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July, 2020
by
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European Survey – Working from home during Covid-19

Report 2020

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Summary

Mid-March 2020 the current novel coronavirus outbreak, Covid-19, forced national governments across the world to order people to work from home (WFH), unless they had jobs of high necessity. Being in an unprecedented situation in Denmark and with our research interest in digital transformations, knowledge intensive work, management of distance work and management of both employee wellbeing and performance management, we designed a survey that focused on the experiences of WFH.

The aim was to investigate the early, initial reactions of people working from home, their use of digital technology during the ongoing Covid-19 outbreak, how they collaborated and organized remote work, measure the experiences of working from home and reasons behind their experiences. The survey was first launched in Denmark (20th March) and then followed by seven other European countries, plus two outside Europe. This report presents results from data collected in the period from 21st of March until 11th of May with more than 100 national full responses from participants that worked fully from home since the Covid-19 lockdown, which means 4643 responses from eight European countries.

The sampling was conducted by invitations send out through social media, local news channels and via professional networks (e.g. LinkedIn). The respondents were mainly knowledge workers and managers; a small majority of the respondents were women (60%). The questionnaire was also distributed among thousands of students, but this report presents only results from professionals and managers working from home.

Given the short preparation time, we have not yet been able to construct a representative sample from each of the countries involved until mid-May 2020. The data set presented here are not to be viewed as representative for the entire labor force in the investigated countries. There may be important differences across professions, industries, and regions that we cannot address in the current analysis. Examples of early results are that a majority of professionals working from home in Denmark, report that they get more work done compared to being physically in a workplace (58%) and 41% report that they work fewer hours. Danish managers of knowledge work found their work during the pandemic to be more challenging than the employees did. Across countries, Danish leaders are more challenged with their new tasks as distance managers than their German colleagues are.

Overall, across Europe professionals within our samplings of knowledge workers found their new work conditions to be mostly positive as they appreciated the advantages of WFH, whereas managers found the situation more challenging. The study provides insights into the discussion about how to proceed with the implementation of a WFH-practice when this will is required, where the employees wish for it and where there will be financial benefits to be harvested.
1. Introduction

The current novel coronavirus outbreak, Covid-19 (WHO, 2020), forced mid-March 2020 national governments across the world to order people to work from home, unless they had jobs of high necessity. In a matter of few days, thousands of employees and managers started to work from home to minimize the spread of Covid-19. With some variation between European countries (BBC, 2020), a lockdown took effect in mid-March, which meant working from home for most workers (outside the so-called vital professions). In Denmark, the Prime Minister advised people to work from home from the 12th March and the forced lock down would go into effect Monday 16th March 2020 (PM’s Office, 2020).

As previous studies show the effect of epidemic/pandemic on mental health, it is important to understand how people experienced working from home during Covid-19 and the variation to better understand how many/who has a balanced experience and the number of people with the potential risk of mental ill-health (Inter-Agency Standing Committee, 2020). Moreover, studies show that tele-work and distance management are affiliated with advantages and challenges (Bailey & Kurland, 2002; Kurland & Bailey, 1999).

Being in an unprecedented situation in Denmark and with our research interest in digital transformation of knowledge work (Kirchner & Razmerita, 2019), knowledge intensive work (Ipsen & Jensen, 2012), management of distance work (Poulsen & Ipsen, 2017) and employee wellbeing and performance management (Ipsen, Karanika-Murray, et al., 2020; Ipsen, Nardelli, et al., 2020), we decided on our research group’s first Slack-meeting to explore how people experience working from home (WFH). Instantly, we began to set up a questionnaire – “Experiences of working from home during Covid-19”.

The aim of the study was to investigate the early, initial reactions of people working from home, their use of digital technology during the ongoing Covid-19 outbreak, how they collaborated and organized remote work, measure the experiences of working from home in Denmark and reasons for this. How was digital technology being used during the ongoing COVID-19 outbreak? How did people collaborate and organize their remote work? How was WFH being managed?

When designing the questionnaire we aimed to:

- Get information about people’ experiences of WFH via pre-defined categories and the possibly for open answers to allow the respondent to formulate their own understanding of the situation.
- Get information about how managers can ensure productivity and well-being when working virtually across distances (time and geography)
- Formulate the questions and scales based on our existing knowledge on distance work and management but also employee well-being and performance (See Background section)
- Include household characteristics as the national lockdown also included closure of daycare, kindergartens, primary and secondary schools.
- Design a short questionnaire that respondents would be able to answer within approximately 10 minutes to minimize drop-outs.
• Launch it as fast as possible to get the early experiences from people working from home during Covid-19. That implied that we were to use our industry and academic networks, with the consequence of a sample bias of mainly getting replies from people in knowledge work, as we did not have the time to apply for access to public registers.

The questionnaire was formulated in Danish and English (Hansen & Ipsen, 2020). Late March, we invited international partners to lead a launch of the survey in their own country and collect national data, as we wanted to find out what people around the world experienced working from home during Covid-19.

This report includes:
- 4643 responses
- from eight European countries,
- no students
- all respondents worked from home full time since the Covid-19 lockdown
- each country had more than 100 responses by mid-May

In Section 2, we present the theory behind the questionnaire. In Section 3, we describe our analysis methods and the datasets we used. In Section 4, we present the results and early findings. Appendix A includes the full questionnaire, Appendix B, the first statistical results and Appendix C, presents a factor analysis of the six dimensions to look at when managing working from home.

2. **Background**

Digital technologies have for decades facilitated a quicker pace of change within organizations (Bell & Kozlowski, 2002; Hesketh & Neal, 1999) so workplaces use distance work (Fisher & Fisher, 2001) to accomplish work more effectively and efficiently.

Distance can include three dimensions: time, geography and culture (Fisher & Fisher, 2001) where the main focus in this study is on geography and time. From that perspective, distance work and management occur at different locations, such as from home (tele-work)(Kurland & Bailey, 1999), in satellite offices (intra-organizational work), or at the customers’ or clients’ locations (inter-organizational work)(Cropper et al., 2008; Verburg et al., 2013). Thus, individuals can choose when and where to carry out their work tasks and achieve increased autonomy and mobility (Kelliher & Anderson, 2010; Kurland & Bailey, 1999). Distance work often requires teamwork and the ability to interact, build relationships, improve trust and communication (Scannell et al., 2012) and develop interpersonal relations skills (Cooper et al., 2001).

