

Summary of the Staff Union Working from Home Survey

From 14 to 22 May 2020, the Staff Union undertook a survey to gather information from staff about their current work arrangements in order to gain insights into the challenges that staff members are facing due to the COVID-19 pandemic.

A total of 250 staff members (44.01%) responded to the survey.

Please find below the full survey results.

You will find a short summary of the key topics at the end of the results.



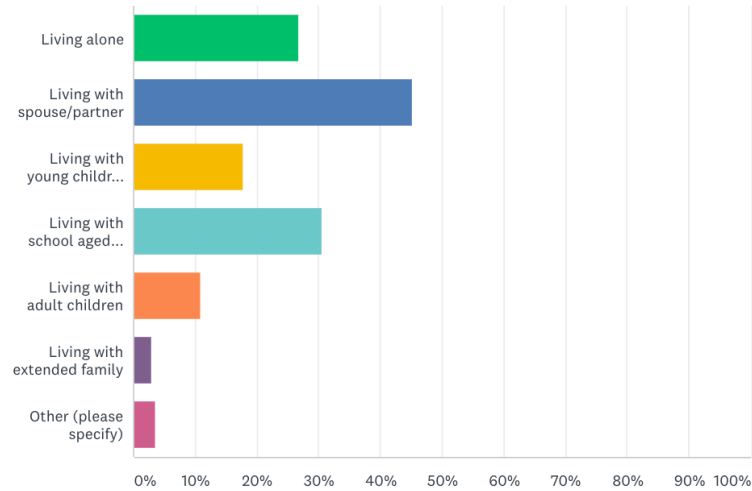
Q1

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What are your current living arrangements? Select all that apply

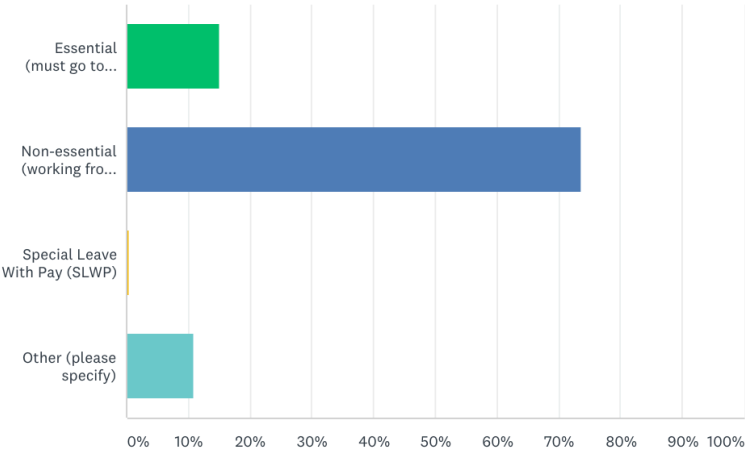
Answered: 246 Skipped: 3



ANSWER CHOICES	RESPONSES	
▼ Living alone	26.83%	66
▼ Living with spouse/partner	45.12%	111
▼ Living with young children (under 5)	17.89%	44
▼ Living with school aged children (primary, secondary)	30.49%	75
▼ Living with adult children	10.98%	27
▼ Living with extended family	2.85%	7
▼ Other (please specify)	Responses 3.66%	9
Total Respondents: 246		

What are your current working arrangements?

Answered: 247 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ Essential (must go to office to work)	14.98%	37
▼ Non-essential (working from home)	73.68%	182
▼ Special Leave With Pay (SLWP)	0.40%	1
▼ Other (please specify)	10.93%	27
TOTAL		247

Q3

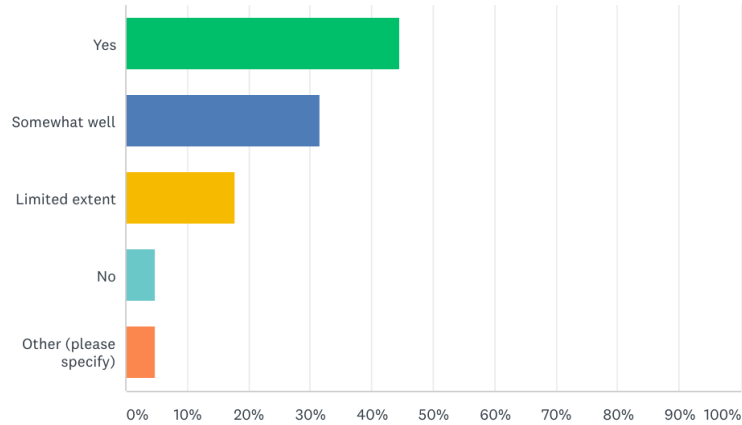


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Do you feel you are adequately provisioned and your personal situation allows you to work well at home?

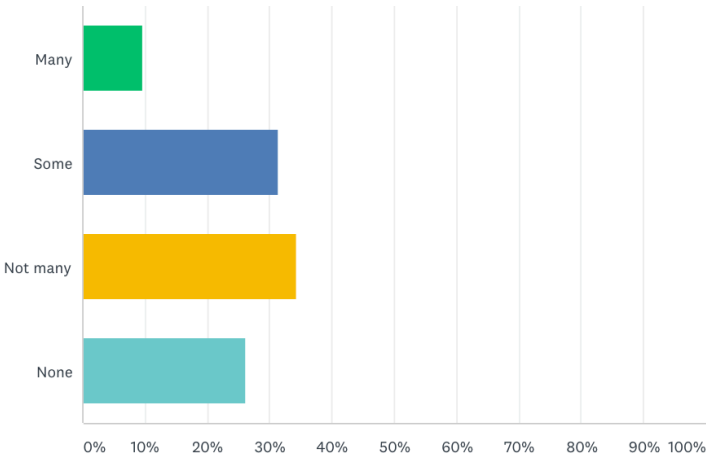
Answered: 247 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ Yes	44.53%	110
▼ Somewhat well	31.58%	78
▼ Limited extent	17.81%	44
▼ No	4.86%	12
▼ Other (please specify)	Responses 4.86%	12
Total Respondents: 247		

Do you have any commitments or distractions that affect your ability to work from home?

