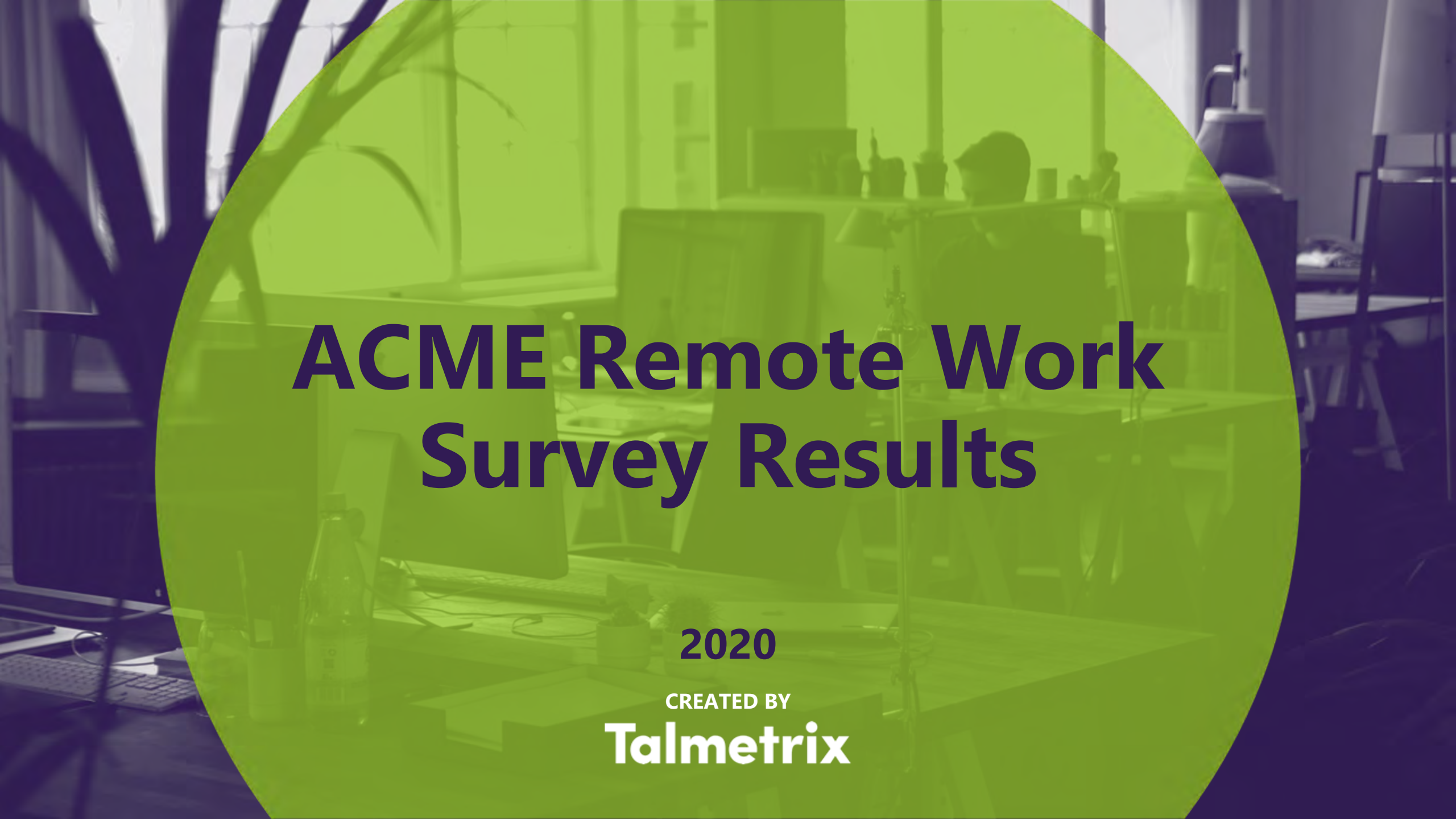

ACME Remote Work Survey Results

2020

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Talmetrix

Report Overview

- Survey Methodology 2
- Overall Summary 6
- Key Driver Results 14
- Group Differences 20
- Detailed Survey Results 24

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Survey Methodology

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Survey Framework

Autonomy

Decisions and daily work
(3 items)

Collaboration

Innovative teamwork
(4 items)

Employee Optimism

Future of company and role
(2 items)

Remote Work Satisfaction

Remote work transition
(3 items)

Resources & Tools

Efficiency and availability
(3 items)

Support

Connection and inclusion
(5 items)

Work-Life Balance

Work-life impact
(5 items)

Work-Role Stress

Role clarity and workload
(4 items)

ENGAGEMENT
(8 items)

PRODUCTIVITY
(2 items)

WELL-BEING
(5 items)

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Glossary of Terms

- **Distribution of Favorability:** Shows the general proportion of **favorable** responses ("strongly agree" and "agree"), **neutral**, and **unfavorable** responses ("disagree" and "strongly disagree").
  - Why we use red, gray, and purple: To meet 508 compliance regulations for visual impairments.
- **Response Scales:** All structured response questions use a 5-point Likert scale. There were 2 standard open-ended question types.
- **Rounding:** The sum of % **favorable**, **neutral**, and **unfavorable** scores may add up to 99 or 101.
- **Δ:** The difference between two numerical values. Here, the Δ is used to show the difference between your organization's and the benchmark's favorability scores.
- **Reverse Score:** Some items are reverse scored, meaning those who answered **favorably** answered "strongly disagree"/"disagree" or "highly unlikely"/"unlikely" to some items.
- **Item:** Synonymous with survey "question."

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Survey Administration

Employees accessed the survey **1/1/20 – 1/14/20 via unique email link**.

The survey was available in both English and Spanish.

Anonymity threshold: **5**.
No groups with fewer than 5 respondents are reported.

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Overall Summary

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Survey Participation Detail

Gender	# Respondents	% of Respondents	# in Population	% of Total Population	Response Rate
Female	375	54%	434	51%	86%
Male	323	46%	415	49%	78%

Race					
Asian/Native Hawaiian/Other Pacific Islander	4	0.6%	4	0.5%	100%
Black	225	32%	287	34%	78%
Latino	98	14%	132	16%	74%
Native American/American Indian	2	0.3%	2	0.2%	100%
Other/Unknown	0	0%	1	0.1%	0%
Two or More Races	37	5%	66	8%	56%
White	332	48%	357	42%	93%
Total	**698**	**-**	**849**	**-**	**82%**

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COLOR KEY:

Did not meet anonymity threshold*

**results will not be displayed for these groups throughout the report*

Survey Participation Detail

Age Range	# Respondents	% of Respondents	# in Population	% of Total Population	Response Rate
18-24	120	17%	132	16%	91%
25-34	142	20%	158	19%	90%
35-44	178	26%	201	24%	89%
45-54	129	18%	160	19%	81%
55-64	103	15%	166	20%	62%
65+	26	4%	32	4%	81%
Work Location					
Detroit, MI	251	36%	357	42%	70%
Columbus, OH	291	42%	301	35%	97%
Atlanta, GA	3	0.4%	4	0.5%	75%
Dallas, TX	153	22%	187	22%	82%
Total	**698**	**-**	**849**	**-**	**82%**

COLOR KEY:

Did not meet anonymity threshold*

**results will not be displayed for these groups throughout the report*

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Summary of Findings

OVERALL PARTICIPATION: 84%

OVERALL FAVORABILITY

71%

MOST FAVORABLE CATEGORIES

1. Autonomy ***(81% favorable)***
2. Resources & Tools ***(80% favorable)***
3. Collaboration ***(79% favorable)***

MOST NEUTRAL CATEGORIES

1. Support ***(25% neutral)***
2. Engagement ***(22% neutral)***
3. Well-Being ***(19% neutral)***

MOST UNFAVORABLE CATEGORIES

1. Support, Well-Being, Remote Work Satisfaction ***(12% unfavorable)***
2. Work-Role Stress ***(11% unfavorable)***
3. Work-Life Balance, Support ***(9% unfavorable)***

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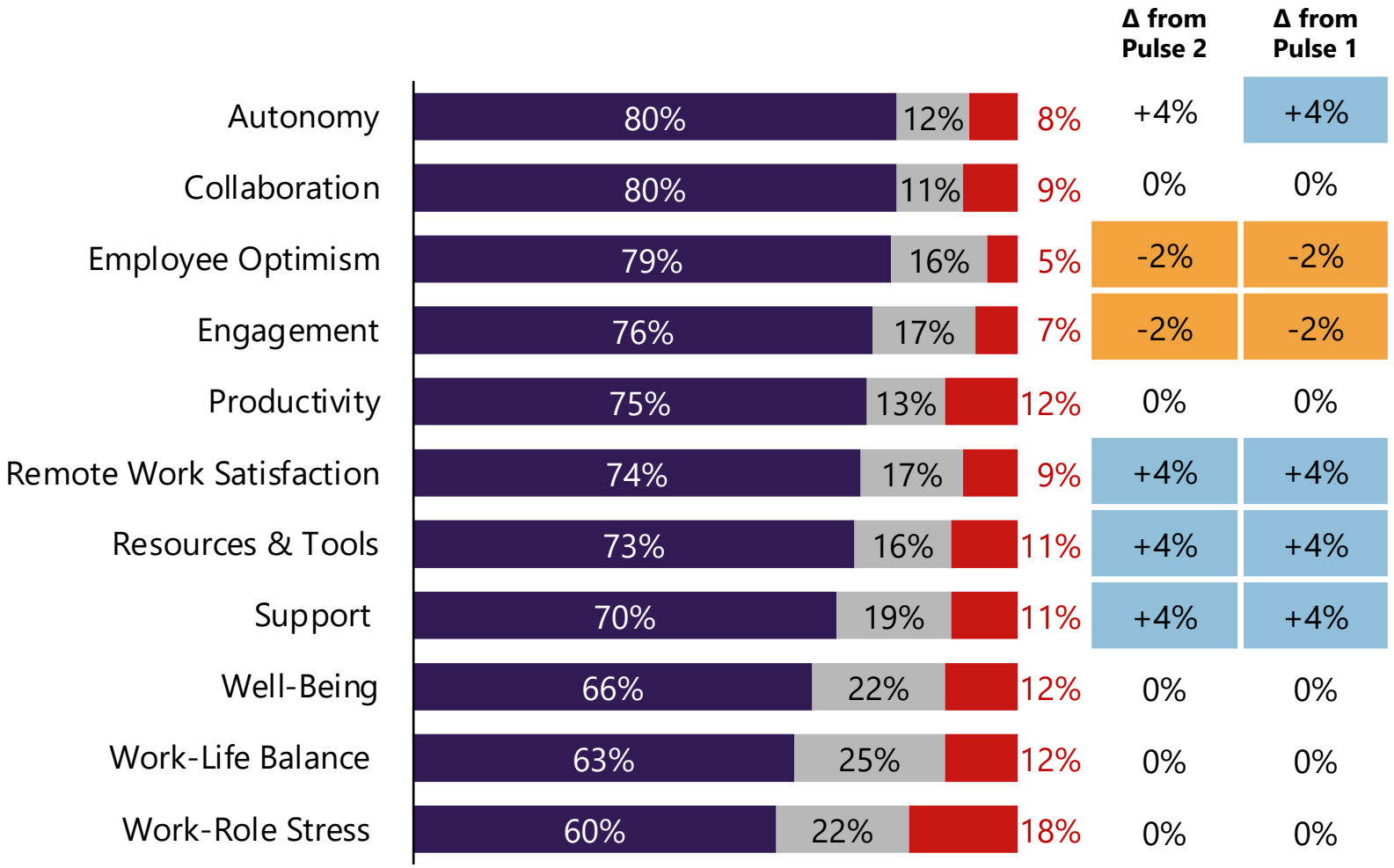
Overall Category Results



COLOR KEY:

- Favorable
- Neutral
- Unfavorable
- Higher
- Lower
- No difference

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Most & Least Favorable Items

	Category	Question	% Fav	% Neu	% Unfav
MOST FAVORABLE	Autonomy	[illegible]	93%	5%	2%
	Resources & Tools	[illegible]	93%	5%	2%
	Resources & Tools	[illegible]	91%	8%	1%
	Collaboration	[illegible]	90%	8%	2%
	Collaboration	[illegible]	86%	12%	2%
	Autonomy	[illegible]	86%	9%	5%
LEAST FAVORABLE	Productivity	[illegible]	26%	50%	24%
	Engagement	[illegible]	37%	39%	24%
	Support	[illegible]	45%	34%	21%
	Work-Life Balance	[illegible]	53%	29%	18%
	Well-Being	[illegible]	54%	26%	20%

See appendix for all question-level distributions

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Most Neutral & Most Unfavorable Items

	Category	Question	% Fav	% Neu	% Unfav
MOST NEUTRAL	Support	[illegible]	26%	50%	24%
	Support	[illegible]	37%	39%	24%
	Engagement	[illegible]	45%	34%	21%
	Well-Being	[illegible]	65%	31%	4%
	Engagement	[illegible]	53%	29%	18%
MOST UNFAVORABLE	Well-Being	[illegible]	26%	50%	24%
	Work-Role Stress	[illegible]	37%	39%	24%
	Work-Role Stress	[illegible]	45%	34%	21%
	Employee Optimism	[illegible]	55%	24%	21%
	Work-Life Balance - R	[illegible]	54%	26%	20%
	Support	[illegible]	61%	20%	19%

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See appendix for all question-level distributions

Key Driver Results

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About the Key Driver Analysis

- Key driver analyses (KDAs) are used to **understand which survey categories have the most influence on the following outcomes**:
  1. Engagement
  2. Productivity
  3. Well-Being
- The key driver analysis indicates which survey categories are driving the outcomes **in order of influence**, starting with the most impactful.
- Key drivers are only conducted for groups ~100+.
- The next few slides will provide the top drivers for each outcome.

