



University graduates at Scania **WORKING FROM HOME**

Results from a survey to Akademikerföreningen's members in 2020



Akademikerföreningen på Scania
www.saco.se/scania

Summary

The Covid-19 pandemic in 2020 made Scania employees work from home to a large extent. AF therefore sent out a survey to its more than 3,000 members to find out how working from home affected the work environment, work results, mental and physical health and recovery. And if they would like to continue working from home in future as well as what they need to be able to do it in a good way.

AF will, based on 1143 responses, continue to work for improved working conditions for members. The hope is that Scania will see the possibilities with work from home and benefit from the positive effects for the individual, the company and society.



96% want to work from home to a certain or large extent

Purchasing and IT want to work from home to a much greater extent



Regular contacts with colleagues are crucial

It affects work results, work environment and health to an equal degree.



Approx 60% experience increased focus and efficiency

The downside is that it is harder to get hold of information and people



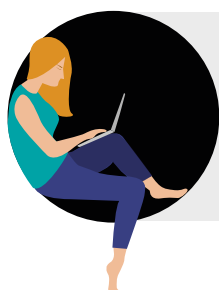
Managers find more difficult to detect employees' early signals of ill health

Job satisfaction and motivation deteriorate and loneliness increases.



The workplace at home needs to be improved to avoid physical problems

Work life balance is improved for 49%.



Those younger than 30 years are more negatively affected by work from home

Efforts are needed for them to cope better with work from home.

Introduction

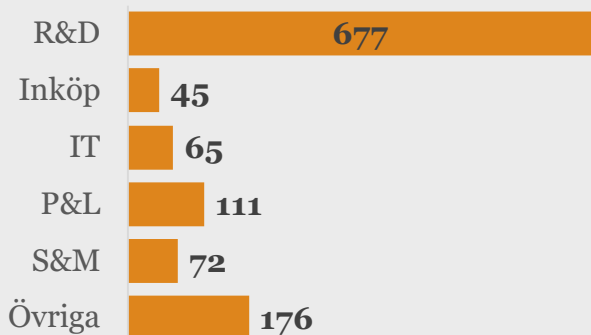
The purpose of the survey is to find out how work from home has worked out for AF members in the spring of 2020. How it has affected their work environment, work results, mental and physical health as well as recovery. And if they want to continue working from home in future and what they need to be able to do it in a satisfying way. Based on the survey answers, AF will continue to work for improvements of the working conditions for AF members.

The background is the pandemic Covid-19, which in 2020 made Scania recommend employees to work from home when it was possible from March 16. Working from home has never before taken place to such an extent at Scania. The majority of white collar workers have worked from home all, or almost all of their working hours.

Method

The survey was conducted in Teams Forms and sent to AF's more than 3000 members, of which 1143 responded. The survey was open between June 30 and August 10. The respondents were anonymous but questions were asked about organization, age, gender identity and position of manager or not manager.

Distribution of the 1143 respondents



~ 18% work 100%. At Purchasing, IT, P&L, S&M 10% work fulltime, and at R&D 20% do. The others are laid off to some extent.



~ 35% are women, with a variation of 30% -45% between the units.



~ 15% are managers.



~ 74% work more than half of their working hours at home. At P&L about 54%, at IT and R&D around 70% and at Purchasing and S&M about 90%.

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Result

Regular contact with colleagues is crucial for successful work from home

The analysis shows that *Regular contact with colleagues* has a major impact on how well work from home functions. It affects the work result, work environment and health. It even has an impact on whether the workplace at home is experienced as *Designed so that physical problems are avoided*. Thus, it is not surprise that there is a clear connection between *Regular contact with colleagues* and *How much you want to work from home in the future* (fig. 1).

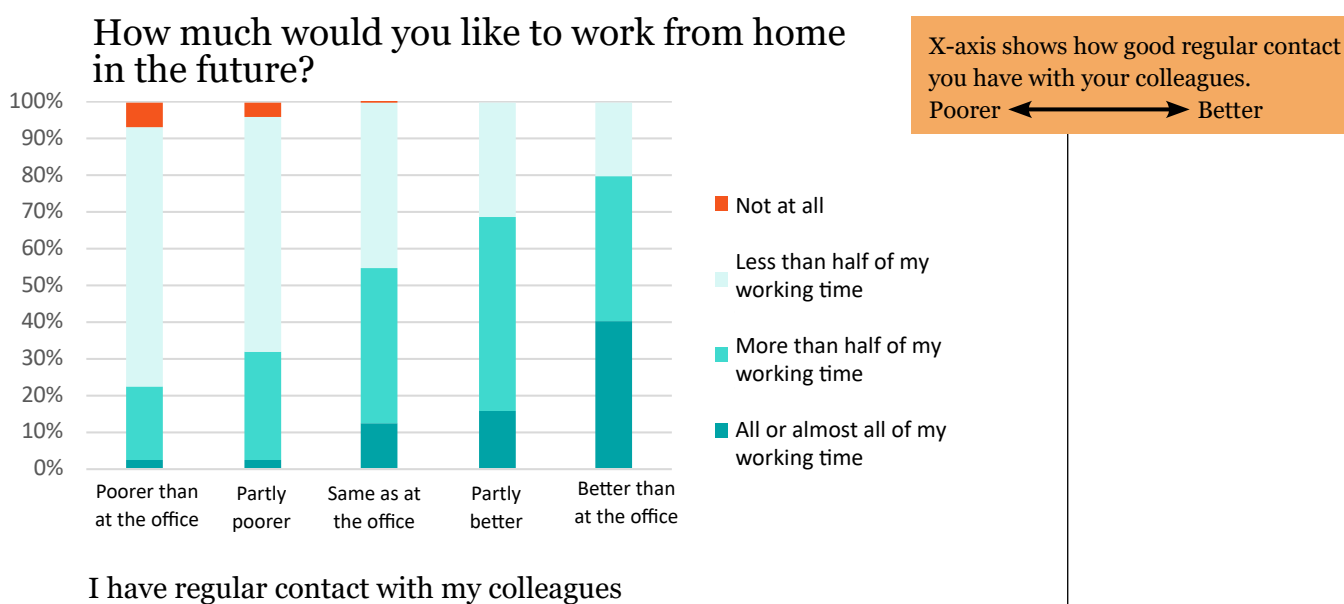


Fig. 1

Regular contact with colleagues: Impact on work results

Of those who have better regular contact with colleagues, 80% answer that they can focus better or partly better compared with 43% of those who have poorer regular contact with colleagues (Fig. 2). The same is true for the following questions related to work results; *To be able to manage and plan their work* (fig. 3), *To get hold of the people you need* (fig. 4), *To get the information you need for your work* (fig. 5), and *To know what is prioritized* (fig. 6).

The difference in how one has experienced work from home is considerable between those who have had better regular contact with colleagues compared with those who have had worse. On average, there is a difference of between 40 and 60 percentage points in how you answer (Fig. 7).

X-axis shows how good regular contact you have with your colleagues.
Poorer ← → Better