Answered: 248 Skipped: 1



ANSWER CHOICES	RESPONSES	
Many	9.68%	24
Some	31.45%	78
Not many	34.27%	85
None	26.21%	65
Total Respondents: 248		

Q5

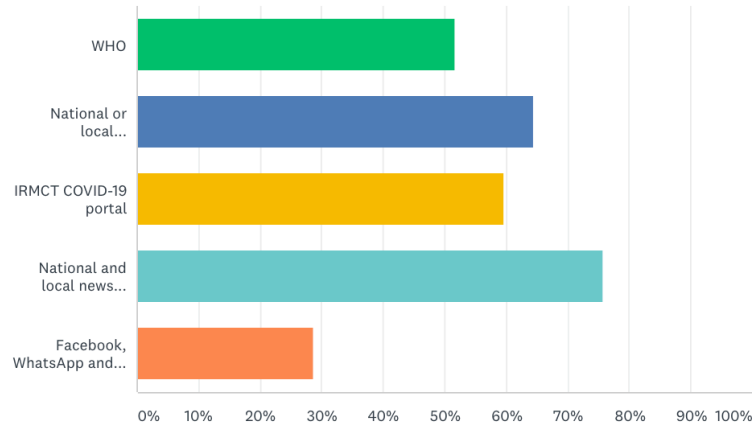


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What resources do you turn to for information about COVID-19? select all that apply

Answered: 248 Skipped: 1



ANSWER CHOICES	RESPONSES	
▼ WHO	51.61%	128
▼ National or local government website	64.52%	160
▼ IRMCT COVID-19 portal	59.68%	148
▼ National and local news sites	75.81%	188
▼ Facebook, WhatsApp and other social media groups	28.63%	71
Total Respondents: 248		

[Comments \(33\)](#)

Q6



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What resources do you use and/or what activities do engage in that help you maintain your physical and mental well-being?

Answered: 235 Skipped: 14

RESPONSES (235)

WORD CLOUD

TAGS (0)



Sentiments: OFF

Q7

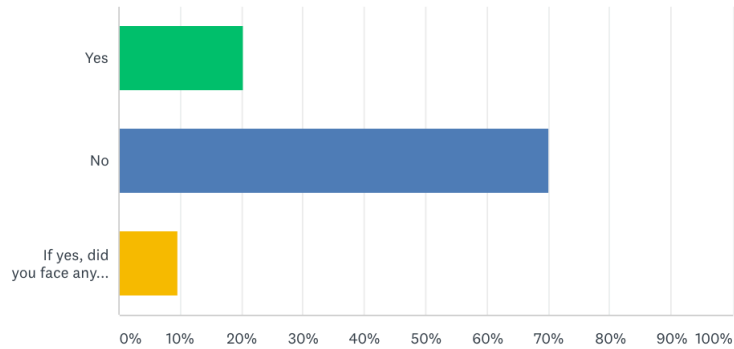


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Have you had to interact with your doctor, health care provider, insurer or any part of your duty station health care system?

Answered: 247 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ Yes	20.24%	50
▼ No	70.04%	173
▼ If yes, did you face any specific challenges as a result of the current crisis?	Responses 9.72%	24
TOTAL	247	

Q8

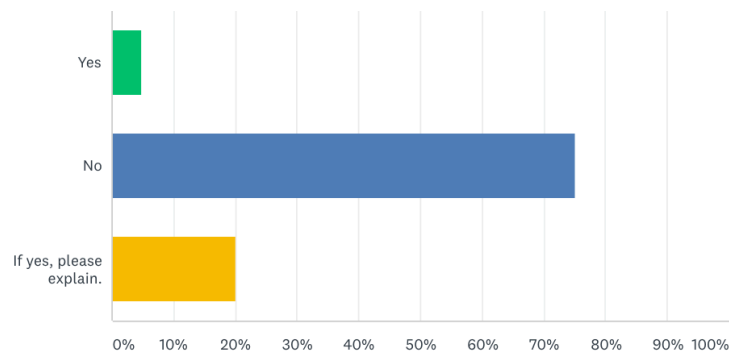


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Do you have any concerns with medical care at your duty station at this time?

Answered: 249 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Yes	4.82%	12
▼ No	75.10%	187
▼ If yes, please explain.	Responses 20.08%	50
TOTAL	249	

Q9

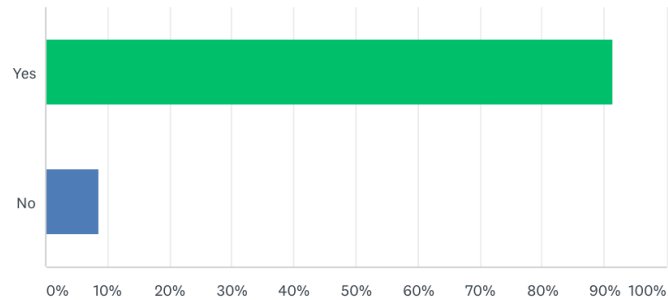


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Do you have a home computer from which to work?