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*see appendix for a more detailed description of the Key Driver Analysis methodology

About the Key Driver Analysis

- When analyzing key drivers, consider the following:
  - Key drivers can **positively** or **negatively** influence Engagement, Productivity, or Well-Being.
    - If a key driver is a highly favorable category, an assumption could be made that it is having *positive* influence on the outcome (e.g., Engagement).
    - The opposite applies as well: if a key driver is a highly unfavorable category, it may be having a *negative* influence on the outcome.
  - Key drivers are recommended areas to focus improvement efforts because they are *predictive* of the outcomes of Engagement, Productivity, or Well-Being.
    - You will see the best ROI when organizational efforts are made towards the key driver categories.
  - If a key driver is assumed to be *positively* influencing an outcome, keep up the good work and focus on maintaining the positive perceptions in these areas.

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Top Drivers of Engagement

Displayed in order of influence, starting with the most impactful.

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Top Drivers of Productivity

Displayed in order of influence, starting with the most impactful.

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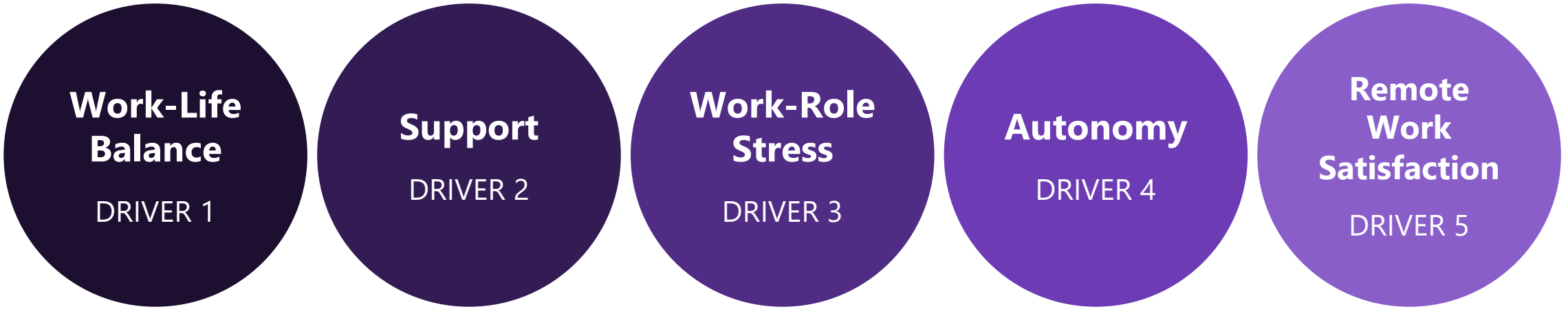
Top Drivers of Well-Being



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Displayed in order of influence, starting with the most impactful.

Group Differences

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Key Group Differences by Gender & Race

	Autonomy	Collaboration	Employee Optimism	Engagement	Productivity	Remote Work Satisfaction	Resources & Tools	Support	Well-Being	Work-Life Balance	Work-Role Stress
Overall ACME	**79%**	**80%**	**66%**	**73%**	**75%**	**80%**	**74%**	**63%**	**70%**	**76%**	**77%**
By Gender:											
Female	78%	81%	66%	73%	75%	79%	74%	62%	71%	75%	77%
Male	81%	80%	67%	74%	74%	81%	75%	65%	70%	77%	76%
By Race:											
Black	80%	82%	67%	76%	76%	80%	76%	65%	70%	76%	77%
Latino	83%	85%	68%	72%	75%	82%	75%	66%	71%	78%	79%
Two or More Races	77%	78%	64%	70%	74%	79%	74%	62%	70%	73%	75%
White	79%	79%	61%	69%	71%	77%	73%	60%	66%	72%	74%

Difference from ACME Overall % Fav:

- 10% or more above
- 5% to 9% above
- 2% to 4% above
- -2% to -4% below
- -5% to -9% below
- -10% or less below
- Within 1% of overall

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Key Group Differences by People Manager & Age Range

	Autonomy	Collaboration	Employee Optimism	Engagement	Productivity	Remote Work Satisfaction	Resources & Tools	Support	Well-Being	Work-Life Balance	Work-Role Stress
Overall ACME	**79%**	**80%**	**66%**	**73%**	**75%**	**80%**	**74%**	**63%**	**70%**	**76%**	**77%**
By Location:											
Detroit, MI	82%	81%	67%	74%	75%	78%	74%	64%	70%	76%	76%
Columbus, OH	81%	81%	67%	76%	77%	83%	77%	65%	70%	78%	79%
Dallas, TX	77%	81%	67%	73%	74%	80%	75%	63%	70%	76%	77%
By Age Range:											
18-24	82%	86%	66%	80%	78%	84%	75%	66%	72%	79%	80%
25-34	80%	78%	68%	73%	73%	80%	75%	65%	71%	76%	76%
35-44	78%	81%	66%	72%	74%	77%	75%	63%	70%	75%	76%
45-54	80%	79%	64%	69%	73%	80%	74%	62%	67%	75%	75%
55-64	77%	78%	63%	70%	74%	79%	72%	59%	67%	76%	74%
65+	81%	80%	68%	74%	76%	79%	75%	64%	73%	76%	79%

Difference from ACME Overall % Fav:

- 10% or more above
- 5% to 9% above
- 2% to 4% above
- -2% to -4% below
- -5% to -9% below
- -10% or less below
- Within 1% of overall

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Detailed Survey Results

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Item-Level Results by Category

Item	% Fav	% Neu	% Unfav	Δ from Pulse 2	Δ from Pulse 1
[illegible]	**79%**	**16%**	**5%**		
[illegible]	90%	8%	2%	-2%	-2%
[illegible]	79%	14%	7%	-2%	+3%
[illegible]	69%	24%	7%	-2%	-2%
[illegible]	**80%**	**12%**	**8%**		
[illegible]	81%	11%	8%	-2%	-2%
[illegible]	79%	13%	8%	-2%	+3%
[illegible]	78%	12%	10%	-2%	+3%
[illegible]	78%	12%	10%	-2%	+3%
[illegible]	**75%**	**15%**	**10%**		
[illegible]	75%	15%	10%	-2%	-2%
[illegible]	75%	15%	10%	-2%	+3%

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COLOR KEY:

Higher

Lower

No difference

Item-Level Results by Category

Item	% Fav	% Neu	% Unfav	Δ from Pulse 2	Δ from Pulse 1
[illegible]	**66%**	**22%**	**12%**		
[illegible]	91%	8%	1%	*+3%*	*0%*
[illegible]	84%	10%	6%	*+3%*	*0%*
[illegible]	70%	20%	10%	*+3%*	*+3%*
[illegible]	67%	20%	13%	*+3%*	*+3%*
[illegible]	67%	20%	13%	*+3%*	*+3%*
[illegible]	65%	31%	4%	*+3%*	*+3%*
[illegible]	45%	34%	21%	*+3%*	*+3%*
[illegible]	37%	39%	24%	*+3%*	*+3%*
[illegible]	**73%**	**16%**	**11%**		
[illegible]	73%	16%	11%	*-2%*	*-2%*
[illegible]	73%	3%	24%	*-2%*	*-2%*
[illegible]	**75%**	**13%**	**12%**		
[illegible]	93%	5%	2%	*-2%*	*-2%*
[illegible]	76%	12%	12%	*-2%*	*-2%*
[illegible]	55%	24%	21%	*-2%*	*-2%*

*These questions were reverse scored, meaning those who answered favorably indicated they "strongly disagreed" or "disagreed" with the survey question.

COLOR KEY:

Higher

Lower

No difference

CREATED BY TALMETRIX

Item-Level Results by Category

Item	% Fav	% Neu	% Unfav	Δ from Pulse 2	Δ from Pulse 1
[redacted]	**80%**	**11%**	**9%**		
[redacted]	83%	9%	8%	-2%	-2%
[redacted]	81%	11%	8%	-2%	+3%
[redacted]	80%	11%	9%	-2%	+3%
[redacted]	**74%**	**17%**	**9%**		
[redacted]	93%	5%	2%	+3%	0%
[redacted]	80%	15%	5%	+3%	+3%
[redacted]	68%	18%	14%	+3%	+3%
[redacted]	57%	28%	15%	+3%	+3%
[redacted]	74%	17%	8%	+3%	+3%
[redacted]	**63%**	**25%**	**12%**		
[redacted]	82%	16%	2%	-2%	-2%
[redacted]	81%	11%	8%	-2%	+3%
[redacted]	75%	21%	4%	-2%	+3%
[redacted]	71%	21%	8%	+3%	0%

*These questions were reverse scored, meaning those who answered favorably indicated they "strongly disagreed" or "disagreed" with the survey question.

COLOR KEY:

Higher

Lower

No difference

CREATED BY TALMETRIX

Item-Level Results by Category

Item	% Fav	% Neu	% Unfav	Δ from Pulse 2	Δ from Pulse 1
[illegible]	70%	19%	11%		
[illegible]	68%	24%	8%	+3%	+3%
[illegible]	59%	27%	14%	-2%	-2%
[illegible]	54%	26%	20%	-2%	-2%
[illegible]	53%	29%	18%	-2%	-2%
[illegible]	81%	9%	10%		
[illegible]	86%	6%	8%	-2%	-2%
[illegible]	86%	6%	8%	-2%	-2%
[illegible]	76%	4%	20%	-2%	-2%
[illegible]	76%	4%	20%	-2%	-2%
[illegible]	76%	4%	20%	-2%	-2%

*These questions were reverse scored, meaning those who answered favorably indicated they "strongly disagreed" or "disagreed" with the survey question.

COLOR KEY:

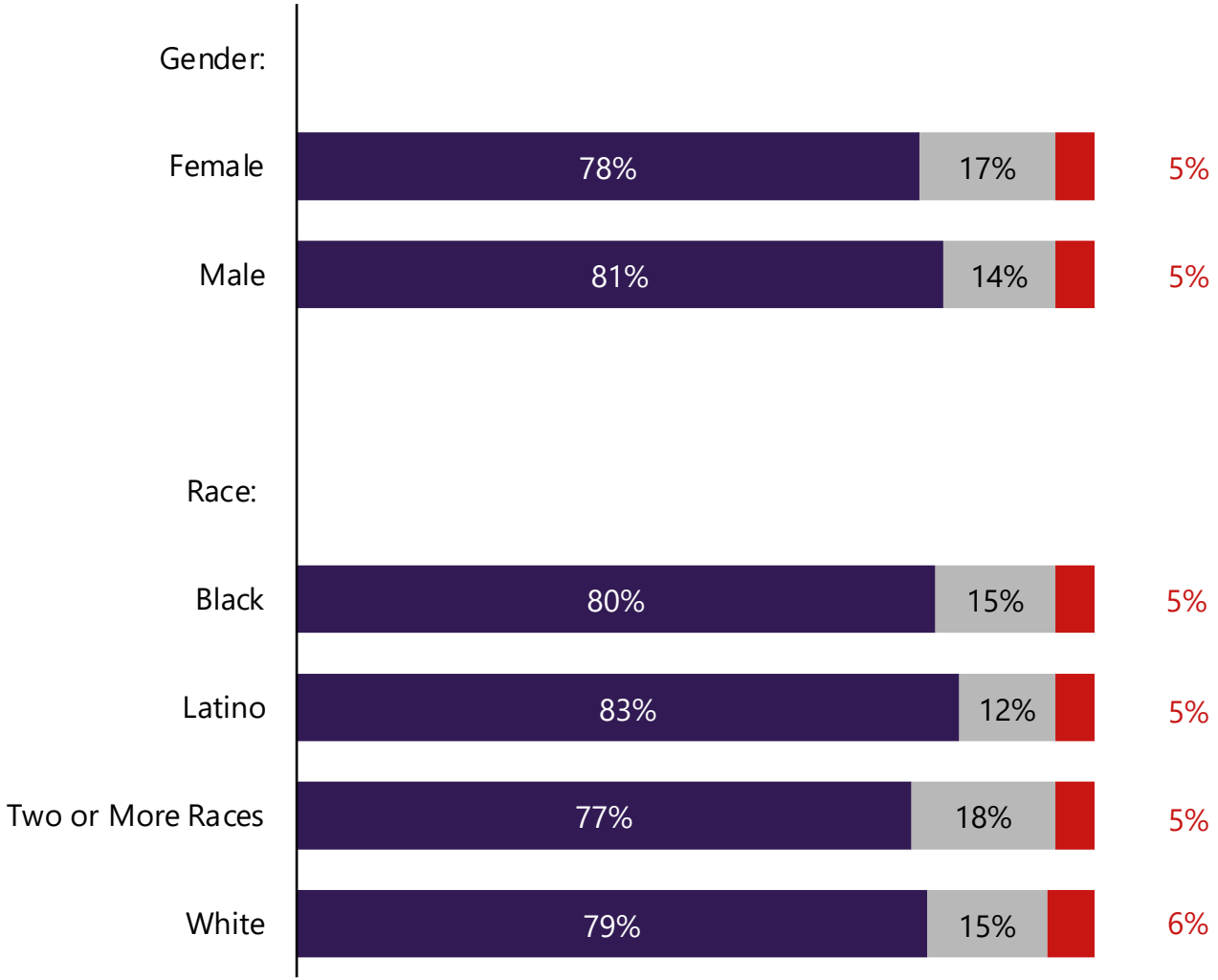
Higher

Lower

No difference

CREATED BY TALMETRIX

Autonomy Results by Groups

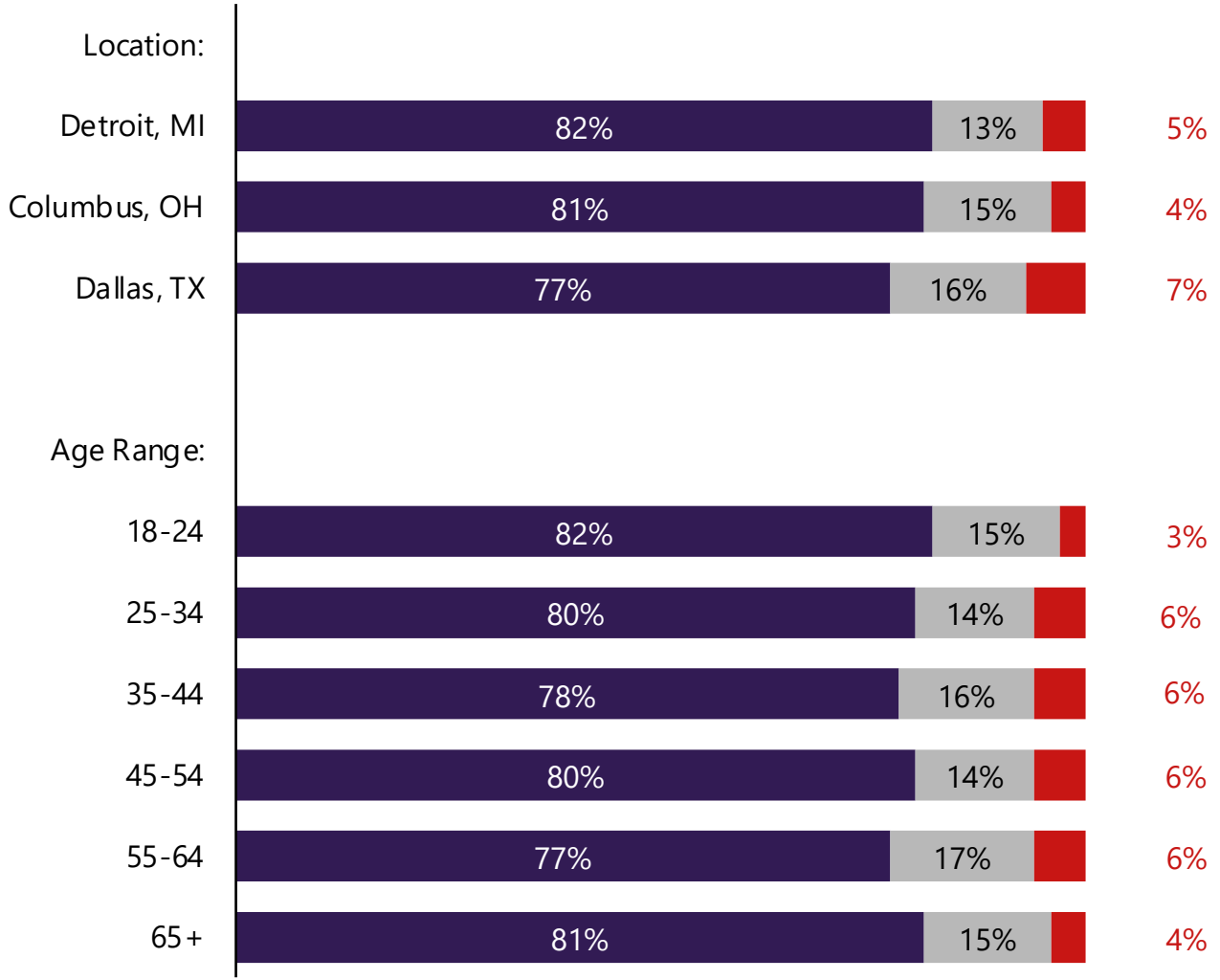


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Autonomy Results by Groups

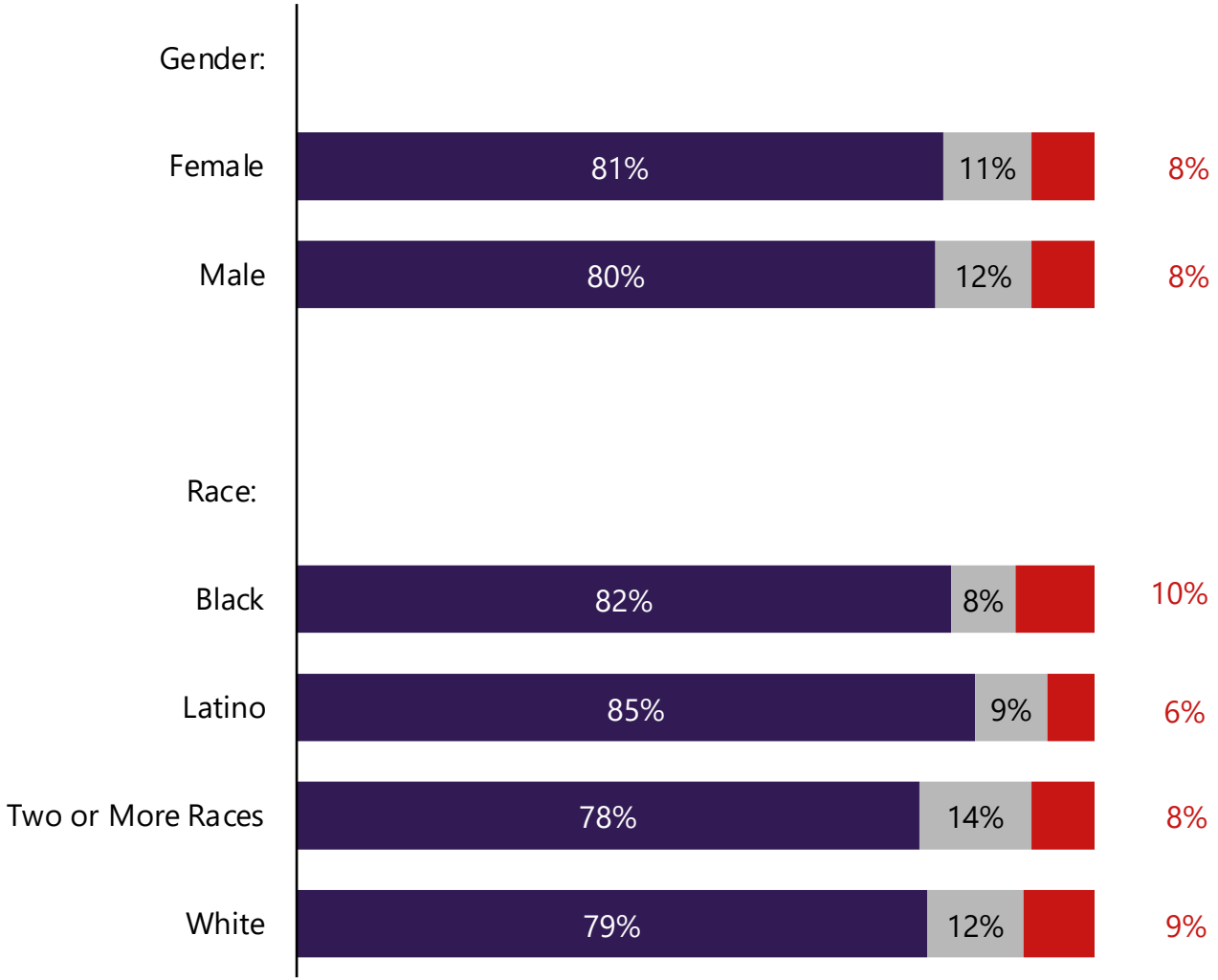


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Collaboration Results by Groups



COLOR KEY:

- Favorable
- Neutral
- Unfavorable

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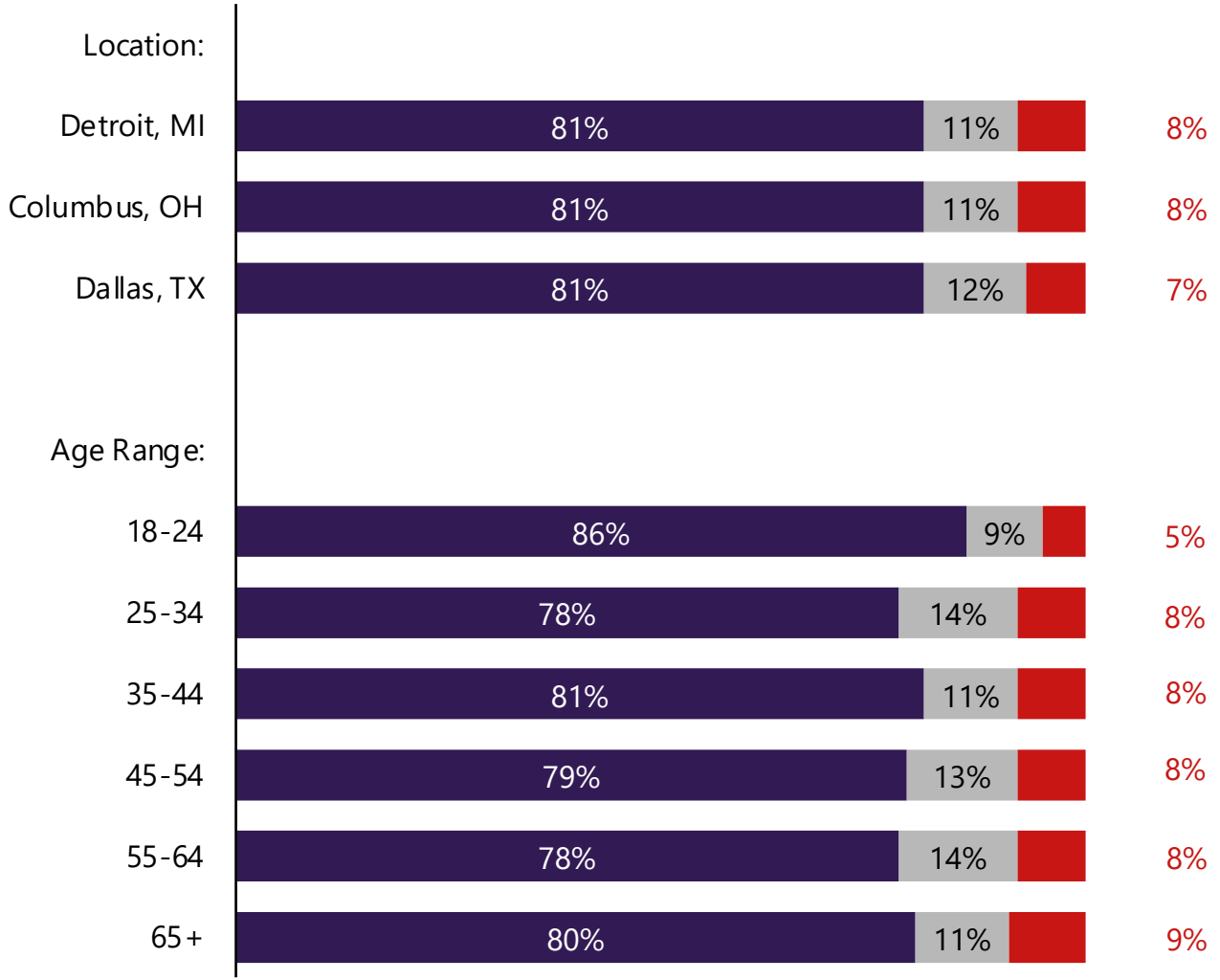
Collaboration Results by Groups

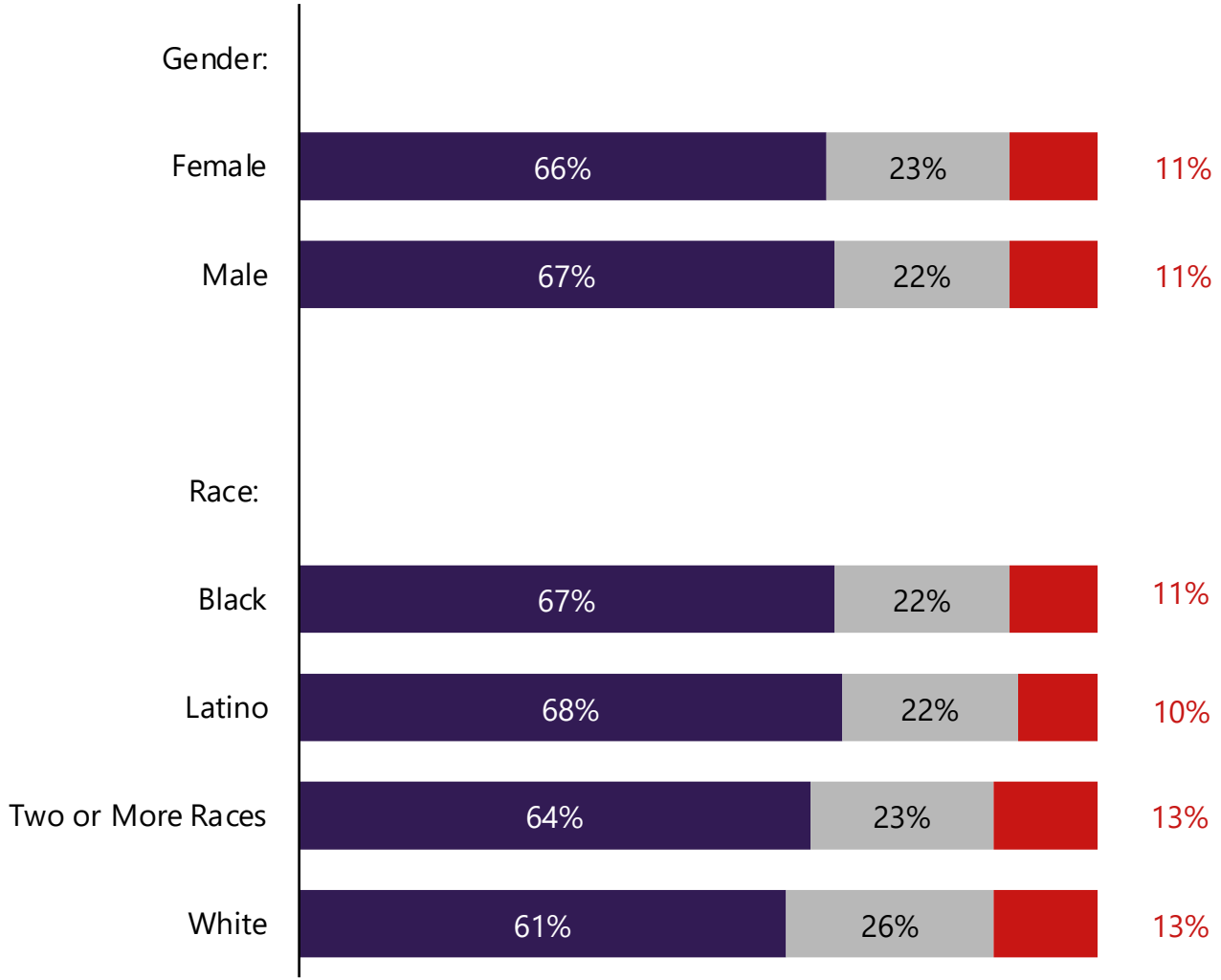


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Employee Optimism Results by Groups

