

# Business not as usual

How COVID-19 changed workplace practices across the EU

New Reality - Life with COVID-19, Online, 1 December 2021

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# On the menu

1. How companies adapted to the COVID challenges
2. Attitudes towards telework before and after the Covid-19 pandemic
3. Changes in skills needs
4. Work-life-balance before Covid-19 and now

# Eurofound's mission

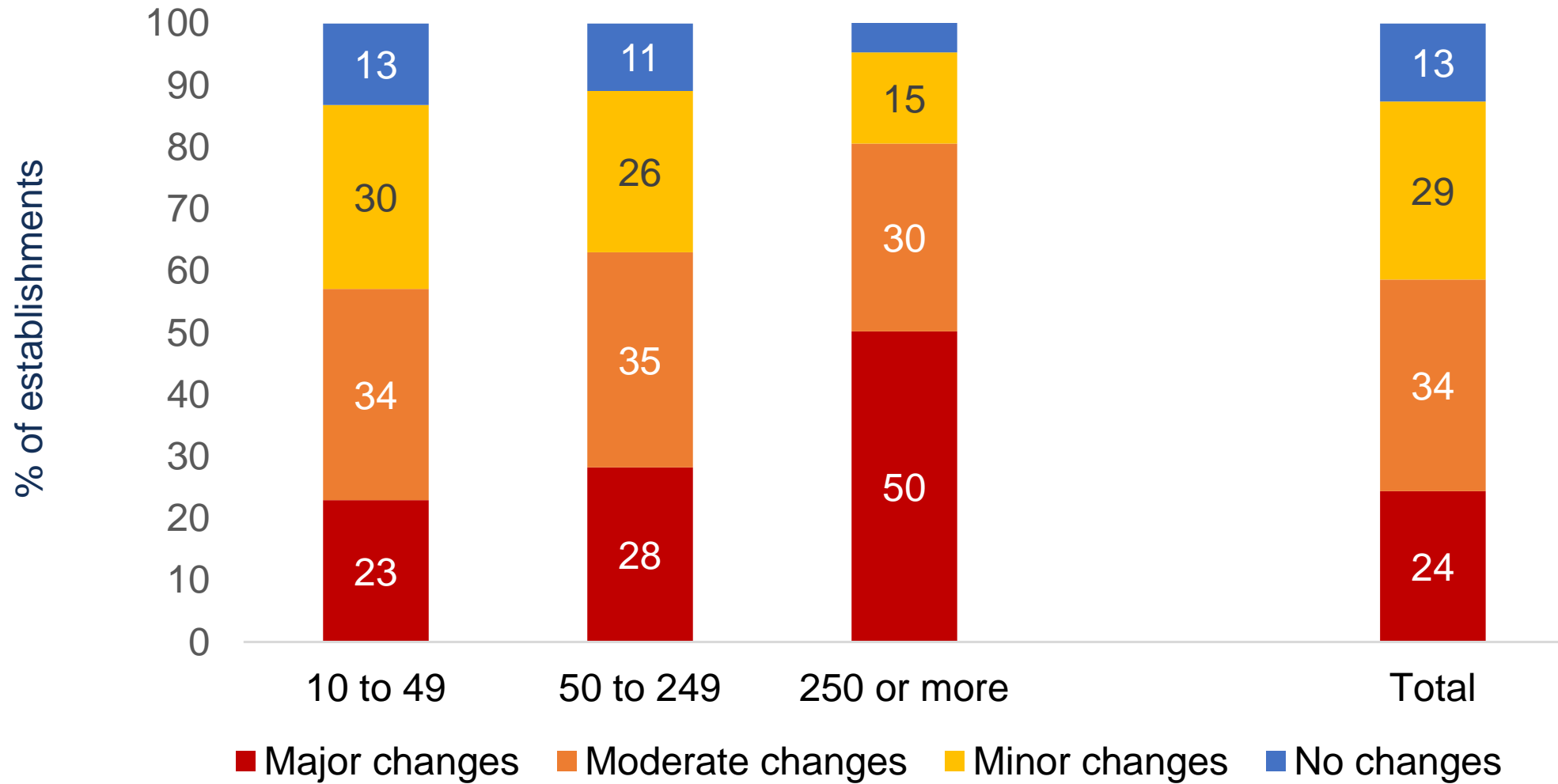
To provide knowledge to assist in the development of better informed social, employment and work-related policies



