



State of Work from Anywhere

Below are findings from the 2021 AppNeta's State of Work from Anywhere Outlook Report, which surveyed 1,000 knowledge workers in the U.S. about their experience with remote work and what they expect from the future of work. The data revealed that end-users expect the workforce to evolve to fit life after the pandemic and identified critical areas to address for a business to successfully take on a Work from Anywhere model.

1. If you work anywhere outside your company's office, do you require an internet connection to do your job?



2. Have you relocated at all during the pandemic (March 2020-present)?

No, I live at the same address	77.2%
Yes, I've moved once since March 2020	14.8%
Yes, I've moved around more than once	5.6%
I left my residence, but have returned	2.1%
Other	0.03%

Since the pandemic began 20% of people have relocated.

3. Since the pandemic started, where have you lived and worked the majority of the time?

Suburban area	42.1%
Large City/Urban area	26.3%
Rural area	24.4%
Multiple locations	6.5%
In my house	0.2%
Unemployed	0.2%
Small town	0.2%
Other	0.3%

Employees are nearly evenly dispersed among suburban, rural and large city/urban areas, demonstrating that companies need to be able to provide the same level of user-experience across urban, suburban and rural areas.

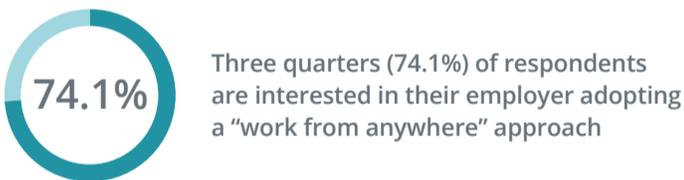
4. If given the option by your employer, what would be your preferred work environment long-term?

Split time weekly in office/remote	37.2%
Remote work/use an office only when needed	23.9%
Work in office/headquarters full-time	19.1%
Remote work permanently	18.8%
Same as now.	0.2%
have always worked remotely	0.2%
All of the above	0.1%
Other	0.4%

Nearly 80% (78.1) state that their preferred work environment long-term would include an element of remote work. People are looking for flexibility and a hybrid model, looking to work remotely or have an option to work from the office when needed.

5. In a post-COVID workplace, would you be interested in an employer adopting a "work from anywhere" approach?

Yes	73.8%
No	25.2%
Depends on the job	0.5%
Not sure	0.2%
Other	0.4%



6. Which of these tech-related issues have caused you the most frustration while remote this past year?

Issues with video calls i.e. freezing	40.6%
Collaboration apps i.e. Slack not working	11.9%
Internet connectivity	43.6%
Hardware issues i.e. laptop breaking	11.2%
Learning new tools provided by company	15.7%
None	1.9%
N/A	0.8%
No issues	0.6%
Getting a good video set-up (consistent lighting, mostly) not remote..	0.2%
Nothing it's been smooth. I wish we were allowed to print and scan from home	0.1%
Other	1.3%

The top tech issue was internet connectivity with 44% of respondents sharing their frustrations. Another top stressor was issues with video calls (39.7%)

7. When tech issues occurred during the start of the pandemic (March-August), and you reached out to IT, when did you expect a solution?

Within the business day	31.9%
Within the hour	25.6%
I never reach out to IT	19.0%
Within the week	13.4%
Within 10 days	4.8%
Within the month	3.8%
There were no issues.	0.5%
Other	1.1%

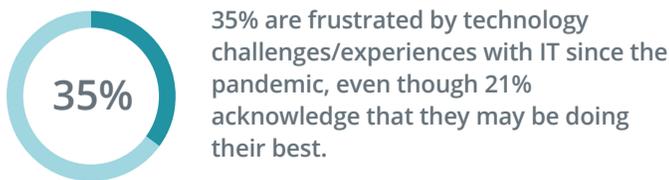
8. When tech-related issues occur now (in 2021), and you reach out to IT, when do you expect a solution?

Within the business day	32.6%
Within the hour	28.6%
I never reach out to IT	16.5%
Within the week	11.9%
Within 10 days	4.6%
Within the month	4.4%
There have been no issues.	0.5%
Other	1.1%

Nearly 30% of employees anticipate a response from IT within the hour of them reaching out with a tech-related issue. An additional 33% expect a response within the business day. Not surprisingly, only 11% of respondents think that a response within the week is acceptable.

9. How have technology challenges/experiences with IT since the pandemic impacted how you view your employer?

Frustrated by challenges & the IT support	14.3%
Frustrated, but IT's doing their best	22.2%
My employer/IT team are doing a great job	35.4%
I have no interactions with IT	14.1%
I have no technology challenges	19.6%
I am self employed	0.2%
N/A	0.2%
Other	0.3%



10. In a "work from anywhere" environment, what kind of support from the IT team would you be interested in?

Support with critical apps I need	45.4%
Support with collaboration tools (Slack)	23.1%
Support with internet connectivity issues	37.2%
Support with learning new tools	30.4%
Support with hardware issues (ie laptop)	35.4%
N/A	1.0%
None	0.4%
All	0.2%
Nothing	0.1%
Other	0.7%

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