In intra-/inter-organizational work, scholars have reported the potential advantages and disadvantages at the individual level when working across distances, including isolation, misunderstandings, decreased interpersonal contact, and role ambiguity (Hertel et al., 2005). This is also the case in tele-work, when people work from home (Cooper & Kurland, 2002; Kurland & Bailey, 1999)
In this study we understand telework as including “work that uses information and communication technologies (ICTs) to perform work remotely from the main site of operations” (Gurstein, 2001).

Telework has benefits and challenges. Examples of positive experiences are that people become more productive, less stressed when working from home and achieve a better work-life balance (Staples, 2011), reduced commuter time (Anderson et al., 2014) and an increasing experience of being in control of work patterns (Biron & Veldhoven, 2016; Kurland & Bailey, 1999).

Other studies have found the work-life balance to be harder, professionals work more hours, boundaries become blurry, there can be a lack of support and visible leadership, and less social interaction - isolated - when detached from the workplace (Gurstein, 2001; I. Hesketh & Cooper, 2019; Jackson, 2001; Mitchell, 2018).

As telework involve the use of information and communication technologies (ICTs) it also includes the risk of technostress. Technostress conceptualizes the distress associated with the need to adapt to and cope with new digital technologies (Brod, 1984; Gaudioso et al., 2017; Vuori et al., 2019) and lead to techno-overload, techno-invasion, techno-uncertainty, techno-complexity and/or techno-insecurity (Goodhue, 1995). So a part of virtual work/telework demands that distance managers provide access to the right technologies (Mitchell, 2018) (p. 170)

Mainly knowledge workers (Alvesson, 2004) work from home and typically only for a small part of their working hours (Parent-Thirion et al., 2017). A study of knowledge workers show that they experience the same working conditions in different ways (Ipsen & Jensen, 2012) and consequently, when working across distances it can be difficult to ensure both employee wellbeing and performance, when separating managers from employees by either time or geography. However, another study of knowledge workers working across distance in inter-organisational work (Poulsen & Ipsen, 2017), shows that managers can support motivation and consequently performance among their distance workers, if they focus on the people’s basic needs such as working conditions and belongingness (Maslow, 1943).

A recent study conducted after the outbreak of Covid-19 has found a very big variation on how much professionals in UK, USA and Germany report that they can work from home dependent on industries and occupations, ranging from 18% for ‘Accommodation and Food Service Activities’ to 70% for ‘Information and Communication’ (Adams-Prassl et al., 2020). Moreover, this study also found that the share of workers who can now work 100% from home increased most in occupations that had a high share of professionals working from home before the outbreak.

Building on this, the unique situation of Covid-19 and the national lockdowns forcing people to work from home, set the foundation for this study with the purpose to explore the wellbeing and performance of people working from home during Covid-19, and the distance management practices.
3. Methods

The study was designed to acquire insights into the current situation and conditions, the advantages and disadvantages of working from home and people’s perception of the situation.

3.1 The questionnaire – “Working from home during spring 2020”

The questionnaire consists of seven sections including 23 questions (see full questionnaire in Appendix A). The sections are:

1. Respondent’s confirmation
2. My current work situation I
3. My current work situation II
4. Advantages of working from home
5. Disadvantages of working from home
6. Demographic information
7. The overall situation

The aim of the first section was to introduce the purpose and research team and get the respondent’s statement of consent regarding the terms for the questionnaire i.e. voluntary participation, etc.

With section 2 (Q2-5) we aimed to gain insights into the respondent’s current situation and reasons for WFH to understand the ground for the following replies. Q4 asked about the starting date of WFH to be able to compare the following responses with the date of the national lock-down, a potential change in replies over time and replies across countries. The section closed with an open answer field (Q5) to allow the respondent to formulate how the current situation was.

In section 3, My current work situation II (Q6-Q10), the aim was to get a deeper insight into the respondent's current work situation, but also about previous experiences of WFH. For example - How many days per week did you on average work partly or full-time from home before the outbreak of the Covid-19 virus? (Q6)

Question (Q7) including five (5) items where we asked the respondent to compare the current situation with a normal situation, During these times, I... than normally. The items regarded work hours, work done/productivity (Bailey & Kurland, 2002; Dutcher, 2012), more or less demanding (Ipsen & Jensen, 2012), and on a 5-point Likert scale, they should indicate to which level they agreed to five statements. The question also included a statement (Q7d) about the workplace’s preparation for working from home (I. Hesketh & Cooper, 2019; Jackson, 2001) and (Q7e) the ability to “keep a good relation with colleagues and students” as belongingness is central part in being able to perform in telework/distance work (Kurland & Bailey, 1999; Poulsen & Ipsen, 2017)

As part of the survey’s aim was to gain insight in the use of technologies, Q8 focused on the usage of digital systems like shared online systems, conference systems with the possibility to answer from “never to always” on a five level scale. To allow the respondent to indicate if other tools were used, Q9 was formulated as an open field question.
As the national lockdown had forced a large proportion of the workforce to work from home including schools and kindergartens, we were interested in finding out what constitutes the new workplace as disturbances is one of the sources of stress in office work (Gurstein, 2001). In Q10, the focus was therefore on “the number of people the respondent would be in contact during their day” to gain insight into, if the number of people would affect the advantages of WFH.

Following the situational descriptions, we asked the respondents about the advantages and disadvantages of working from home in Section 4 and 5. The sections consist of two questions – one – “to what extent…” where the respondent answer on a 5-point Likert-scale, and one open field, Covid-9 crisis related, to allow the respondent to describe their personal experiences (Q12 and Q14). The questions, Q11a and k, focus on the respondent’s role in lowering the risk of or getting Covid-19.

Next, several items inquire about know advantages of WFH (see Background, section 2) like control over work patterns i.e. less time on meetings, fewer interruptions, more breaks (Q11b, d,e, i,k) and catching up on work and being more productive (Q11c), and better work-life balance (Q11f) and reduced commuter time (Q11j).