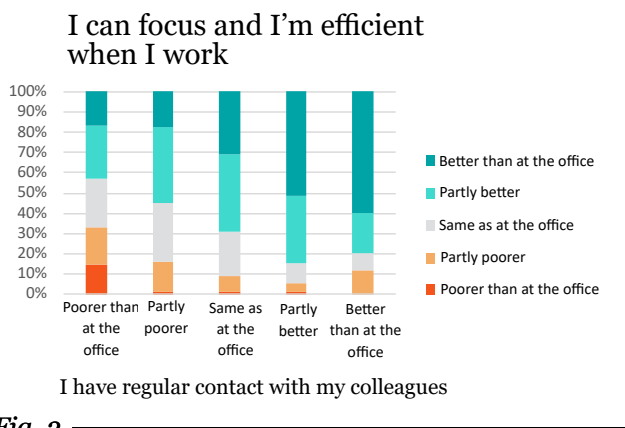


Fig. 2

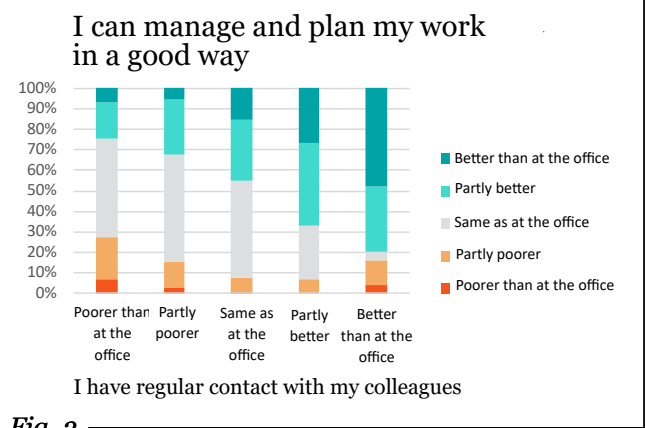


Fig. 3

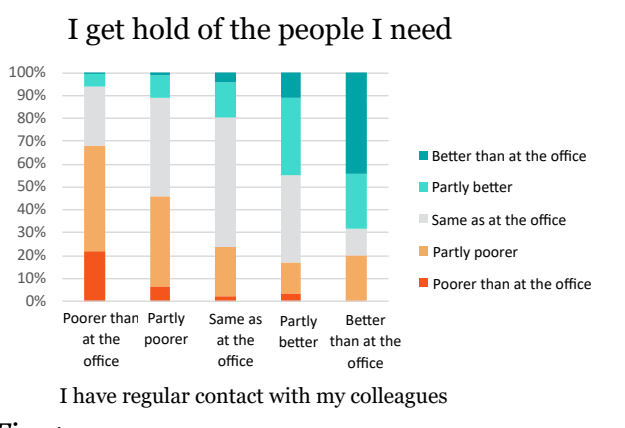


Fig. 4

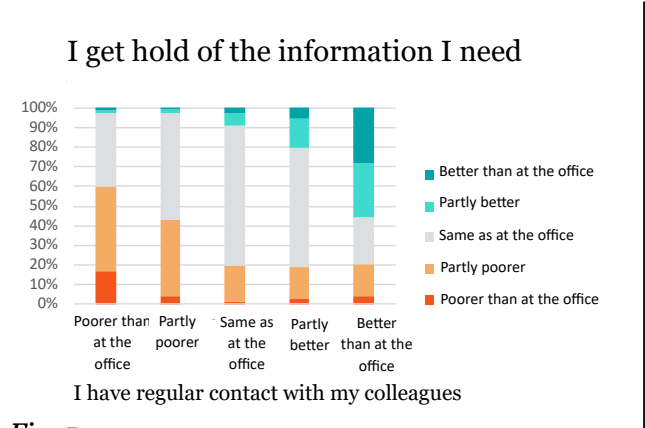


Fig. 5

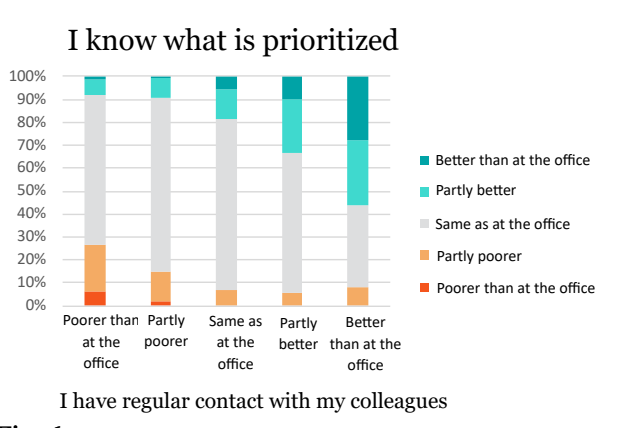


Fig. 6

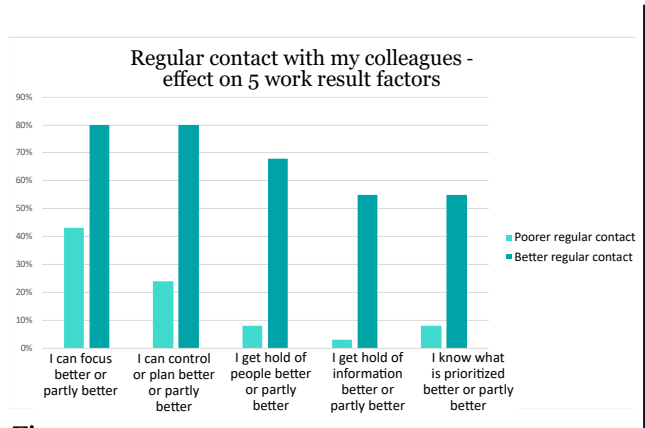


Fig. 7

Regular contact with colleagues: Impact on the working environment and health

Of those who have poorer regular contact with colleagues, 67% feel deteriorating Job satisfaction and motivation compared with 28% of those who have better regular contact with colleagues (Fig. 8). The same is true for the following questions related to working environment and health; *Loneliness* (fig. 9), *Participation in what happens at work* (fig. 10), *The mood in the group* (fig. 11), *Stress and inadequacy* (fig. 12).

The difference in how one has experienced work from home is considerable between those who have had better regular contact with colleagues compared with those who have had worse. On average, there is a difference of between 40 and 60 percentage points in how you answer (Fig. 13).

X-axis shows how good regular contact you have with your colleagues.
Poorer ← → Better



Fig.8

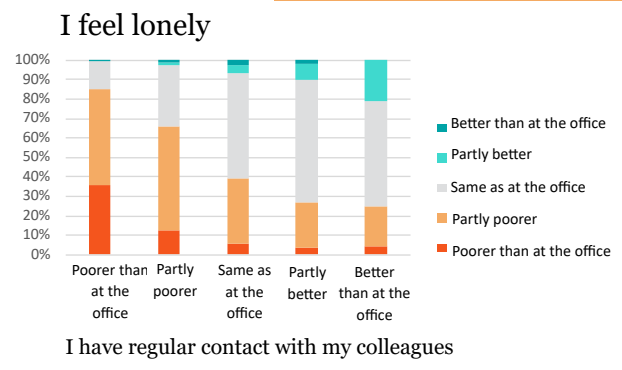


Fig.9

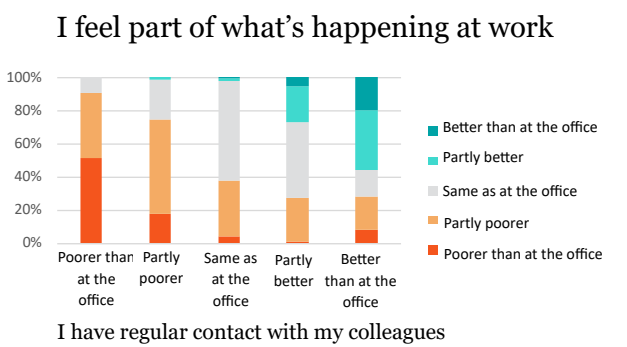


Fig.10

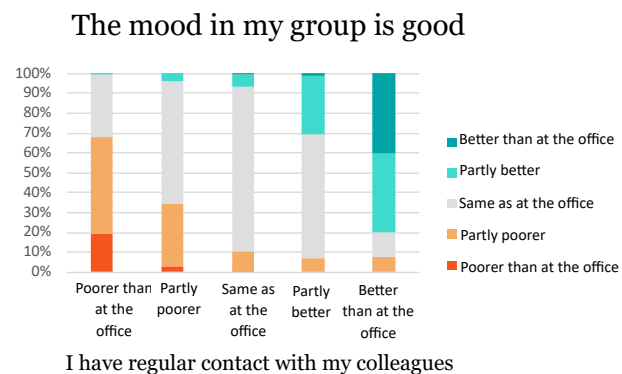


Fig.11

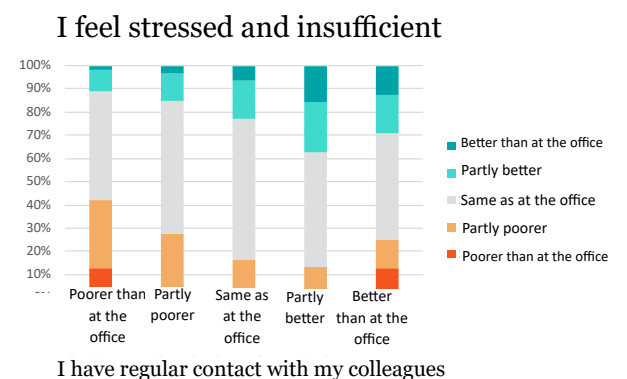


Fig.12

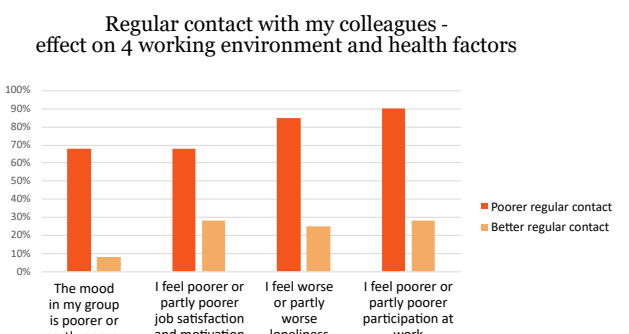


Fig.13

96% want to work from home to a certain or large extent

96% want to work from home to a certain or large extent. 41% more than half of the working hours, 55% less than half and 4% never want to work from home (fig. 14). Of the 177 managers, 32% want to work from home for more than half of the working time (fig. 15). Of the 1143 respondents, only a slight difference can be seen between women and men (fig. 16).

There is a clear connection between how much you have worked from home and how much you want to work from home. The more you *have* worked from home, the more you *want* to work from home. 53% of those who have worked all or almost all of their working hours at home, want to work more than half of their working hours from home. Compared to only 24% of those who worked less than half of the working time away from home (fig. 17).

How much would you like to work from home in the future?

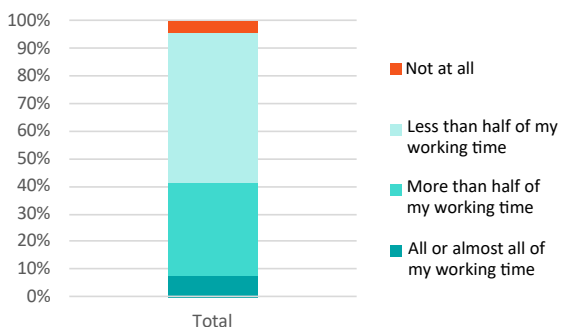


Fig.14

How much would you like to work from home in the future?

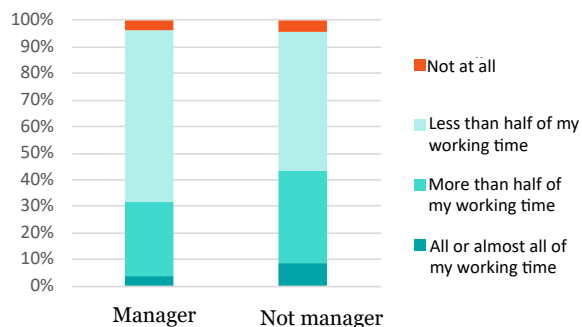


Fig.15

How much would you like to work from home in the future?

