



TNO

innovation
for life

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**WORKING FROM HOME IN THE NETHERLANDS DURING
THE PANDEMIC**

**NOORTJE WIEZER, KAREN OUDE HENGEL, THIJMEN ZOOMER, WENDELA
HOOFTMAN**

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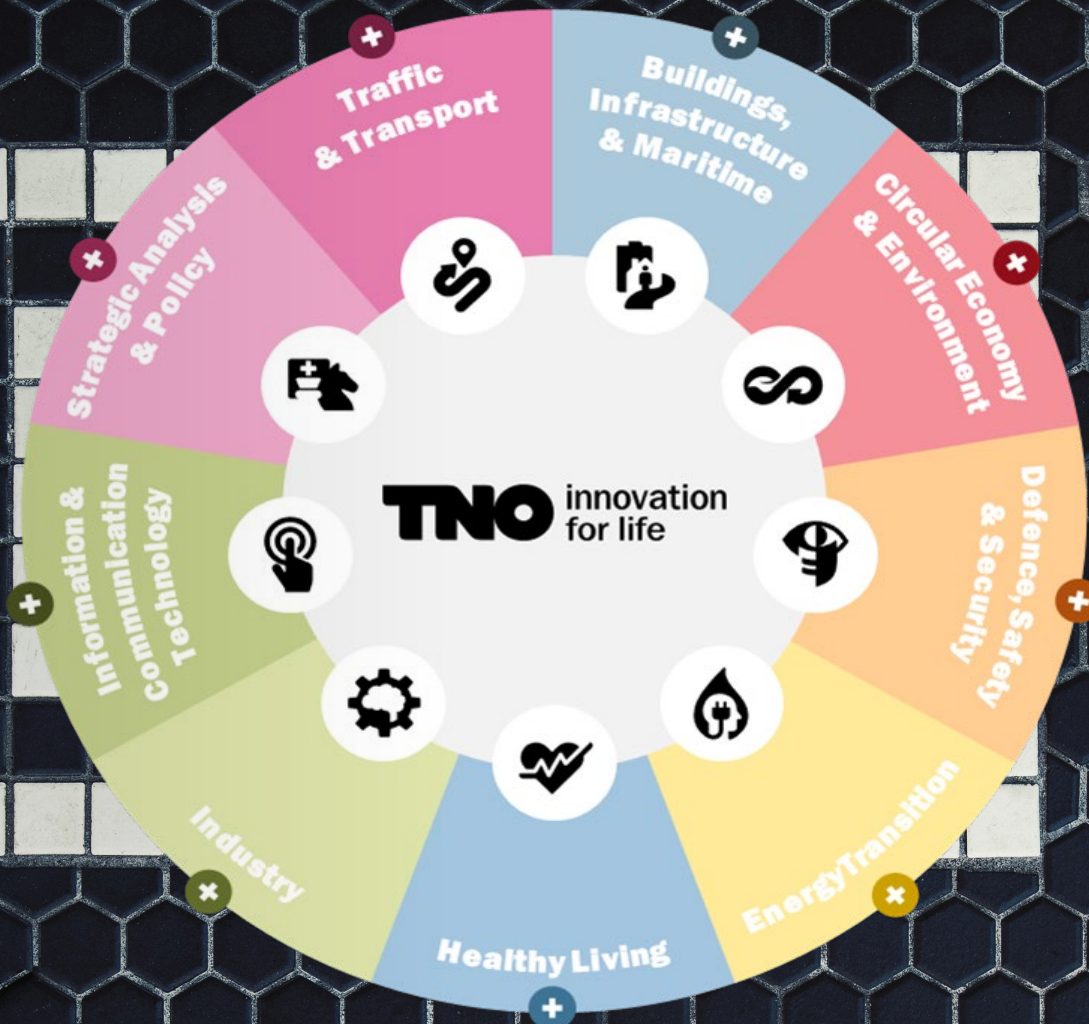
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› BRIEF INTRODUCTION





› **EXPERIENCES WITH WORKING FROM HOME**
RESULTS FROM RESEARCH



› **MONITOR STUDIES**



Surveys of work, working conditions, and work related health



› MONITOR STUDIES

Onze onderzoeken

NEA
Nationale Enquete
Arbeidsomstandigheden

WEA
Werkgevers Enquete Arb...

**ADVICE FOR EMPLOYEES,
EMPLOYERS AND GOVERNMENT**





RESEARCH
DURING THE COVID-19 PANDEMIC

STUDIES DURING THE COVID-19 PANDEMIC



NEA-COVID-19

Re-approaching a group of 10,000 workers in the Netherlands (baseline 2019, three follow-up measurements: mid-2020, late 2020, early 2021)



RISKS OF WORKING FROM HOME

Qualitative research among experts and employers into the risks of working from home





WORK DURING THE CORONA CRISIS


Daily monitoring 900 (mainly highly educated, home-working) workers during the first wave