The items Q11g,h focus on the working conditions when working from home, i.e. atmosphere and own food and Q11m on the ease of contacting people and connect. All three items were based on media discussions and our own experiences from WFH during the first days of the lock-down.

Section 5, focused on the Disadvantages of working from home (Q13) and were highly inspired by the unique situation in combination with existing knowledge about telework (Q11a, b,c,n,o) and WFH.

Items, hard to focus, (Q11d), unsure of what to do (Q11e), missing food and benefits of going to work (Q11f), and Q11g,l,m,p, were influenced by media discussions and our own experiences from WFH during the first days of the lock-down.

As schools and kindergartens were locked down too, we were interested in gaining insight into the effects of the new household conditions i.e. disturbances, and restrictions on getting out and being able to exercise. We were also interested to hear about the effect on the tasks and jobs – was there enough to do, was it interesting and could it be done with the provided data, documents equipment and workplace (ergonomics at home) (Q11h,i,j,k,l,m,p).

Section 6, Demographic information (Q15-21), included standard demographic questions about age, gender, type of work, educational level, job role and country of residence. Then followed two questions (Q20, Q21) about number of adults and children under 15 present in the household.

Finally, in section 7, the purpose was to get the respondent to rate the overall situation using this formulation (Q23): *All in all, considering your current work and life situation, how would you describe it?* The respondent could applying a 5-point Likert-scale from “Much less challenging” to “Much more challenging”.
The last question in the survey (Q23) was an opportunity to give any additional comments.

3.2 Sample

The questionnaire was sent out the first time the 20th March 2020 via the Danish Research team’s industrial and academic network via email and contacts on LinkedIn. Our goal was to reach at least 1200 fully answered questionnaires from Denmark.

Friday the 20th March, we launched the first version in Danish and English on the social media platforms Twitter and LinkedIn and from the 22nd March, we invited our Danish and international academic and industry network via our personal email lists to reply and share.

From 26th March, we contacted fellow researchers in several European countries; Sweden, Germany, UK, the Netherlands (Veldhoven & Gelder, 2020), Spain and Italy and Canada and the US. Those who accepted the invitation translated the survey into their national language. The first national questionnaire was launched late March in Germany and soon the other countries followed.

Since end of March (see Table 1), data was collected in other countries. The closing date for the data collection reported here is 11th May 2020 with some variation across countries.

Table 1. Overview of countries participating in the survey with more than 100 national responses (participants worked full time at home since Covid-19 national lockdowns).

<table>
<thead>
<tr>
<th>Country</th>
<th>First national data/response</th>
<th>Official national lockdown date</th>
<th>Survey language</th>
<th># of responses (mid-May)</th>
<th>Lead university</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EUROPE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Denmark</td>
<td>22nd March 2020</td>
<td>(12th) 16th March, 2020</td>
<td>Danish</td>
<td>1229</td>
<td>DTU</td>
</tr>
<tr>
<td>Austria</td>
<td>6th April, 2020</td>
<td>16th March, 2020</td>
<td>English/German</td>
<td>320</td>
<td>Universität Klagenfurt</td>
</tr>
<tr>
<td>Finland</td>
<td>23rd March, 2020</td>
<td>16th March, 2020</td>
<td>English/Finnish</td>
<td>147</td>
<td>LUT School of Business and Management</td>
</tr>
<tr>
<td>Germany</td>
<td>23rd March, 2020</td>
<td>–15th March, 2020</td>
<td>English/German</td>
<td>1129</td>
<td>TIM Research Group at TU Berlin</td>
</tr>
<tr>
<td>Italy</td>
<td>24th March, 2020</td>
<td>9th March, 2020</td>
<td>English/Italian</td>
<td>702</td>
<td>University of Padova</td>
</tr>
<tr>
<td>Spain</td>
<td>25th March, 2020</td>
<td>14th March, 2020</td>
<td>English/Spanish</td>
<td>254</td>
<td>University of Valencia</td>
</tr>
<tr>
<td>Sweden</td>
<td>22nd March, 2020</td>
<td>No national lockdown</td>
<td>English/Swedish</td>
<td>633</td>
<td>Kungliga Tekniska</td>
</tr>
</tbody>
</table>
Given the short preparation time, we were not able to ensure a representative sample in each of the countries involved. Instead, we recruited respondents mainly via our own social media channels and academic and industry networks. In few of the countries, the national partners also managed to get the media’s attention. This approached carried the risk of mainly recruiting knowledge workers for the research, i.e. professionals and managers. The data set mirrors that and the research presented here can therefore not be viewed as representative for the entire labor force in the investigated countries. However, it is indicative for professionals and managers working in these countries.

This report includes all European data from countries with more than 100 replies mid-May. The questionnaire was also distributed and completed by thousands of students, but these results are not reported here.

All respondents, students and non-students, filled in an explicit informed consent for the use of their answers for research purposes. The data is stored and managed anonymously at DTU. Over 8,000 people had completed the survey in the period up to 11th May, 2 months after the Danish lock-down. If we only focus on European countries (including non-EU) without students we had 5748 full responses.

### 3.3 Brief Description of the European Respondents

In the following, only European countries with more than 100 non-student respondents that full time worked from home until 11th of May 2020 are considered. This comprises answers from Austria, Denmark, Finland, Germany, Italy, The Netherlands, Spain, Sweden and the UK, corresponding to 4643 answers.

As shown in Figure 1 were 30% of respondents in the biggest age group between 41 and 50 years. Regarding gender, 60% were female and 39% male and the other respondents did not reveal their gender.
The educational level of the respondents is very high, the biggest group with 45% has a university master degree, and only 7% have a vocational training. 27% of the respondents live alone and 35% have children under 15 at home. The respondents do different types of work, the following types were the most indicated (multiple answers possible): administrative work (39%), management (23%), research (20%), development (18%), and teacher (18%).

As can be seen from the above, the response group is certainly not a random sample of the labor force. It concerns highly educated professionals and managers, as expected, with a particularly high number of women participating in the survey. The response group is therefore selective. It is not representative for all sectors and/or all professions in the countries surveyed, but it is indicative for knowledge workers in the EU.