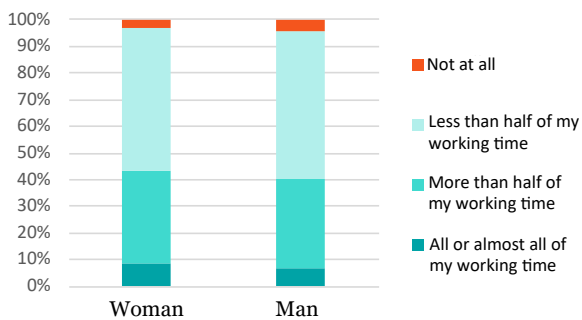


Fig.16

How much would you like to work from home in the future?

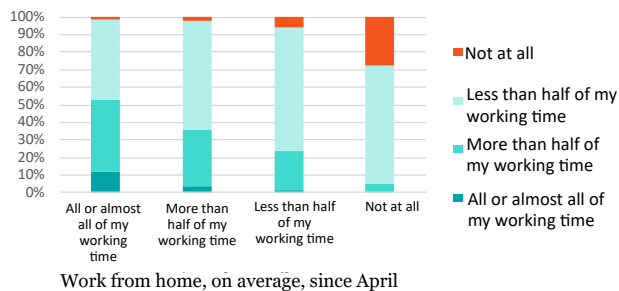


Fig.17

X-axis shows proportion of work from home since April.
All hours ← → None

Respondents under the age of 30 want to work from home to a lesser extent

Respondents under the age of 30 want to work from home to a lesser extent than others. 35% of them want to work from home for more than half of their working time, compared with 41% of others (Fig. 18). An explanation may be that in several ways they are more negatively affected by work from home than other groups.

60% state that the important factor Regular contact with colleagues is worse or partly worse compared to 53% of all respondents (Fig. 19). 44% experience deteriorating job satisfaction and motivation (fig. 20) which is more than others and they feel slightly more stressed (fig. 21). They also experience to the greatest extent that the workplace at home is less designed to avoid physical discomfort, 78% responds that. (fig. 22).

How much would you like to work from home in the future?

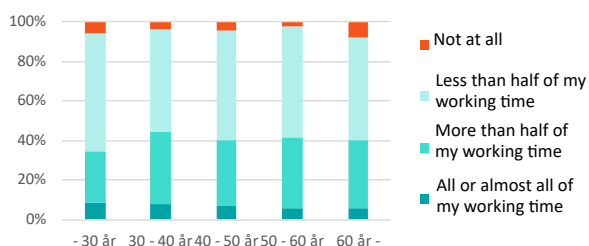


Fig.18

I have regular contact with my colleagues

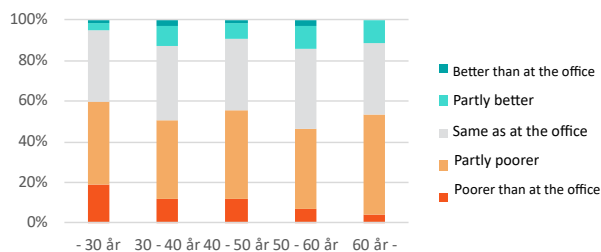


Fig.19

I feel job satisfaction and motivation

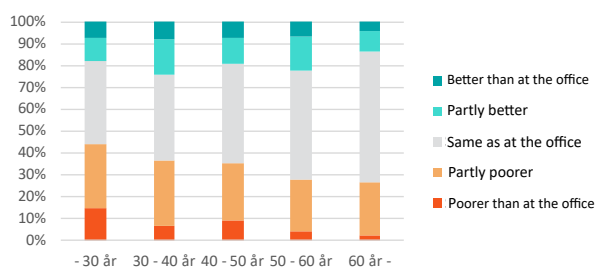


Fig.2

I feel stressed and insufficient

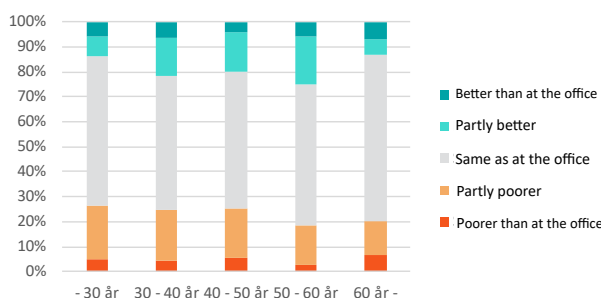


Fig.21

My work place is designed to avoid physical problems

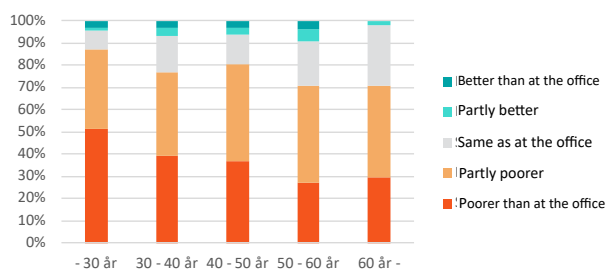


Fig.22

Big differences between units, in how much you want to work from home

At Purchasing and IT, around 60% want to work more than half of their working time from home, compared with 22% at P&L and 33% at Sales & Marketing (Fig. 23). One explanation for the large difference between the units could be in the important factor Regular contact with my colleagues, see p. 4-6. Purchasing shows the least deterioration of regular contact with colleagues 43% and Sales & Marketing the greatest deterioration of 68% (Fig. 24).

However, this is not enough to explain why P&L wants to work from home to such a small extent. Perhaps a contributing reason is that P&L has worked at least from home of all units during the spring (Fig. 25). In accordance with the connection, the more you have worked from home, the more you want to work from home, fig. 17 on page 7. What this is due to is unclear, possibly their work tasks are less suitable. It has also emerged that no work from home has been allowed at P&L in Oskarshamn or Luleå.

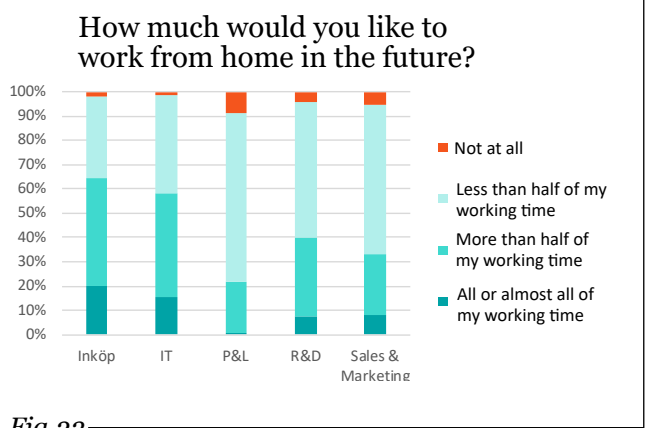


Fig.23

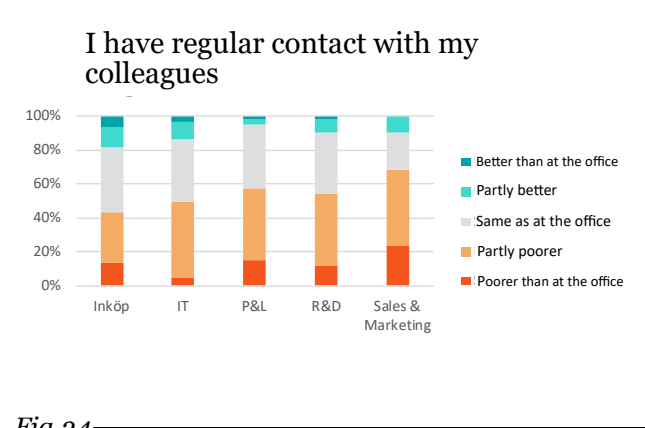


Fig.24

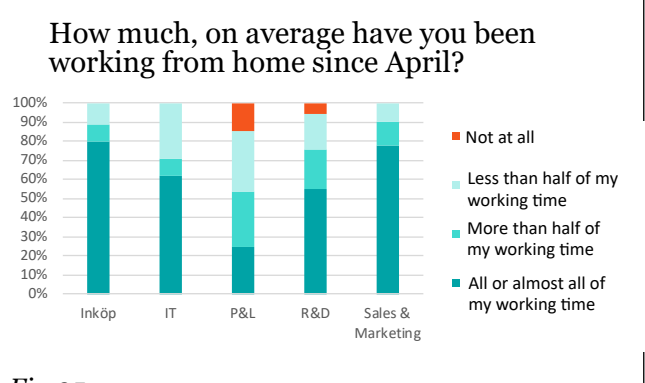


Fig.25

62% experience increased focus and efficiency

62% state that they can focus better or partially better when working from home while 14% experience a deterioration (Fig. 26). The majority (87%) also feel that they can manage and plan their work better or as well as in the office (Fig. 27). What is prioritized is known to the same degree as in the office (Fig. 28).

Figures 29, 30 and 31: Purchasing experiences improvements to a greater extent than other units in all areas; Focus (73%), Planning (59%) and Prioritization (36%). P&L and Sales & Marketing see the least improvement. P&L; Focus (51%), Planning (37%) and Prioritization (9%). Sales & Marketing; Focus (56%), Planning (35%) and Prioritization (15%).

