

A woman with dark hair tied up, wearing a white patterned long-sleeve shirt and blue jeans, is sitting on a grey sofa. She is smiling and looking at a laptop computer she is holding on her lap. The room is bright, with large windows in the background showing a view of buildings. There are green plants on the sofa and in the background.

# Remote Work Readiness Index

## India

*Survey conducted by Kantar on behalf of Dell Technologies, December 2020*

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**DELL**Technologies



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# Dell Technologies Remote Work Readiness Index

The events of 2020 have led organisations to change the way they work and rethink how work can be conducted. Overnight, employers and employees had to pivot to a remote work arrangement. As organisations come to terms with the new reality where a hybrid workplace will be the norm, factors conducive to productivity in the long run need to be considered. Dell Technologies surveyed over 7,000 working professionals\* aged 18 years and above from the Asia Pacific & Japan (APJ) region on their readiness for long-term remote work and views on the factors important for remote work success.



## Research Goal

The primary research goal was to capture hard data on the readiness of the workforce\* for long-term remote work, and understand the factors and concerns critical to support a remote workforce in the long term.



## Methodology

Kantar, a global research firm, conducted an online survey powered by the Kantar Profiles Network. The survey was fielded in 7 countries and 5 languages in October 2020. The survey included questions to understand factors important for remote work, including the technology and human resource (HR)-related support required to work remotely successfully, employers' efforts to provide these resources, and concerns around long-term remote work.



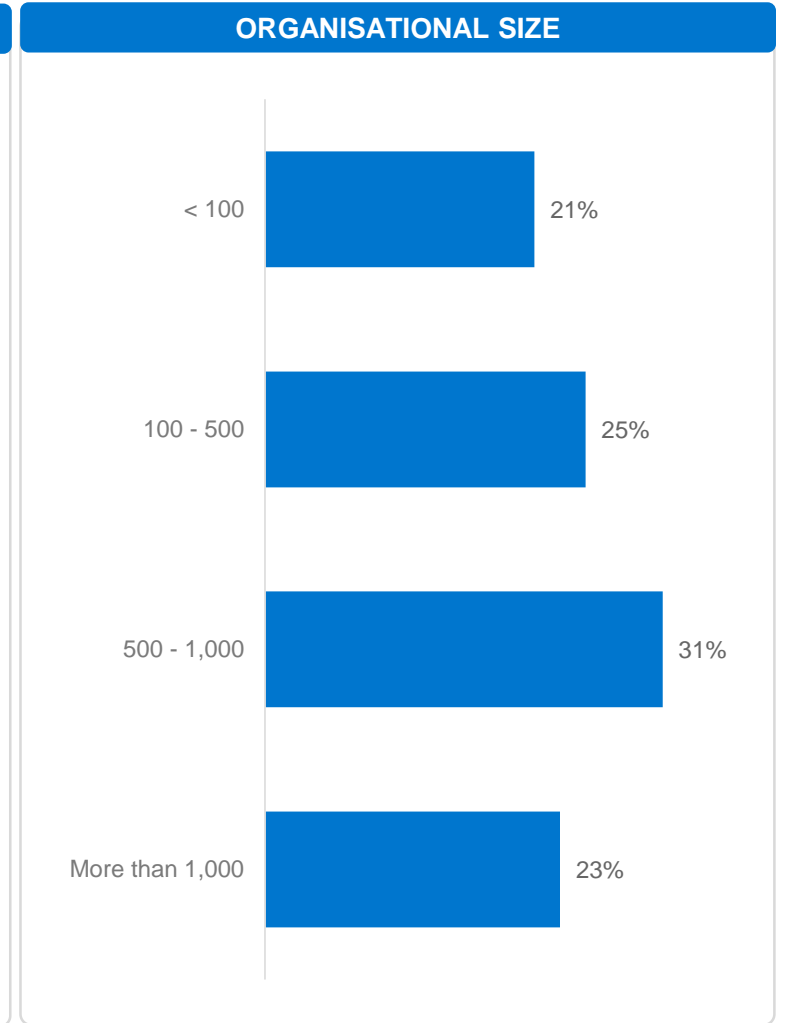
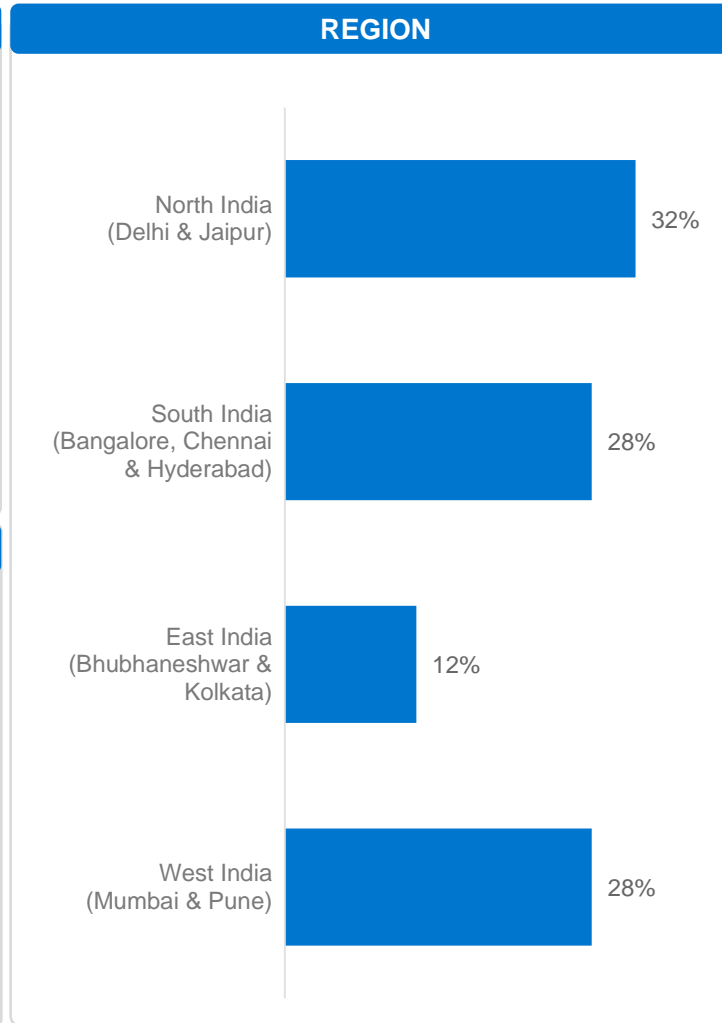
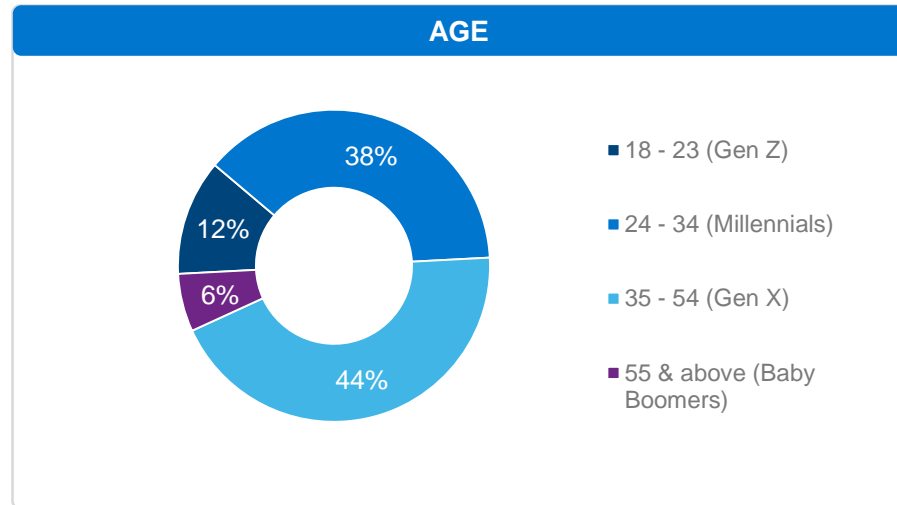
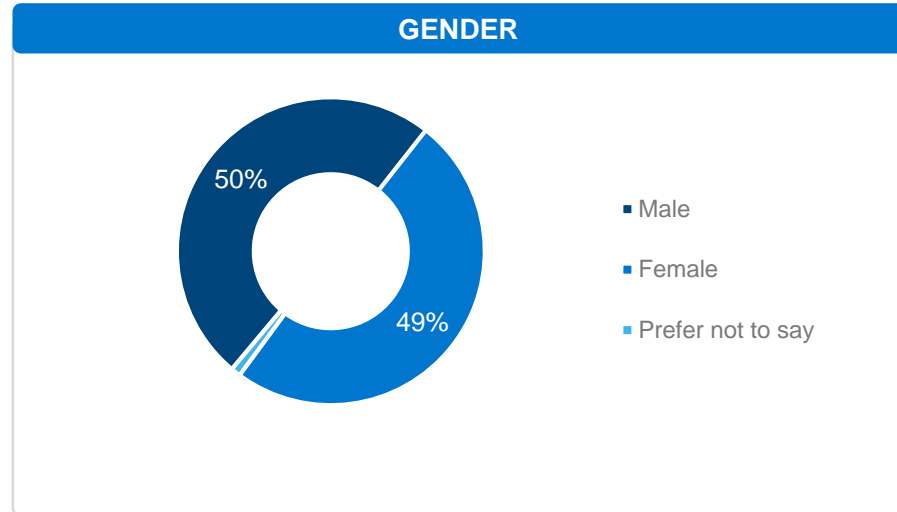
## Participants