4. Results and early findings

We are still in the initial process of analyzing the data set. In this report, we present some of our early findings, some that the Danish and German media have covered, where other analysis and findings, national or cross-national will be published in international journals. The following sections present the results of the data set of European respondents with more than 100 answers in the period from 21st of March – 11th May 2020.

4.1 Descriptions of working from home – (Section 2 and 3 in the questionnaire)

The survey asked for reasons for working from home. The majority of respondents indicated that this was compulsory (87%). As mentioned earlier, occasional homeworking, i.e. to
occasionally complete or prepare something, is normally what most homeworkers do. This is confirmed in this sample:

The majority of respondents (81%) worked before the crisis at home for a maximum of one day per week. In the same category, 28% never worked from home and 17% one day per week. 71% of the respondents get enough information from their organization to feel well prepared to work at home during the crisis.

To the question which IT is mainly used for working from home, the respondents use email a lot (almost 100% uses email often/always), as well as conference systems such as Zoom, Skype, FaceTime, etc. (80% often/always) and Messenger systems like WhatsApp (40%). Relatively little professional use is made of Facebook groups (5% often/always) and SMS (11%). Also widely used are shared online documents, groupware, and phone, (more than half use these types of IT often/always).

4.2 Overall work experience compared to normal (Question 22)

The survey contains a number of separate items that ask to compare the current (crisis) situation with normal. This shows the following:

38% of the respondents agree or strongly agree that they work more hours than normal. 42% disagree on that or strongly disagree. This picture is rather divided. A similar picture can be seen with the item that work is more demanding than usual: 38% agree/strongly agree, while 36% disagree/strongly disagree.

Getting less work done than usual is mostly answered with disagree/strongly disagree (57%). Finally, an overall evaluative question was asked at the end of the questionnaire: "is your current work situation overall more/less challenging than usual? 47% find their work more or much more challenging than normal. The largest subgroup are the people that find their work-life-situation somewhat more challenging (34%). 27% of people think it is the same than before the crisis.

4.3 Advantages and disadvantages of working from home– (Section 4 and 5 in the questionnaire)

The 27 advantages and disadvantages of working from home were clustered into 3 groups of advantages and 3 groups of disadvantages by exploratory factor analysis. Below these 6 groups are summarized and each item is placed in the group to which it belongs the most according to the factor analysis results. The items are sorted according to the extent to which they determine the experience of the group mentioned (using the factor analysis results). The analysis was performed on the data from European countries with more than 100 participants working full time at home since the Corona lockdown.

- Clusters of advantages of working from home:
  - Benefit from homebased workplace:
- Q11g: like atmosphere at home better
- Q11m: easier to get in contact with people
- Q11j: save normal transportation time
- Q11l: get a chance to break my old habits and change routines
- Q11f: can be with people with whom I live

○ Work with more efficiency:
  - Q11c: get possibility to do some other work
  - Q11d: not have to spend long time in meetings
  - Q11b: get time to focus on my work

○ Control over your working day:
  - Q11i: have no one looking over me
  - Q11e: can take a break when I like to
  - Q11h: can eat and drink my own food

- Clusters of disadvantages of working from home:
  ○ Isolation:
    - Q13i: miss getting out of my home
    - Q13a: don’t see my colleagues and other people enough
    - Q13j: do not get enough exercise
    - Q13m: physical conditions do not afford good working environment
    - Q13f: miss food or other benefits from work
    - Q13n: requires more effort not to use normal routines
    - Q13o: feel tied to my computer
    - Q13h: get disturbed by others in my home

  ○ Loss of the value of work:
    - Q13l: afraid that there is not enough work from home
    - Q13e: don’t know what kind of work to do
    - Q13k: work from home not so interesting
    - Q13d: difficult to keep focus
    - Q13g: financial problem that I cannot be at my workplace

  ○ Loss of important work tools:
    - Q13b: Need physical equipment
    - Q13c: Need data and documents
    - Q13p: concerned that there are work tasks I cannot do from home

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4.4 Working from home – an advantage or a disadvantage? (Section 4 & 5)

Using Cronbach’s alpha to analyze the internal consistency shows that the 11 advantages (named proscore) and 16 disadvantages (named conscore) can be used to make reliable scale scores.

Figure 2 shows a scatter-plot, where the middle point of the scales (neutral) lies at a score of three. Horizontally the disadvantages (conscore), vertically the advantages (proscore). The largest part of the point cloud is on the top left, i.e. the survey participants have relatively many positive and fewer negative experiences.
4.5 Examples of early findings

Productivity increase in Denmark during Covid-19

Based on the first responses from people working from home in Denmark, we could conclude that 55 percent of the participants got the same or more work done when working from home than compared to being physically at a workplace. However, it should be seen in light of the fact that the majority also indicated that they worked fewer hours. Thus, one can conclude that participants have become more efficient and productive based on their own statements. In total, 914 people per March 31, participated in the survey, of which 810 are people working in Denmark (See also Vogdrup-Schmidt, 2020). However, it is an open question if people include the transportation time in the subjective estimation of their WFH work efficiency.

German managers and Danish managers – who need to see their employees the most?

When we compare responses from Danish (N=290) and German (N=378) managers about how they perceived home and distance work during Covid-19 we find that Danish business executives have a bigger need to see their employees when they work from home than their German counterparts.

The responses also show that Danish business managers used video meetings (89.4%, always/often) and Facebook groups (6.7% always/often) to be in contact with their employees significantly more than their German counterpart, 81% and 1.4%, respectively. German
managers, on the other hand, used written forms of communication, such as shared documents (79%) and communication apps for mobile (42%) significantly more than Danish managers (62% and 29%, respectively) to agree about the day's tasks with the employees.

German managers need to have personal contact with their employees to the same extent as the Danish ones. Presumably, Danish managers and employees are more used to working as a team, and they are more used to making decisions together. Therefore, they have increasingly needed to stay in contact with their employees, e.g., to keep a sense of how the employees thrive with the WFH situation (See also Pettersen, 2020)

**Danish managers are more challenged than employees working from home**

Based on the Danish responses collected from 1053 employees and 290 managers, our analysis revealed that the managers found their work during the pandemic to be significantly more challenging (mean value 3.79 on a Likert-scale from 1 (strongly disagree) to 5 - strongly agree) than the employees did (mean value 3.43). The content analysis showed that the challenges of managers were directly connected to their new distance management tasks. The implications of this study are that research and practice should consider the effect of working from home on both employees and managers and ensure an integrated focus on well-being and performance for both parties.