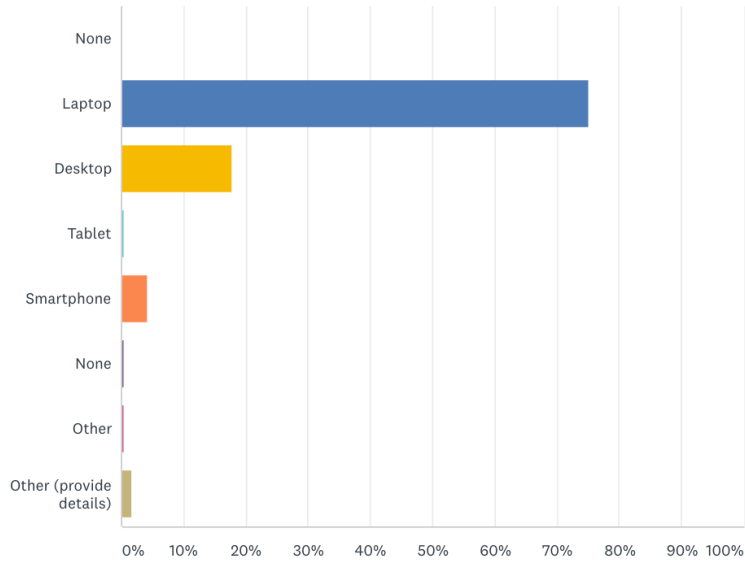
Answered: 242 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	91.32%	221
No	8.68%	21
TOTAL	242	

What is the primary device you use for work?

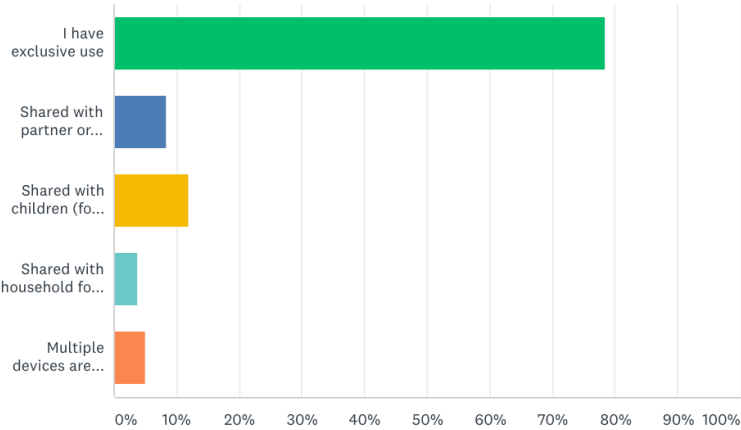
Answered: 242 Skipped: 7



ANSWER CHOICES	RESPONSES	
None	0.00%	0
Laptop	75.21%	182
Desktop	17.77%	43
Tablet	0.41%	1
Smartphone	4.13%	10
None	0.41%	1
Other	0.41%	1
Other (provide details)	Responses 1.65%	4
TOTAL	242	

Do you need to share your computer/device ? Select all that apply.

Answered: 242 Skipped: 7



ANSWER CHOICES	RESPONSES	
I have exclusive use	78.51%	190
Shared with partner or other adult	8.26%	20
Shared with children (for schooling)	11.98%	29
Shared with household for communication, entertainment, etc.	3.72%	9
Multiple devices are shared	4.96%	12
Total Respondents: 242		

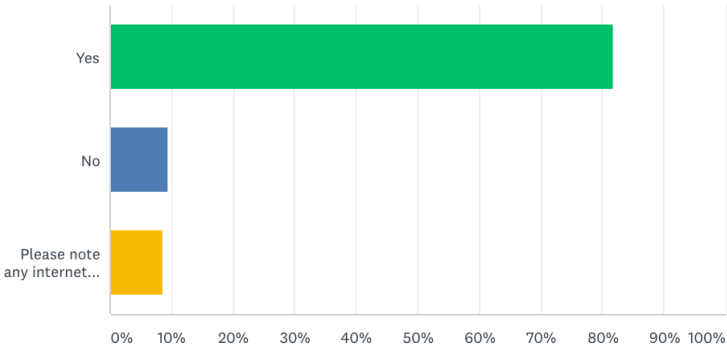
Q12

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Is your internet reliable?

Answered: 243 Skipped: 6



ANSWER CHOICES	RESPONSES	
▼ Yes	81.89%	199
▼ No	9.47%	23
▼ Please note any internet issues you have	8.64%	21
TOTAL		243

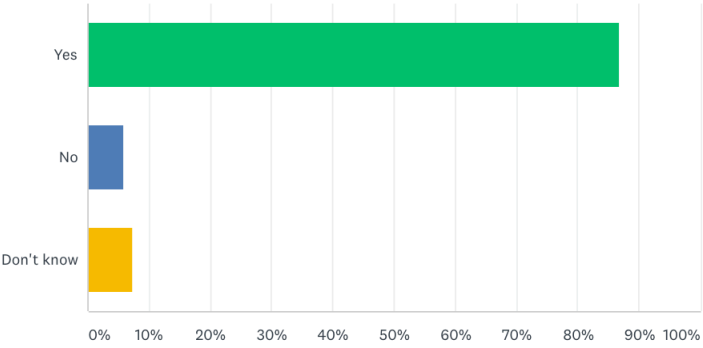
Q13

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Do you have a secure network (i.e. private, password-protected) that is not shared or public?