More than 7,000 individuals across the APJ region (of which 1,027 were from India) completed the survey. All were full-time working professionals aged 18 years and above who were and/or have been working from home to some degree throughout their respective national COVID-19 control measures. Demographic information captured included age, gender and organisational size.

\* Essential workers are excluded from this study as a pre-requisite of eligible respondents is that they must be able to conduct work remotely.

# Respondents' Profile

A total of 1,027 employees in India participated in the research. Of those surveyed, we sought to understand their gender, age, the region where they reside, and the size of the organisation they belong to.





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# Key Findings

## 1 EMPLOYEES IN INDIA FEEL PREPARED TO WORK REMOTELY FOR THE LONG TERM.

*Nine in 10 feel prepared to work remotely for the long term. At least six in 10 feel that their company fully supports remote work. Only 15% had no experience working remotely prior to lockdown.*

## 2 EMPLOYEES ARE WORRIED ABOUT NOT HAVING THE RIGHT TECH ASSETS IN A LONG-TERM REMOTE WORK ARRANGEMENT.

*When thinking about remote work in the long term, employees are concerned about not having the right tech assets, the blurring boundaries between professional & personal lives, and delays to work delivery due to complexity in coordination with teams working remotely.*

## 3 MAJORITY OF EMPLOYEES FEEL THEIR EMPLOYER IS DOING AT LEAST SOME THINGS TO PROVIDE TECHNOLOGY AND HR-RELATED RESOURCES.

*In order to enable successful remote work, 68% feel that their employer is doing everything they can to provide the necessary tech resources; 57% feel that their employer is doing everything they can to provide HR resources.*

## 4 EMPLOYEES FIND THE USE OF PERSONAL PRODUCTIVITY TOOLS THE GREATEST TECH CHALLENGE WHILE REMOTE WORKING.

*Productivity equipment/ tools were the top tech resource that employees want employers to provide. Other desired tech support included access to internal company resources and cloud technology.*

## 5 EMPLOYEES FEEL THAT THEY NEED BEST PRACTICE TRAINING FOR REMOTE WORKING

*Other HR-related resources and support that employees want are learning and development sessions (including training for virtual tools), team engagement initiatives, digital tools for performance review and leave filing etc., and some form of in-person communication.*