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APPENDIX A - ENGLISH VERSION OF SURVEY QUESTIONS

We are a group of researchers from the Technical University of Denmark conducting research on the use of digital technology during the ongoing COVID-19 outbreak, how you collaborate and organize remote work. There are 23 questions in this survey.

SECTION 1 - INTRODUCTION AND CONSENT
Before we start collecting data, we need to be sure you read, understand and agree with the following:

What is the purpose of this survey?
To learn from people's experiences when working or studying from home.

Which data will be collected?
Voluntary demographics (e.g., age, gender), opinions about working from home and experiences with digital collaboration technology.

Will this data be linked to me personally?
No, this survey is anonymous: no personally identifiable data is collected (e.g., name, e-mail, IP address, geo-location).

How will data be processed?
Statistical analysis will be conducted by the principal researcher for scientific reports, which will only contain aggregate results.

How will data be stored?
The anonymous answers will be stored at a secured repository hosted at the university until the end of the project (April 2022).

How can I delete my data?
You can click on Exit and clear survey on the top right of the page or contact us with a unique ID code which you will create.
How to contact us?
- Responsible researchers: Prof Dr John Paulin Hansen: jpha@dtu.dk Christine Ipsen: chip@dtu.dk - Data protection officer at DTU, Ane Sandager: anesa@dtu.dk

Q1 Do you confirm that:
- you are more than 18 years old;
- you have read and understood the information above;
- and you voluntarily agree to participate in this survey? *
Please choose only one of the following:
- Yes
- No

SECTION 2 - MY CURRENT WORK SITUATION I

Q2 Do you work from home since the outbreak of the Covid-19 virus? *
Please choose only one of the following:
- Yes, I only work from home
- Yes, I sometimes work from home
- No

Q3 Why do you currently work from home? *
Please choose all that apply:
- Because I have been ordered to do so
- Because I prefer to do so
- Because I am ill
- Because I think that I might be a disease carrier
- Because I normally work from home

Q4 At what day did you start working from home? *
Please enter a date: ____________

Q5 How would you describe the experience of working from home in your own words? *
Only answer this question if the following conditions are met:
Please write your answer here: __________________

Q6 How many days per week did you on average work partly or full-time from home before the outbreak of the Covid-19 virus? (Indicate number of days where you worked more than one hour from home) *
Please choose only one of the following:
- I have never worked from home
- Less than one day
- One day
- Two days
- Three days
- Four days
- Five days
- Six days
- Seven days
SECTION 3 - MY CURRENT WORK SITUATION II

Q7 How much do you agree with the statement: *
Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th></th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Undecided</th>
<th>Agree</th>
<th>Agree Strongly</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>During these times, I'm working more hours than normally</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b</td>
<td>During these times, I'm getting less work done than normally</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c</td>
<td>During these times, my work is more demanding than normally</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d</td>
<td>The information that I have gotten from my work or education makes me feel well prepared for working at home</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e</td>
<td>I can keep a good relationship with my colleagues or costudents when I'm working from home</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Digital systems
Q8 How much do you use each system these days? You may click several *
Please choose the appropriate response for each item:

Answers: Never, Rarely, Sometimes, Often, Always.

- E-mail
- Shared on-line
- documents
- Conference systems
- (e.g. Facetime, Skype, Zoom or other)
- Facebook groups
- Other groupware
☐ programs (e.g. MS Team, Lotus Notes, Wire, Zoho, Slack, Trello or others)
☐ Telephone calls
☐ Communication apps (e.g. messenger, WhatsApp...) ☐ SMS

Q9 If you are using other digital systems to work from home, please specify.  
Please write your answer here: ____________

Q10 How many people do you estimate being in contact with during a day while working from home? *  
Please choose only one of the following:
☐ 1  ☐ 40 – 49
☐ 2-4  ☐ 50 – 59
☐ 5-9  ☐ 60-69
☐ 10-14  ☐ 70-79
☐ 15-19  ☐ 80-89
☐ 20 – 24  ☐ 90-100
☐ 25 – 29  ☐ +100
☐ 30 – 39

SECTION 4 - ADVANTAGES TO WORKING FROM HOME

Q11 To what extent do you agree or disagree that the following factors benefit your current working from home? *  
Please choose the appropriate response for each item:
Strongly disagree, Disagree, Undecided, Agree, Strongly agree
☐ I contribute to lowering the risk of spreading Covid-19
☐ I get time to focus on my work without interruptions from other people
☐ I get a possibility to do some other work that I would normally not have time to
☐ I do not have to spend time on long meetings
☐ I can take a break when I like to
☐ I can be close to my family and friends
☐ I like the atmosphere in my home better than at work
☐ I can eat and drink my own food
☐ I have no-one looking over me
☐ I save the normal transportation time to my workplace
☐ I do not expose myself to the risk of getting a disease
☐ I get a chance to break my old habits and change routines
☐ It is easier to get in contact with people than normal

Q12 If you have experienced other advantages to working from home, please comment. ________________
SECTION 5 - DISADVANTAGES TO WORKING FROM HOME
Q13 To what extent do you agree or disagree that the following factors hinder your current working from home? *
Please choose the appropriate response for each item:
Strongly disagree, Disagree, Undecided, Agree, Strongly agree

☐ I do not get to see my colleges or other people as much as I would have liked to
☐ I need physical equipment to do my work which I do not have access to at home
☐ I need data or documents to do my work which I do not have access to at home
☐ I find it difficult to keep focused on work when I am alone
☐ I don't know what kind of work I should do
☐ I miss the food or other benefits that we have at my workplace
☐ It is a financial problem for my work that I cannot be at the workplace
☐ I get disturbed by other people in my home
☐ I miss getting out of my home
☐ I do not get enough exercise when I am not at my workplace
☐ The work I do from home is not as interesting as the work I do at my workplace
☐ I am afraid that there will not be enough work that I can do from home
☐ The physical conditions in my home do not afford a good working environment (adjustable table and chair, enough light, quietness, good monitor, etc.)
☐ It requires more effort from me that I cannot use my normal routines
☐ I feel tied to my computer to a greater extent than at my workplace
☐ I am concerned that there are work tasks I want to do but cannot do from home

