might think that people with high incomes, and therefore more responsibility, are more motivated to work but this is not the case. This is in line with previous [analyses](#) that higher wages do not increase motivation in the long run. Salary also does not affect how well you thrive while working from home. Enjoying remote work is different from what gives job satisfaction, e.g. motivation, fun at work and more. Whether you are an introvert or an extrovert personality type can also affect both well-being and job satisfaction.

Transport

It is conceivable that the distance one has to travel to get to work is what makes more people want to work from home. But our survey results show that commute time does not appear to affect well-being or job satisfaction.

Family situation

The survey shows that the number of children in the home, the age of the children, or being single does not have an impact on well-being or job satisfaction when carrying out work at home.

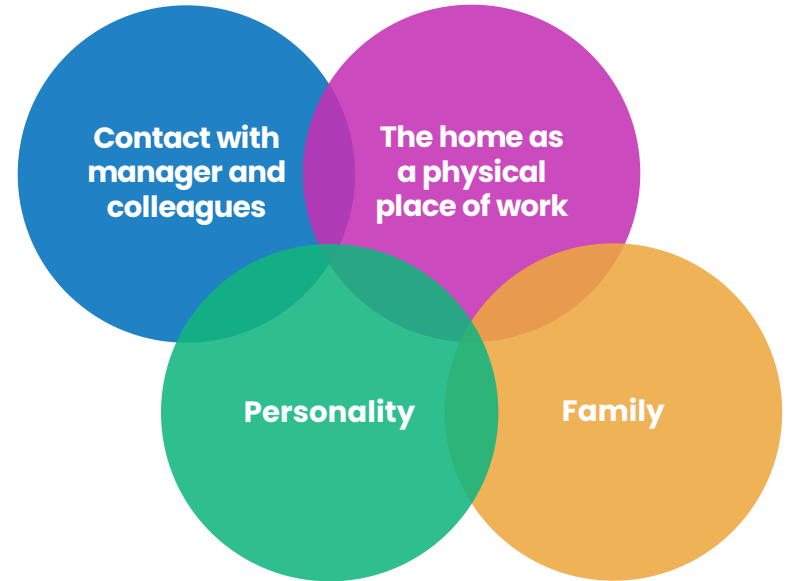
Extroversion facilitates well-being and job satisfaction

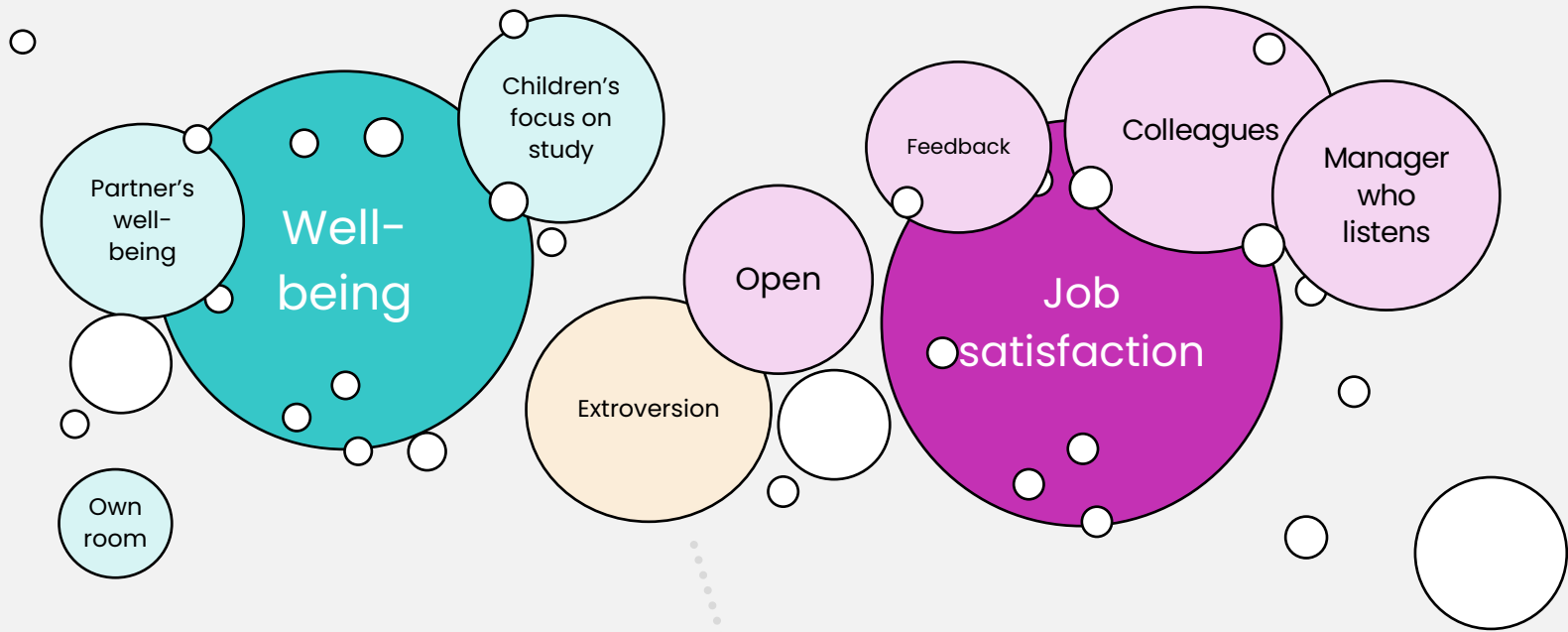
Personality, and whether other family members enjoy working from home, seem to be decisive factors for well-being and job satisfaction. If children in the home find focus for their studies and partners also enjoy working from home, these are favorable factors for successful remote working.