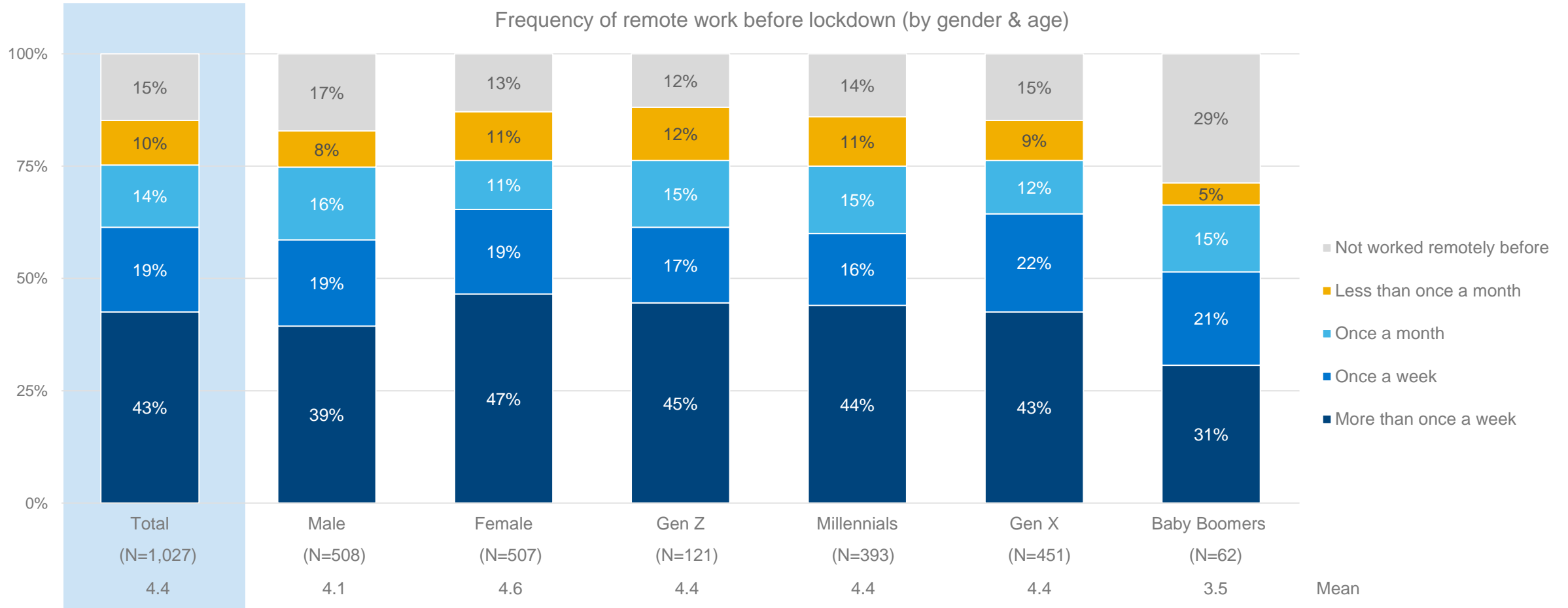
A young man with dark hair and glasses is sitting on a patterned rug on the floor. He is wearing a maroon t-shirt and dark pants. He is looking down at a laptop in front of him, with his right hand on the keyboard. To his left, he is holding a pencil and writing in a spiral notebook. In the background, there is a light-colored armchair and a window with sheer curtains, suggesting a bright, indoor setting.

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# Only 15% of Indian employees had not worked remotely before the lockdown

- Remote working is not new to Indian employees, with at least 85% having worked remotely to some degree before the lockdown.
- Baby Boomers (55 years old & above) constitute the largest percentage of those who had not worked remotely before (29%). The average Baby Boomer also spent fewer days in a month working remotely (at least 3.5 days/ month compared to at least 4.4 days/ month across other age segments) .



Q1. How frequently did you work remotely before the lockdown in India?

Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old |  
Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above

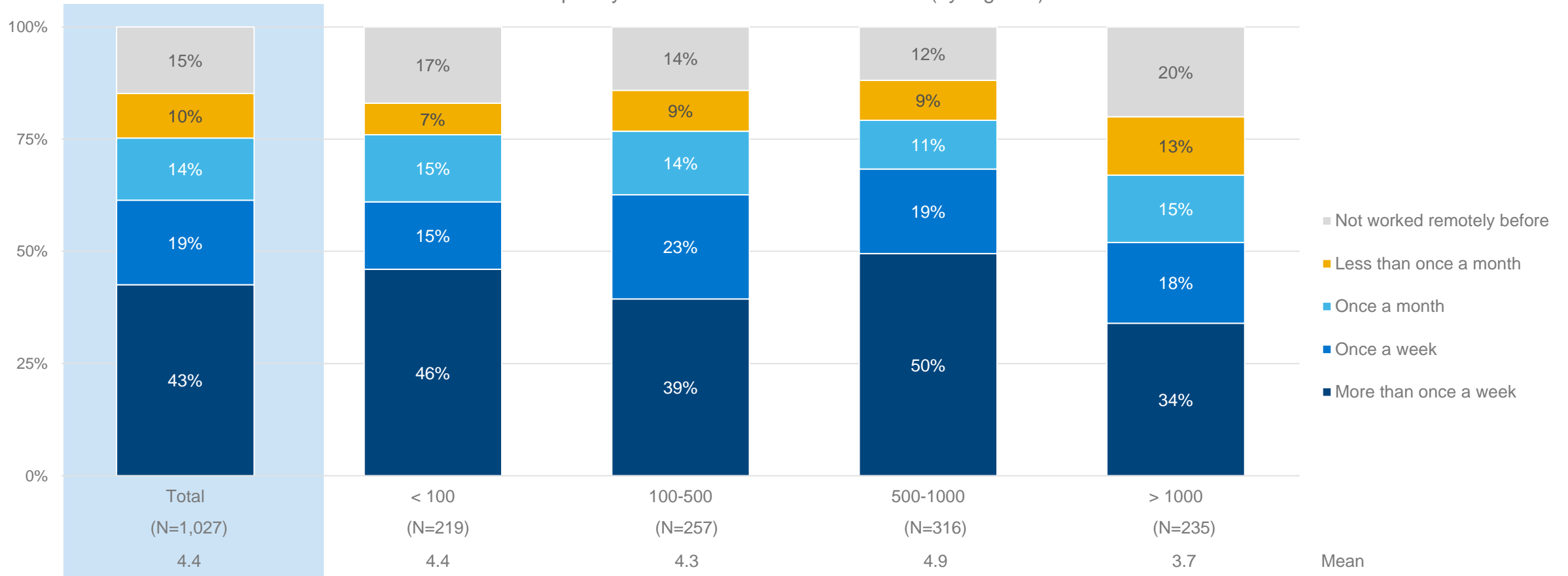




# Fewer employees in large organisations worked remotely before lockdown

- More employees in large organisations with more than 1,000 employees had not worked remotely before the lockdown (20%).
- More employees in mid-sized to large organisations with 500 to 1,000 employees had worked remotely before the lockdown (88%).

