

# Work Away Telework Survey Results Spring 2005



# Work Away Telework Survey Spring 2005

## Key Findings

The Work Away - Telework Spring 2005 Survey was developed to gather additional information regarding the success, satisfaction, and suggested improvements to the telework program in Georgia state government. This was the second statewide survey since Governor Sonny Perdue announced the Work Away initiative on September 9, 2003. The survey was distributed to the same audience who received the August 2004 survey in an effort to gain program feedback from experienced teleworkers and managers. Distribution totaled 468 employees from various agencies and 195 responses (40.6 %) were received.

The audiences responding to the survey were:

- 126 Teleworkers (not managers)
- 69 Telemanagers (managers of teleworkers)
  - 60 who telework
  - 9 who do not telework

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195 Total respondents

Telemanagers reported that their teleworkers:

- Continue to be more or similarly productive as those who do not telework.
- Continue to be more or similarly as productive as they were before they began teleworking.
- Still generally require the same or less supervision as they did before they began teleworking.
- Generally still have the same or slightly less time to interact with coworkers. Additionally, when asked if teleworkers are more difficult to evaluate, 88% of telemanagers reported no change in difficulty.

Among all teleworking respondents (186), the satisfaction with the positive aspects of teleworking, i.e., decreased commuting time, less frequent interruptions, ability to have more time at home, saving money, and increased work productivity was 77% and above. Improvement with quality of life was reported by about 62% of all teleworkers. Increased work productivity on telework days was reported by 63.5%.

Of the 102 suggestions made to improve the program, respondents generally asked for improved remote access to the state's computer network so teleworkers could more easily access their files. Other suggestions included project expansion, more telework days, and an increase in managers' awareness of the value of telework.

Respondents were provided space for additional comments. Of the 61 responses, most were grateful for their opportunity to telework, supported the program, believed it was operating well, and wished for expansion throughout state government.

## Telemanager 2005 (Teleworks)

My teleworkers accept their share of unexpected tasks.

Response	Frequency	Percent	0	20	40	60	80	100
Yes	59	98.3%						
No	0	0.0%						
No Response	1	1.7%						

Teleworkers are more difficult to evaluate.

Response	Frequency	Percent	0	20	40	60	80	100
More difficult	2	3.3%						
No change	54	90.0%						
Less difficult	3	5.0%						
No Response	1	1.7%						

My employees who telework are \_\_\_\_\_ as they were before they began teleworking.

Response	Frequency	Percent	0	20	40	60	80	100
More productive	31	51.7%						
Similarly productive	28	46.7%						
Less productive	0	0.0%						
No Response	1	1.7%						

Decreased commuting time

Response	Frequency	Percent	0	20	40	60	80	100
Very pleased	54	90.0%						
Pleased	4	6.7%						
Displeased	0	0.0%						
Very displeased	0	0.0%						
No Response	2	3.3%						

Less frequent interruptions

Response	Frequency	Percent	0	20	40	60	80	100
Very pleased	55	91.7%						
Pleased	4	6.7%						
Displeased	0	0.0%						
Very displeased	0	0.0%						
No Response	1	1.7%						

Ability to have more time at home

Response	Frequency	Percent	0	20	40	60	80	100
Very pleased	44	73.3%						
Pleased	15	25.0%						
Displeased	0	0.0%						
Very displeased	0	0.0%						
No Response	1	1.7%						

Saving money

Response	Frequency	Percent	0	20	40	60	80	100
Very pleased	47	78.3%						
Pleased	11	18.3%						
Displeased	0	0.0%						
Very displeased	0	0.0%						
No Response	2	3.3%						

Increased work productivity

Response	Frequency	Percent	0	20	40	60	80	100
Very pleased	49	81.7%						
Pleased	10	16.7%						
Displeased	0	0.0%						
Very displeased	0	0.0%						
No Response	1	1.7%						