Job satisfaction when working from home is also greatly affected by continued communication and openness with immediate managers and colleagues.

The survey shows that people who have extrovert personality traits are more likely to enjoy working in an office landscape. However, extroversion also appears to be a personality trait that can help, to a greater extent, with the transition to working from home.

If an individual manages to define a clear workplace, or a dedicated room in the home, well-being is also increased.





Well-being:

Being able to concentrate on work and having a dedicated room to work in affects well-being. If you have children and a partner, their ability to thrive while working from home is also a factor that influences how successful you will be.

Job satisfaction:

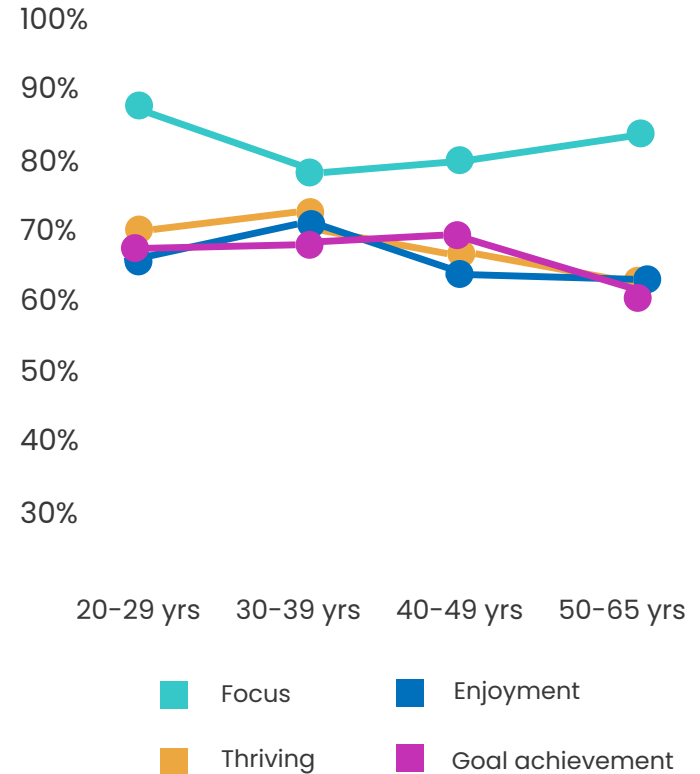
Having a manager who listens, getting regular feedback, and contact with colleagues all impact job satisfaction.