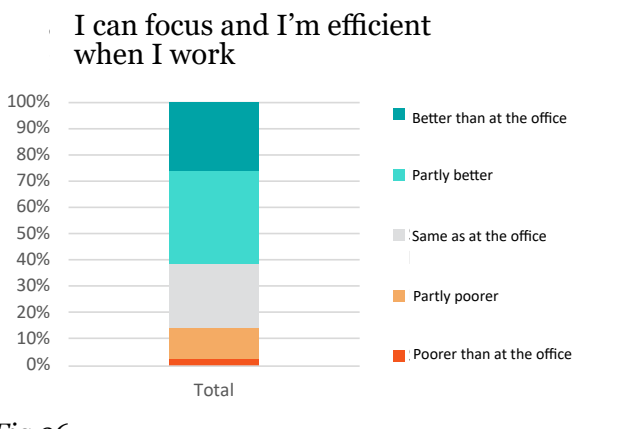


Fig.26

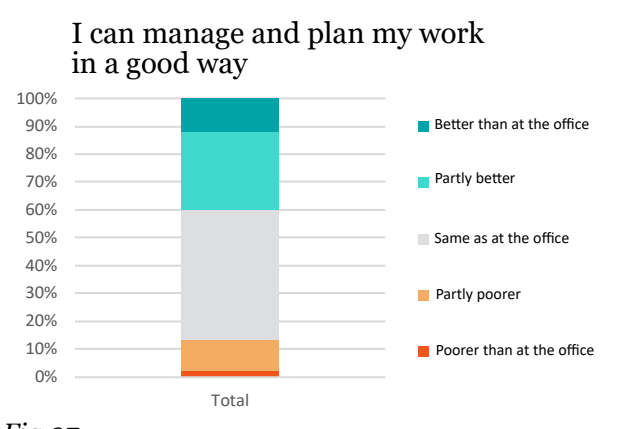


Fig.27

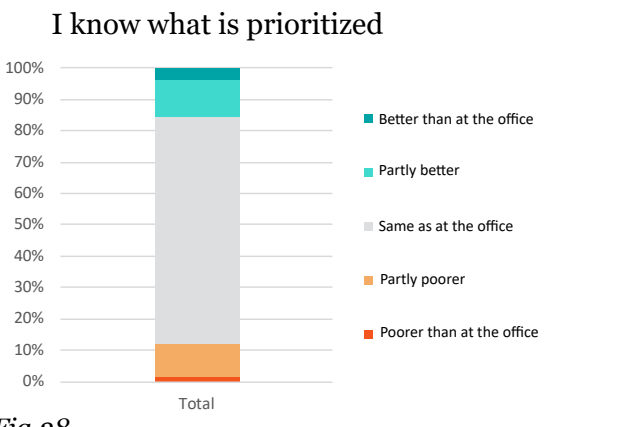


Fig.28

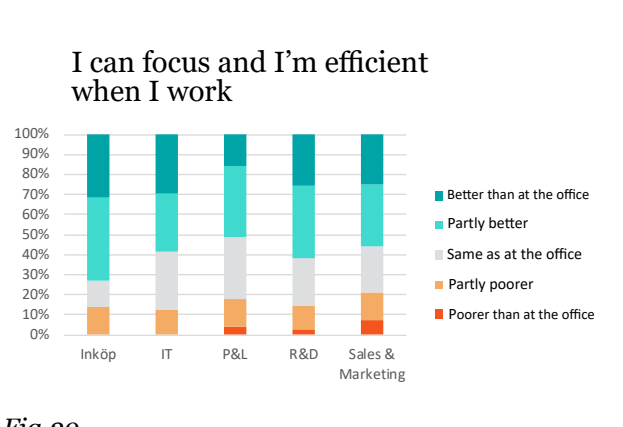


Fig.29

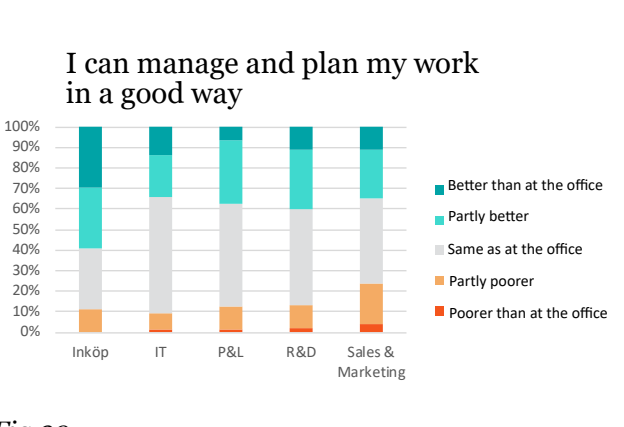


Fig.30

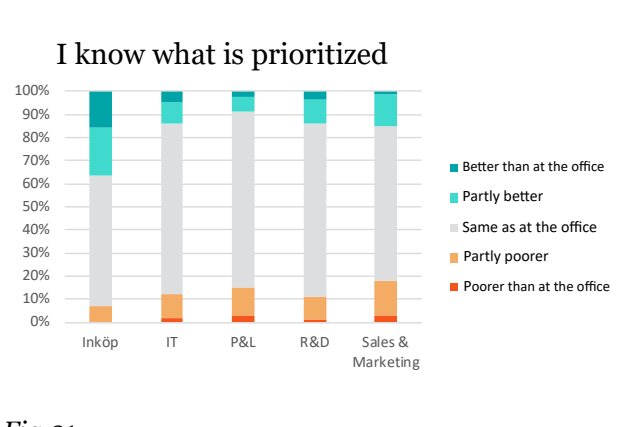


Fig.31

Harder to get hold of information and people

A deterioration is the difficulty in obtaining the information and the people needed in the work, around 35% experience that (Figs. 32, 33).

P&L and Sales & Marketing have the most difficulty in obtaining information, 45% and 50% respectively experience that, compared to 23% at Purchasing (Fig. 34). It is also most difficult for P&L and Sales & Marketing to get hold of the people they need, 51% and 50% respectively state so (Fig. 35). At Inköp and R&D, they experience less difficulties in getting hold of people, 36% and 33% respectively state this, while a smaller proportion, 25% and 21% respectively, experience improvements (Fig. 35).

I get hold of the information I need

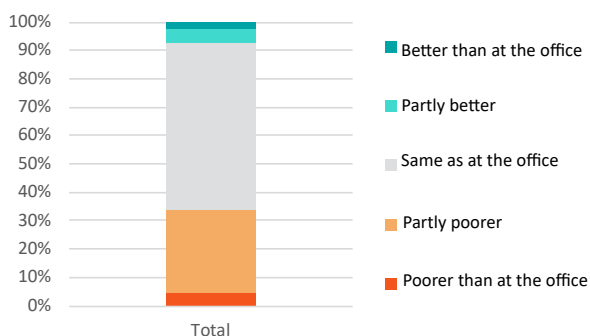


Fig.32

I get hold of the people I need

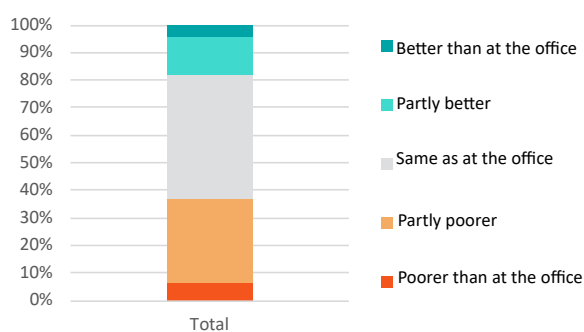


Fig.33

I get hold of the information I need

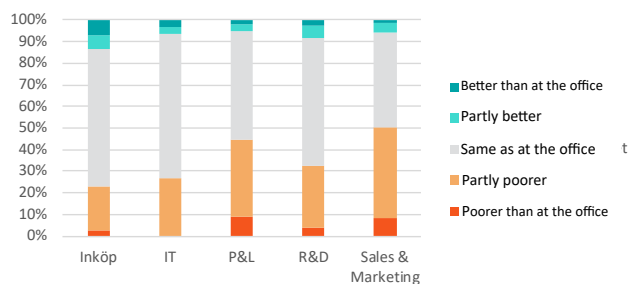


Fig.34

I get hold of the people I need



Fig.35

The workplace at home needs to be improved to avoid physical problems

78% answer that the workplace at home is poorer or partly poorer to avoid physical problems (Fig. 36). 72% state that they need to adapt their workplace if work from home is to continue (Fig. 37). They indicate the chair (33%), the screen (27%) and the table (26%) in the first place (Fig. 38). A common comment is that they do not have room for a proper workplace in their home. Only 14% believe that they need to change their way of working.

There is a clear connection between the design of the workplace and the focus and efficiency of work from home. In the group that focuses better or partly better when working from home, the focus and efficiency are affected by as much as 35% depending on how well workplace is designed (Fig. 39).

My work place is designed to avoid physical problems

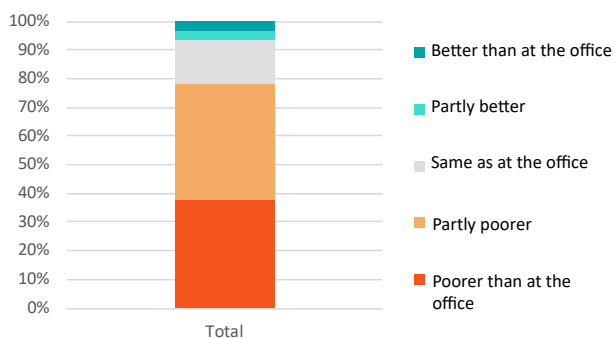


Fig.36

Would you need to adapt your workplace if work from home was to continue?

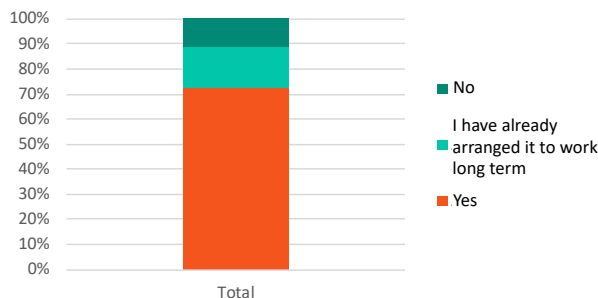


Fig.37

What would you need to change to be able to work from home long term?