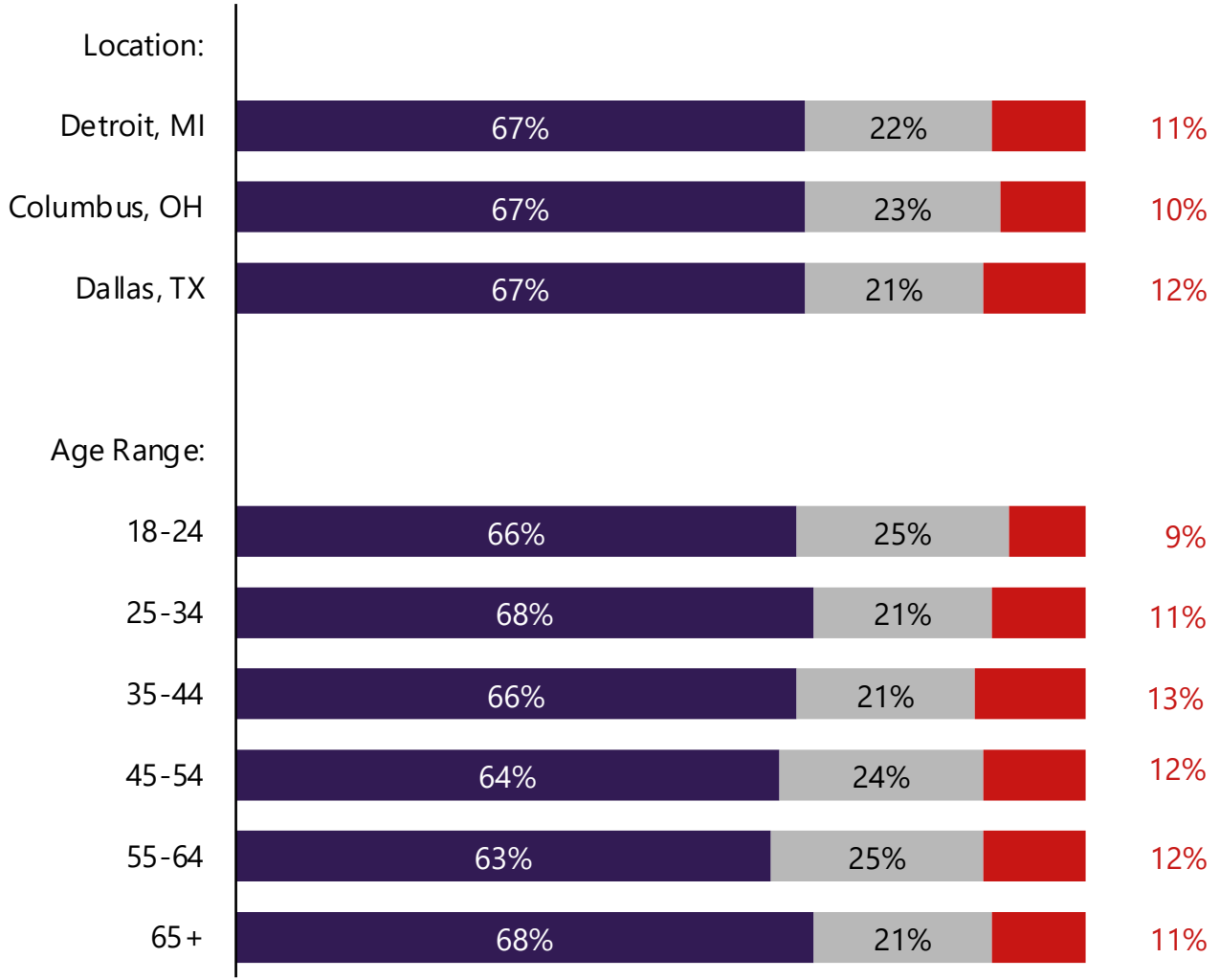


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Employee Optimism Results by Groups

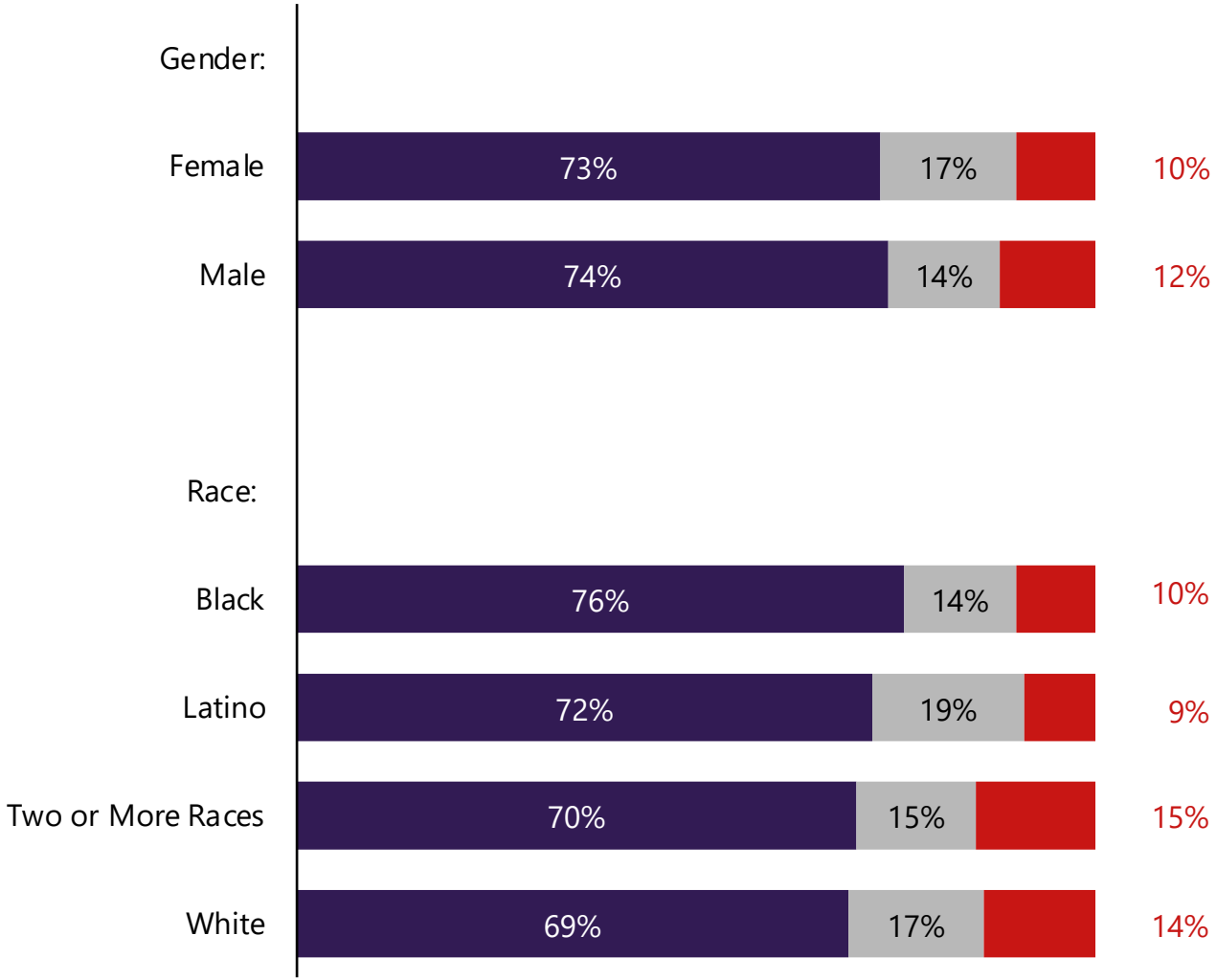


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Engagement Results by Groups

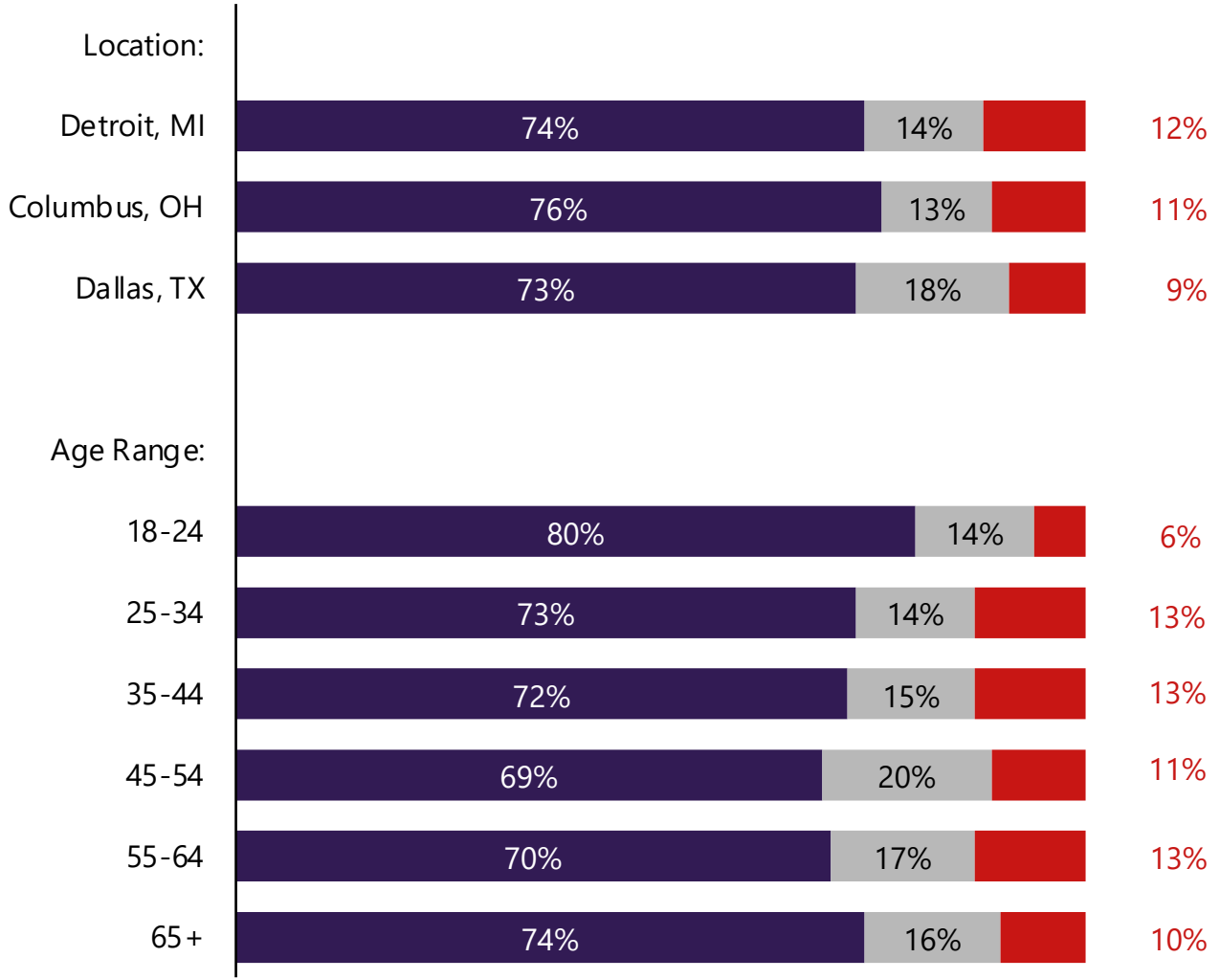


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Engagement Results by Groups

