

Research and Market Intelligence at BDC
February and March 2021

What's next for remote work?

Views of Canadian SMEs and employees



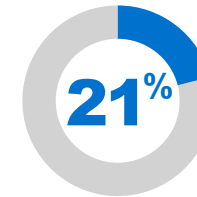
Highlights



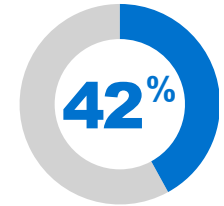
Telework has become part of the new normal.

BDC surveyed more than 700 small businesses and 2,000 Canadian workers in February and March 2021 to discover how they view the rise of remote work.

% of SMEs where at least half of employees work remotely



Pre-pandemic



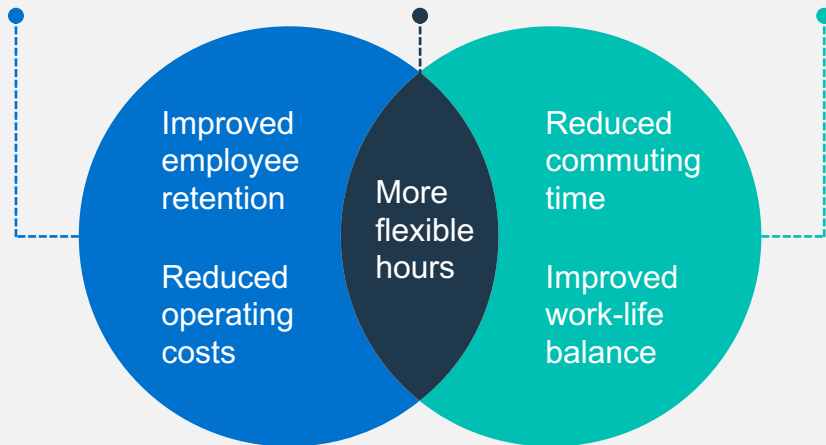
Now

Both employers and employees see benefits and disadvantages.

Benefits seen by employers

Benefits seen by both employers and employees

Benefits seen by employees



However, employees seem to be very aware of disadvantages of remote work, highlighting the difficulty to interact informally with colleagues, increased screen fatigue and difficulty not to see colleagues at work.

Based on current responses, working from home seems likely to continue post-pandemic:

74% of SME owners say they will offer their employees the chance to continue working remotely

55% of employees say they prefer to continue working remotely as much or more than they do now

54% of employees say access to teleworking will be a determining factor in applying for or accepting a new job

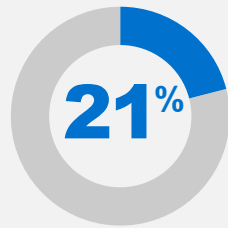
48% of those who have moved since the beginning of the pandemic have taken the ability to work remotely as a factor in their decision.

State of current situation

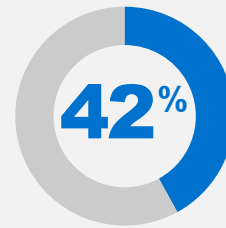


Employers (SME)

The proportion of SMEs with at least half of their employees teleworking has **doubled**



Pre-pandemic



Now

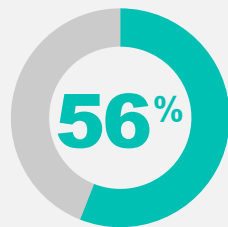
3.9

the average number of days per week that employees currently work remotely

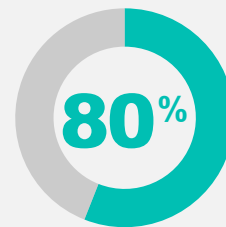


Employees (all company sizes)

Employees also attest to this **marked increase**



Work remotely at least 50% of the time



Do it more often now than before the pandemic



Those who don't work remotely say it's mostly because their role doesn't allow it

58%

say their employer now encourages teleworking (vs. 12% pre-pandemic)

Impact of telework on key indicators



Employers are seeing some benefits of teleworking...