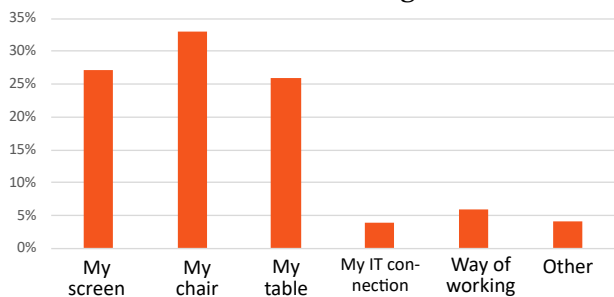


Fig.38

I can focus and I'm efficient when I work

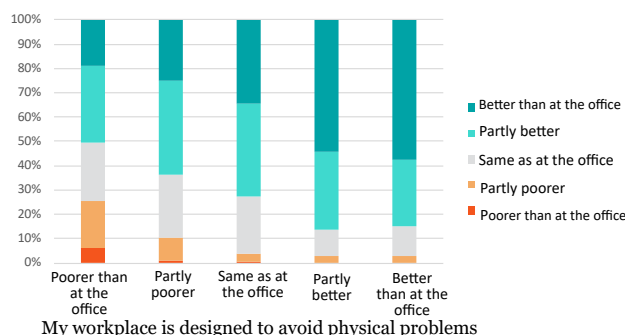


Fig.39

X-axis shows how well your workplace is designed to avoid physical discomfort. Poorer ← → Better

Differences in recovery during the working day

30% state that they are better or partly better at taking breaks from the screen during the working day and 40% that they are partly worse or worse (Fig. 40). There are differences between the units, with Purchasing experiencing the least deterioration (32%) and Sales & Marketing the largest (49%) (Fig. 41).

Sales & Marketing and P&L show large differences between the genders. 68% of women at Sales & Marketing are poorer at taking short breaks when working from home compared to 36% of men. At P&L, the corresponding figures for women are 50% compared with 31% for men (Fig. 42).

There are also differences between the units on the question, I take the time to go out during the day. Best at this is Purchasing, where 61% experience an improvement. At other units, around 40% experience an improvement and around 30% deterioration (Fig. 43).

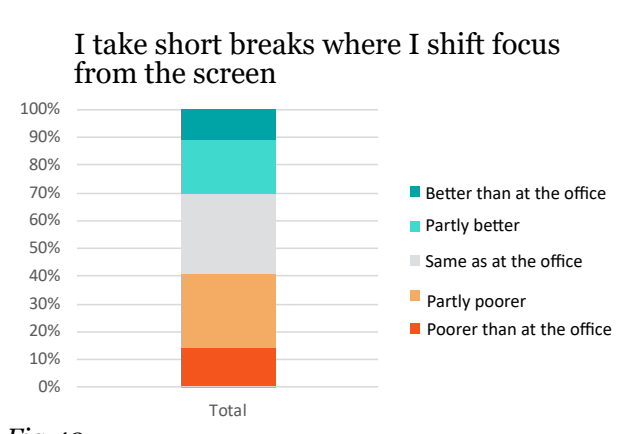


Fig.40

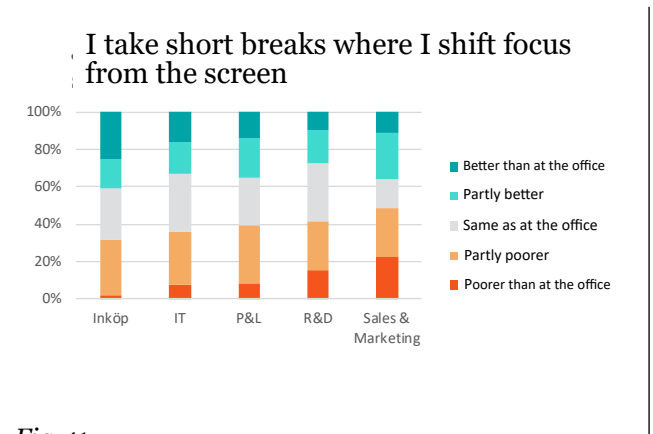


Fig.41

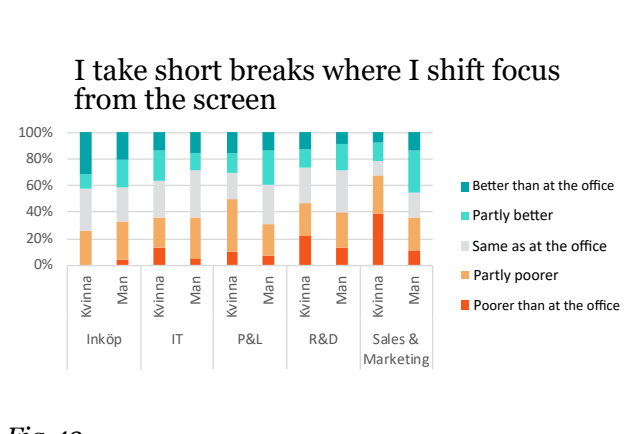


Fig.42

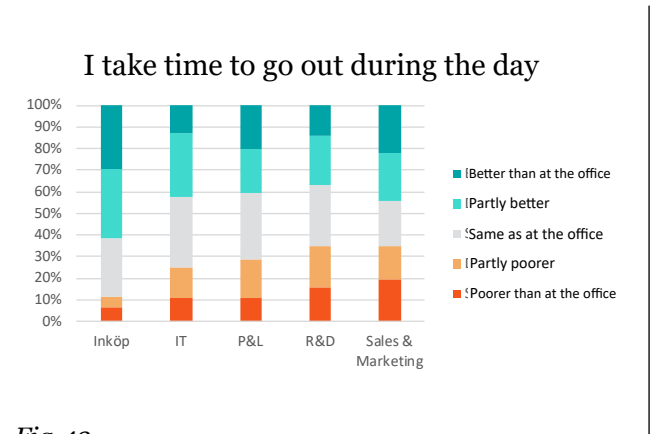


Fig.43

Loneliness increases, participation and contact with colleagues is halved

54% say that they feel more lonely when working from home (Fig. 44), with only slight differences between age, gender and position. A certain difference can be seen between the units, where IT and Purchasing are least alone (<50%) and Sales and Marketing most (> 60%) (Fig. 45).

The questions *I have regular contact with my colleagues*, and *I feel involved in what happens at work*, has deteriorated according to 53% respectively 58% of the respondents (Figs. 46, 47). Here are also a differences between the units, with largest deterioration in Sales & Marketing and least in Purchasing. The important factor Regular contact with colleagues has deteriorated for 68% on Sales & Marketing and 43% on Purchasing (Fig. 48). Involvement has deteriorated for 69% of respondents to Sales & Marketing (Fig. 49).