## Telemanager 2005 (Teleworks)

### Decreased leave usage

Response	Frequency	Percent	0	20	40	60	80	100
Very pleased	30	50.0%						
Pleased	28	46.7%						
Displeased	0	0.0%						
Very displeased	0	0.0%						
No Response	2	3.3%						

### My quality of life has improved with telework.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	40	66.7%						
Agree	18	30.0%						
Disagree	1	1.7%						
Strongly disagree	0	0.0%						
No Response	1	1.7%						

### My work productivity has improved with telework.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	37	61.7%						
Agree	22	36.7%						
Disagree	0	0.0%						
Strongly disagree	0	0.0%						
No Response	1	1.7%						

### I am able to have more time at home.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	37	61.7%						
Agree	21	35.0%						
Disagree	1	1.7%						
Strongly disagree	0	0.0%						
No Response	1	1.7%						

### I save more money when I telework.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	34	56.7%						
Agree	23	38.3%						
Disagree	1	1.7%						
Strongly disagree	0	0.0%						
No Response	2	3.3%						

### I increase work productivity on telework days.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	40	66.7%						
Agree	19	31.7%						
Disagree	0	0.0%						
Strongly disagree	0	0.0%						
No Response	1	1.7%						

### I use less leave time.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	25	41.7%						
Agree	25	41.7%						
Disagree	9	15.0%						
Strongly disagree	0	0.0%						
No Response	1	1.7%						

## Telemanager 2005 (Does Not Telework)

Did you respond to the August 2004 Work Away - Telework survey?

Response	Frequency	Percent	0	20	40	60	80	100	
Yes	7	77.8%							
No	2	22.2%							
No Response	0	0.0%							

I am a telemanager who does not telework.

Response	Frequency	Percent	0	20	40	60	80	100	
True	9	100.0%							
False	0	0.0%							
No Response	0	0.0%							

I supervise \_\_\_\_ employees.

Response	Frequency	Percent	0	20	40	60	80	100	
1 - 5	1	11.1%							
6 - 10	5	55.6%							
11 - 15	0	0.0%							
16 - 20	0	0.0%							
More than 20	3	33.3%							
No Response	0	0.0%							

Of all the employees I supervise, the number of teleworkers are \_\_\_\_.

Response	Frequency	Percent	0	20	40	60	80	100	
1 - 5	8	88.9%							
6 - 10	1	11.1%							
11 - 15	0	0.0%							
16 - 20	0	0.0%							
More than 20	0	0.0%							
No Response	0	0.0%							

My employees who telework are \_\_\_\_ as those who do not telework.

Response	Frequency	Percent	0	20	40	60	80	100	
More productive	2	22.2%							
Similarly productive	7	77.8%							
Less productive	0	0.0%							
No Response	0	0.0%							

My employees who telework use \_\_\_\_ as before they began teleworking.

Response	Frequency	Percent	0	20	40	60	80	100	
More leave	0	0.0%							
Same amount of leave	8	88.9%							
Less leave	1	11.1%							
No Response	0	0.0%							

My teleworkers require \_\_\_\_ as they did before they began teleworking.

Response	Frequency	Percent	0	20	40	60	80	100	
More supervision	0	0.0%							
Same supervision	7	77.8%							
Less supervision	2	22.2%							
No Response	0	0.0%							

My teleworkers have \_\_\_\_ to interact with coworkers.

Response	Frequency	Percent	0	20	40	60	80	100	
More time	1	11.1%							
Same time	5	55.6%							
Less time	3	33.3%							
No Response	0	0.0%							

**Telemanager 2005  
(Does Not Telework)**

My teleworkers accept their share of unexpected tasks.

Response	Frequency	Percent	0	20	40	60	80	100	
Yes	6	66.7%							
No	2	22.2%							
No Response	1	11.1%							

Teleworkers are more difficult to evaluate.

Response	Frequency	Percent	0	20	40	60	80	100	
More difficult	2	22.2%							
No change	7	77.8%							
Less difficult	0	0.0%							
No Response	0	0.0%							

My employees who telework are \_\_\_\_\_ as they were before they began teleworking.

