

(re)entry



Workplace experience survey highlights

Shifts in employee sentiment may shape workplace re-entry strategies

JLL has been tracking shifts in office behavior. Our survey, conducted in April 2020, represents the voice of approximately 1000 U.S. office workers who shared their expectations and concerns pre and post-pandemic. This study will continue throughout the year and our preliminary results are provided here.

Before COVID-19 ↓ ↓ **Post COVID-19**

Transportation

% of respondents	Mode of transportation
66%	Drive
12%	City trains
10%	Suburban trains
5%	Buses
2%	Rideshare/taxi
4%	Walk
0.8%	Bike



29%

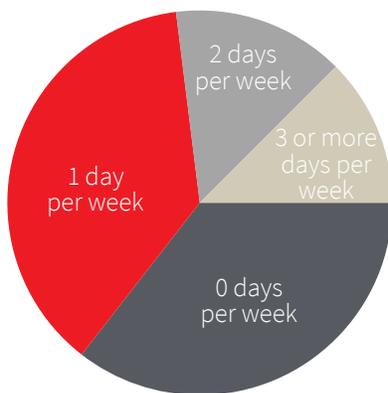
Of respondents that took public transportation want to take an alternate form of transportation after the pandemic.

Working from home

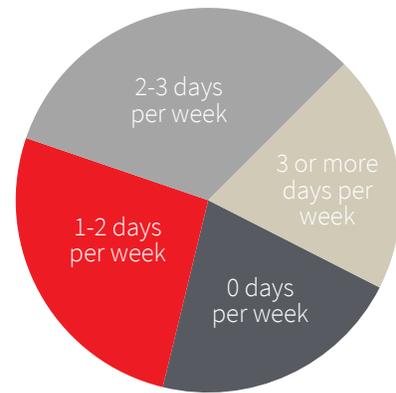
Prior to the COVID-19 outbreak, approximately how many days did you work from home?



Once it is deemed generally safe to return to normal work activities, how many days would you like to work from home?



64% of respondents that did not work from home before the pandemic want to incorporate it in the future.



2x The proportion of respondents that want to work from home 2+ days per week after the pandemic doubled from those that worked from home 2+ days a week before the pandemic.

Before COVID-19

Current state

Coming into the office

Top 3 reasons for coming into the office:

1. To collaborate informally with other people
2. To attend scheduled meetings
3. Because my role is perceived as office based



Trend: Many people go into the office to collaborate and socialize. During these times, people are missing social interaction, but virtual gatherings can partially close the gap.

Top 3 reasons for missing the office:

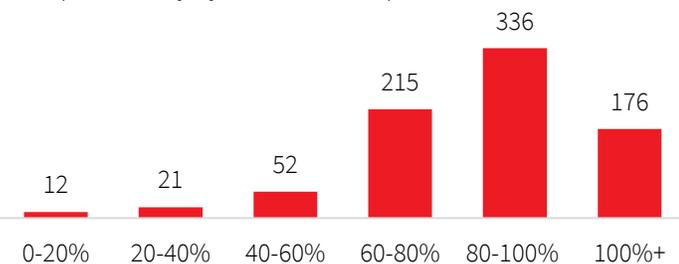
1. To collaborate informally with other people
2. To socialize with colleagues
3. To support the work of others

Current productivity



How would you evaluate your personal productivity when working from home?

% of productivity by numbers of respondents



How would you evaluate your work-from-home arrangements?



- Not great. I have some of the requirements but not most things.
- Not bad. I am missing a few key things, but doing okay.
- Good. I have almost everything I need to be productive.
- Excellent. I have everything I need at home and am just as productive as when in the office (or more so).

Finding: Employees believe that they are generally almost as productive as in the office, but some are missing a few key items which would help them be more productive.

Workplace re-entry

Four biggest concerns:



Commute



Common areas being clean



Employees coming in when sick



Close proximity of workstations

Finding: People are generally concerned about the proximity of coworkers, building and space cleaning procedures, and how to safely get to work.

To help you navigate what comes next, JLL has built a comprehensive (re)entry strategy you can download now. Our new guidebook, [\(re\)entry: A guide for working in the next normal](#), is your definitive source for re-entry best practices.