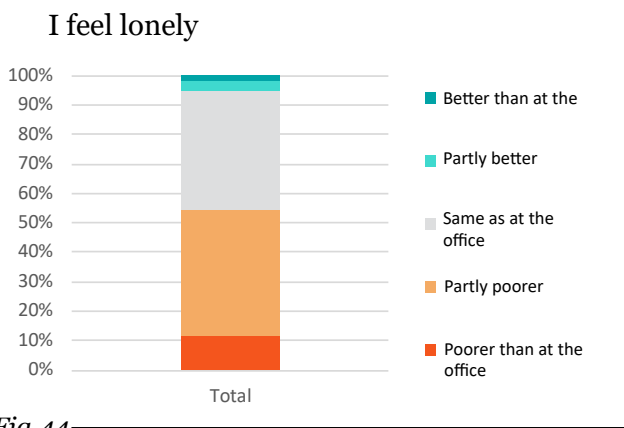


Fig.44

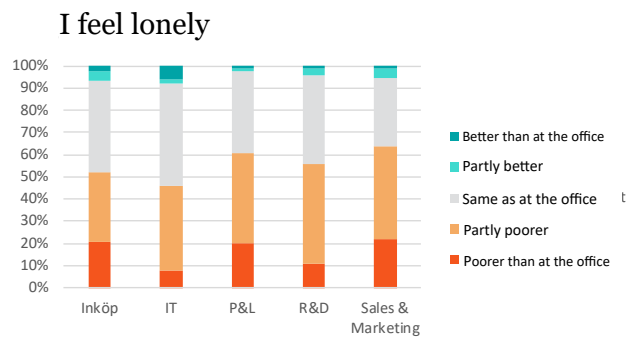


Fig.45

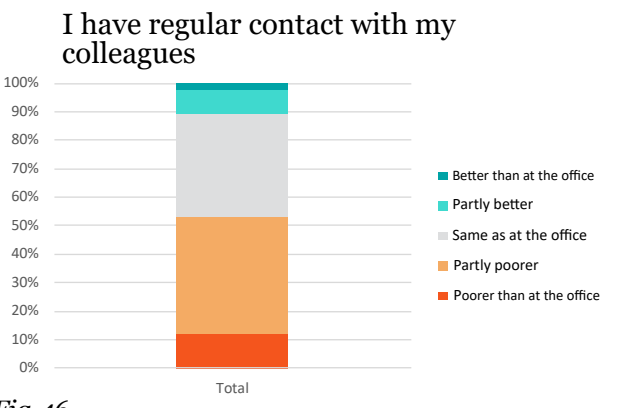


Fig.46

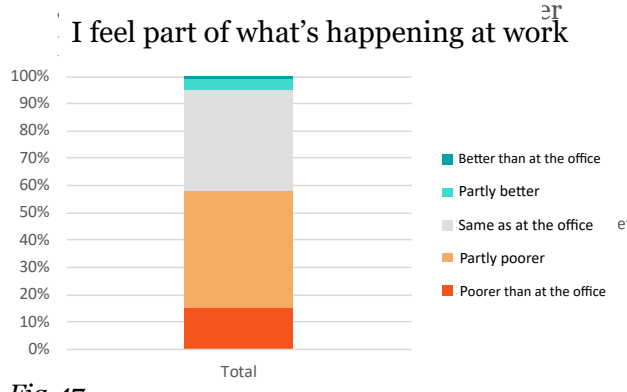


Fig.47

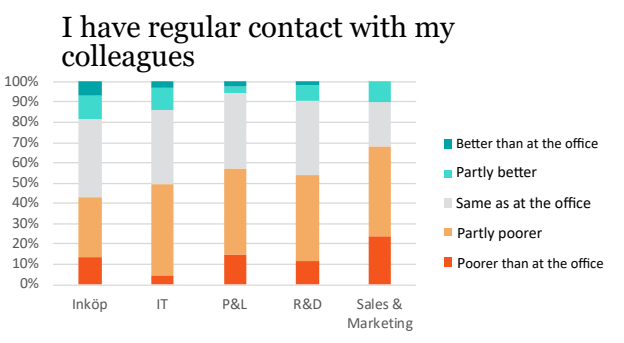


Fig.48

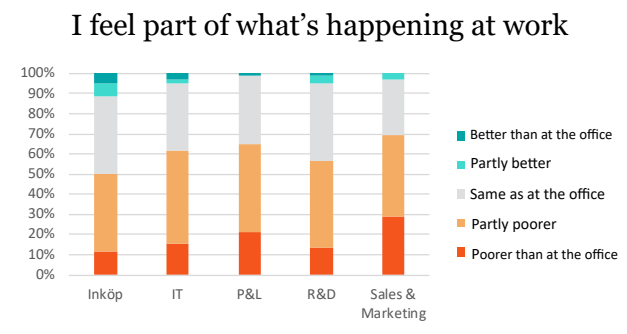


Fig.49

Job satisfaction and motivation deteriorate for a third

35% experience impaired job satisfaction and motivation when working from home (Fig. 50). The younger you are, the greater the deterioration. Of the youngest, 44% experience impaired job satisfaction and motivation, compared with 27% of the oldest (Fig. 51). P&L and Sales & Marketing stand out with 50% reporting a deterioration (Fig. 52).

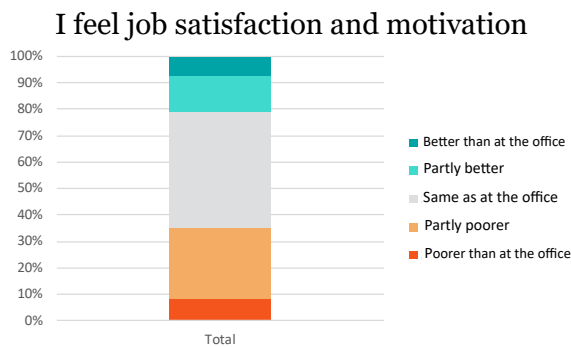


Fig.50

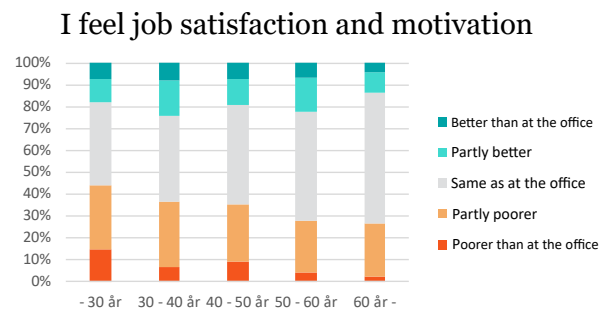


Fig.51

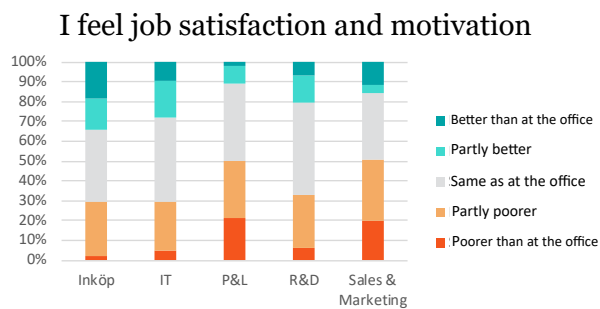


Fig.52

Stress is less affected

In general, stress is less affected by work from home. The question *I feel stressed and inadequate* is divided, 56% experience it as unchanged from office, 24% experience more stress and 20% less stress (Fig. 53).

29% of those who have worked full-time answer that they are more stressed when working from home, which is slightly less than those who have been laid off to some degree, where 23% feel more stressed (Fig. 54). Of the units, Sales & Marketing stands out with 35% and to some extent P&L with 27%, compared with Purchasing, IT and R&D with around 20% (Fig. 55). Women and younger people are slightly more stressed (Figs. 56 and 57).

I feel stressed and insufficient

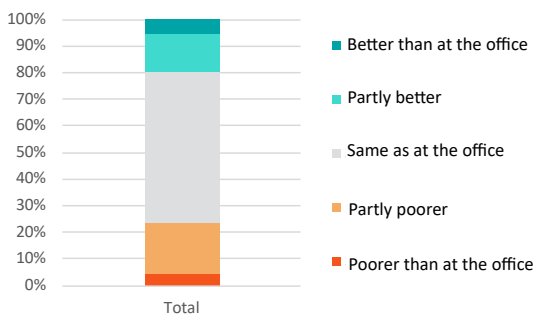


Fig.53

I feel stressed and insufficient

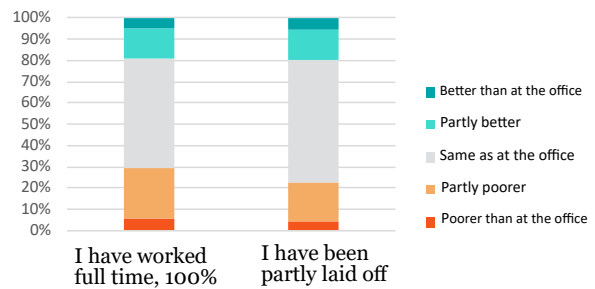


Fig. 54

I feel stressed and insufficient

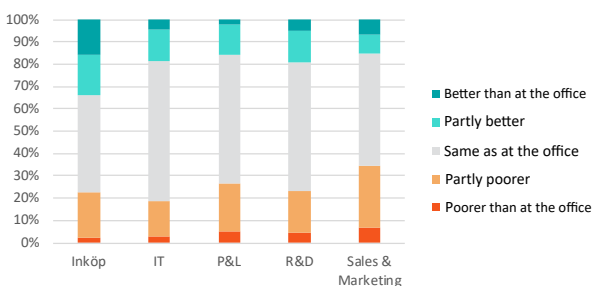


Fig.55

I feel stressed and insufficient

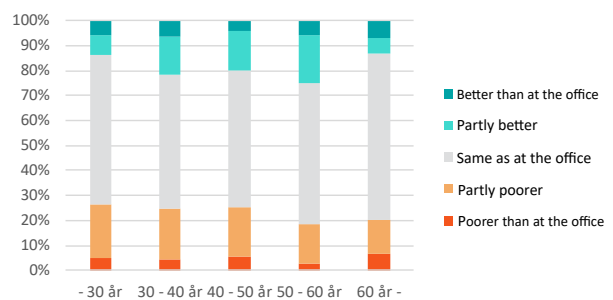


Fig.56

I feel stressed and insufficient

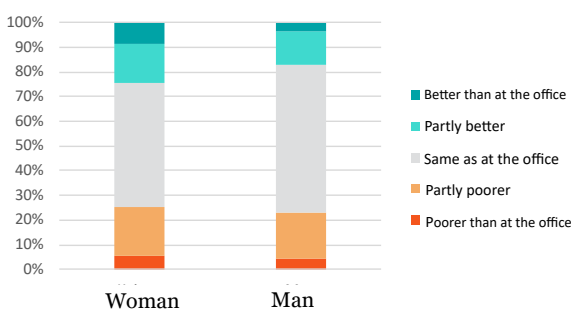


Fig.57

Work life balance improved for almost half

49% state that they have a better or partly better work life balance, when working from home (Fig. 58). About 50% of those, under the age of 30 up to 50 years, experience improvement, compared with around 40% of those who are 50 years and older (Fig. 59).

Around 50% at Purchasing, Sales & Marketing, IT and R&D experience better balance, while P&L deviates by 37% (Fig. 60). Slightly more women than men experience improvement, 52% and 48%, respectively (Fig. 61). The work life balance has also been affected by the spring's short-term work. For 20% of those who worked full time, the work life balance deteriorated. To compare with 12% for those who have been laid off to some extent (Fig. 62).

