



Employee Productivity & Hybrid Work Model:

A Comprehensive Study



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Kunal Shah, the founder of CRED, tweeted that the impact of work from home is profound. You don't form real bonds, don't network, and there is no osmosis. He said that it might be comfortable now, but it is damaging in the long run.

However, as the world eases into the post-pandemic setting, the concept of a hybrid work model is coming under the spotlight. Essentially, hybrid is the balance between on-site and remote work. Some days, employees work from home and others, they work from the office.

With companies calling employees back to the office and switching to a hybrid workplace, the discussions have shifted to its effectiveness.

Therefore, a comprehensive study on productivity is the need of the hour. We have put together a report to help you decide and achieve improved productivity in a hybrid workplace.



First up

what does the data say?

Numerous reports point to employees' penchant for a model that lets them work from both home and office - meaning a hybrid workplace. **One such study by Accenture says that 83% of over 9,000 people preferred a hybrid model — working remotely at least 25% of the time.**

People want the future of work to be **Hybrid***

Workers fare better in hybrid environments

Those who had a hybrid work model during COVID-19 had **better mental health, strong work relationship** and were more likely to feel *Net Better Off* as a result of working for their organization

They also experienced **less burnout** than those who worked **entirely onsite** or entirely remote

*Hybrid : The ability to work remotely between 25% & 75% of the time

N=9,326, Accenture Future of work study 2021

Source : Accenture

58%

of our sample had already been working in a hybrid model during COVID - 19

83%

identified a hybrid model as being optimal in the future

It is not just the employees but also the business leaders who see the hybrid workplace as a viable model for the future of work. A report by Microsoft reveals that over two-thirds of business leaders are actively considering a redesign of the workplace to suit hybrid work.

Hybrid work is inevitable

Business leaders are on the brink of major updates to accommodate what employees want: the best of both worlds.



66%

of leaders say their company is considering redesigning office space for hybrid work



73%

of employees want flexible remote work options to stay



67%

of employees want more in-person work or collaboration post-pandemic

The Work Trend Index survey was conducted by an independent research firm, Edelman Data & Intelligence, among 31,092 full-time employed or self-employed workers across 31 markets between January 12, 2021 to January 25, 2021.

Source : Accenture

Why Hybrid work?

Even as employees and leaders concur, the reasons for advocating a hybrid workplace vary. Most people believe it improves access to technology; others feel it will help collaboration, routine, focused work, and improved visibility to leaders.

What drives people to want to be onsite?

Technology

Easier access to technology onsite than at home

Colleagues

Collaborate with colleagues in face-to-face settings

Routine

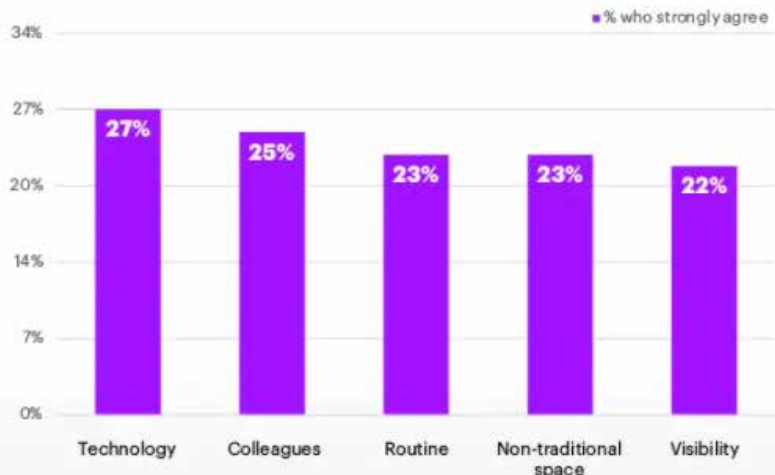
Benefit from the routine that going onsite creates

Non-traditional space

Need non-traditional space to ideate and innovate

Visibility

Improved visibility to leaders



N=9,326, Accenture Future of Work Study 2021

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As one looks at the reasons, the outcome seems to be improved productivity.



How do you improve productivity in a hybrid workplace?

Productivity improvement exercises can get a little tricky in a hybrid workplace. The primary reason that makes it difficult is measurement. Using the same yard to measure two sets of employees working in entirely different environments is challenging.

Picture this:



EMPLOYEE X

Employee X is working from home with TV, children, household chores, and numerous distractions around him. He might have to work until late evening to finish a task.

X completes his tasks for the day

The next day, X visits the office



EMPLOYEE Y

Employee Y is working from the office. She has a fixed routine - sign in, lunch, tea break, sign out, and commute to home

