

# WHAT DO EMPLOYEES IN EUROPE THINK?

## STAFF PERCEPTION SURVEY ON REMOTE WORK AND NEW SKILLS

### Since lockdown, how was the quantity of calls or video meetings?



### What did your company help you with for 'home office/remote work'?

(Multiple choice option)



62% Office devices  
(laptops, phones,  
headphones, etc.)



22% Online training related to  
remote work or the COVID-19  
situation



7% Payment in part or in full for  
domestic utilities (internet, electricity, etc.)



6% Office furniture  
(chairs, tables, etc.)



30% None of the  
mentioned / other

### Did you learn new technical or hard skills for your role during the first wave of the COVID-19 epidemic?

(Multiple choice option)



29% Yes, using  
internal tools



29% Yes, using  
external providers



49% No, I did not

### Why did you learn a new skill?

(Multiple choice option)



60% To improve my  
career prospects



50% To be more  
innovative in my work



42% To prepare for a  
specific future role



42% To adapt to new  
tasks in my current role



27% To improve the customer  
experience and satisfaction

#### Methodology:

Survey results of 5'371 job applicants between 12.08.2020 and 25.09.2020 in France, Germany, Italy, Spain, Netherlands, Belgium, Poland, Switzerland, Austria, Portugal, Turkey, Sweden and Luxembourg