Employees are ready for hybrid work, are you?

Cisco Global Hybrid Work Study 2022
In the two years since the World Health Organization declared COVID-19 a global pandemic on 11th March 2020, people’s lives have been upended. Among the many changes has been to the way we work. While initially, many employees were challenged by the sudden shift to hybrid and remote working arrangements, our study shows that two years on, as businesses have pivoted to survive, this mode of working has become the norm and yielded many positive and lasting benefits for both employers and employees.

Our survey of 28,000 full-time employees across 27 markets reveals that for most, across different generations, gender, and seniority, work performance has improved as well as employees’ well-being, work-life balance, relationships, and even personal confidence.

With the evident benefits of hybrid working, going back to the old ways of doing things is not an option for employees or for those companies serious about competing for the best talent. However, while the vast majority feel hybrid work arrangements have benefitted them, with only around one in four employees saying their company is ‘very prepared’ for a hybrid work future, there is much work still to be done to fully embed hybrid work arrangements and bring employers to the same readiness levels.

Culture will be critical. Three quarters of employees say their company needs to rethink its culture and mindset to make hybrid work truly inclusive. Every aspect of the employee experience must be reimagined, and companies need to understand that employees’ definitions of well-being and work-life balance have fundamentally changed.

As a result, there are several key changes employees want to see including even more flexibility and greater emphasis on employee wellness and work-life balance. Our study also finds that there is room to improve communications between senior managers and their teams.
Hybrid working has improved every area of wellbeing, work-life balance, and performance for employees. While organizations have also reaped positive benefits, more needs to be done to build an inclusive culture and fully embed hybrid work arrangements to boost readiness levels.

**Spotlight: New Zealand**

Hybrid working has improved mental well-being for 67.6% and emotional well-being for 52.3% of employees. Most employees are also more confident with 48.1% reporting better self-esteem and confidence.

**Performance improvements**

- 61.3% say hybrid working has improved overall well-being for 77.4% of employees.
- 63.2% say employees are happier.
- 55.8% say work-life balance has improved.
- 46.7% say commuting time has reduced.

**Overall well-being**

- 59% say companies saved 4+ hours per week.
- 18.9% say companies saved 8+ hours per week.

**Financial well-being**

- 79.9% saved money in the past 12 months.
- Average saving: US$172 a week / US$8,944 a year.
- 16% income increase.

**Physical well-being**

- 62% say hybrid working has improved their physical well-being.
- 62% eat healthier.
- 76.4% exercise more.
- 68.1% are physically fitter.

**Hybrid work is making employees wealthier, fitter, and happier**

**Technology presents opportunities and risks in the hybrid work future**

- 85% say networking infrastructure is essential for a seamless working from home experience.
- 70.9% say their company currently has the right networking infrastructure.

- 58.1% say suffering connectivity issues on a regular basis is career limiting for remote workers.
- 77.5% feel cybersecurity is critical for making hybrid working safe.

- 66.5% think business leaders are familiar with cyber risks of hybrid work.

- 62.7% believe their organization currently has the right capabilities and protocols in place.

- 61.2% think all employees in their company understand the cyber risks.

**Emotional and mental well-being**

- 40.3% say stress levels have decreased.
- 25.7% say work environment less pressurized.
- 31% say greater flexibility.

**An inclusive work culture is vital to support hybrid work**

- 74.2% want hybrid work arrangement.
- 86.6% support or very support hybrid working.

- 72.4% say companies need to rethink culture and mindset to make hybrid work truly inclusive.

**Believe their manager trusts them to be productive when working remotely**

- 77.4% believe their manager trusts them to be productive when working remotely.

**Believe their colleagues can be trusted to work remotely**

- 58.6% believe their colleagues can be trusted to work remotely.

**And over half believe that remote workers will have challenges fully engaging with their**

- 59.4% company
- 68.1% colleagues

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