Response	Frequency	Percent	0	20	40	60	80	100	
More productive	1	11.1%							
Similarly productive	8	88.9%							
Less productive	0	0.0%							
No Response	0	0.0%							

## Teleworker 2005 (Not a Manager)

Did you respond to the August 2004 Work Away - Telework survey?

Response	Frequency	Percent	0	20	40	60	80	100	
Yes	100	79.4%							
No	23	18.3%							
No Response	3	2.4%							

I am a teleworker (not a manager).

Response	Frequency	Percent	0	20	40	60	80	100	
True	126	100.0%							
False	0	0.0%							
No Response	0	0.0%							

Decreased commuting time

Response	Frequency	Percent	0	20	40	60	80	100	
Very pleased	112	88.9%							
Pleased	14	11.1%							
Displeased	0	0.0%							
Very displeased	0	0.0%							
No Response	0	0.0%							

Less frequent interruptions

Response	Frequency	Percent	0	20	40	60	80	100	
Very pleased	109	86.5%							
Pleased	15	11.9%							
Displeased	2	1.6%							
Very displeased	0	0.0%							
No Response	0	0.0%							

Ability to have more time at home

Response	Frequency	Percent	0	20	40	60	80	100	
Very pleased	98	77.8%							
Pleased	27	21.4%							
Displeased	1	0.8%							
Very displeased	0	0.0%							
No Response	0	0.0%							

Saving money

Response	Frequency	Percent	0	20	40	60	80	100	
Very pleased	99	78.6%							
Pleased	24	19.0%							
Displeased	3	2.4%							
Very displeased	0	0.0%							
No Response	0	0.0%							

Increased work productivity

Response	Frequency	Percent	0	20	40	60	80	100	
Very pleased	97	77.0%							
Pleased	29	23.0%							
Displeased	0	0.0%							
Very displeased	0	0.0%							
No Response	0	0.0%							

Decreased leave usage

Response	Frequency	Percent	0	20	40	60	80	100	
Very pleased	67	53.2%							
Pleased	54	42.9%							
Displeased	2	1.6%							
Very displeased	1	0.8%							
No Response	2	1.6%							

**Teleworker 2005  
(Not a Manager)**

My quality of life has improved with telework.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	78	61.9%						
Agree	43	34.1%						
Disagree	3	2.4%						
Strongly disagree	1	0.8%						
No Response	1	0.8%						

My work productivity has improved with telework.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	75	59.5%						
Agree	49	38.9%						
Disagree	2	1.6%						
Strongly disagree	0	0.0%						
No Response	0	0.0%						

I am able to have more time at home.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	70	55.6%						
Agree	54	42.9%						
Disagree	1	0.8%						
Strongly disagree	0	0.0%						
No Response	1	0.8%						

I save more money when I telework.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	88	69.8%						
Agree	35	27.8%						
Disagree	3	2.4%						
Strongly disagree	0	0.0%						
No Response	0	0.0%						

I increase work productivity on telework days.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	80	63.5%						
Agree	46	36.5%						
Disagree	0	0.0%						
Strongly disagree	0	0.0%						
No Response	0	0.0%						

I use less leave time.

Response	Frequency	Percent	0	20	40	60	80	100
Strongly agree	46	36.5%						
Agree	61	48.4%						
Disagree	16	12.7%						
Strongly disagree	1	0.8%						
No Response	2	1.6%						