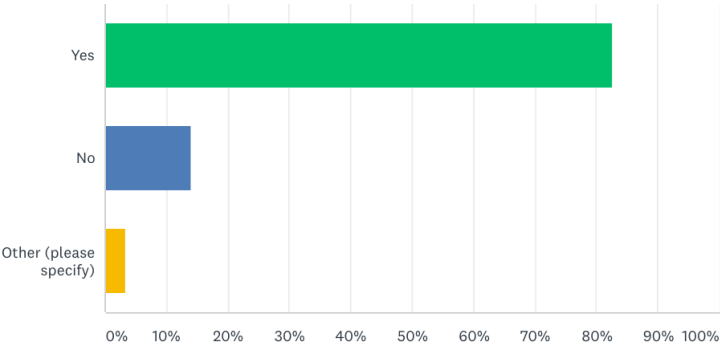
Answered: 243 Skipped: 6



ANSWER CHOICES	RESPONSES	
▼ Yes	86.83%	211
▼ No	5.76%	14
▼ Don't know	7.41%	18
TOTAL		243

Do you have adequate software, operating systems, etc. to work effectively?

Answered: 243 Skipped: 6



ANSWER CHOICES	RESPONSES	
▼ Yes	82.72%	201
▼ No	13.99%	34
▼ Other (please specify)	Responses 3.29%	8
TOTAL	243	

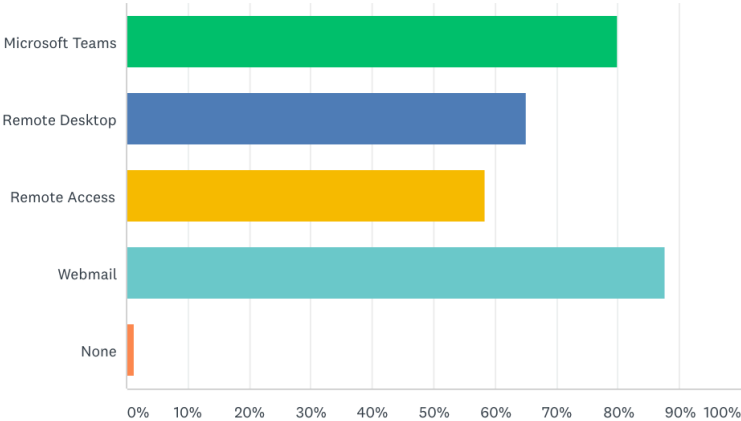
Q15

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What applications do you use to facilitate your remote work? Select all that apply

Answered: 243 Skipped: 6



ANSWER CHOICES	RESPONSES	
▼ Microsoft Teams	79.84%	194
▼ Remote Desktop	65.02%	158
▼ Remote Access	58.44%	142
▼ Webmail	87.65%	213
▼ None	1.23%	3
Total Respondents: 243		

[Comments \(22\)](#)

Q16

Save as ▼

How does your home environment affect your work? Please elaborate on how well you are able to perform work and what are some of the challenges you face?

Answered: 229 Skipped: 20

RESPONSES (229) WORD CLOUD TAGS (0)

Sentiments: OFF ☐

Q17

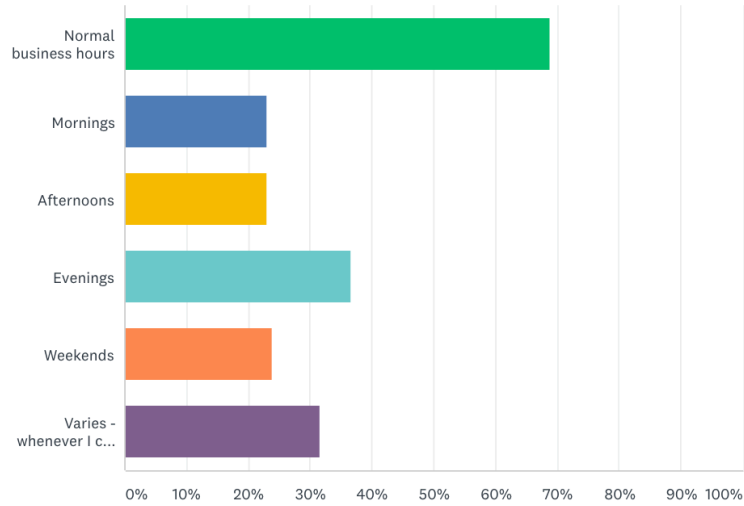


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Describe when you conduct most of your work? Select all that apply.

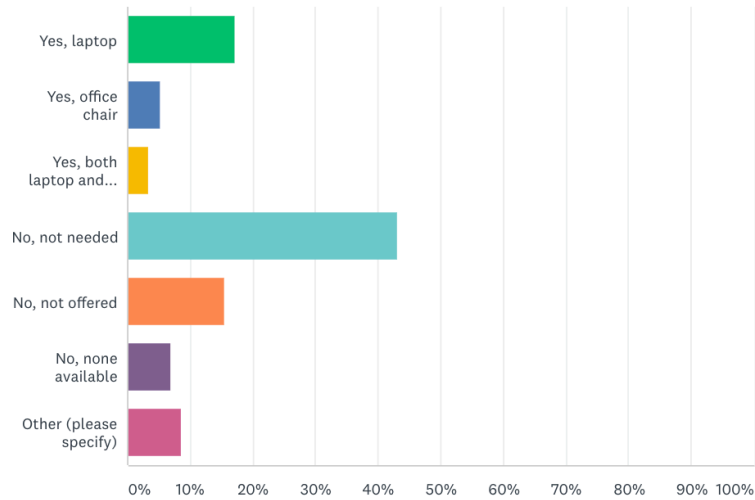
Answered: 243 Skipped: 6



ANSWER CHOICES	RESPONSES	
▼ Normal business hours	68.72%	167
▼ Mornings	23.05%	56
▼ Afternoons	23.05%	56
▼ Evenings	36.63%	89
▼ Weekends	23.87%	58
▼ Varies - whenever I can find time	31.69%	77
Total Respondents: 243		

Did you make use of a laptop or other office equipment provided by the Mechanism?