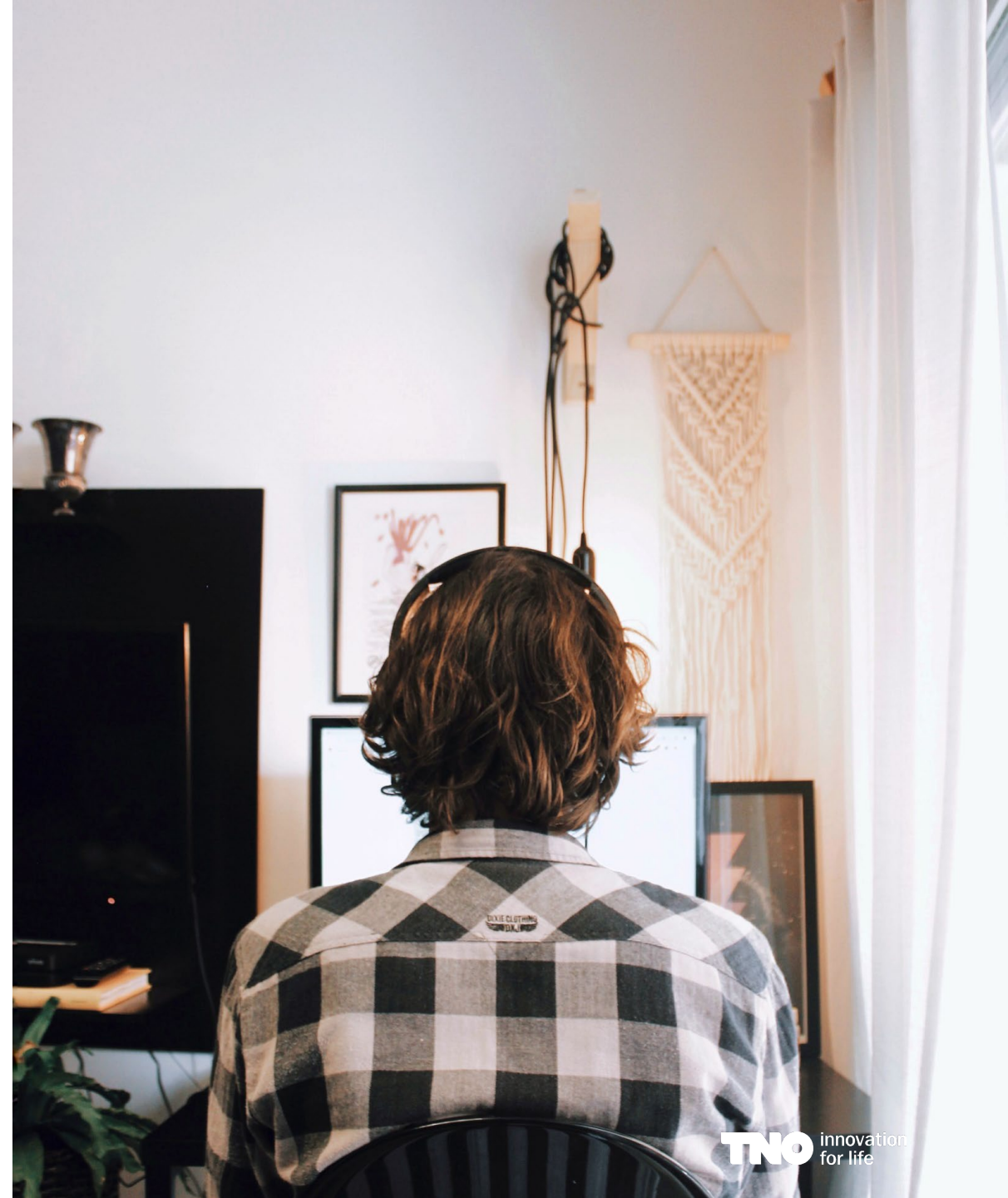


› WHO WORKS AT HOME?

 Half of employees work exclusively on site, mainly because the work demands it (sometimes because they want to (8%) or have to (6%)).

 Of those who work from home, 71% do so entirely

 Homeworkers are mostly middle- or high-skilled workers ("white collar" workers). Especially in sectors of ICT, financial and business services and public administration. Young employees work the least often work at home



› EFFECTS OF WORKING FROM HOME



WORKING FROM HOME POSITIVE EFFECTS



Less travel time



More time for family and friends, more time to relax



More productive and efficient at some tasks





WORKING CONDITIONS HOMEWORKERS IN THE NETHERLANDS...



...sit all day, and all day behind a computer screen, without short breaks, in sometimes not ideal workplaces (especially young people and women)



... are just as likely to experience high work pressure (balance of demands and control options) as they were before the crisis. No difference between working entirely and partly at home)