Frequency of remote work before lockdown (by org size)

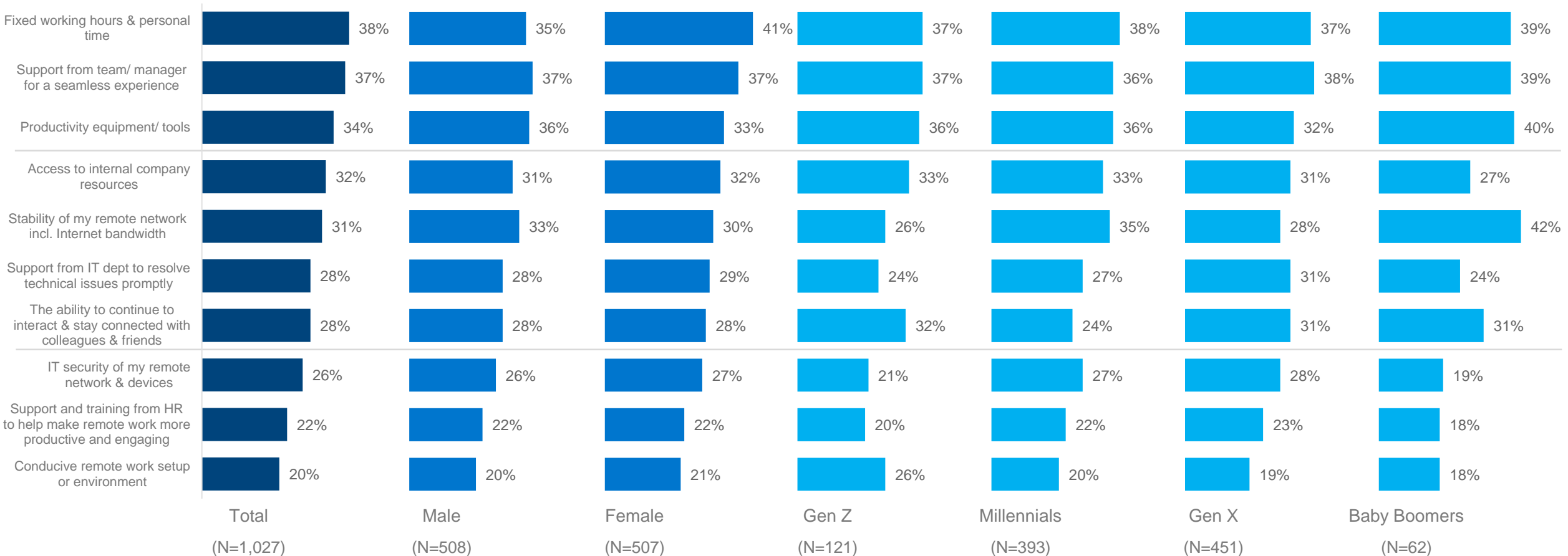


Q1. How frequently did you work remotely before the lockdown in India?

# Fixed working hours & personal time are the most important factors for employees during remote working

- 38% of employees rate fixed working hours & personal time as the most important factors during remote working, with more female (41%) than male (35%) employees feeling that way.
- Employees find a conducive remote work set up or environment such as separate workspaces, office furniture, etc., the least important factor during remote working.
- Having a stable remote network (42%) and productivity equipment/ tools (40%) were more important for Baby Boomers compared to other age segments.

Important factors during remote working (by gender & age)



Q2. During remote working, please select in order of priority the top 3 factors that are important for you.

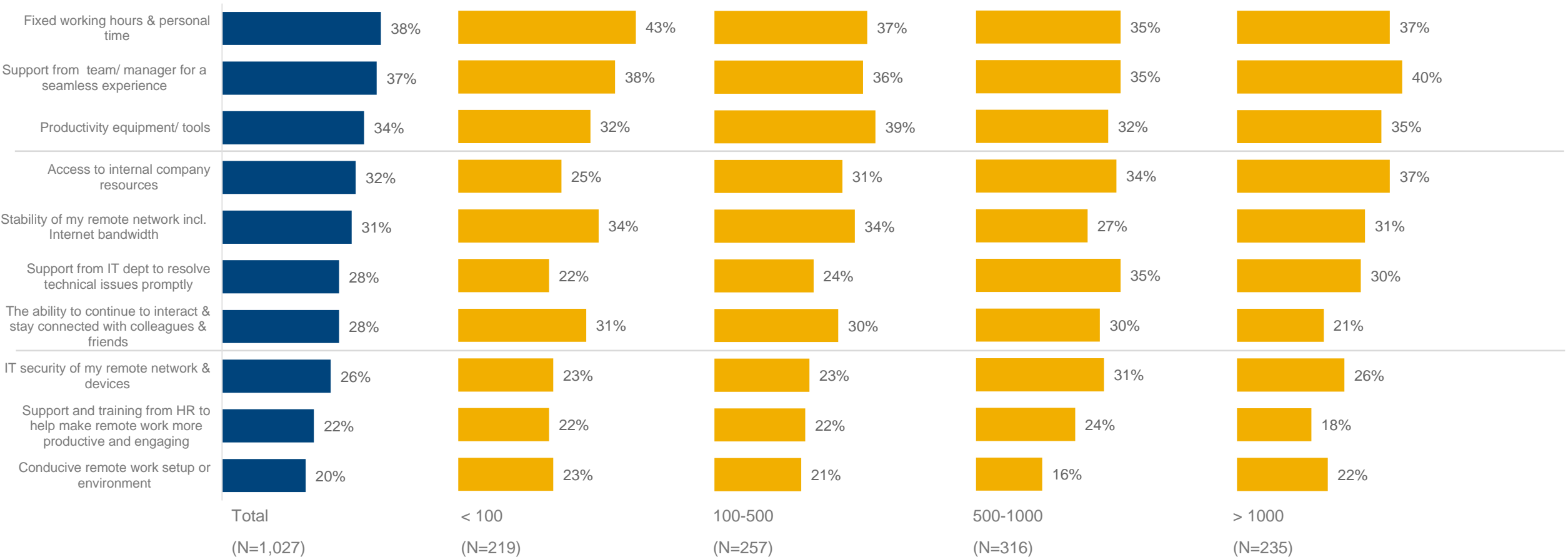
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Amongst the top important factors, more employees in small organisations value fixed working hours & personal time

- 43% of employees in small organisations with less than 100 employees value fixed working hours and personal time.
- More employees in small to mid-sized organisations with 100 to 500 employees rate productivity equipment/ tools (39%) as the most important factor for remote work.
- More employees in large organisations with more than 1,000 employees value support from their team/ manager to ensure a seamless experience during remote working (40%).