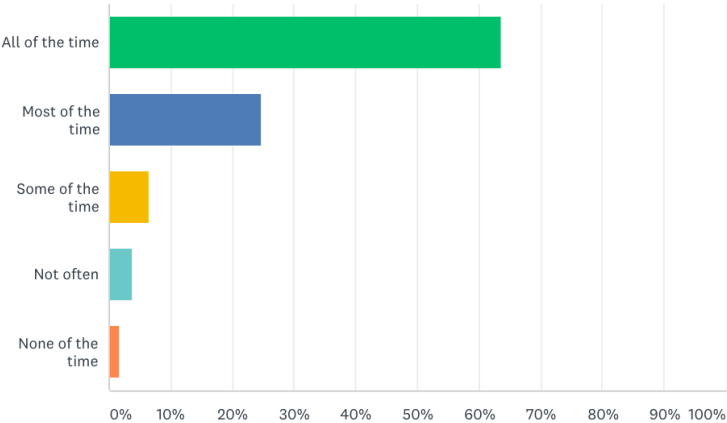
Answered: 244 Skipped: 5



ANSWER CHOICES	RESPONSES	
▼ Yes, laptop	17.21%	42
▼ Yes, office chair	5.33%	13
▼ Yes, both laptop and chair	3.28%	8
▼ No, not needed	43.03%	105
▼ No, not offered	15.57%	38
▼ No, none available	6.97%	17
▼ Other (please specify)	Responses 8.61%	21
TOTAL		244

Do you feel your manager or immediate supervisor understands your working situation and is supportive?

Answered: 244 Skipped: 5



ANSWER CHOICES	RESPONSES	
▼ All of the time	63.52%	155
▼ Most of the time	24.59%	60
▼ Some of the time	6.56%	16
▼ Not often	3.69%	9
▼ None of the time	1.64%	4
TOTAL	244	

Q20

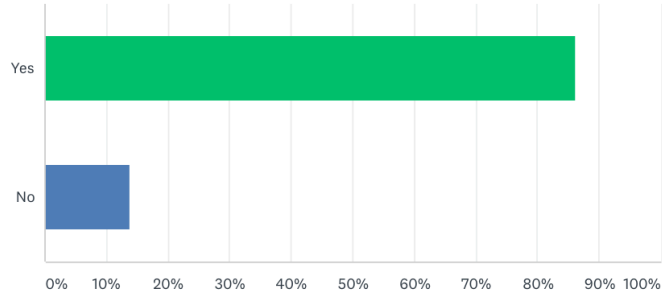


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Has your manager or immediate supervisor enquired about your welfare?

Answered: 245 Skipped: 4



ANSWER CHOICES	RESPONSES	
▼ Yes	86.12%	211
▼ No	13.88%	34
TOTAL		245

Q21

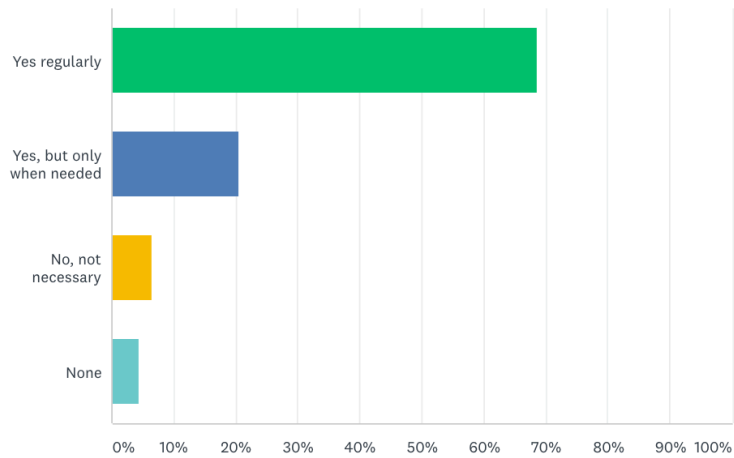


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Do you have regular meetings with your supervisor, colleagues, or unit?