# Organisational and infrastructural changes at the workplace



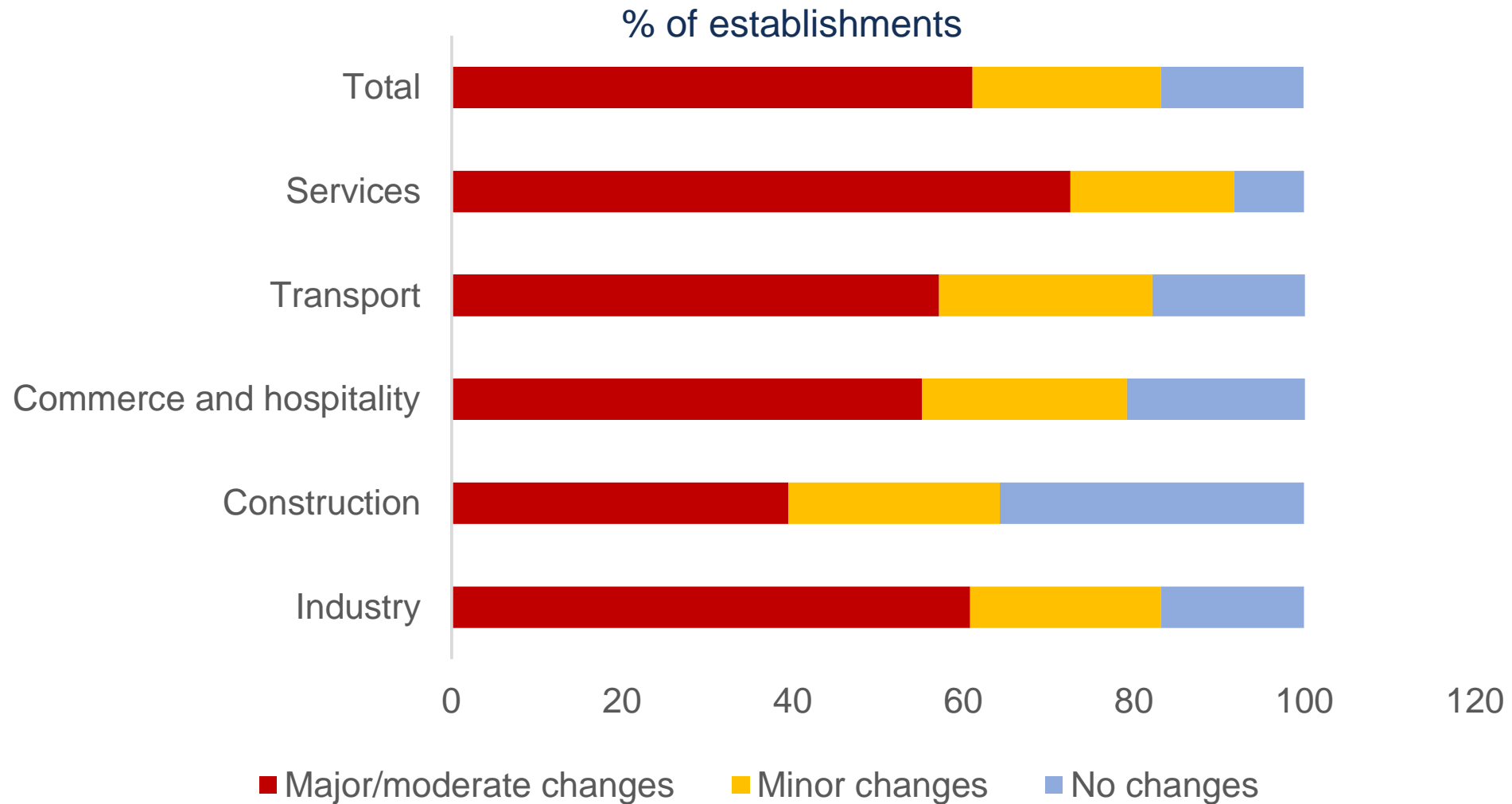
# Changes in the physical infrastructure due to COVID?



# Physical workplace changes – Examples

- New guidelines in the canteen
- Wearing a face mask, use of hand sanitiser and extra cleaning
- Max. of people at the planning meetings in production
- Protective screens
- Access management
- Etc.

# Organisational changes due to COVID?



# What happened?

- Staggered starting and finishing times
- Shifts
- Changed reporting structures
- Changed frequency of meetings, moving meetings online
- Telework



# What should be done if organisation changes?

- A rationale for change
- Timeline for consultation
- Length in time change will be in place
- Review of periods
- Impact of the change on staff
- Complete risk assessment

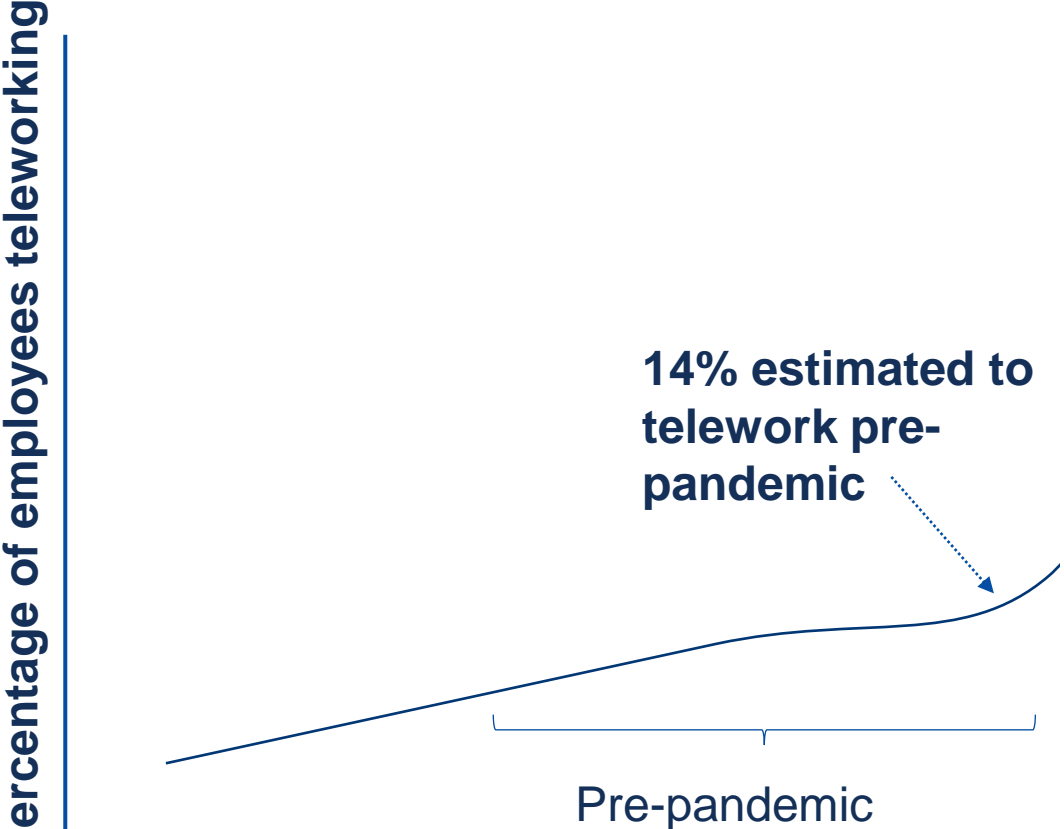


European Foundation  
for the Improvement  
of Living and Working  
Conditions

The tripartite EU Agency providing knowledge  
to assist in the development of better social,  
employment and work-related policies