**Employers
(SME)**



Increase in
the number of
hours worked

25%




Increased
efficiency

24%



Decrease in the
absence rate

19%



Improvement of
work organization

20%




Improvement of
the quality
of work

18%

...but employees are even more positive in their self-assessment



**Employees
(all company sizes)**



Increased
efficiency

41%



Increase in the
number of hours
worked

41%




Decrease in the
absence rate

36%



Improvement of
the quality of
work

29%



Improvement of
work organization

28%

Main perceived benefits of teleworking



Employers (SME)



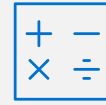
Flexible working hours

54%



Improved employee retention

35%



Reduced operating costs

34%



Employees (all company sizes)



Reduced commuting time

84%



Flexible working hours

62%



Improved life balance

58%

Main perceived disadvantages of teleworking



Employers (SME)



Impacts communication, interactions and collaboration

13%



Not applicable to all roles

11%



Impacts productivity and efficiency

9%



Employees (all company sizes)



Difficult to interact informally with colleagues

53%



Increased screen fatigue

45%



Difficult not to see colleagues at work

44%

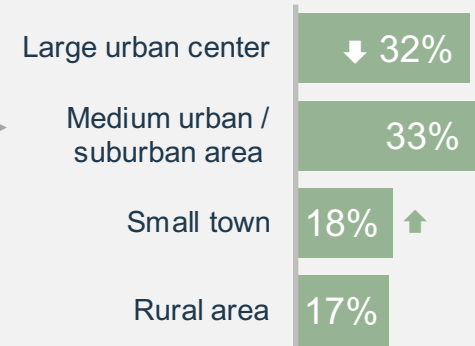
Myths or realities?



**Teleworking
brings people
to move**

48%
**of those who
have moved since
the crisis began**
say the ability to telecommute
was a factor in their decision

Among those who intend
to move in the next year*:



**Teleworking
opens up
the hiring
market**

27%
of employers (SMEs) say that
teleworking allows them to
recruit **outside** their region

54%
of employees say that access
to teleworking will be a
determining factor
in applying for or accepting a new job

*Arrows in the graph indicate statistically significant differences compared to current place of residence.

How do we see the future?



**Employers
(SME)**

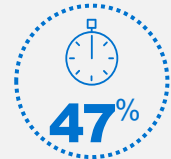
74%
**of SME
owners**

will offer their employees
the opportunity to continue
teleworking after the pandemic

% who intend to **improve** conditions
for teleworkers on:



Work benefits



Work schedule



Performance bonus

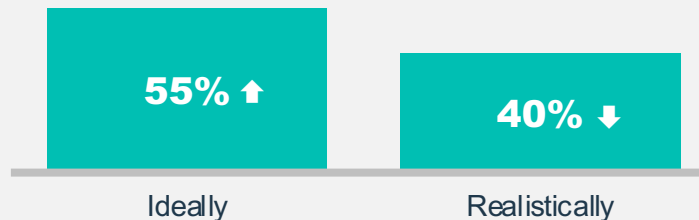


Salary

Once it is safe to return to the office...



Employees
(all company sizes)



55%

would prefer to work remotely
**as much or more
than they do now**,
although two in five think they
will be allowed to do so.



Methodology

Study context

This document presents the results of two separate surveys among:

- 1) business owners and strategic decision-makers who are members of the BDC ViewPoints panel; and
- 2) Canadian workers who are employed or looking for work.

Survey method

Online surveys conducted among BDC's proprietary SME panel and Angus Reid's panel.

Sample sizes

SME survey: 724 respondents

Working population survey: 2,000 respondents

Survey dates

SME survey: February 24 to March 7, 2021

Working population survey: March 2 to 8, 2021

Margin of error

Since these surveys are based on non-probability samples, no margin of error can be associated with them.

Data processing and analysis

Were conducted by the BDC Research and Market Intelligence team.

Weighting factors

The SME survey results were weighted by region and number of employees to be representative of the Canadian SME population.

The results of the working population survey were not weighted because we did not have a reference population.

Note: Unless otherwise noted, individuals who chose not to answer a question were excluded from the calculation bases.



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Whether you're looking to upgrade your systems, invest in new technology or improve your operations, our experts can help you position your business for success.

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