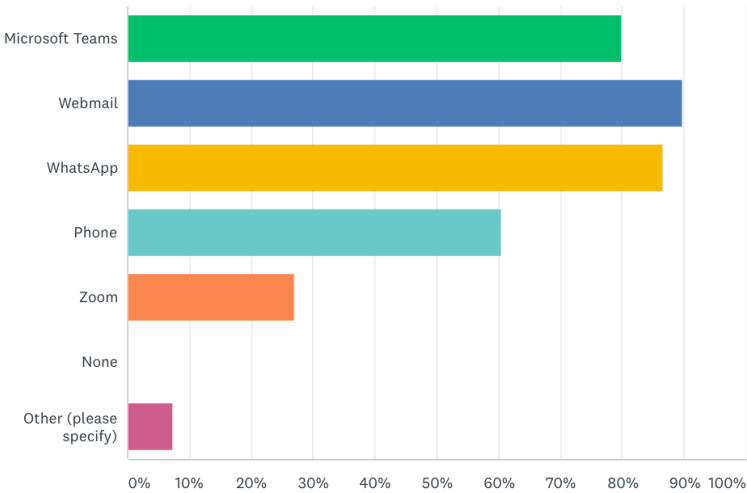
Answered: 245 Skipped: 4



ANSWER CHOICES	RESPONSES	
▼ Yes regularly	68.57%	168
▼ Yes, but only when needed	20.41%	50
▼ No, not necessary	6.53%	16
▼ None	4.49%	11
TOTAL		245


How do you communicate with your colleagues and unit? Select all that apply.

Answered: 245 Skipped: 4



ANSWER CHOICES	RESPONSES	
▼ Microsoft Teams	80.00%	196
▼ Webmail	89.80%	220
▼ WhatsApp	86.53%	212
▼ Phone	60.41%	148
▼ Zoom	26.94%	66
▼ None	0.00%	0
▼ Other (please specify)	Responses 7.35%	18
Total Respondents: 245		

Q23

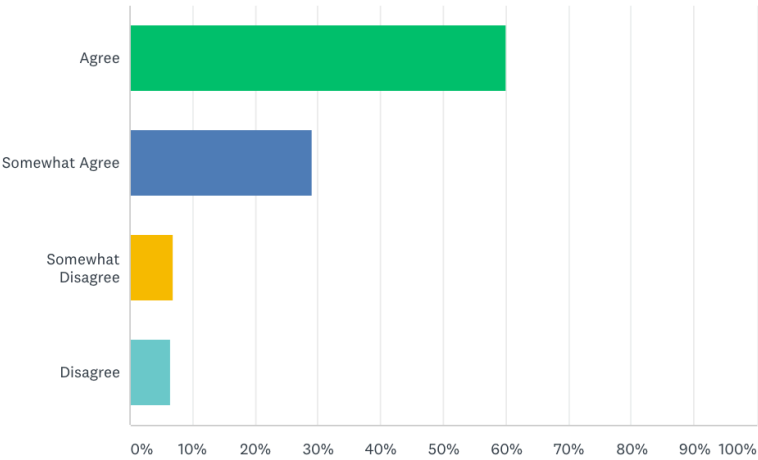


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Do you feel the Mechanism has been effective in communicating during the crisis to assist you?

Answered: 245 Skipped: 4



ANSWER CHOICES	RESPONSES	
▼ Agree	60.00%	147
▼ Somewhat Agree	28.98%	71
▼ Somewhat Disagree	6.94%	17
▼ Disagree	6.53%	16
Total Respondents: 245		

[Comments](#) (40)

Q24

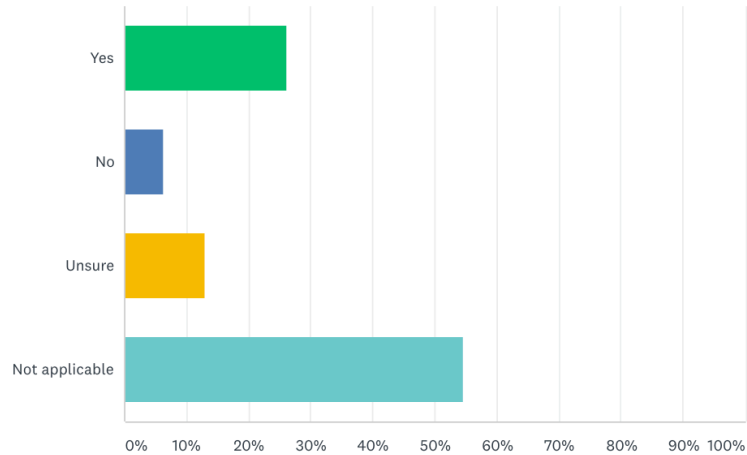


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If schools re-open in your duty station do you plan to send your child/children back to school this term?

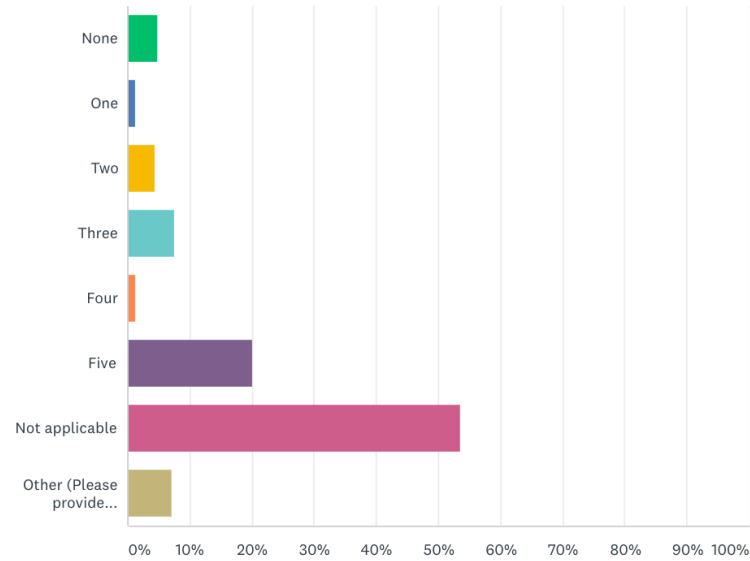
Answered: 222 Skipped: 27



ANSWER CHOICES ▼	RESPONSES ▼	
▼ Yes	26.13%	58
▼ No	6.31%	14
▼ Unsure	13.06%	29
▼ Not applicable	54.50%	121
TOTAL		222

How many days of the week is your child/children home from school?