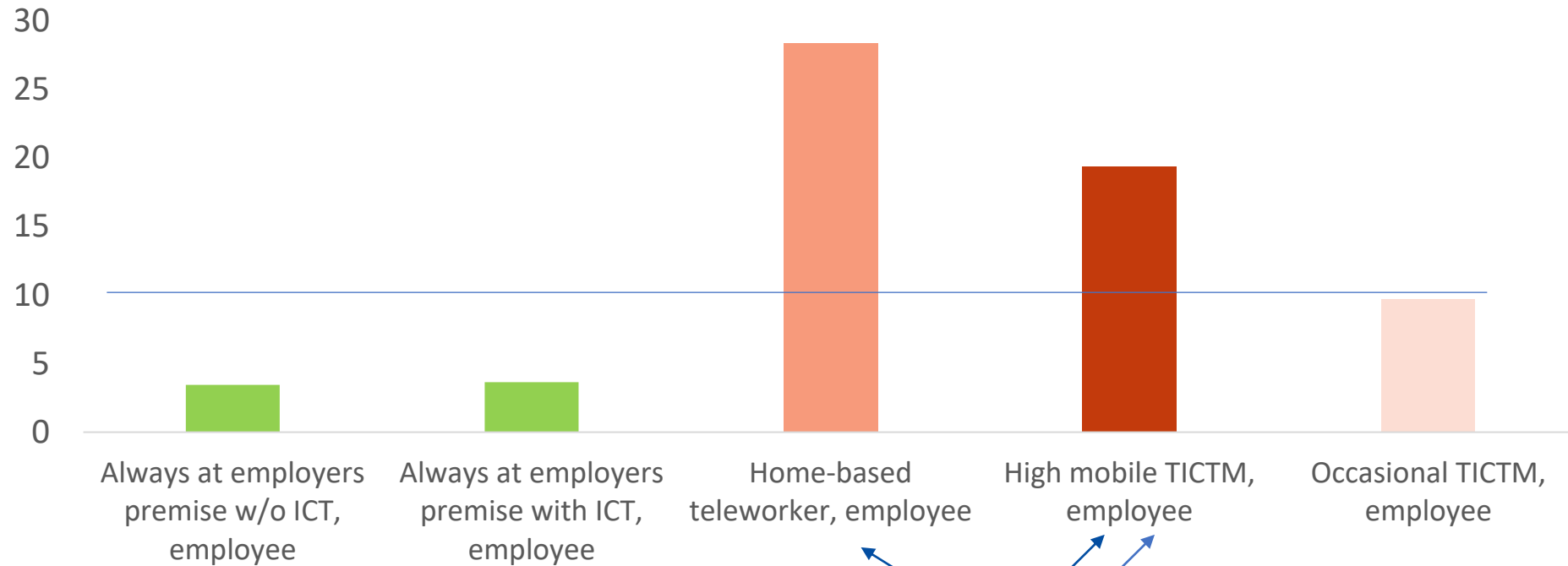
# TELEWORK

# Telework is here to stay – But how will it evolve?



# Effects on working time

Percentage of workers working daily or several times per week in their free time (EU27 and UK)