Y ends 90% of the tasks during office hours

The next day Y works from home

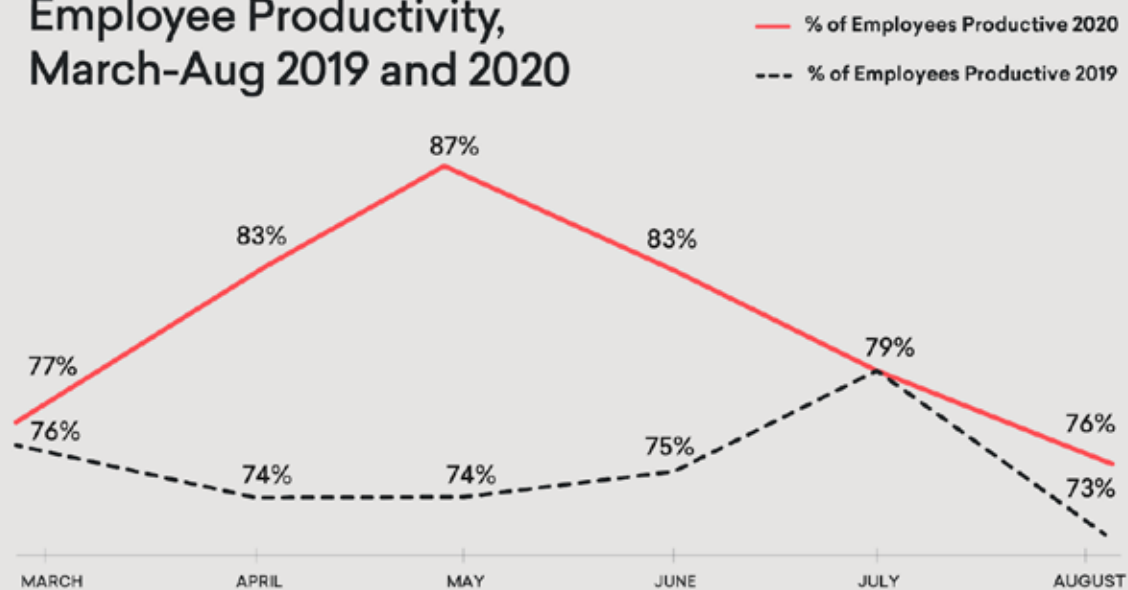


It is easy to assume one to be more productive than another, depending on which employee you empathize with more. However, it is seldom as straightforward because of the number of variables involved.



Contrary to the belief that WFH hurt productivity, a study from Great Place to Work found that employee productivity at 87% was higher in May 2020 than 74% a year earlier in 2019. Notably, the study was based on 800,000 employees working with Fortune 500 companies.

Employee Productivity, March-Aug 2019 and 2020



Source: Great Place to Work® Return to Work and the Future Workplace Study, 2020

So, a hybrid workplace must lead to an improvement over and above the WFH productivity levels.

Ways to improve productivity in a hybrid workplace

Admittedly, there are umpteen ways you can improve productivity in your office. *We list five ways that are popular and applicable in a hybrid setup.*



Focus on the individual

Often the discussions about productivity ignore that it does not just help the business but the individual too. Individuals who contribute to success feel better. So, the hybrid workplace policy should accommodate individual needs in its application.

For example, employees who spend significantly more time commuting than others might better spend that time on producing meaningful work. Allowing fewer visits to the office could help them utilize their productive hours driving better results.

Similarly, some employees might thrive in the office space that lets them concentrate. Such employees could be allowed more on-premise hours.



Boosting team collaboration

When implemented poorly, hybrid workspaces could result in scattered teams. Over a while, it could also impact the sense of belongingness in individuals. Therefore, as you focus on the individual, you also must use a hybrid workplace to nurture team bonding.

Small things such as allowing members to book desks close to each other can boost the entire team's productivity. Besides, it also allows them to collaborate more easily.



Choose what work to optimize

Most policies take a one-size-fits-all approach towards improving productivity. However, a hybrid workplace requires a more nuanced approach. Focus on specific jobs or functions at a given time.

- Are your marketing campaigns not rolling out on time?
- Is your accounts department not able to reconcile statements before deadlines?
- Or is your sales team consistently failing to achieve targets?

While it is okay to expect a little more out of every function, a productivity improvement exercise is about bigger jumps. So, pick and choose based on criticality.



Build hybrid workplace around employee well-being

It is not possible to improve productivity without focusing on well-being. People perform better when they feel emotionally and physically secure. A hybrid workplace must provide it in abundance for employees to deliver.

Given the pandemic, an organization needs to communicate the steps taken to keep infections at bay. Additionally, the measures taken must be visible to alleviate fears about getting infected.



Flexible policies

A hybrid workplace is all about flexibility. When it is not ingrained into your policy, going hybrid means little. Unsurprisingly, it adversely impacts productivity and negates any effort towards improving it.

Therefore, it helps to remember that no policy is rigid or etched in stone. You learn and change - all on the go. Also, be aware of the fact that every company is different. So, what worked for a Fortune 500 company may not be the best choice for your office.

Can technology help boost productivity in a hybrid workplace?



If you have built the proper foundation for a hybrid workplace, technology can help you take it several notches higher. For one, it makes the hybrid workplace experience more seamless. It blurs and dissolves the barriers to collaboration. It enables communication and transparency. A hybrid workplace software helps you do a lot more.

Managing a hybrid workplace without software could prove to be an operational nightmare. Facility managers would have to manually book (and cancel) desk and meeting room reservations. HR managers would have little clue about employee attendance and engagement. IT managers would have a tough time connecting and managing all systems.

A hybrid workplace software takes away most of the stress. It helps connect and manage various systems together. For example, it lets employees book their desks, provides facility managers required reports, helps HR managers drive better engagement, and do a lot more.

Conclusion

The pandemic has changed the way the world functions. It has placed many restrictions across various facets of life; the workplace is no exception.

The office will continue to exist but with fewer people working on-premise and others working remotely. In the success of this hybrid workplace model lies the success of the economy and business.

Improvement in employee productivity serves as a testimony to the success of a hybrid workplace. It requires an approach balanced with the right amount of technology and human empathy. The companies that achieve it are prepared for the future of work.



Website : <https://www.workinsync.io/>