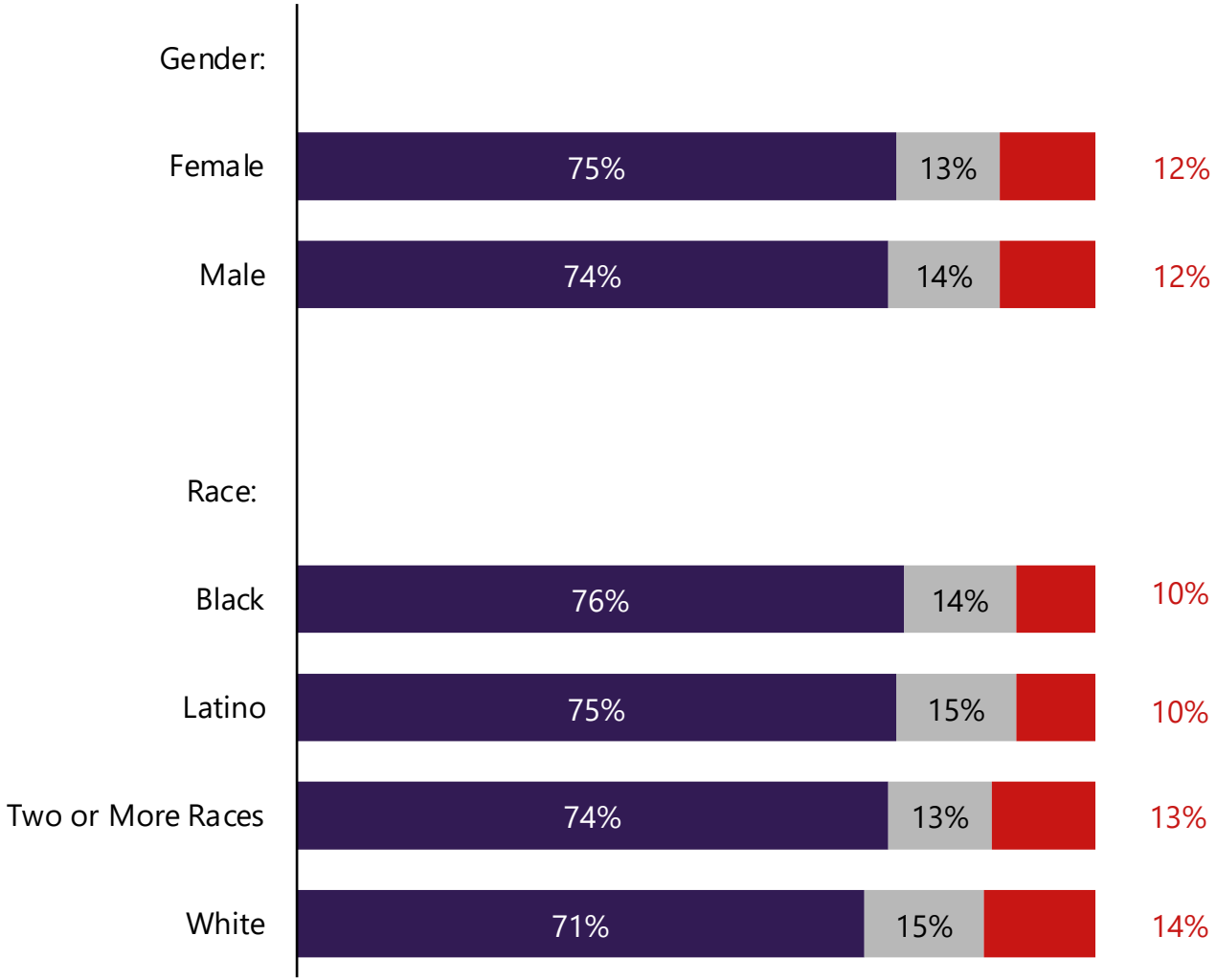


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Productivity Results by Groups

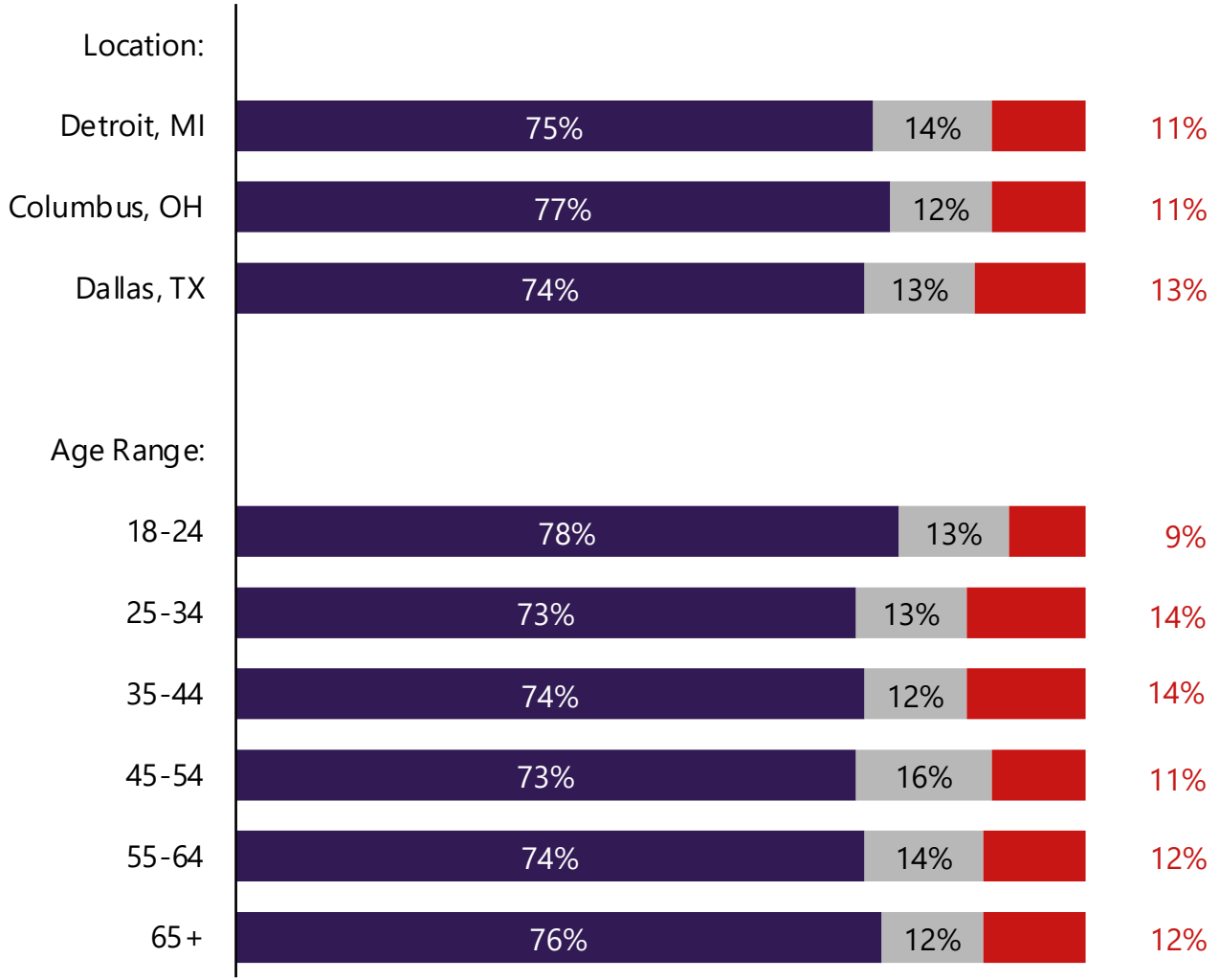


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Productivity Results by Groups

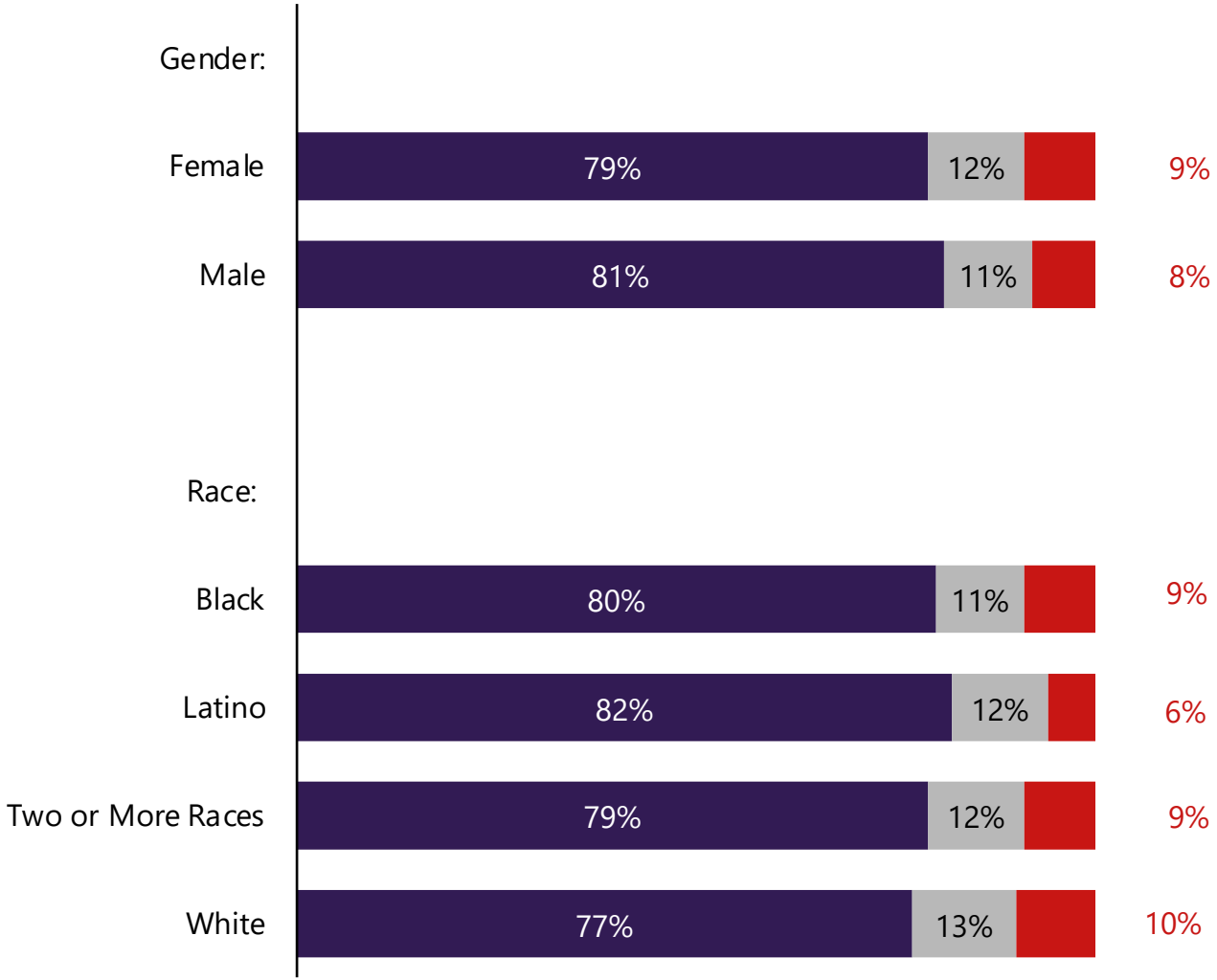


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Remote Work Satisfaction Results by Groups

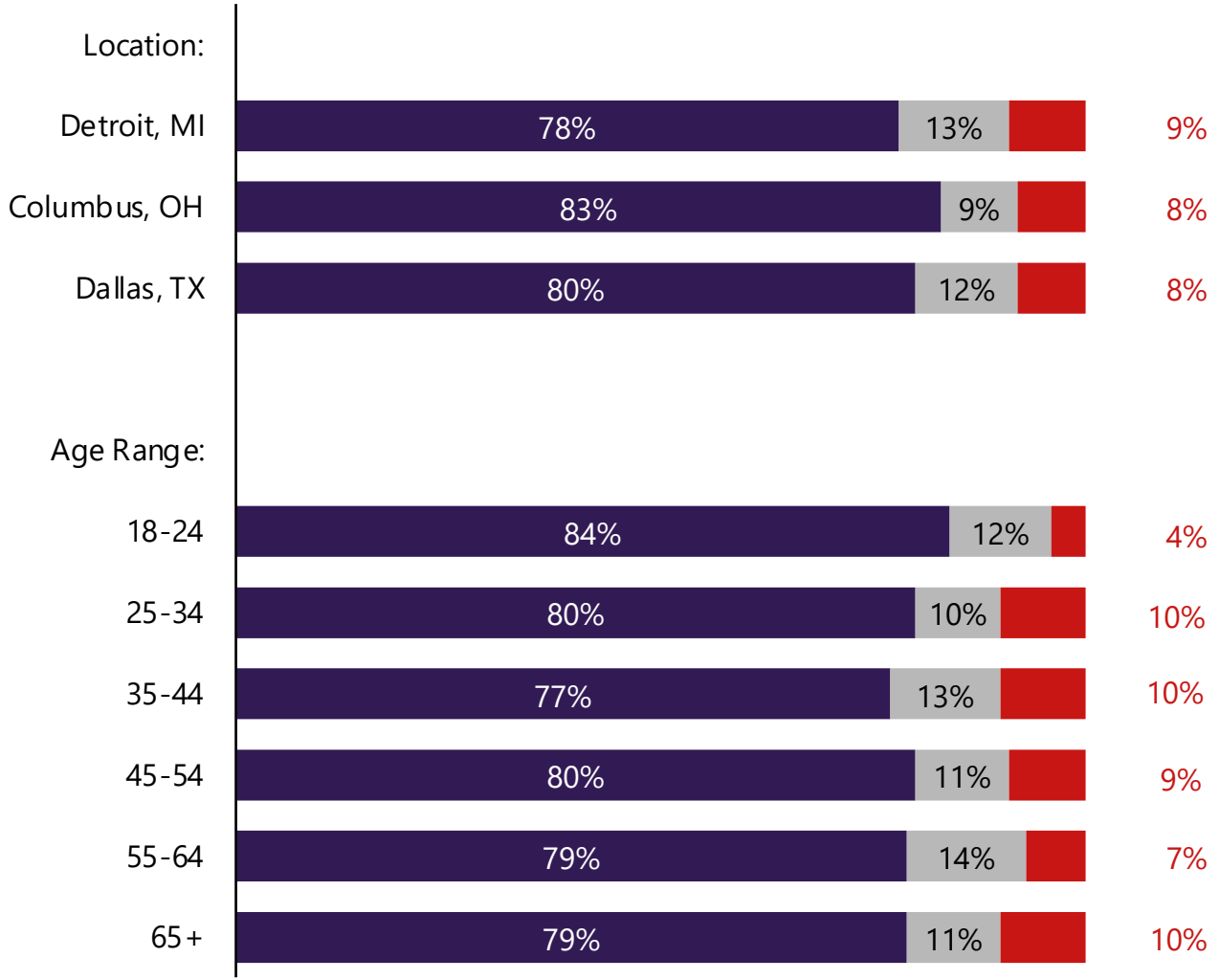


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Remote Work Satisfaction Results by Groups