Important factors during remote working (by org size)



Q2. During remote working, please select in order of priority the top 3 factors that are important for you.

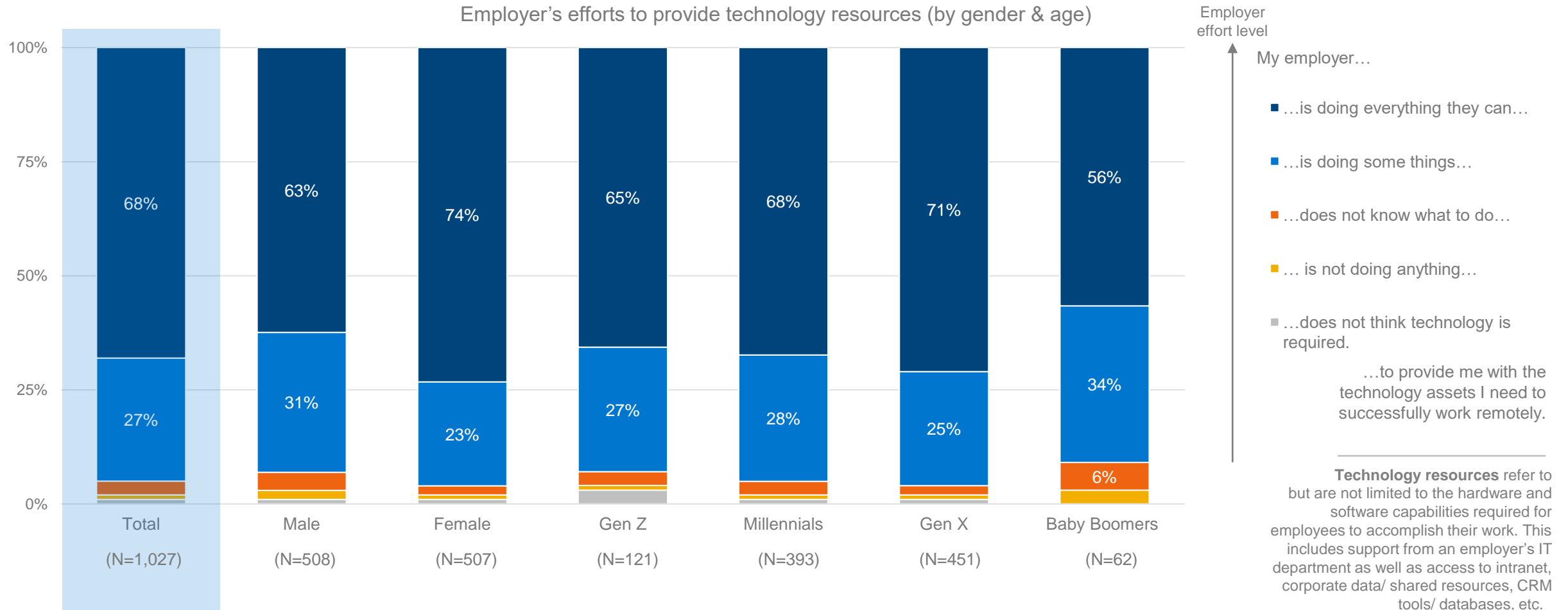


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# 68% of employees feel that their employer is doing everything they can to provide them with the necessary technology resources to work remotely

- The majority of employees (95%) feel that their employer is doing at least some things to provide them with the necessary technology resources to successfully work remotely, with more than two-thirds (68%) feeling that their employer is doing everything they can.
- More female (74%) than male (63%) employees feel that their employer is doing everything they can to provide technology resources necessary for successful remote work.
- Among the various age segments, fewer Baby Boomers feel that their employer is doing everything they can to provide them with the necessary technology resources required to work remotely successfully (56%).



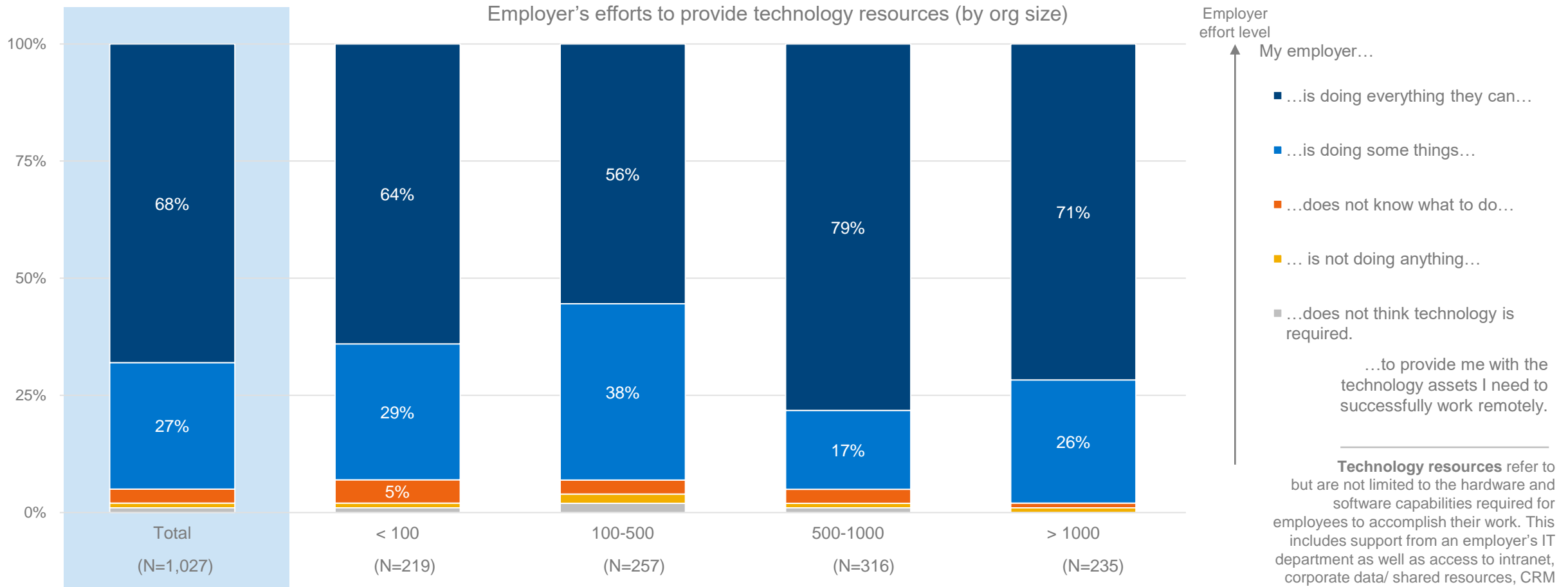
Q3. Thinking about technology resources to successfully work remotely, how would you describe your employer's efforts to provide them?

Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old |  
Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Organisations of all sizes see the importance of providing employees with the necessary technology resources required for remote work

- At least nine in 10 employees across all organisational size feel that their employer is doing at least some things to provide them with the necessary technology resources to work remotely successfully, with large organisations (>1,000 employees) scoring the highest (97%).



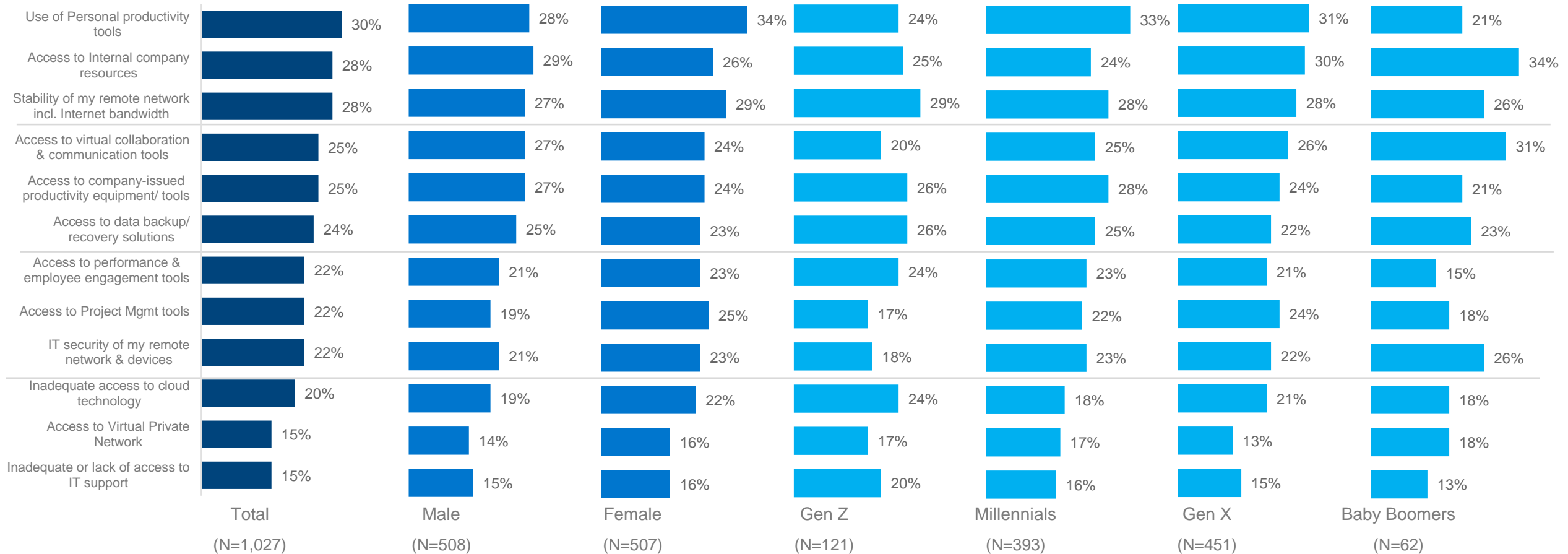
Q3. Thinking about technology resources to successfully work remotely, how would you describe your employer's efforts to provide them?



# Use of personal productivity equipment/ tools for work is the top tech challenge

- The need to use personal productivity equipment/ tools is the top tech challenge faced by employees while working remotely during the lockdown (30%), with more Millennials and Gen X employees feeling this way compared to Gen Z and Baby Boomers. More Millennials also had the greatest challenge with access to company-issued productivity tools (28%) compared to other age segments.
- Access to Virtual Private Networks (VPN) and IT support were the least of the challenges faced by employees while remote working during the lockdown.
- More Baby Boomers had difficulties accessing virtual collaboration tools (31%) compared to other age segments.

Top tech challenges while remote working during lockdown (by gender & age)