Extroversion affects both well-being and job satisfaction

All ages can work from home

During spring 2020, there was some discussion about young people not being able to work from home. Studies have demonstrated this, and psychologists and organizational scientists have explained that younger people need support from their managers.

Our study shows that age has nothing to do with whether you can manage your work from home or not. All ages are able to work from home successfully. However, there may be a connection if you are new to a workplace and need support from colleagues, because cooperation and communication more easily achieved in the office.



The office space: An opportunity for better profitability

2/3 of those who do not like office landscapes have enjoyed working alone during Corona. Introverted people tend to prefer working from home rather than in the office.

The survey shows that we work from home when we want to focus and concentrate. The days when we want and need to have contact with colleagues, we come to the office where the flow is completely free.

In the long run, employers can get rid of redundant office space and occupy smaller premises. Companies that want to accelerate should reduce 'dead costs' such as space and invest in marketing and sales that create growth.

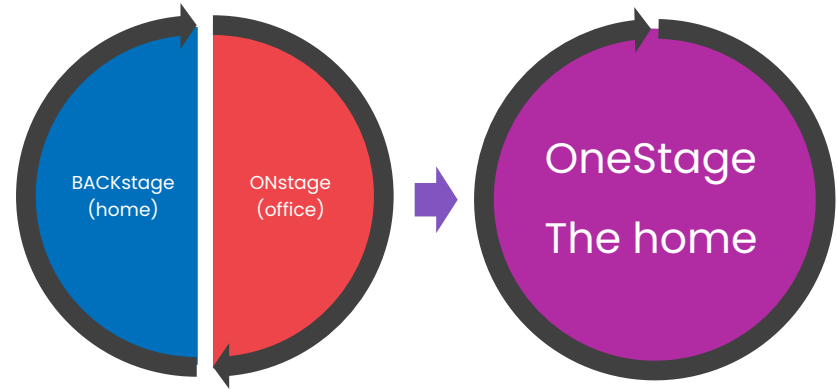
		Thrives in the office				
		YES!	Yes	Neither/nor	No	NO!
Thrives when working from home	YES!	54%	26%	24%	28%	41%
	Yes	27%	42%	36%	42%	24%
	Neither/nor	5%	18%	28%	17%	17%
	No	11%	12%	9%	10%	13%
	NO!	3%	2%	3%	3%	5%

There is a connection between well-being at home and having a preference for working in the home office.

Normal office work has a high interference factor, meaning it can sometimes be difficult to concentrate. The survey shows that people can concentrate more on their work tasks from home.