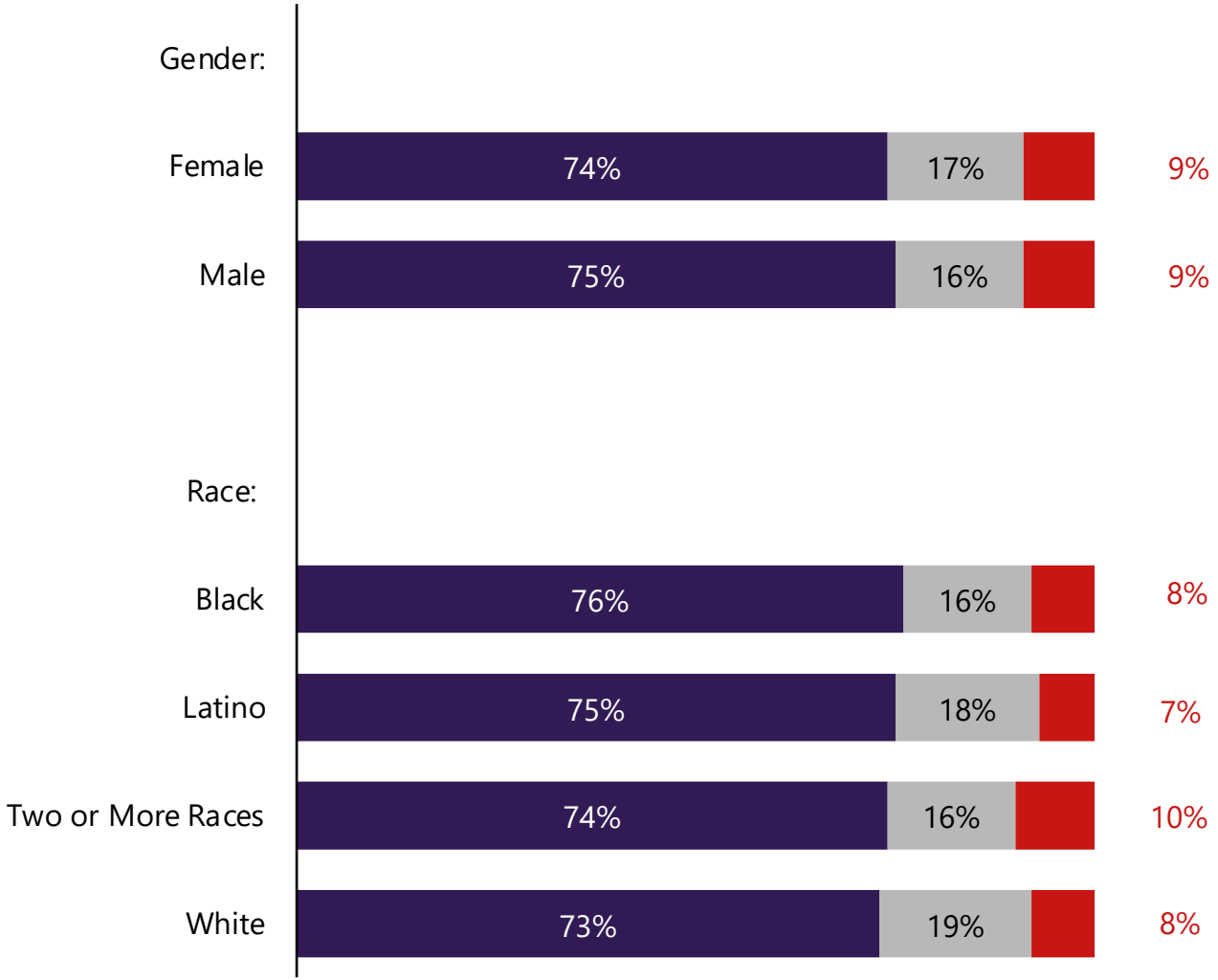


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Resources & Tools Results by Groups

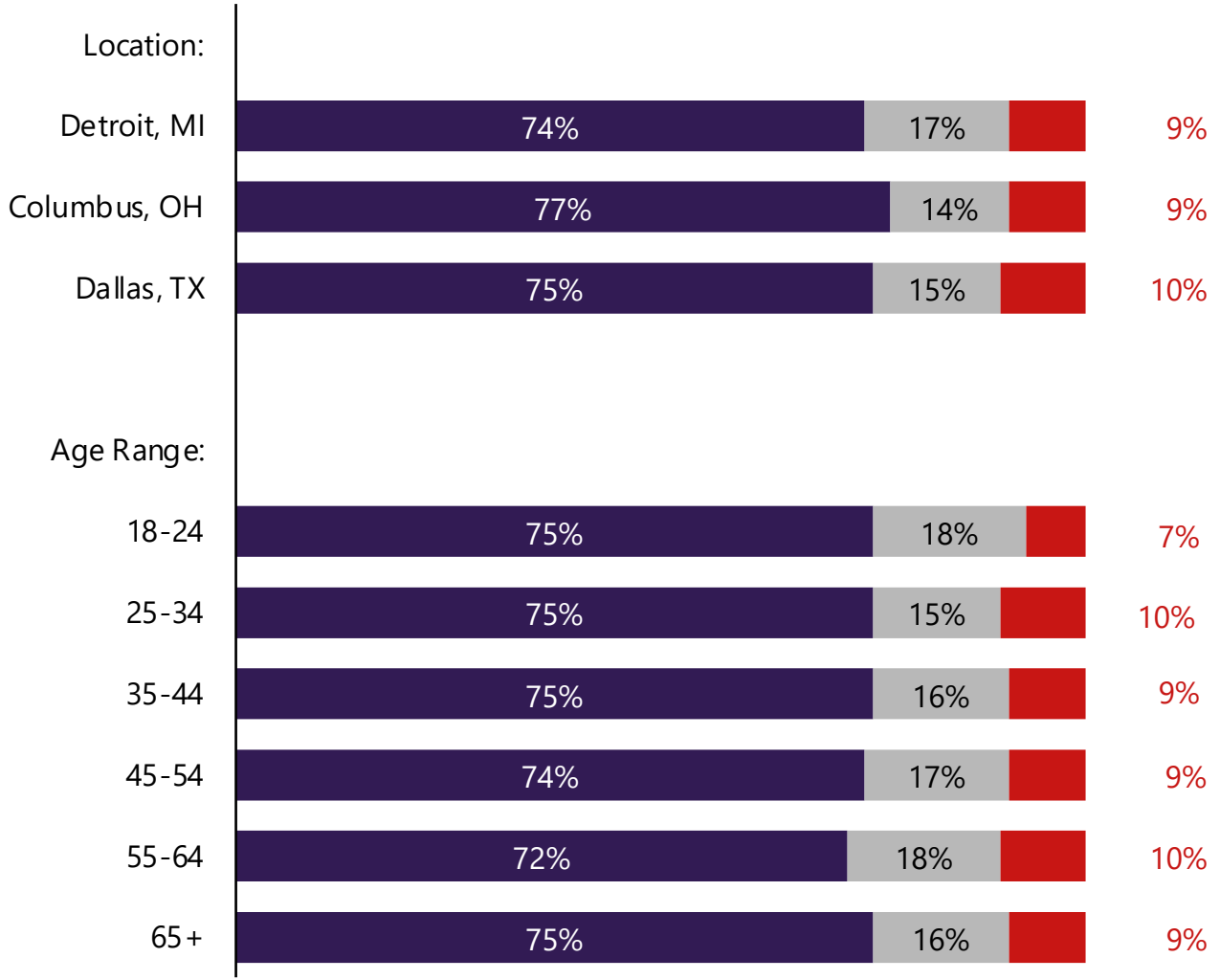


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Resources & Tools Results by Groups

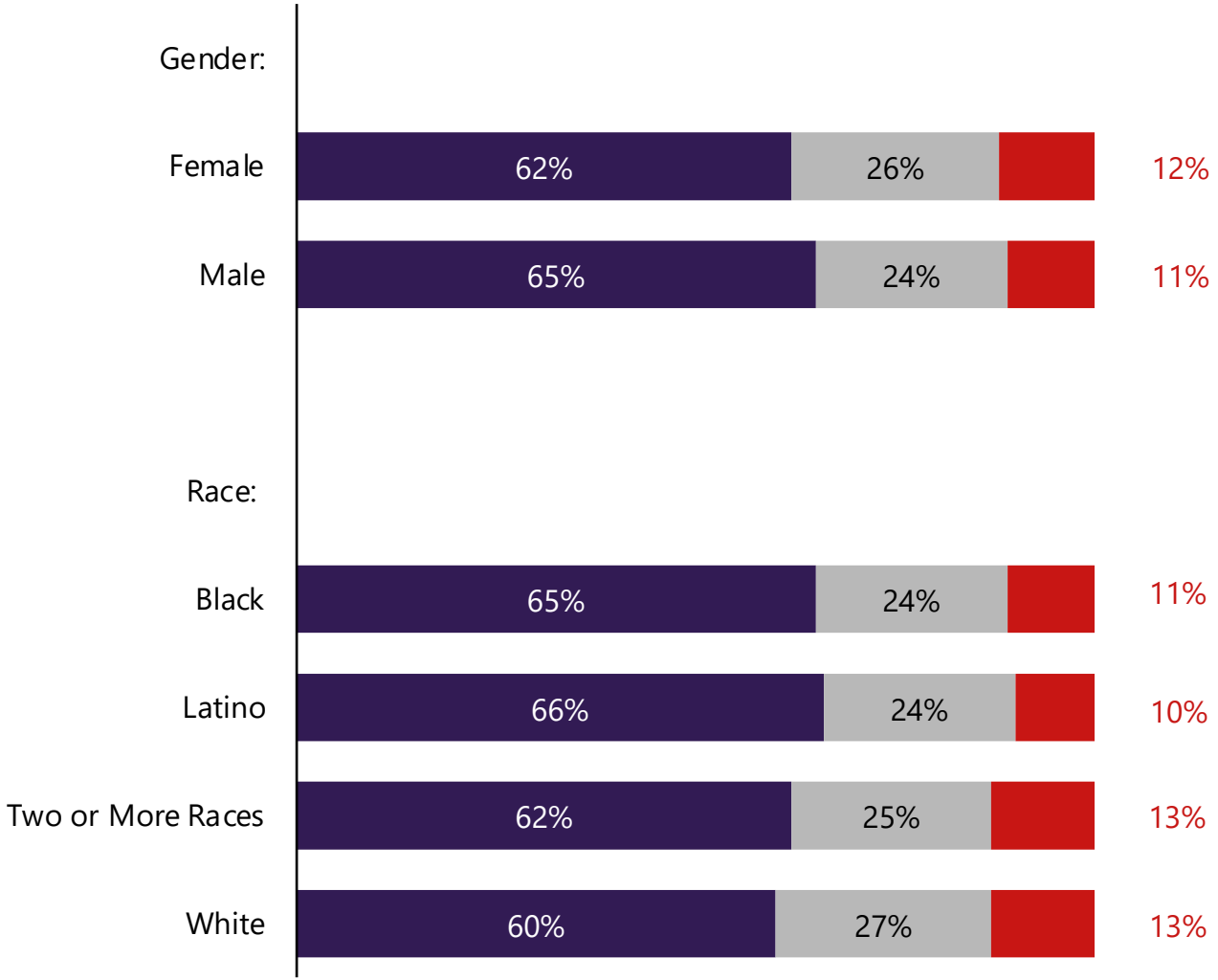


COLOR KEY:

- Favorable
- Neutral
- Unfavorable

CREATED BY TALMETRIX

Support Results by Groups

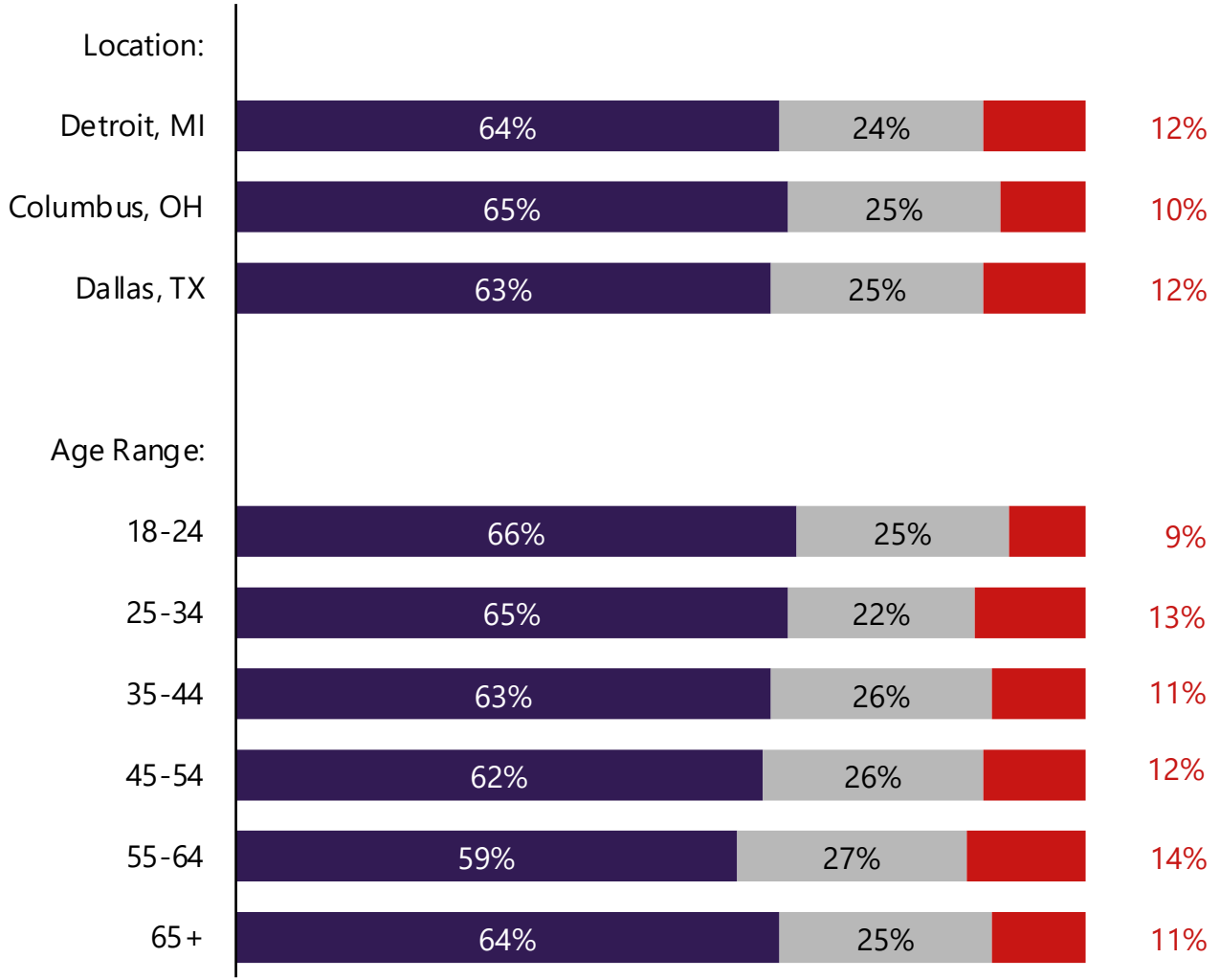


CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
- Unfavorable

Support Climate Results by Groups



COLOR KEY:

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- Neutral
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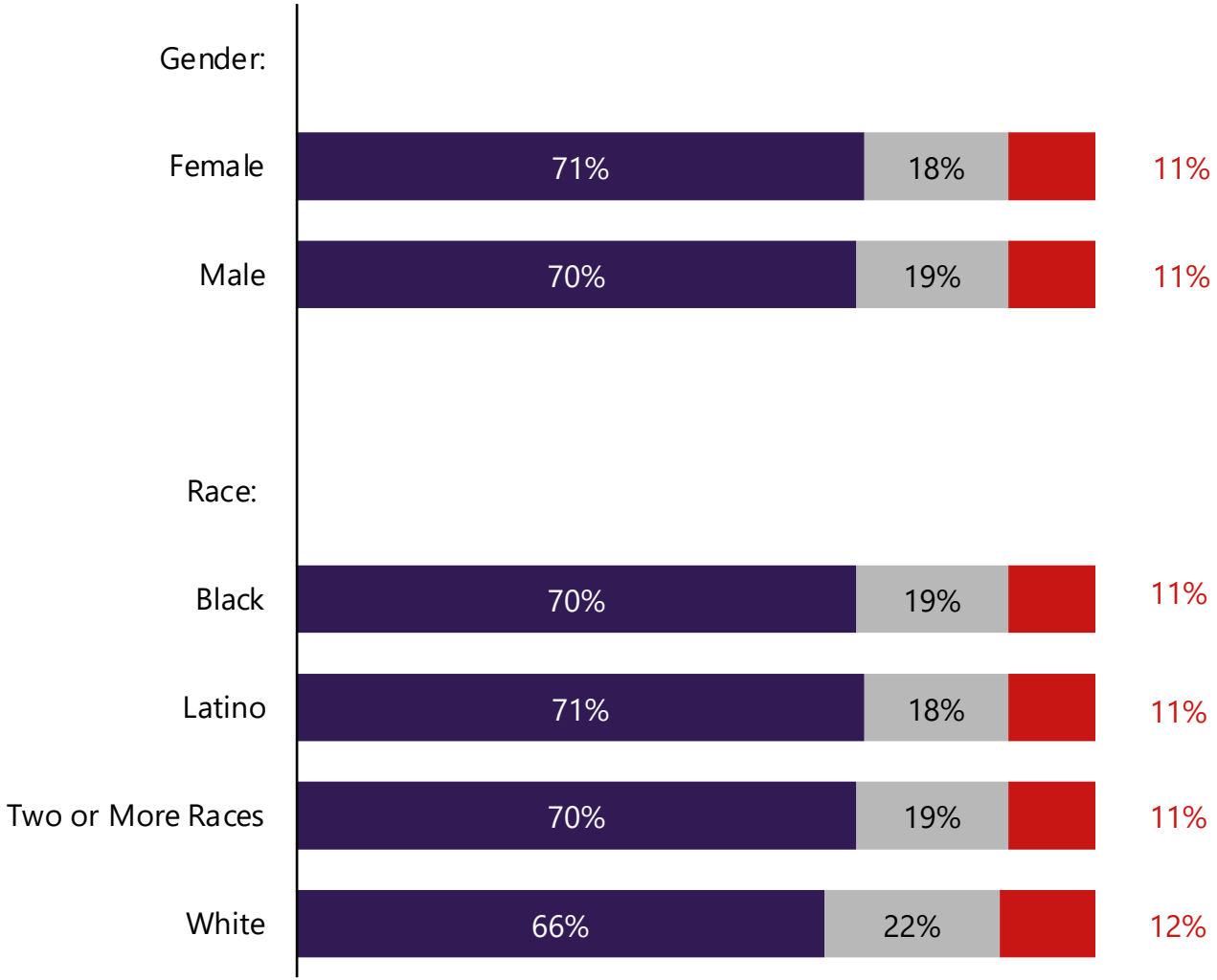
Work-Life Balance Results by Groups



COLOR KEY:

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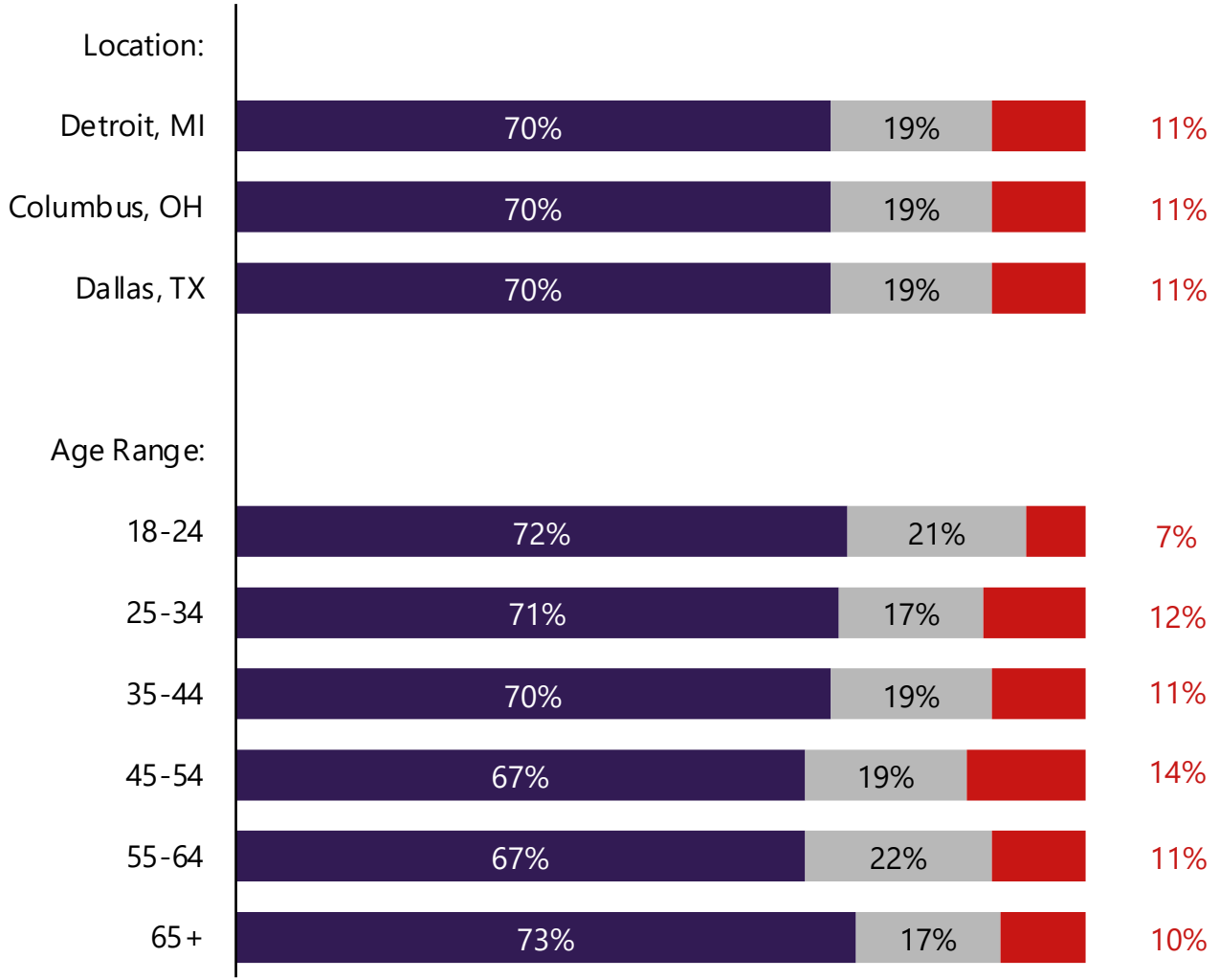
Work-Life Balance Results by Groups



CREATED BY TALMETRIX

COLOR KEY:

- Favorable
- Neutral
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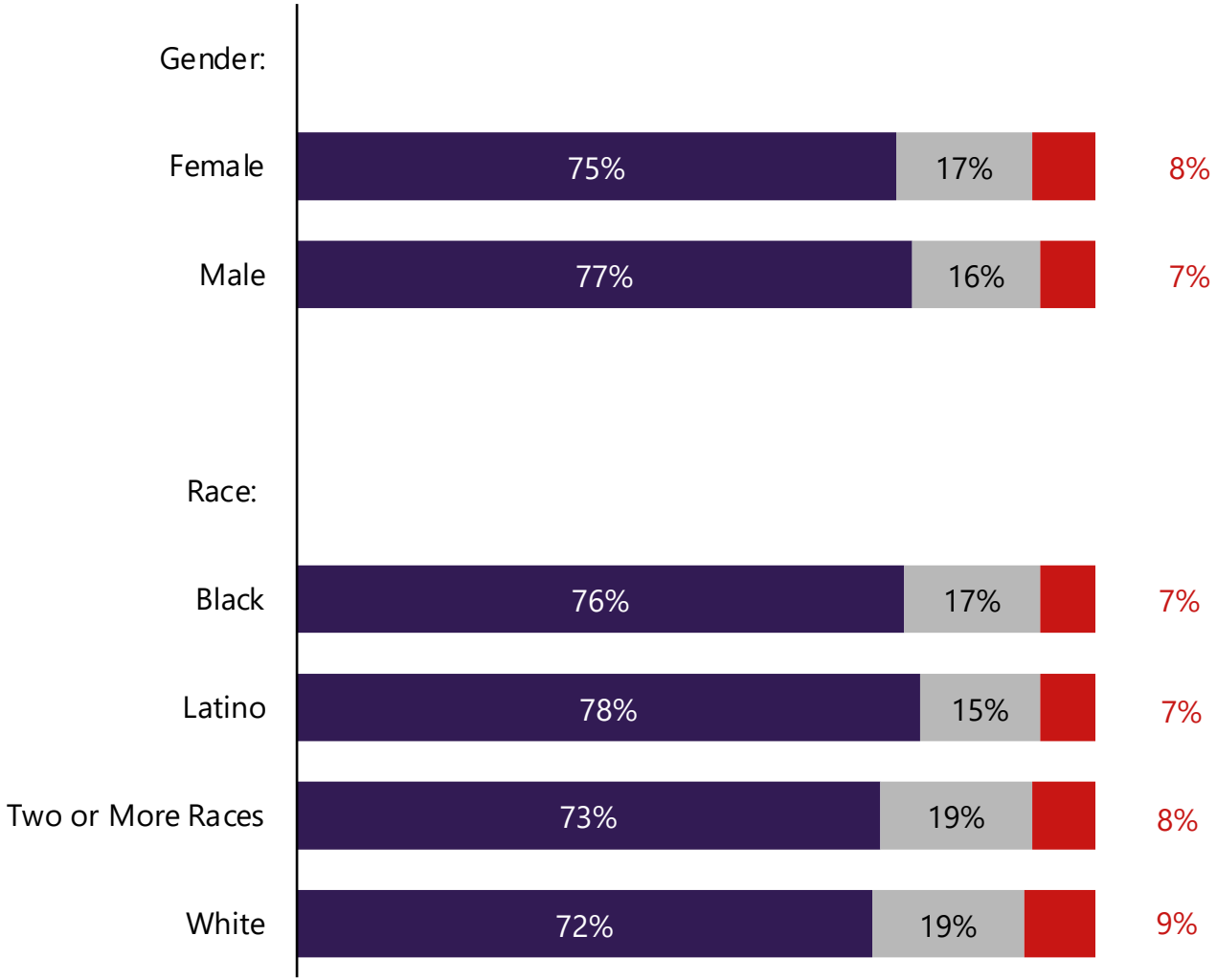
Work-Role Stress Results by Groups