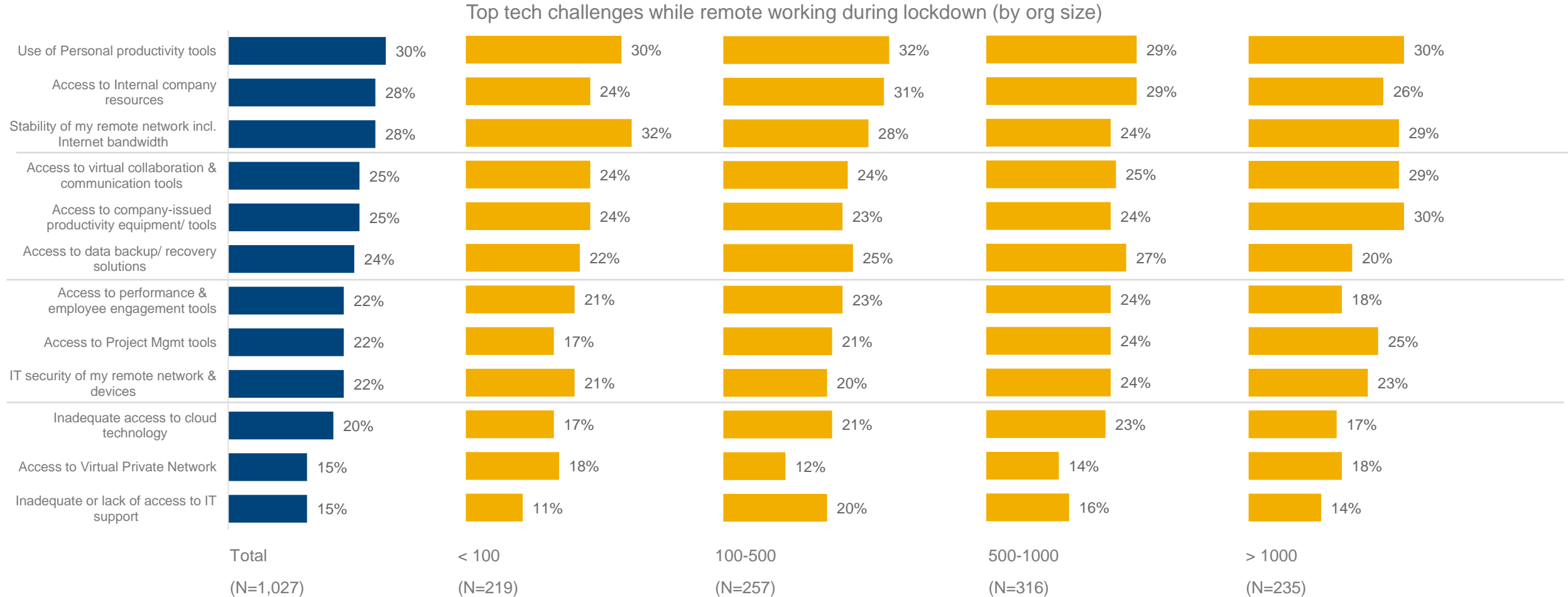
Q5. Thinking about remote work during the lockdown in India, please select the top 3 technology challenges that you faced.

Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Use of personal productivity equipment/ tools consistently ranked in the top three tech challenges faced by employees across organisations of all sizes

- More employees in small organisations with less than 100 employees faced challenges with the stability of their remote network including Internet bandwidth (32%). This factor was rated the top tech challenge for employees in small organisations too.
- The number of employees who faced challenges related to access to project management tools increases with organisational size.

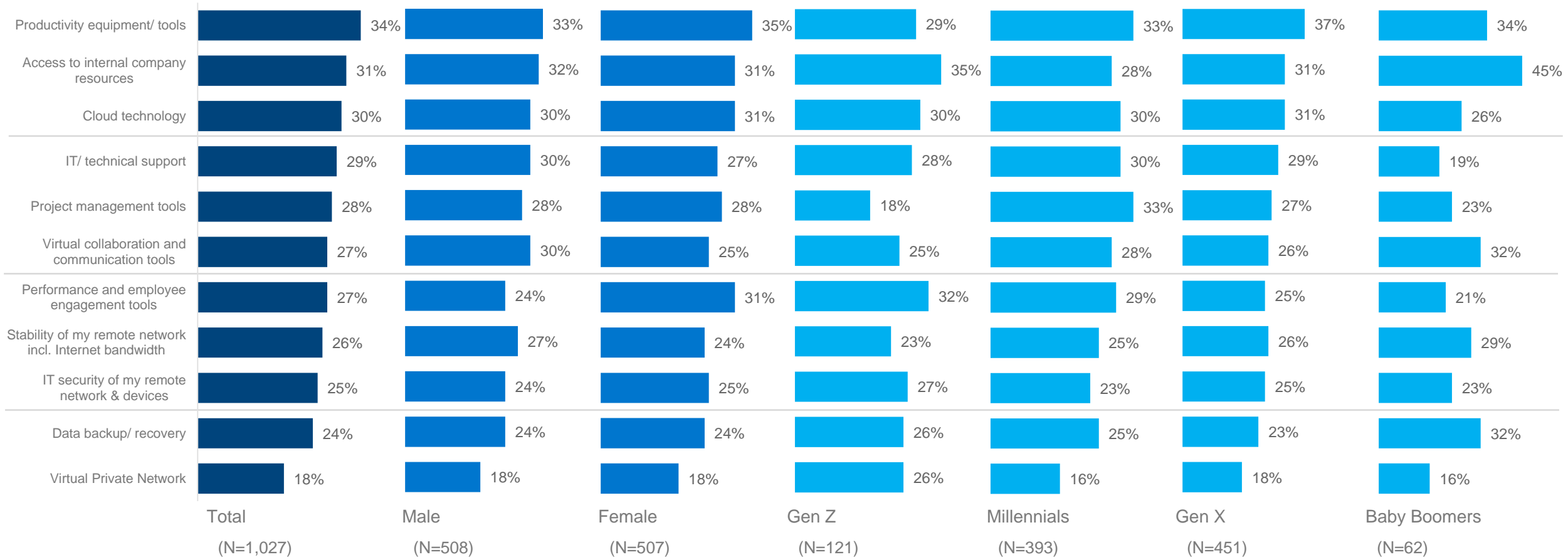


Q5. Thinking about remote work during the lockdown in India, please select the top 3 technology challenges that you faced.

# Productivity equipment/ tools are the top tech resource employees need for long-term remote work

- The top three tech resources that employees want employers to provide for long-term remote work are 1) productivity equipment/ tools (34%); 2) access to internal company resources (31%); and 3) cloud technology (30%).
- Significantly more Baby Boomers (45%) feel that their employer must provide access to internal company resources.
- More Gen Z employees (32%) feel that their employer must provide performance and employee engagement tools such as employee satisfaction surveys, performance review/ appraisal platforms, etc.

Top tech resources employers must provide (by gender & age)



Q6. Thinking about remote work in the long term, please select in order of priority the top 3 technology resources that your employer must provide.