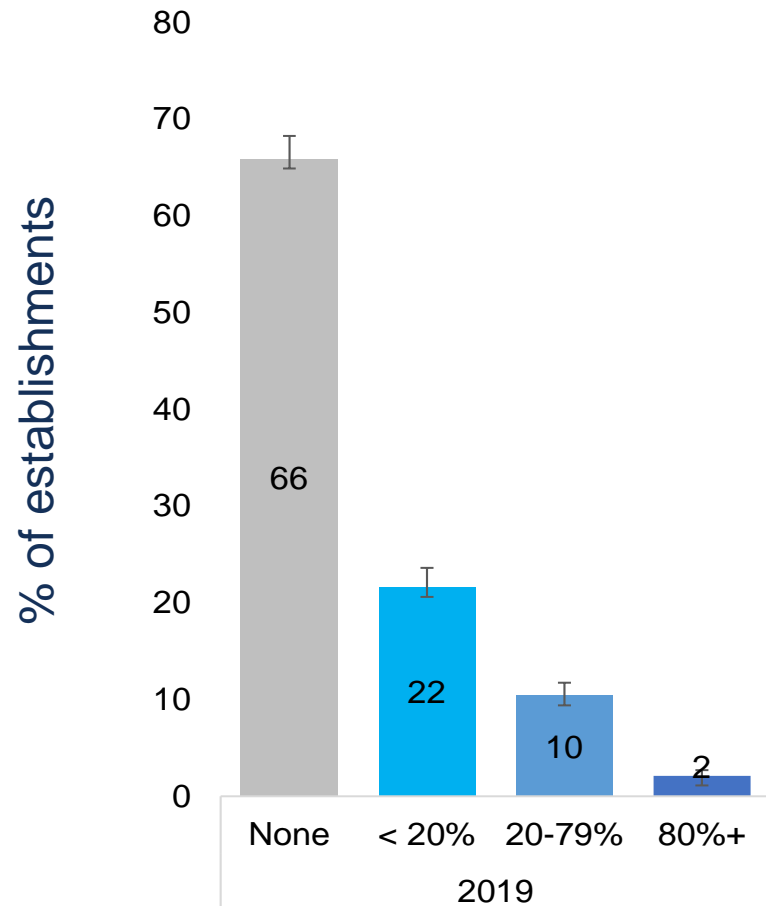
**More than 48 hours a week**

**Reduced rest periods (below 11 hours btw working days)**

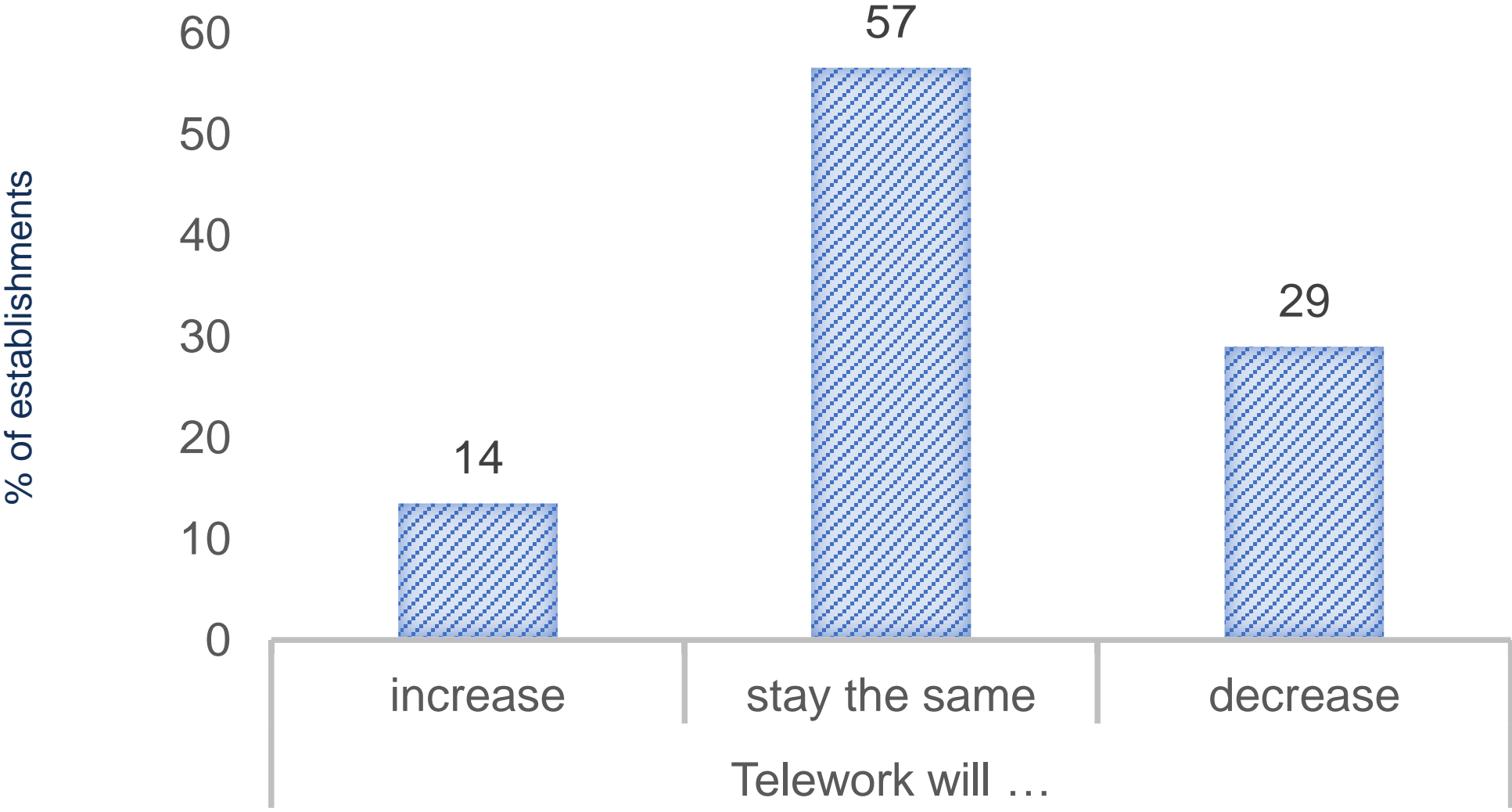
Source: Eurofound (EWCS2015)

Source: *Telework and ICT-based mobile work: Flexible working in the digital age* (Eurofound, 2020)