I have good work life balance

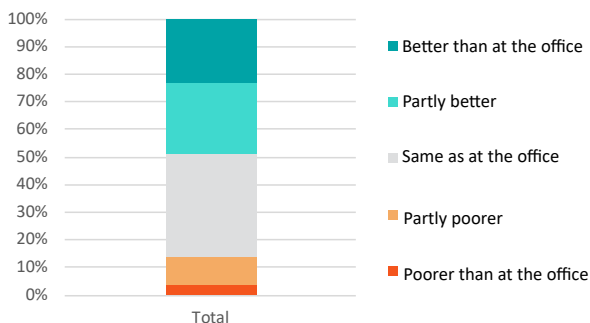


Fig.58

I have good work life balance

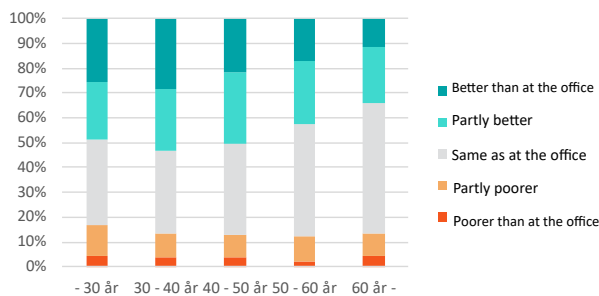


Fig.59

I have good work life balance

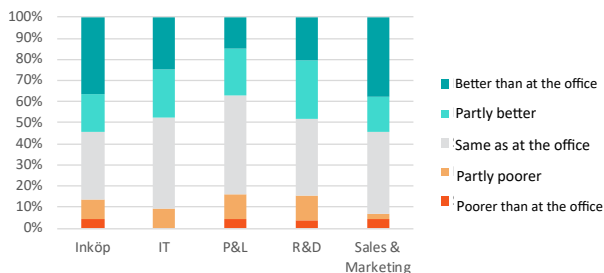


Fig.60

I have good work life balance

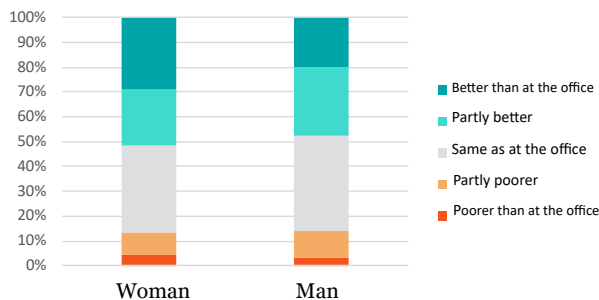


Fig.61

I have good work life balance

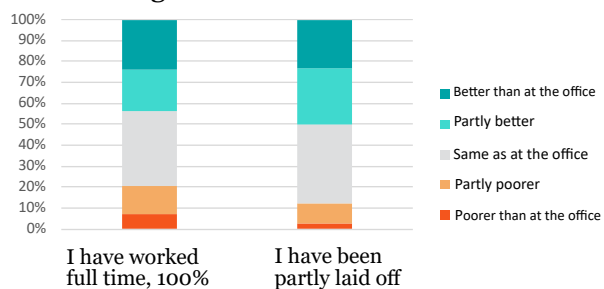


Fig.62

Some become more active, and some get less active

On the question, I am active, exercise, 42% experience improvement and 27% deterioration (Fig. 63). Between those who have worked 100% and those who have been laid off to some degree, there is close to no difference (Fig. 64). There is, however, a difference linked to the proportion of work from home: The greater the proportion of work from home, the greater the improvement in movement and exercise. Of those who have worked from home all, or almost all of their working hours, 47% experience improvement. Compared to 33% of those who have worked from home for less than half of their working hours (Fig. 65).

Women's activity is more affected than men's. 49% of the women experience improvement while 30% of the women experience deterioration. Corresponding figures for men are 39% and 25%, respectively (Fig. 66). There are also differences between the units, Purchasing experiences the greatest improvement with 55% and P&L the least with 35% (Fig. 67).

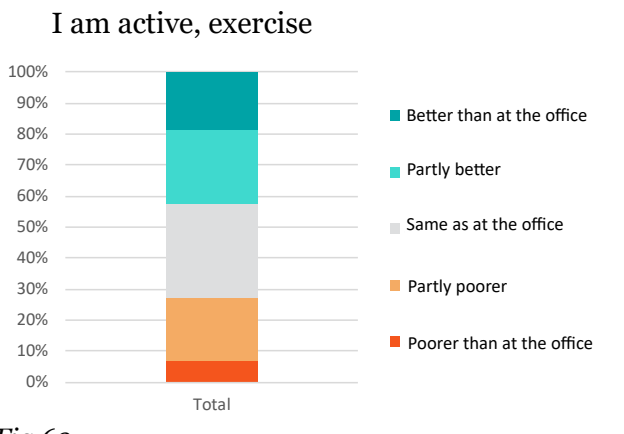


Fig.63

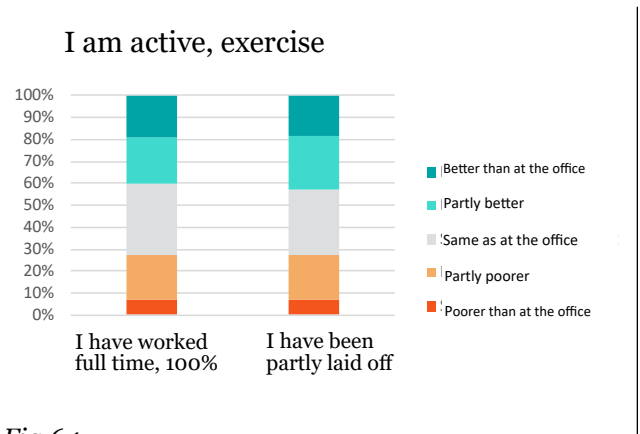


Fig.64

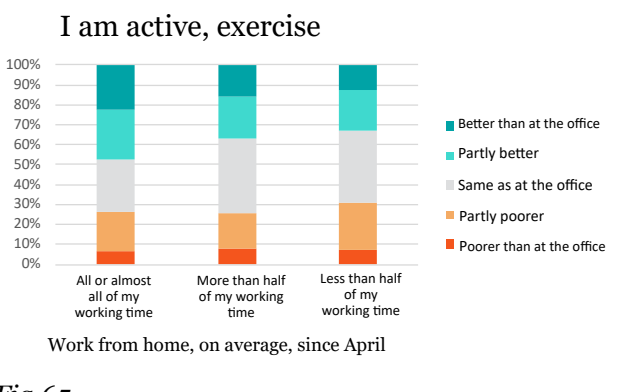


Fig.65

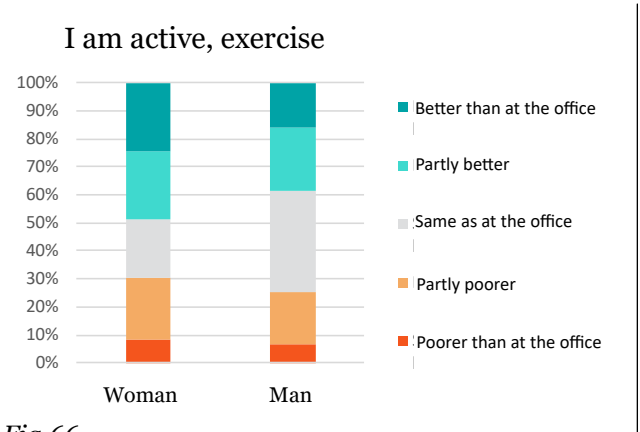


Fig.66

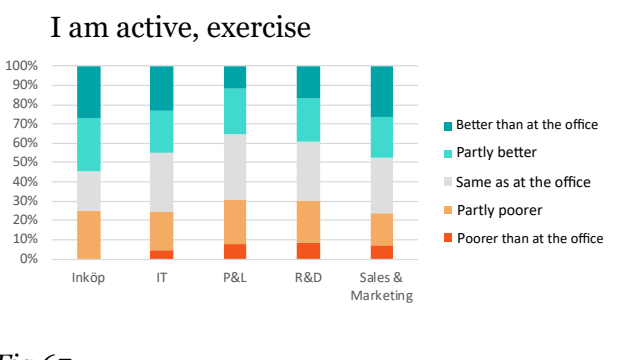


Fig.67

Managers find it more difficult to detect employees' early signals of ill health

73% of the managers find it more difficult to detect early signs of ill health in their employees (Fig. 68). More of the male managers, 79%, find it difficult compared to 67% of the women (Fig. 69).

46% of the managers find it more difficult to maintain regular contact with their employees (Fig. 70). Younger managers, 30-40 years old, experience less difficulties than older. Of the younger managers, 30% actually find it easier or partly easier (Fig. 71).

27% of the employees experience a deterioration regarding Regular contact with, and opportunity for individual conversation with my manager (fig. 72).