# Comments\*

## General Comments About Teleworking

- With the growing environmental concerns around Atlanta and the high cost of gasoline Teleworking should be expanded as much as possible. Considering the number of employees who perform their entire job sitting at a computer workstation we could save the state money and create a more satisfied workforce by increasing the Telework options.
- I appreciate the opportunity to telework. Many thanks to the Governor.
- Excellent initiative – helps keep Georgia on the cutting edge of effectively managing its workforce.
- This has been an excellent initiative for the people I supervise. They work harder on telework days and get more work done (I review logs and work). I personally enjoy the fact that I can begin work when I get up and don't spend 2 hours commuting. I have actually done 2 hours of work in the time it would have taken me to get to work, and I don't spend the 2 hours commuting in the evening. I enjoy the flexibility and the ability to be able to be in my own home office. The program is great!
- I cannot overestimate the value of teleworking for me personally and professionally. When I started, I knew that missing my two hour+ commute would be great on telecommute days. I didn't know that having that extra time (and not sitting in traffic) would decrease my stress level throughout the entire week – but it has. I am a better rested, more focused, and more productive employee on the days I telework and on the days I am in the office.
- It seems the State could save a lot of money by decreased floor space, etc., by allowing TW rotation as many of the local commercial/business enterprises have done by allowing groups who can telework effectively to rotate work bays. I look forward to an expanded telework program in the future.
- My managers have recently opened up telework to more than one day per week. It just gets better and better. I love being able to get to my sons' baseball games before the 2<sup>nd</sup> inning.
- I was having blood pressure problems before teleworking. Now that I telework a little more, instead of spending 1 hour to 1 ½ hours driving in my car, I spend that time walking, so instead of starting the day stressed from traffic, I start my workday very relaxed and alert from my morning walk.

- I love teleworking from home 2 days a week! I am very grateful to have the opportunity to telework. Thanks to all for making this work. There is one other advantage to teleworking that I would like to share with you. As a working married mother of 2 young children, I have no time to be by myself. In other words, someone always wants something from me, whether it be a co-worker in the office, or my kids and husband wanting something while at home on the evenings and weekends. I enjoy teleworking at home as I get to be in my home by myself for 8.5 plus hours each telework day. Even though I am performing my paying job while teleworking, at least I can enjoy my house for a little while by myself.
- Teleworking improves air quality, decreases congestion on our highways, eliminates hours of wasted time commuting, decreases the probability of being injured or killed while driving, makes our homes safer from fire and burglary, improves employee morale, and (in my experience) typically results in a pronounced increase in productivity. It also encourages managers to evaluate employees based on real-world results, and discourages less-productive behaviors like micro-management.

### **Sample Suggestions for Improvement**

- Increase the number of days teleworking. I personally am more productive at home. I can still be accessed by my employees or anyone else when I am home just as easy as if I am in the office. It also saves me lots of travel time and money (especially now with gas prices at a record high!). I also think my disposition is better since I don't have to deal with the stress of a commute!
- Encourage agencies to remove any max on the number of telework days allowed – or at least move in the direction of a higher max. Any max should be based on requirements of the work, not an arbitrary number for the agency or division.
- Continue to encourage other employees to telework. By teleworking, I am less stressed, more productive, and saving money, and helping the traffic situation at the same time. Thank you for the telework program.
- Allow more than 1 telework day a week. Especially with gas prices increasing; institute more teleconferencing so TW workers will not have to give up telework days when meetings are planned; increase supervisor support.
- Allow more employees to telework full time. Get managers to understand that this is still work time, not a day off.

- Reinforce and educate managers on the option and benefits of teleworking. Some managers remain reluctant to accept teleworking due to historical bias against employees working without direct supervision.
- The Governor's support of the telework programs is vital to their success. If the Governor could continue to express his support and encouragement of these programs, those hesitant to support or participate may decide to try the program and realize its benefits to our organization and to the state.
- All managers should be required to attend training that educates them as to the efficiency of teleworking.
- Give access to workplace files from telework location. This would increase my productivity.
- Identify satellite sites in areas closer to employees' homes. On days that employees are not working from home, they could at least go into an office site closer to their residence and still save time and money and cut down on the stress of downtown traffic.
- Continue to increase the amount of time allowed for teleworking – have more managers and executives involved so they will have a better understanding of how productive teleworking can be...and how much stress it relieves from employees not having to commute.

*\*The above represents a sample of comments received. As noted in the Key Findings, many of the comments were similar in nature. For additional information, send an email to [workaway@gms.state.ga.us](mailto:workaway@gms.state.ga.us).*