# How has telework evolved in companies? (EU27)

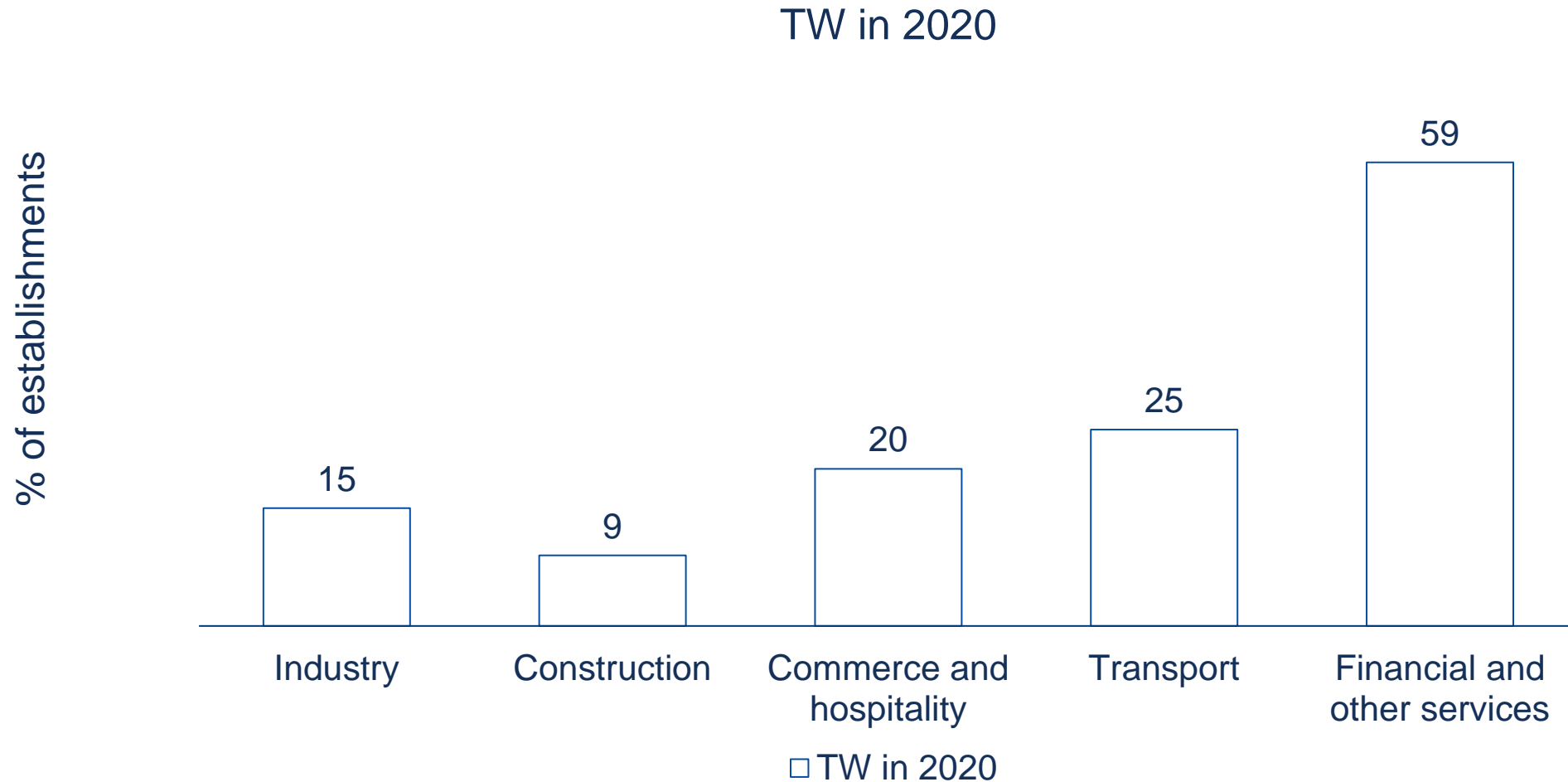


# Structural change? (EU27)

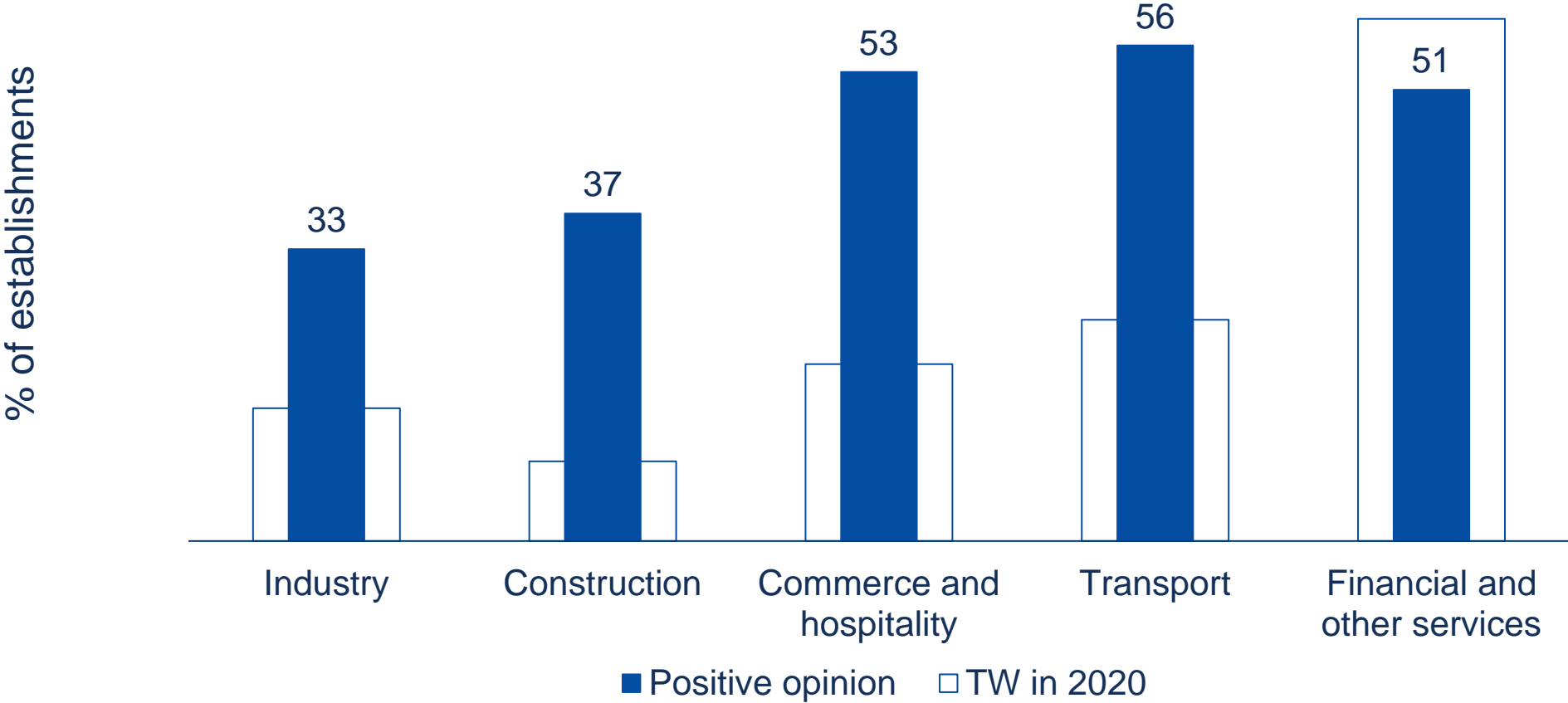


Source: Eurofound, ECS 2019 online follow-up survey