Answered: 228 Skipped: 21

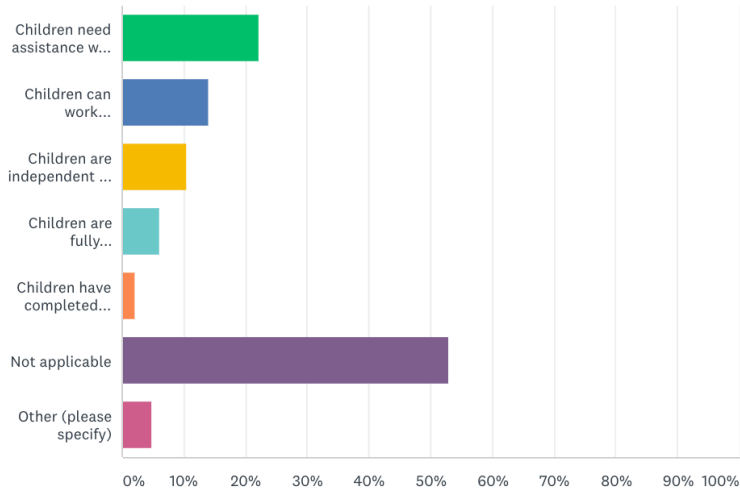


ANSWER CHOICES	RESPONSES	
▼ None	4.82%	11
▼ One	1.32%	3
▼ Two	4.39%	10
▼ Three	7.46%	17
▼ Four	1.32%	3
▼ Five	20.18%	46
▼ Not applicable	53.51%	122
▼ Other (Please provide details)	Responses 7.02%	16
TOTAL	228	

Q26

Is your child/children still receiving instruction from school? Select all that applies.

Answered: 229 Skipped: 20



ANSWER CHOICES	RESPONSES	
Children need assistance with work most of the time	22.27%	51
Children can work independently but occasionally need assistance	13.97%	32
Children are independent and can work with minimum assistance	10.48%	24
Children are fully independent	6.11%	14
Children have completed school for the year	2.18%	5
Not applicable	52.84%	121
Other (please specify)	Responses 4.80%	11
Total Respondents: 229		

Q27

Are you able to share the responsibilities of childcare or are you the primary caregiver? Please explain

Answered: 175 Skipped: 74

RESPONSES (175) WORD CLOUD TAGS (0)

Q28



Save as ▼

Please list any other concerns, issues or notes you would like to share about your ability to work from home with children.

Answered: 147 Skipped: 102

RESPONSES (147)

WORD CLOUD

TAGS (0)



Sentiments: OFF



Q29

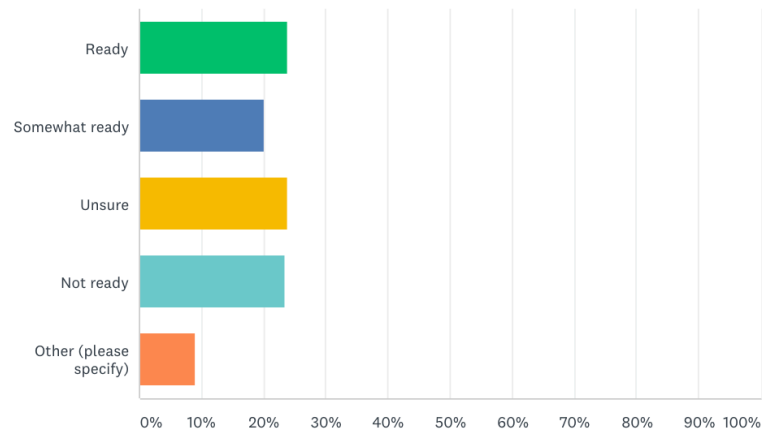


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With discussions of easing restrictions on stay at home orders beginning, do you feel ready to return to the office?

Answered: 235 Skipped: 14



ANSWER CHOICES	RESPONSES	
▼ Ready	23.83%	56
▼ Somewhat ready	20.00%	47
▼ Unsure	23.83%	56
▼ Not ready	23.40%	55
▼ Other (please specify)	8.94%	21
TOTAL		235

Q30



Save as ▼

What would you like to see the Mechanism do prior to returning to the office?

Answered: 218 Skipped: 31

RESPONSES (218)

WORD CLOUD

TAGS (0)