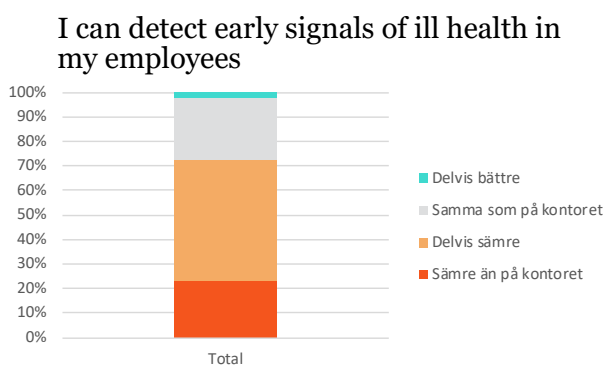


Fig.68

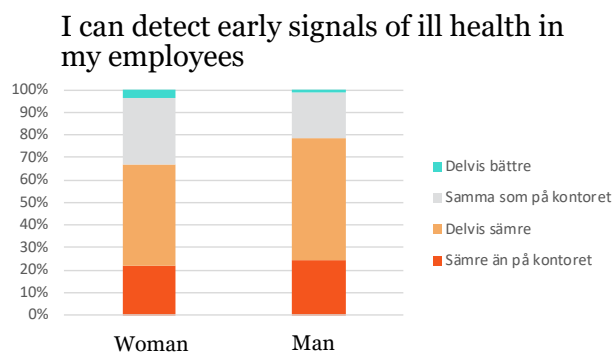


Fig.69

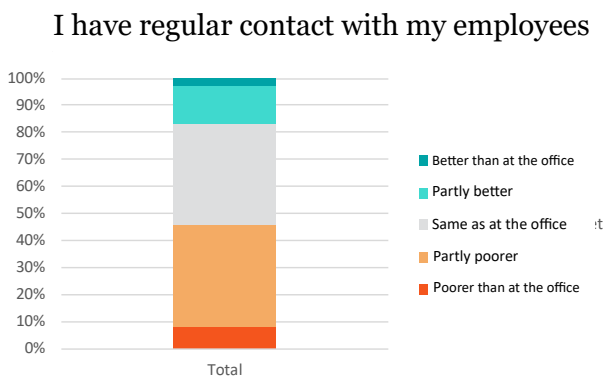


Fig.70

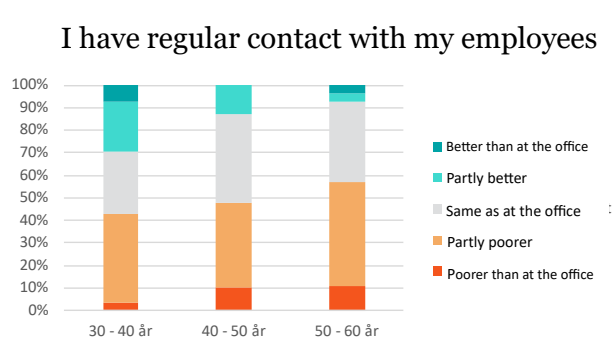


Fig.71

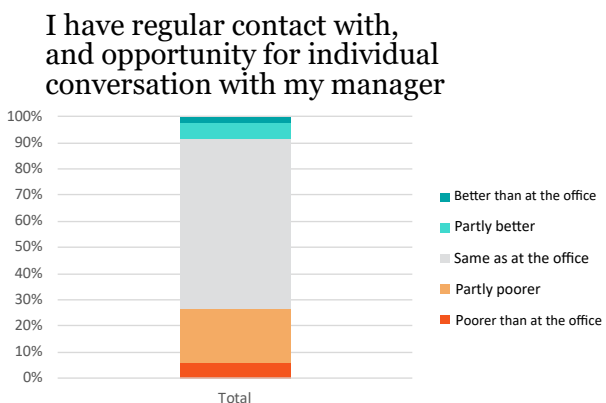


Fig.72

Discussion

Work from home in the future

96% want to work from home to a certain or large extent. Only 4% never want to work from home while 41% want to work from home for more than half of the working hours. It turns out that the more you *have* worked from home, the more you *want* to work from home. This may be because those who have worked a lot from home have tasks that are suitable for work from home. But it also suggests that working from home is a habit that you can learn.

The survey shows that **Regular contact with colleagues is crucial** for successful work from home. It affects work results as much as the work environment and health. The difference is significant between those who have had a better regular contact with colleagues compared to those who have had poorer. It even has an impact on whether the workplace at home is experienced Designed so that physical problems are avoided. Thus, it is not surprising that there is a clear connection between Regular contact with colleagues and how much you want to work from home in the future.

Questions related to the work result that are affected by Regular contact with colleagues:

- Focus and efficiency
- Manage and plan your work
- Get hold the people you need
- Get the information you need
- Know what is prioritized.

Issues related to work environment and health that are affected by Regular contact with colleagues:

- Job satisfaction and motivation
- Loneliness
- Participation in what happens at work
- The atmosphere in the group
- Stress and inadequacy.

The difference is small between the age groups in how much you want to work from home in the future. But the youngest group, under the age of 30, want to work from home less. In many ways, they have been more negatively affected by work from home. Regular contact with colleagues has deteriorated most for them, which affects them as they have had the shortest time to become self-employed and build their own networks. They feel to a greater degree impaired job satisfaction and motivation, and also that the workplace at home is less designed to avoid physical problems. Probably connected to a smaller home with less opportunity to create a good workplace.

Major differences between the units. At Purchasing and IT, around 60% want to work more than half of their working hours from home, compared with 22% at P&L and 33% at Sales & Marketing. The same difference between the units is repeated in virtually all questions. Purchasing and IT are most positive and P&L and Sales & Marketing most negative. This could to some extent be explained by the factor Regular contact with my colleagues, where Purchasing and IT have better results than Sales & Marketing and P&L. However, it is not sufficient as an explanation for P&L's low figures. A contributing reason could be that P&L has worked least from home during spring, thus being less used to it and also, possibly, that their work tasks are less suitable for work from home.

Work results

A big advantage of working from home seems to be the possibility of undisturbed work. 62% state that they can focus better or partly better when working from home, while 14% experience a deterioration. The majority (87%) also feel that they can manage and plan their work better, or as well as in the office, and that they know what to prioritize. At the same time, around 35% feel that it is more difficult to obtain the information and people needed in the work. Purchasing and IT state the least difficulty in obtaining people and information, P&L and Sales & Marketing state the greatest.

Members in Purchasing experience improvements, to a greater extent than other units in the areas; Focus, Planning and Prioritization. P&L and Sales & Marketing see the least improvement. At Sales & Marketing, most, around 20%, experience deterioration in all areas.

Work environment and health

Not unexpectedly, 78% answer that the workplace at home is poorer or partly poorer in order to avoid physical problems. 72% state that they need to adapt their workplace if work from home is to continue. They indicate the chair, screen and table in the first place. A common comment is also that they do not have room for a workplace at home. As work from home will continue to a large extent, it is reasonable that Scania, which has the work environment responsibility, pay for the tools required to avoid physical problems.

The downside of work from home is that loneliness increases and participation and contact with colleagues deteriorates for just over half. Here it is the same result regardless of age, gender or position. The same difference as before between the units can be seen where Purchasing and IT are least affected and Sales & Marketing and P&L the most.

Job satisfaction and motivation deteriorate for a third. The younger you are, the greater the deterioration. The units P&L and Sales & Marketing stand out, where 50% think it has deteriorated.

In general, stress is not so much affected by work from home. Most stressed are members in Sales & Marketing and least in IT, Purchasing and R&D. Women and younger slightly more than others.

Physical activity and recovery

Work life balance is improved for half of the respondents. A little less for those over 50 years and a little more for women than men. For many, the period of work from home has coincided with short-term work. 44% of those who worked full time see an improvement in the work life balance compared with 50% of those who have been laid off to some degree.

The question I am active, I exercise, is divided with a slight overweight to improvement when working from home. The proportion of work from home, has a greater impact on movement and exercise, than if you have worked 100% or been laid off. The greater the proportion of work from home, the greater the improvement in movement and exercise.

To the question I take short pauses where I shift focus from the screen, the answers are divided with a slight preponderance to deterioration. The same pattern as previously is seen,

where Purchasing is better and Sales & Marketing poorer. It is noteworthy, however, that Sales & Marketing and P&L also show large differences between genders. 68% of women at Sales & Marketing are poorer at taking short breaks when working from home compared to 36% of men. At P&L, a similar difference can be seen, but not to the same extent.

To the question I take the time to go out during the day, the answers are divided with a slight preponderance to improvement. Purchasing stands out, with 61% experiencing improvement. The divided answers could be interpreted that for some, the everyday exercise in getting to work and walking between meetings has been replaced by a sedentary. While others have found more time for exercise.

Managers

73% of managers find it more difficult to detect early signs of ill health in their employees. Male managers find it slightly more difficult than women. Of the younger managers, 30% actually find it easier.

The fact that many managers have found it more difficult to detect early signals may be partly due to the fact that individual conversations between the manager and employees have been interrupted during short-term work. In group meetings, it is difficult to see each individual and employees have less opportunity to tell how they feel. 27% of the employees have experienced a deterioration regarding Regular contact with and opportunity for individual conversation with my boss.

Conclusion

The results from the survey show that there are both advantages and disadvantages to work from home. For the group as a whole, however, the benefits seem to outweigh, as 96% state that in the future they want to work from home to some or a large extent. Advantages include increased opportunities for focus and efficiency and that the work life balance has been improved. Disadvantages include that loneliness increases and participation and contact with colleagues deteriorates. Work from home is also challenging for managers who find it more difficult to detect early signs of ill health in their employees.

A clear result from the survey is that the workplace at home must be improved to avoid physical problems. Almost 80% state that the workplace at home is poorer or partly poorer in order to avoid physical problems.

For those who will continue to work from home 100%, it is crucial to have sufficient regular contact with colleagues. The answers show that the degree of regular contact affects the work results, as well as the work environment and health, to an equal degree. The survey was not designed to answer in what form, or how much, regular contact is required. But a reasonable conclusion is that everyone can benefit from increasing regularly contact with colleagues from the level they are today.

Efforts need to be made to support the youngest employees, who in several ways have been more negatively affected by working from home than other groups. The important factor Regular contact with colleagues has deteriorated the most for them, probably due to the fact that they have had the shortest time to build their own contact networks. They experience a greater degree of impaired job satisfaction and motivation as well as slightly more stress than others. They also experience to the greatest extent that the workplace at home is less designed to avoid physical problems. Probably connected to a smaller home with less opportunity to create a good workplace.

Presumably, this forced situation has shattered some prejudices about working from home. The survey shows that the more you *have* worked from home, the more you *want* to work from home. Both the negative and the positive effects have a strong connection to the degree of regular contact with colleagues. In a more normal situation where you switch between work at home and the office, it is likely that the negative effects will decrease and the positive last.

The survey shows large variations in how work from home functions for the different units and individuals. This suggests that there is no model that suits everyone, but that work from home needs to be adapted based on the business and the individual's needs. The hope is that Scania will see the opportunities with working from home and take benefit of the positive effects for the individual, the company and society.