Q14. If you have experienced other disadvantages to working from home, please comment.______________

SECTION 6 - DEMOGRAPHIC INFORMATION
Q15 What kind of work are you doing at the moment? You may click several. *
Please choose all that apply:
☐ I am a student
☐ I do administrative work
☐ I do research
☐ I develop systems, plans or models
☐ I am a manager
☐ I do communication
☐ I am teaching and supervising
☐ I do commercial business
☐ I monitor systems
☐ I do manufacturing
☐ I work with creative productions
☐ Other:

Q16 What is your age? *
Please choose only one of the following:
☐ 10-20 years
☐ 21-30 years
☐ 31 to 40 years
☐ 41 to 50 years
☐ 51 to 60 years
☐ Above 60 years
☐ Prefer not to say

Q17 To which gender identity do you most identify? *
Please choose only one of the following:
☐ Female
☐ Male
☐ Prefer not to say
☐ Other
Q18 What is the highest level of education you have achieved?
Please choose only one of the following:
- No schooling completed
- Primary education
- Secondary education
- Vocational training
- Associate degree
- Bachelor’s degree
- Master’s degree
- Doctorate degree
- Other not listed degree

Q19 In which country are you staying right now? *
Please choose only one of the following:
- Afghanistan
- Albania
- .
- United Kingdom (UK)
- United States of America (USA)
- Uruguay
- Uzbekistan
- Yemen
- Zambia
- Zimbabwe

Q20 How many young people and adults, including yourself, are present in your home when you work under Covid-19?
Please choose only one of the following:
- 1
- 2
- 3
- 4
- 5 or more

Q21 How many children below 15 years are present in your home when you work under Covid-19?
Please choose only one of the following:
- 0
- 1
- 2
- 3
- 4 or more

SECTION 7 - THE OVERALL SITUATION
Q22 All in all, considering your current work and life situation, how would you describe it? *
Please choose only one of the following:
- Much less challenging than normal
- Somewhat less challenging than normal
- Just as challenging as normal
- Somewhat more challenging than normal
- Much more challenging than normal

Q23 Do you have any additional comments or feedback?
Please write your answer here: ________________________________

Thanks for your participation!
John Paulin Hansen, professor & Christine Ipsen, Head of research group, DTU Management, Technical University of Denmark
Thank you for completing this survey.
APPENDIX B: FIRST RESULTS FROM THE SURVEY

The appendix contains rough results from the data collected till 11th of May 2020. All respondents confirmed that they are over 18 years old and give confirmed consent to participate in the study. For this first results overview, we included only participants that work full-time at home since the Covid-19 outbreak, are non-students and from a European country with more than 100 answers. This resulted in 4643 responses. We had respondents from Austria (320), Denmark (1229), Finland (147), Germany (1129), Italy (702), Netherlands (229), Spain (254) and Sweden (633). Only quantitative results are reported here.

Why are you currently working from home?
Multiple answers are possible here, so each suboption can theoretically run up to 100%

- Because I have been ordered to do so: 88.8%
- Because I prefer to do so: 22.1%
- Because I am ill: 1.3%
- Because I think I might be a disease carrier: 8.1%
- Because I usually work from home: 4.1%

How many days a week on average did you work part-time or full-time from home before the outbreak of the Covid-19 virus?

- I have never worked from home before: 27.3%
- Less than a day: 37.0%
- One Day: 17.1%
- Two days: 6.8%
- Three days: 2.5%
- Four days: 1.7%
- Five days: 5.5%
- Six days: 0.9%
- Seven days: 1.2%

To what extent do you agree with the statement?

<table>
<thead>
<tr>
<th>Response/scale</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Undecided</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>During these times I'm working more hours than normally</td>
<td>14.0%</td>
<td>26.5%</td>
<td>20.5%</td>
<td>23.4%</td>
<td>15.6%</td>
</tr>
<tr>
<td>During these times I get less work done than normally</td>
<td>27.5%</td>
<td>30.2%</td>
<td>14.0%</td>
<td>21.1%</td>
<td>7.3%</td>
</tr>
<tr>
<td>During these times, my work is more demanding than normally</td>
<td>8.4%</td>
<td>27.7%</td>
<td>26.5%</td>
<td>28.5%</td>
<td>8.9%</td>
</tr>
<tr>
<td>The information I have gotten from work or education makes me feel well prepared for working at home</td>
<td>2.6%</td>
<td>9.6%</td>
<td>16.7%</td>
<td>42.5%</td>
<td>28.6%</td>
</tr>
<tr>
<td>I can keep a good relationship with my colleagues or co-students when I'm working from home</td>
<td>3.1%</td>
<td>17.0%</td>
<td>16.6%</td>
<td>46.0%</td>
<td>17.2%</td>
</tr>
</tbody>
</table>
How often do you use the systems below these days? Please answer the question for all mentioned systems
Multiple answers are possible here, so each sub-option can theoretically run up to 100%

<table>
<thead>
<tr>
<th>Response/scale</th>
<th>Never</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail</td>
<td>0.2%</td>
<td>0.9%</td>
<td>2.5%</td>
<td>18.5%</td>
<td>77.9%</td>
</tr>
<tr>
<td>Shared on-line documents</td>
<td>6.1%</td>
<td>8.4%</td>
<td>17.0%</td>
<td>31.2%</td>
<td>37.3%</td>
</tr>
<tr>
<td>Conference systems (e.g. FaceTime, Skype, Zoom or other)</td>
<td>4.9%</td>
<td>4.7%</td>
<td>14.1%</td>
<td>36.6%</td>
<td>39.7%</td>
</tr>
<tr>
<td>Facebook groups</td>
<td>77.6%</td>
<td>10.9%</td>
<td>6.1%</td>
<td>3.5%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Others “groupware” (e.g. MS Team, Lotus Notes, Wire, Zoho, Slack, Trello or others)</td>
<td>33.9%</td>
<td>9.6%</td>
<td>11.5%</td>
<td>18.6%</td>
<td>26.3%</td>
</tr>
<tr>
<td>Telephone calls</td>
<td>3.9%</td>
<td>12.7%</td>
<td>27.4%</td>
<td>34.1%</td>
<td>22.0%</td>
</tr>
<tr>
<td>Communication apps (e.g. Messenger, WhatsApp or others)</td>
<td>25.9%</td>
<td>16.0%</td>
<td>19.3%</td>
<td>21.9%</td>
<td>16.9%</td>
</tr>
<tr>
<td>SMS</td>
<td>41.3%</td>
<td>29.2%</td>
<td>18.8%</td>
<td>7.8%</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

How many people are you estimated to have contact with during a day when you work from home?