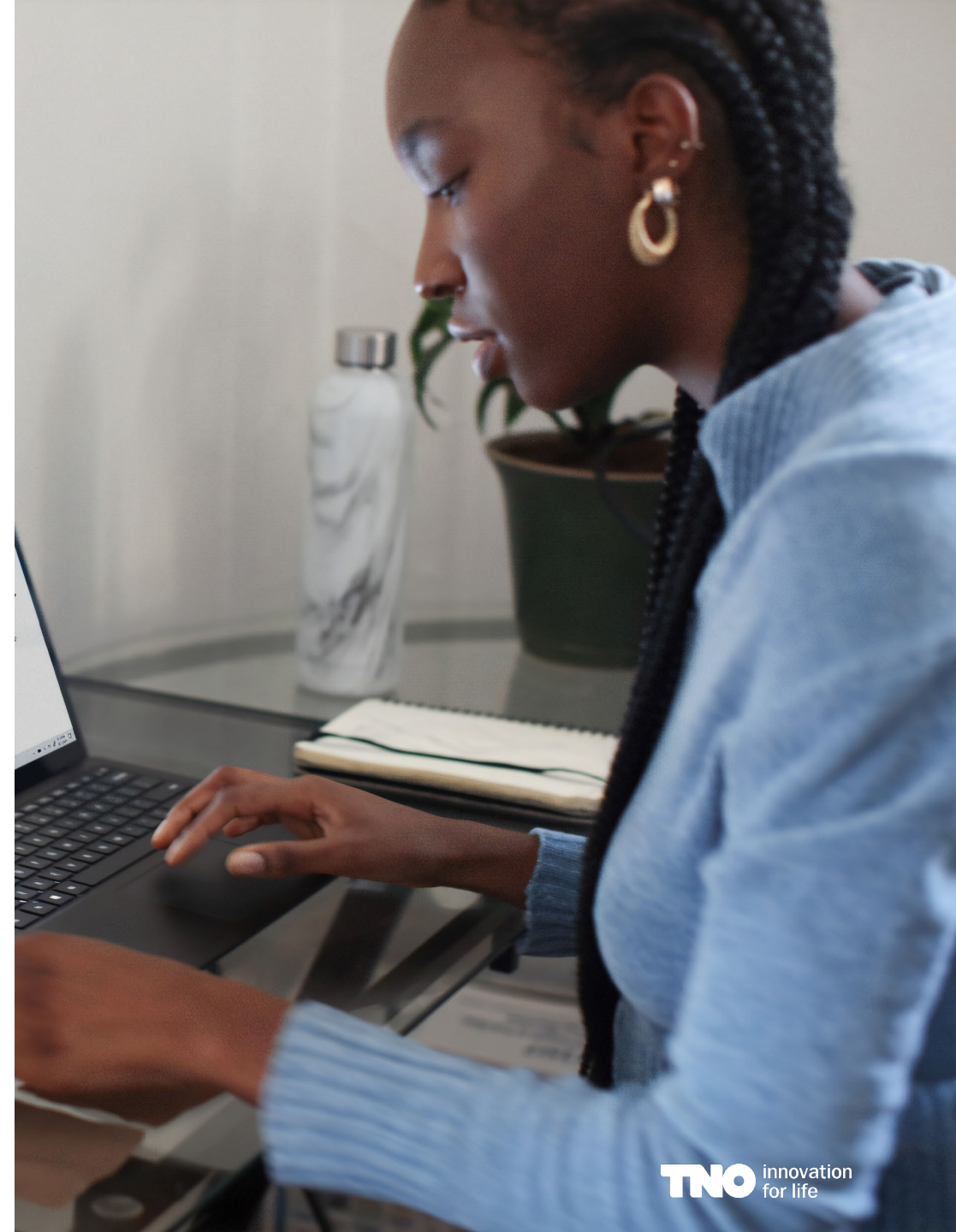
... have now found a good work-life balance, although the boundary is blurring



...have increasing difficulty holding their attention and concentrating



...have fewer problems with undesirable behavior (both from colleagues and from external parties)





› WELBEING

HOMEWORKERS IN THE NETHERLANDS ...



...have (still) good health and are not sick more often



... are satisfied with life



...have fewer CANS complaints than before the crisis, but this percentage is rising



... still have many stress symptoms, the percentage increased in the last measurement





› LACK OF SOCIAL CONTACTS

HOMEWORKERS IN THE NETHERLANDS ...



... are very lonely in 15% of the cases



... lack a close and intimate relationship with others



... lack social contacts and an engaged social network

This is especially true for young people and workers with a western migration background





› LACK OF SOCIAL CONTACTS

HOMEWORKERS IN THE NETHERLANDS ...

Other research shows that working remotely leads to:



Less social contact



Less bonding with the organization



Less creativity due to lack of chance encounters



› PREFERENCES IF THE MEASURES ARE RELAXED



OF HOME WORKERS:

- › 34 % wants to work largely or entirely on location
- › 24% wants to continue to work largely or entirely at home
- › 42% wants to work as much on location as at home
- › Average of 18 hours per week at home



WHY WORKING FROM HOME:

- › Less travel time
- › More time for family and friends, more time to relax
- › More productive and efficient at home



WHY WORKING ON LOCATION:

- › Great need to collaborate with colleagues
- › Need for social contacts
- › Bond with the company





› CHALLENGE

- › Many companies in the Netherlands are considering hybrid working
- › That corresponds to desires of (home-based) employees
- › Big questions are:
 - › How to keep the positive aspects
 - › And reduce the negative aspects





QUESTIONS

THANK YOU
FOR YOUR ATTENTION