The line between work and leisure is blurred

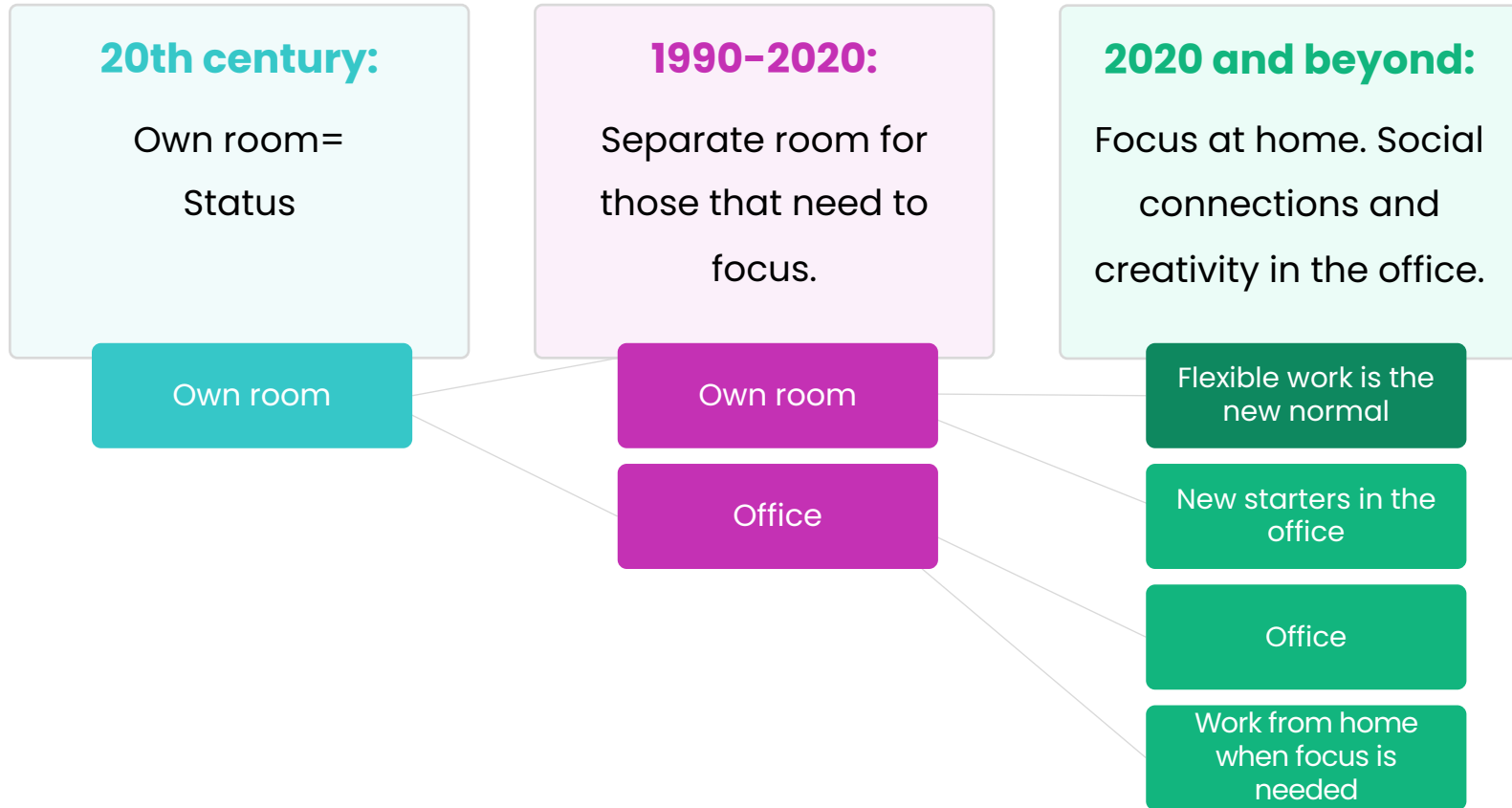
Surveys show that people who work from home associate the home with work to a greater extent.



"The typical working day, to work from 9-5, will be erased. We will work on projects as and when needed. Digitization has meant that we are connected 24 hours a day."

Petri Kajonius, Lund University

The workplace of the future



How your company can prepare for the future of work:

1. Terminate 'dead costs' such as premises that are not used. If your company allows it, people will continue to work from home to an increasing degree, even after the spread of infection has ceased.
2. Extroverted people may find the transition to home working easier. Make sure your introverted employees get the support they need. Reach out to them more often.
3. Age has nothing to do with efficiency. However, time in the company has an important role in whether you can work from home successfully or not. New employees will benefit from working within the office space.
4. Focus on getting quality and results from your employees. Where this takes place is not so important.



"The corona crisis has accelerated us into the workplace of the future. Twitter and many other companies have decided to let their employees work from home until the summer of 2021. Communicate and be transparent with what applies to your employees."

Sophie Hedestad, Netigate

Finally

The increase in remote working since Corona has made us question working life before the pandemic, when the conditions for achieving results and job satisfaction were actually significantly better. How many of us have dealt with inefficient meetings, disruptive colleagues, bossy bosses and restrictive rules about how the work should be done? Swedish working life needs to develop new flexible forms of work that are characterized by competence, quality, and results.



"There is a great need to develop new, flexible forms of work in Swedish working life."

Stefan Tengblad, University of Gothenburg

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