<table>
<thead>
<tr>
<th>No of people</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2.3%</td>
</tr>
<tr>
<td>2-4</td>
<td>19.6%</td>
</tr>
<tr>
<td>5-9</td>
<td>27.0%</td>
</tr>
<tr>
<td>10-14</td>
<td>15.6%</td>
</tr>
<tr>
<td>15-19</td>
<td>6.2%</td>
</tr>
<tr>
<td>20-24</td>
<td>3.6%</td>
</tr>
<tr>
<td>25-29</td>
<td>2.0%</td>
</tr>
<tr>
<td>30-39</td>
<td>1.5%</td>
</tr>
<tr>
<td>40-49</td>
<td>0.7%</td>
</tr>
<tr>
<td>50-59</td>
<td>0.8%</td>
</tr>
<tr>
<td>60-69</td>
<td>0.2%</td>
</tr>
<tr>
<td>70-79</td>
<td>0.1%</td>
</tr>
<tr>
<td>80-89</td>
<td>0.2%</td>
</tr>
<tr>
<td>90-100</td>
<td>0.2%</td>
</tr>
<tr>
<td>+100</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

Advantages/Pros of working from home
Three groups of advantages were derived based on an exploratory factor analysis (see appendix C):
- Benefit from homebased workplace
- Work with more efficiency
- Control over your working day

Below we look at the average scores per item on a scale of 1 (strongly disagree) to 5 (strongly agree) in the dataset:
To what extent do you agree or disagree that the following aspects are positively influenced by working from home?

<table>
<thead>
<tr>
<th>Response/scale</th>
<th>Average score</th>
</tr>
</thead>
<tbody>
<tr>
<td>I contribute to lowering the risk of spreading Covid-19</td>
<td>4.63</td>
</tr>
<tr>
<td>I get time to focus on my work without interruptions by other people</td>
<td>3.47</td>
</tr>
<tr>
<td>I get a possibility to do some other work that I normally don't have time to do</td>
<td>3.03</td>
</tr>
<tr>
<td>I do not have to spend time on long meetings</td>
<td>2.97</td>
</tr>
<tr>
<td>I can take a break when I like to</td>
<td>3.65</td>
</tr>
<tr>
<td>I can be with the people with whom I live</td>
<td>3.40</td>
</tr>
<tr>
<td>I like the atmosphere in my home better than at work</td>
<td>2.95</td>
</tr>
<tr>
<td>I can have my own food and drink</td>
<td>3.81</td>
</tr>
<tr>
<td>I don't have anyone watching me</td>
<td>2.72</td>
</tr>
<tr>
<td>I save travel time to and from work</td>
<td>4.39</td>
</tr>
<tr>
<td>I'm not exposing myself to the risk of getting sick</td>
<td>4.41</td>
</tr>
<tr>
<td>I get a chance to break my old habits and change my routines</td>
<td>3.30</td>
</tr>
<tr>
<td>It's easier to get in touch with people than normal</td>
<td>2.52</td>
</tr>
</tbody>
</table>

Disadvantages/Cons of working from home

Three groups of disadvantages were derived based on an exploratory factor analysis (see appendix C):
- Isolation
- Loss of value of work
- Loss of important work tools

Below we look at the average scores per item on a scale of 1 (strongly disagree) to 5 (strongly agree):

To what extent do you agree or disagree that the following aspects are negatively affected by working from home?

<table>
<thead>
<tr>
<th>Response/scale</th>
<th>Average score</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can't see my colleagues and other people as much as I'd like.</td>
<td>3.84</td>
</tr>
<tr>
<td>I need (physical) equipment to do my work that I do not have access to at home</td>
<td>2.66</td>
</tr>
<tr>
<td>I need data or documents to do my job that I do not have access to at home</td>
<td>2.16</td>
</tr>
<tr>
<td>I find it hard to stay focused on work when I'm alone</td>
<td>2.03</td>
</tr>
<tr>
<td>I don't know what kind of work I should be doing</td>
<td>1.57</td>
</tr>
<tr>
<td>I miss the food and other facilities we have at my place of work</td>
<td>2.23</td>
</tr>
<tr>
<td>It's a financial problem for my job that I can't be at my workplace</td>
<td>1.70</td>
</tr>
<tr>
<td>I get distracted by other people at home</td>
<td>2.52</td>
</tr>
<tr>
<td>I miss being able to get out of the house</td>
<td>3.71</td>
</tr>
<tr>
<td>I can't get enough exercise when I'm not at my workplace</td>
<td>3.08</td>
</tr>
<tr>
<td>The work I do at home is not as interesting as the work I do at my workplace.</td>
<td>2.16</td>
</tr>
<tr>
<td>I'm afraid there won't be enough work I can do at home</td>
<td>1.84</td>
</tr>
<tr>
<td>The physical conditions in my house do not allow a good working environment (adjustable chair and table, enough light, silence, good monitor, etc.).</td>
<td>3.08</td>
</tr>
<tr>
<td>It takes more effort for me not to be able to use my normal routines</td>
<td>2.52</td>
</tr>
<tr>
<td>I feel more &quot;stuck to my computer&quot; than in my workplace</td>
<td>3.13</td>
</tr>
<tr>
<td>I'm worried that there are work tasks I'd like to do but can't do from home</td>
<td>2.38</td>
</tr>
</tbody>
</table>

What kind of work are you currently doing? You may click on more than one answer.
Multiple answers are possible here, so each sub-option can theoretically run up to 100%