COLOR KEY:

- Favorable
- Neutral
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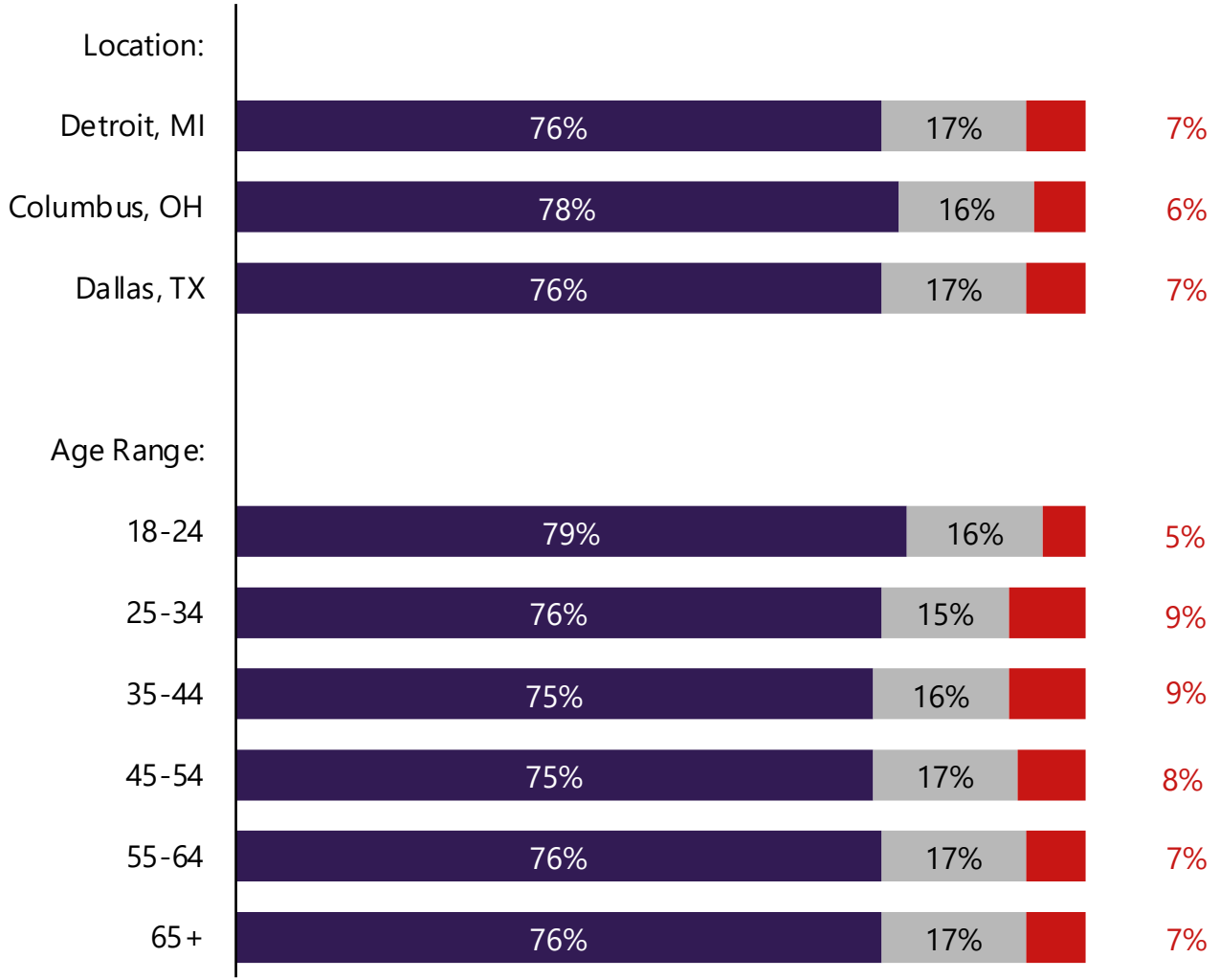
Work-Role Stress Results by Groups



COLOR KEY:

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- Neutral
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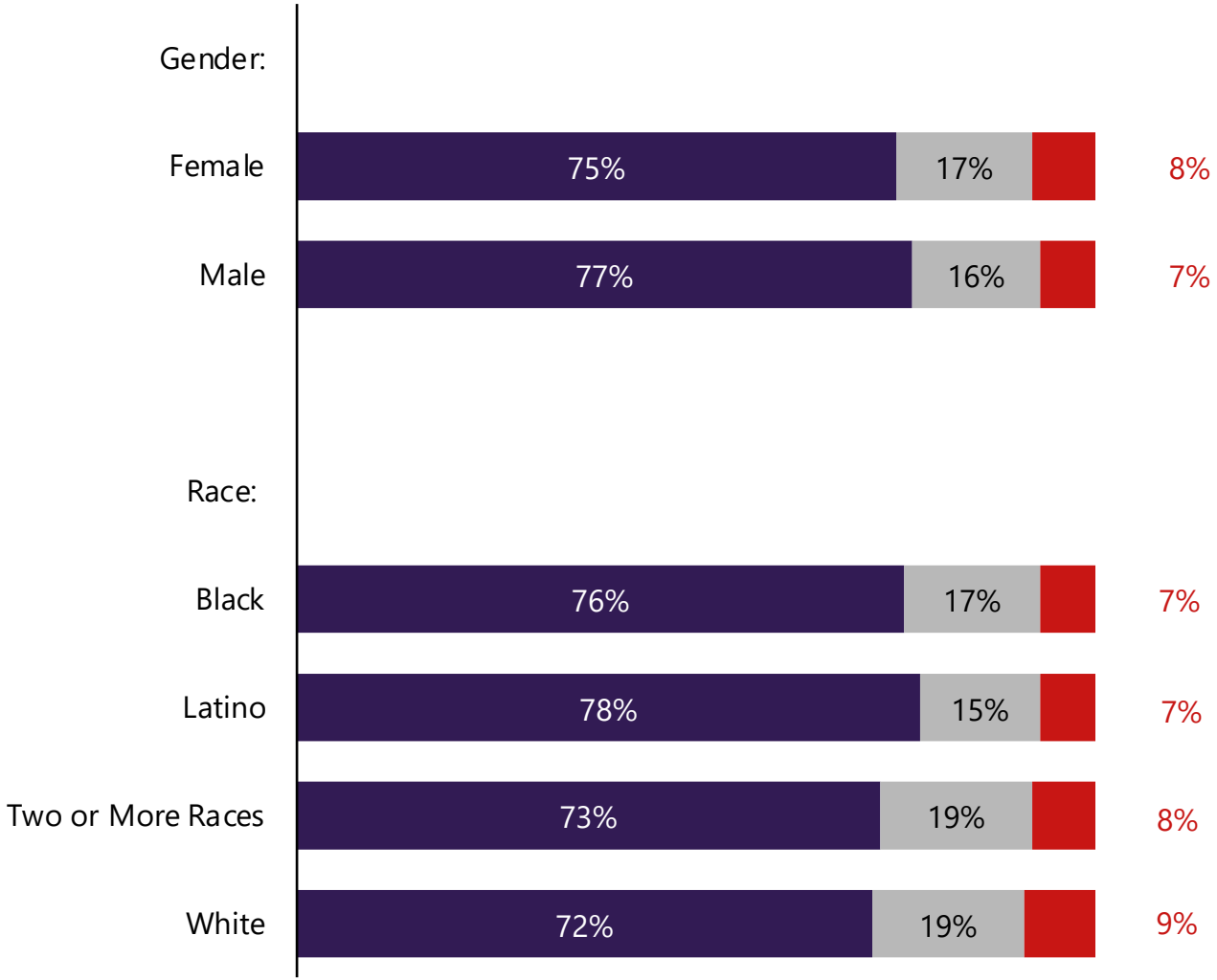
Well-Being Results by Groups



COLOR KEY:

- Favorable
- Neutral
- Unfavorable

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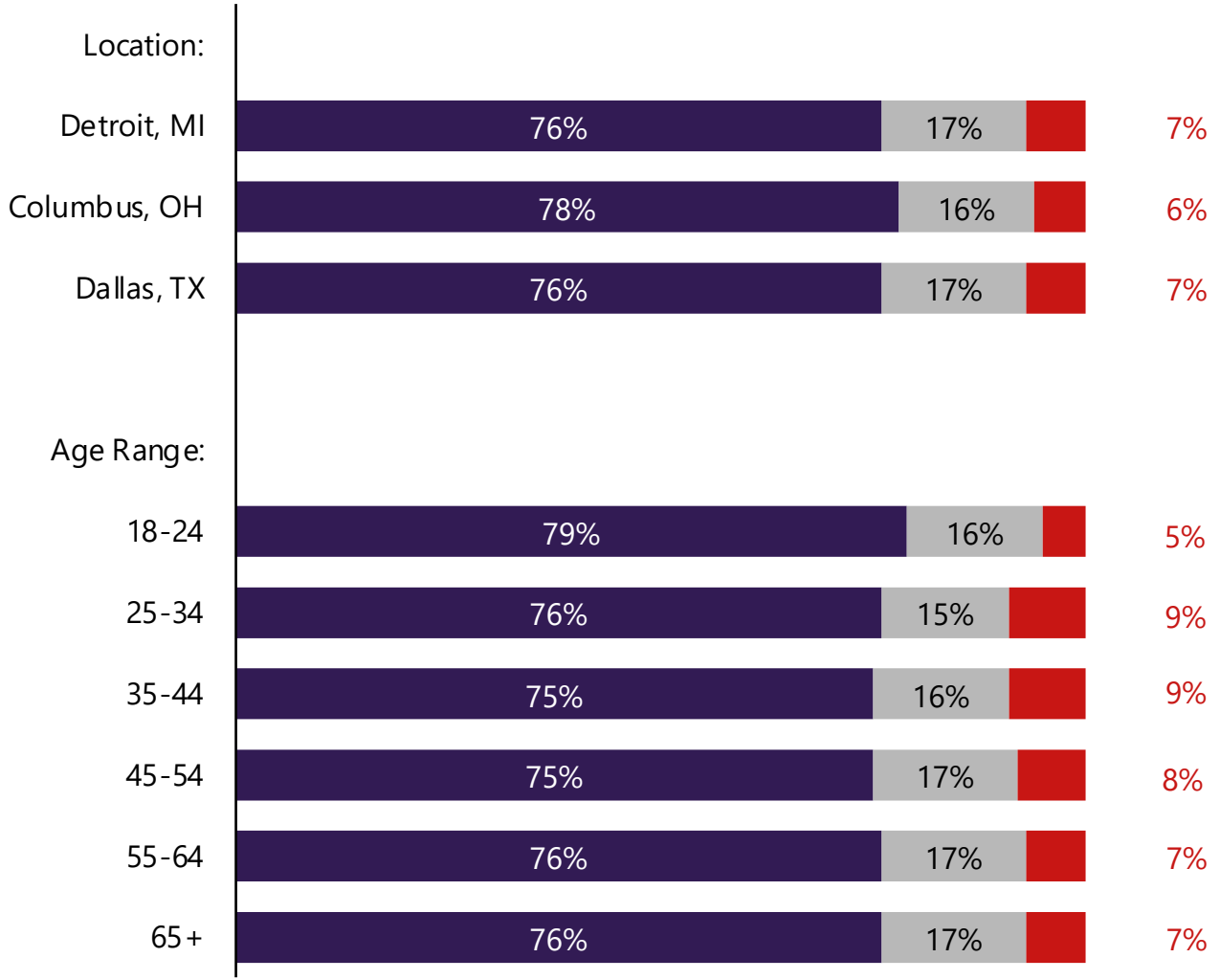
Well-Being Results by Groups



CREATED BY TALMETRIX

COLOR KEY:

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- Neutral
- Unfavorable

Key Driver Analysis Methodology

- The key driver analysis method:
  - Defines **Engagement, Productivity, and Well-Being as dependent variables and all the other categories as independent variables**.
  - Enters all the categories into a **regression model**. The regression model tests the relationship between each of the independent variables and the dependent variables (Engagement / Productivity / Well-Being).
  - Uses the **backwards elimination method** to find the strongest possible model of independent variables as predictors of model at a time until the most effective grouping of categories in predicting Engagement / Productivity / Well-Being.
    - One independent variable is dropped out of the regression model at a time until the most effective grouping of categories in predicting Engagement / Productivity / Well-Being is found.
  - Once the best regression model is found, the method **ranks the order of the categories' influence using the *t* and *p* statistics**.
    - The bigger the *t* and the smaller the *p*, the more the given category impacts Engagement / Productivity / Well-Being.

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