# Prevalence of telework in EU establishments in 2020



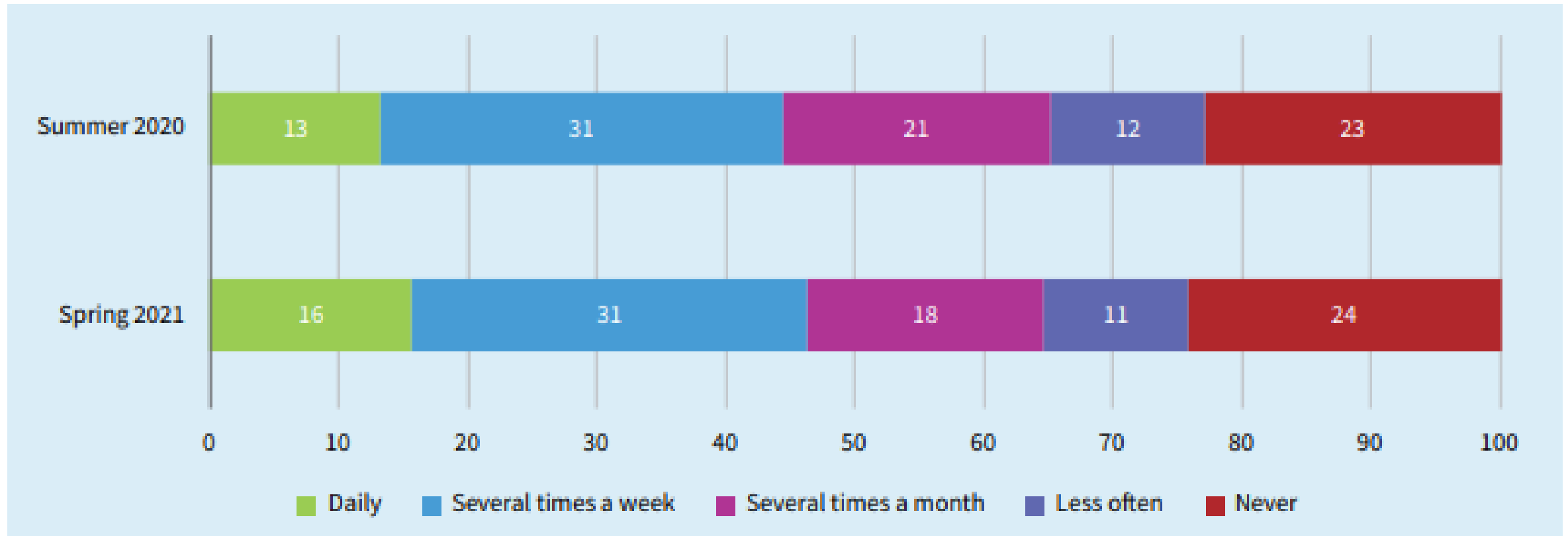
# Attitudes of managers (EU27)



Source: Eurofound, ECS 2019 online follow-up survey



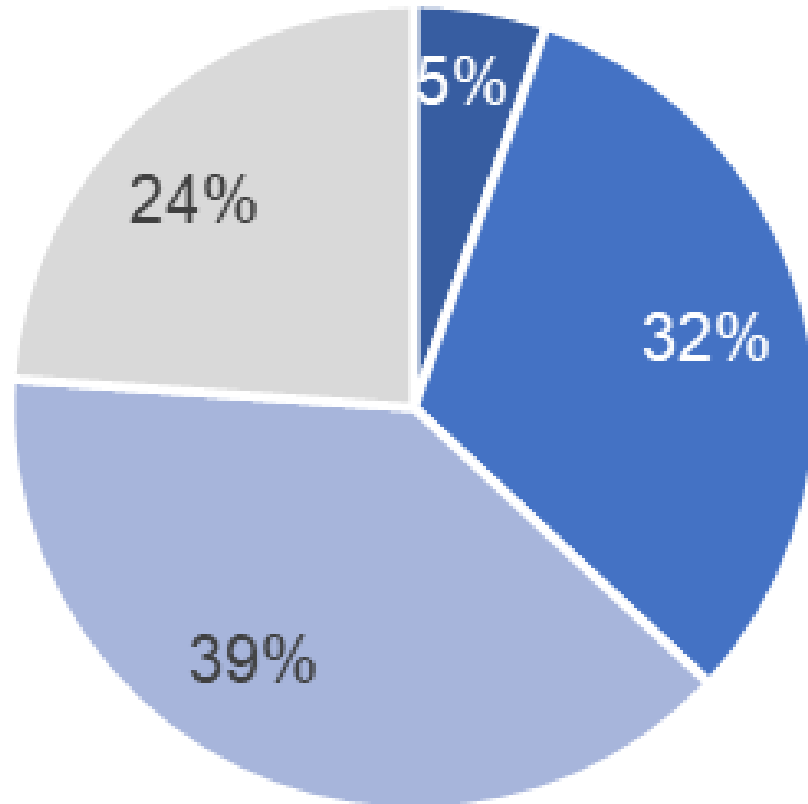
# Preferences of workers (EU27)