Sentiments: OFF



Q31

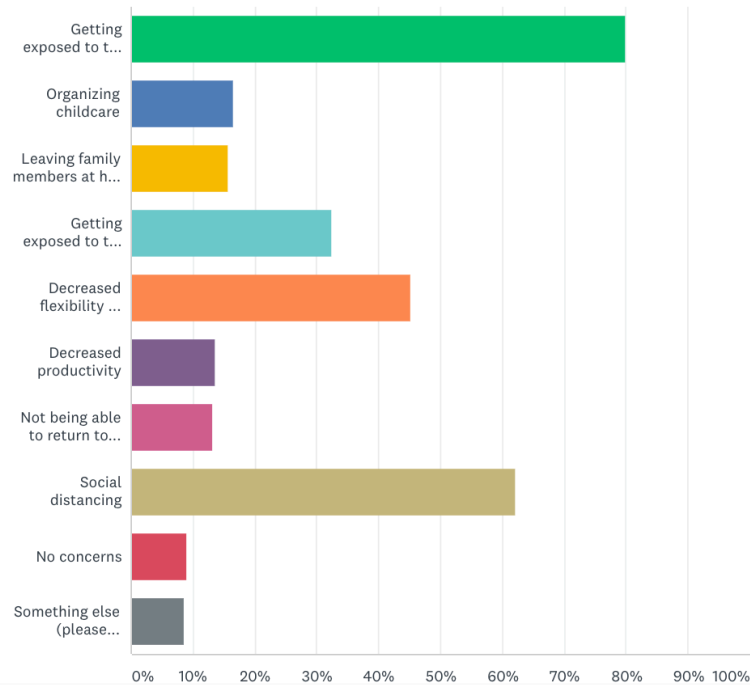


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Which of the following are concerns you have about returning to work in the office? (Select all that apply.)

Answered: 235 Skipped: 14



ANSWER CHOICES ▼	RESPONSES ▼	
▼ Getting exposed to the coronavirus at the office	80.00%	188
▼ Organizing childcare	16.60%	39
▼ Leaving family members at home who need assistance	15.74%	37
▼ Getting exposed to the coronavirus while commuting to work	32.34%	76
▼ Decreased flexibility to work from home	45.11%	106
▼ Decreased productivity	13.62%	32
▼ Not being able to return to the office due to health reasons	13.19%	31
▼ Social distancing	62.13%	146
▼ No concerns	8.94%	21
▼ Something else (please specify) Responses	8.51%	20
Total Respondents: 235		


Q32

 Save as ▼

The Staff Union would like to hear from you. Looking back to the start of the COVID-19 pandemic, what do you think the Mechanism got right in its transition to remote work? What could have been done better? What can still be improved? Please provide responses to these questions or anything else not covered in the survey to staffunion@un.org

Answered: 84 Skipped: 165

RESPONSES (84) WORD CLOUD TAGS (0)

 Sentiments: OFF ☐

Health and Welfare

Staff members are carrying out various activities to maintain physical and mental well-being while undertaking remote working, which is indicated in the table below (**Question 6**):

Walks	107 (45.53%)
Exercise (sport, online workout, weights, etc.)	100 (42.55%)
Keeping in-touch with family and friends	62 (26.38%)
Reading	41 (17.44%)
Yoga/ movement/ balance exercises	29 (12.34%)
Entertainment (movies, music, video games)	29 (12.34%)
Run or jog	28 (11.91%)
Meditation, mindfulness, or spiritual practice	26 (11.06%)
Cooking/ eating healthy	22 (9.39%)
Cycling	17 (7.23%)
None/ usual routine	16 (6.80%)
Arts, crafts, instruments, dance	15 (6.38%)
Surfing Internet	10 (4.25%)
Getting enough sleep/rest	6 (2.55%)

Work Environment

“How does your home environment affect your work?” (Question 16):

Internet, electricity, and/or other infrastructure challenges	20
The home environment has many distractions, there is blurring of home and work life	34
Challenges with children, family commitments, and home schooling	51
There are distractions in the surrounding environment such as noisy neighbors or construction work	14
Insufficient equipment at home, must share with other family members	16
Insufficient furniture at home, not a good workspace, chair or table is uncomfortable	19
Stated specifically that working from home is “Less productive”	16
Working from home is more favorable, fewer distractions, or are “more productive”	31
Generally working well, no problems, or have been able to adjust	45
Challenges with having to adjust work schedules, asynchronous communication, balancing various commitments	28
Miss interactions with colleagues, more isolating	15

Child Care

In terms of support staff members have with childcare, please see the summary below (Questions 27 and 28):

Able to share responsibilities with a spouse, partner, or family member. Three mentioned only “partly.”	66
Responsibilities could not be shared. Many are single parents, or their partners were working full-time. Several mentioned difficulties of finding day care, babysitters, or tutors at this time.	32
Partner or spouse is the primary caregiver	11
Children are old enough to be independent	8
Not applicable	54

When asked to list any **other concerns**, issues or notes regarding their ability to work from home with children, staff noted the following:

- **22** noted that they do **not have** any additional concerns or issues;
- **37** respondents noted that the situation of having to **balance work and home life is challenging and/or stressful**. Some stated that the current arrangement is **not tenable** in the **long-term** with a few responses noting an **increase** in **isolation** and effect on **physical and mental health**; and
- **10** respondents requested that Management and other workers be **more flexible** and have **more understanding** of each individual’s situation and ability to work. A couple mentioned they were working **later at night** and were **not** getting **free time** to themselves.

Return to the Office

When asked **what the Mechanism should do prior to returning to the office**, the responses reflect some **concern** that Management is considering plans to return to the office, with some staff proposing the **wearing of masks** and the possibility of **testing**. (Question 30)

Social distancing is maintained especially in shared offices	43
Gradual return including, flexible arrangements, option to continue working from home or working in shifts to reduce the number of staff in the office. Includes providing sufficient time to allow staff to make plans to return.	43
Staff health and safety must be a priority	29
Regular cleaning of surfaces, doorknobs, and other high contact areas	28
Improve air circulation in building such as opening windows	27
Wear masks	16
Promote handwashing and provide hand sanitizer throughout the building	13
People should be tested, or testing should be provided	14
No advice or nothing the Mechanism can do	11
It is too soon to return	7
Improve medical office capabilities including PPE for medical staff	4