- I do administrative work 39.9%
- I'm doing research 20.6%
- I develop systems, plans or models 19.2%
- I'm a manager 21.4%
- I'm in communications 12.0%
- I'm a teacher and tutor 18.3%
- I'm in commerce 5.5%
- I monitor systems 6.5%
- I work in manufacturing 3.7%
- I work on creative productions 4.1%

What's your age?
- 18-20 years 0.1%
- 21-30 year 13.4%
- 31-40 year 27.9%
- 41-50 year 29.7%
- 51-60 year 22.9%
- Older than 60 years 5.7%
- I'd rather not say 0.4%

With which gender do you identify yourself the most?
- Woman 59.8%
- Man 38.7%
- Other /I'd rather not say 1.6%

What is your highest level of education?
- No training completed 0%
- Primary education 0.3%
<table>
<thead>
<tr>
<th>Degree</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secondary education</td>
<td>2.4%</td>
</tr>
<tr>
<td>Vocational training</td>
<td>6.9%</td>
</tr>
<tr>
<td>Associate degree</td>
<td>10.7%</td>
</tr>
<tr>
<td>University Bachelor</td>
<td>14.0%</td>
</tr>
<tr>
<td>University Master</td>
<td>46.0%</td>
</tr>
<tr>
<td>University Doctorate</td>
<td>15.4%</td>
</tr>
<tr>
<td>Other not listed degree</td>
<td>3.7%</td>
</tr>
</tbody>
</table>

**How many young people and adults, including yourself, are in the house while you are working at home during Covid-19?**

1. 26.9%
2. 32.9%
3. 17.9%
4. 16.2%
5 or more 5.0%

**How many children under the age of 15 are in the house while you are working at home during Covid-19?**

0. 64.0%
1. 16.7%
2. 15.9%
3 or more 2.7%

**All in all, looking at your current work and life situation, how would you describe it?**

- Much less challenging than usual 6.7%
- Somewhat less challenging than usual 18.1%
- Just as challenging as normal 27.5%
- Somewhat more challenging than usual 34.9%
- Much more challenging than usual 12.8%
APPENDIX C: RESULTS FROM THE FACTOR ANALYSIS: THE 6 DIMENSIONS

The appendix contains results from the factor analysis of questions 11 and 13 collected till 11th of May 2020. All respondents confirmed that they are over 18 years old and give confirmed consent to participate in the study.

For this first results overview, we included only participants that work full-time at home since the Covid-19 outbreak, are non-students and from a European country with more than 100 answers. This resulted in 4643 responses.

We had respondents from Austria (320), Denmark (1229), Finland (147), Germany (1129), Italy (702), Netherlands (229), Spain (254) and Sweden (633). Only quantitative results are reported here.

Question 11 (pros) and question 13 (cons) contain 13 respectively 16 pros and cons of working from home during Covid-19. This material lends itself well to analyzing which summary dimensions can be distinguished in the pros and cons of working from home (based on Corona).

To this end, exploratory factor analyses have been carried out. In advance, items 11a and 11k were excluded from these analyses because they are related to the whole reason for working from home, i.e. preventing the further spread of Covid-19, and especially wanted to look here at the impact of working from home by Corona, both in a positive and a negative sense.

The remaining 11 advantages and 16 disadvantages can be used as internally consistent scales according to the Cronbach’s Alpha.

<table>
<thead>
<tr>
<th>Question11 (without a and k)</th>
<th>Question13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cronbach’s alpha:</td>
<td></td>
</tr>
<tr>
<td>.74</td>
<td>.83</td>
</tr>
</tbody>
</table>

The fact that the items of the advantages are sufficiently interrelated, as well as the items of the disadvantages, does not mean that the surveyed advantages and disadvantages all cover the same dimensions in the respondents' experience. Factor analyses point more in the direction of differentiation in the underlying dimensions; it is better to speak in terms of "groups" of disadvantages and advantages, than in terms of advantages and disadvantages in general.

Question 11 (pros):

<table>
<thead>
<tr>
<th>Rotated Component Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component</td>
</tr>
<tr>
<td>Q11b</td>
</tr>
<tr>
<td>Q11c</td>
</tr>
<tr>
<td>Q11d</td>
</tr>
</tbody>
</table>
For both pros (Question 11) and cons (Question 13) were each 3 factors/clusters extracted. The items are sorted according to the extent to which they determine the experience of the group mentioned (using the factor analysis results).
• Clusters of advantages of working from home:
  o Benefit from homebased workplace:
    ▪ Q11g: like atmosphere at home better .629
    ▪ Q11m: easier to get in contact with people .612
    ▪ Q11j: save normal transportation time .591
    ▪ Q11l: get a chance to break my old habits and change routines .553
    ▪ Q11f: can be with people with whom I live .428
  o Work with more efficiency:
    ▪ Q11c: get possibility to do some other work .721
    ▪ Q11d: not have to spend long time in meetings .710
    ▪ Q11b: get time to focus on my work .668
  o Control over your working day:
    ▪ Q11i: have no one looking over me .761
    ▪ Q11e: can take a break when I like to .633
    ▪ Q11h: can eat and drink my own food .547

• Clusters of disadvantages of working from home:
  o Isolation:
    ▪ Q13i: miss getting out of my home .688
    ▪ Q13a: don’t see my colleagues and other people enough .640
    ▪ Q13j: do not get enough exercise .629
    ▪ Q13m: physical conditions do not afford good working envir. .559
    ▪ Q13f: miss food or other benefits from work .532
    ▪ Q13n: requires more effort not to use normal routines .506
    ▪ Q13o: feel tied to my computer .483
    ▪ Q13h: get disturbed by others in my home .434
  o Loss of the value of work:
    ▪ Q13l: afraid that there is not enough work from home .778
    ▪ Q13e: don’t know what kind of work to do .735
    ▪ Q13k: work from home not so interesting .667
    ▪ Q13d: difficult to keep focus .524
    ▪ Q13g: financial problem that I cannot be at my workplace .493
  o Loss of important work tools:
    ▪ Q13b: Need physical equipment .801
    ▪ Q13c: Need data and documents .790
    ▪ Q13p: concerned that there are work tasks I cannot do from home .569