# Change in knowledge and skill needs

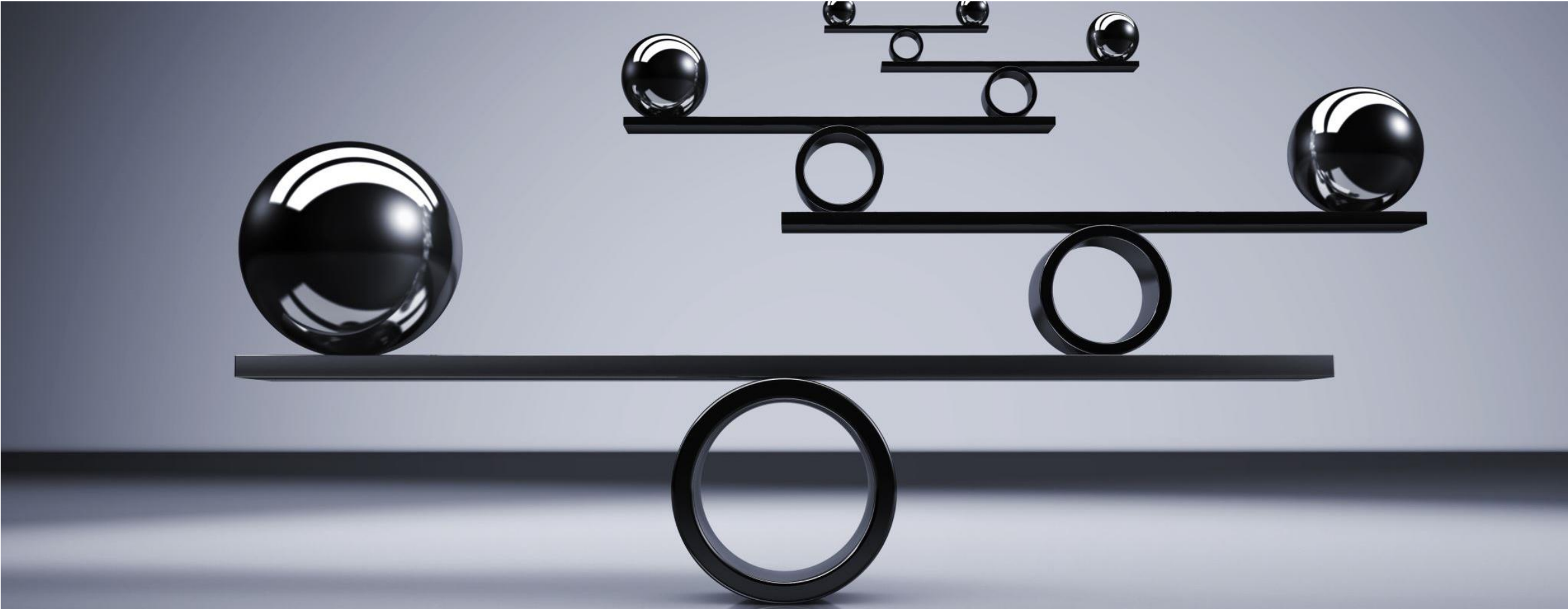


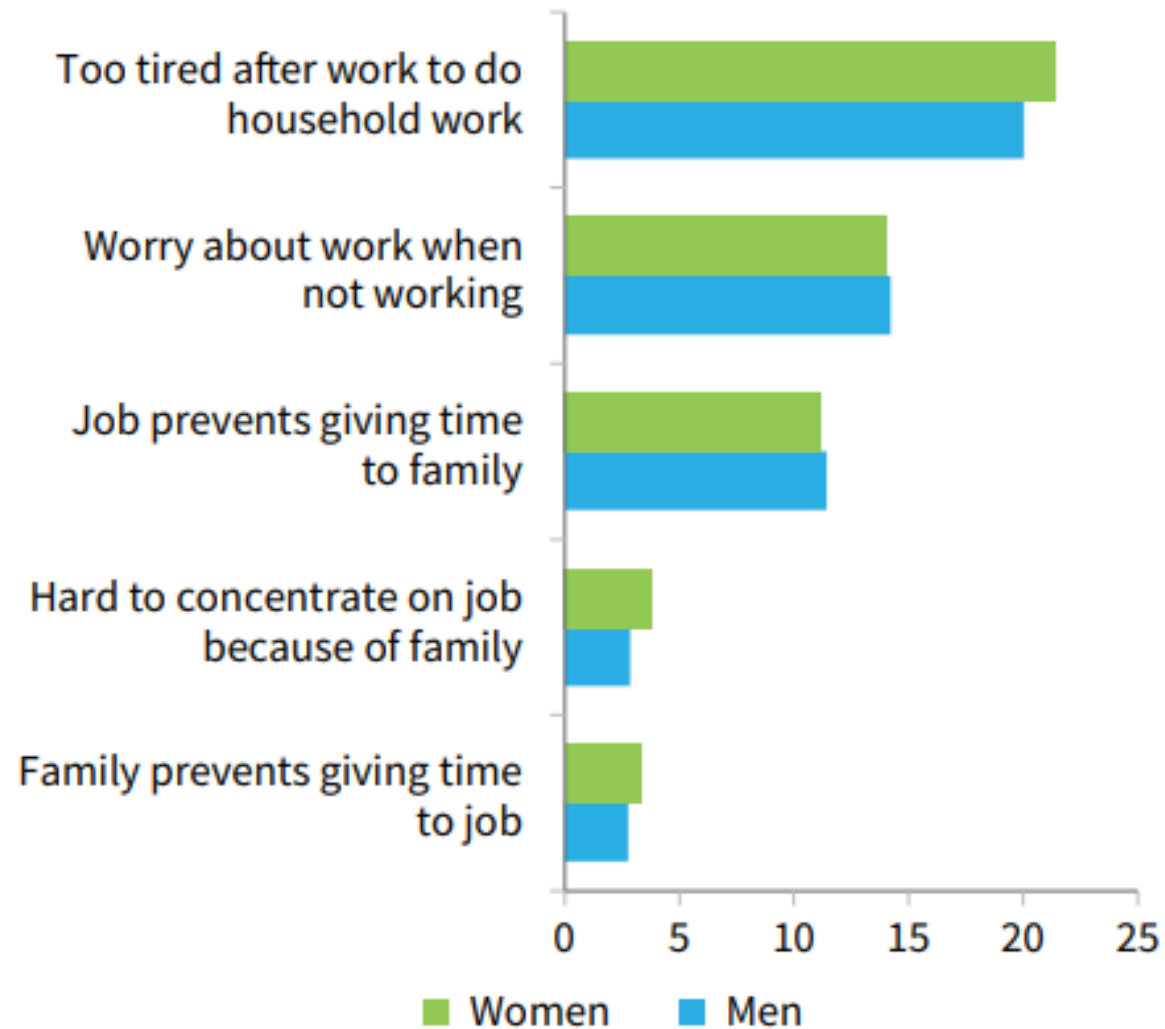
# Change in knowledge and skills needs



- To a great extent
- To a moderate extent
- To a small extent
- Not at all

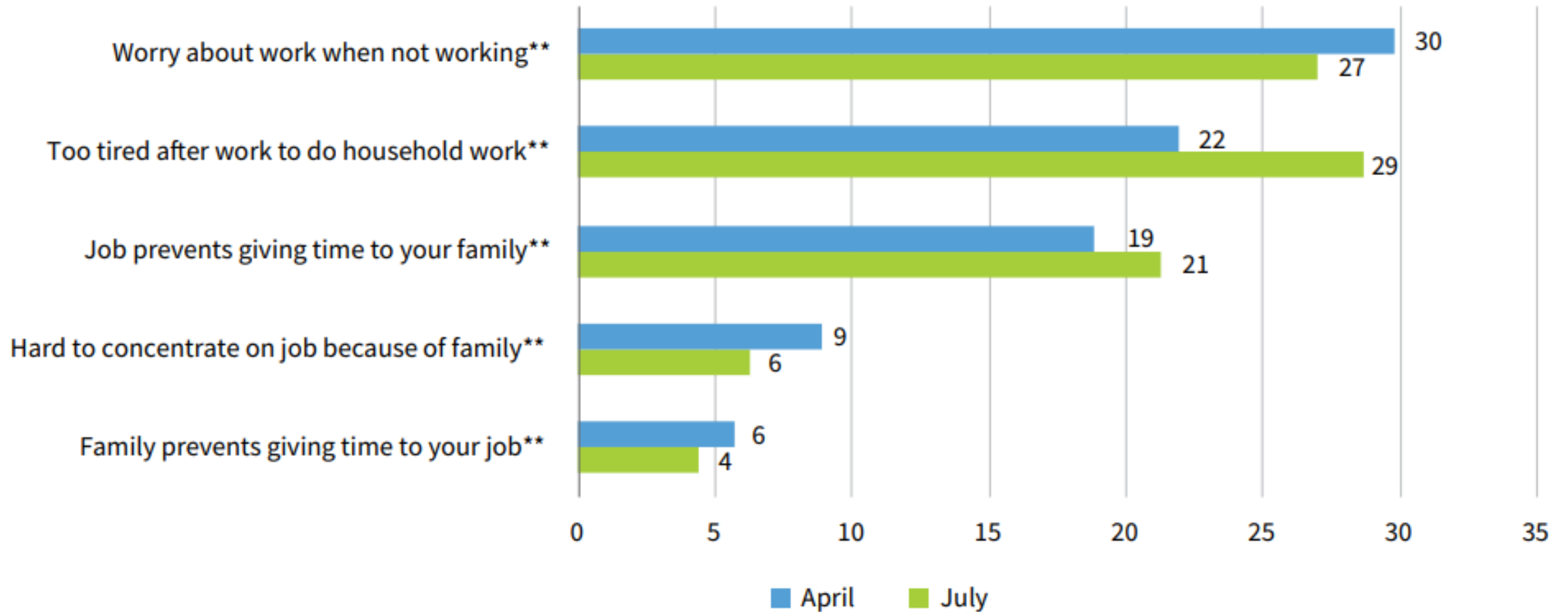
# WORK-LIFE BALANCE





**Note:** The chart presents the shares of workers who replied 'always' or 'most of the time' on a five-point scale from 'always' to 'never'.

**Source:** EWCS 2015



**Notes:** This chart presents the proportion of workers who replied 'always' or 'most of the time' on a five-point scale from 'always' to 'never'.  
 \*\*Statistically significant change ( $p=0.05$ ).

# Conclusions



COVID accelerated some trends



COVID transformed the physical workplace and work organisation



Trade-off telework



Be aware of additional burdens



Skills and knowledge needed