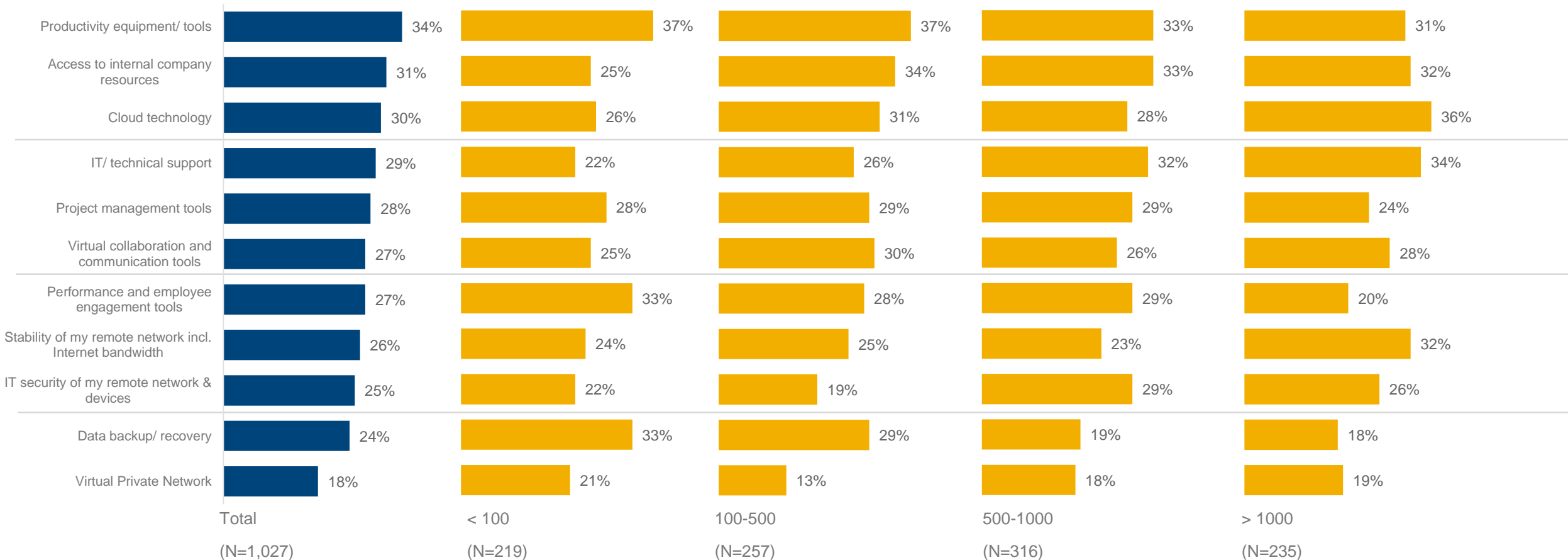
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Employees from large organisations want their employer to provide cloud technology and IT/technical support

- More employees in small to mid-sized organisations with less than 500 employees want their employer to provide productivity equipment/ tools (37%).
- More employees in large organisations with more than 1,000 employees want their employer to provide cloud technology (36%). This is the top tech resource their employer must provide.
- Employees in small organisations with less than 100 employees constitute the largest percentage of those who want their employer to provide data backup/ recovery solutions such as Box, OneDrive, Google Drive, etc.

Top tech resources employers must provide (by org size)



Q6. Thinking about remote work in the long term, please select in order of priority the top 3 technology resources that your employer must provide.

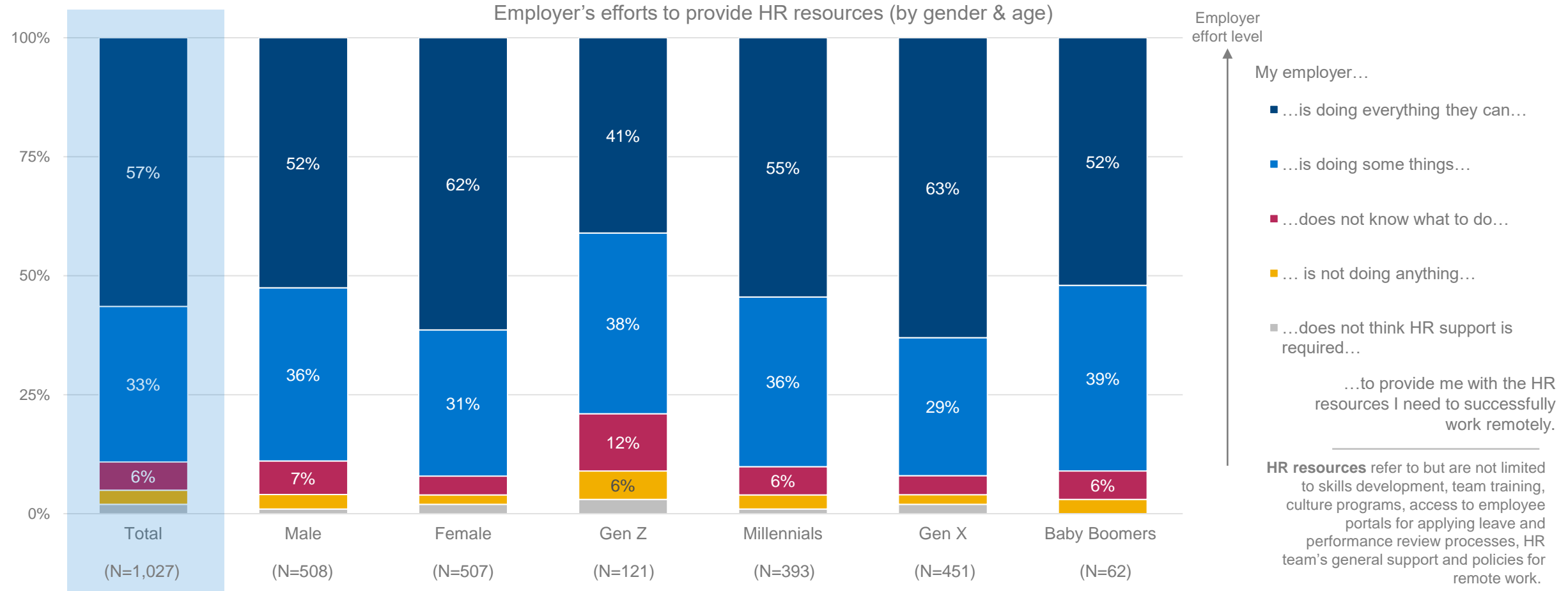
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# 90% of employees feel that their employer is doing at least some things to provide them with the necessary HR resources to work remotely successfully

- More than half (57%) feel that their employer is doing everything they can to provide the necessary HR resources to work remotely successfully. More female (62%) than male (52%) employees agree.
- Gen Z employees make up the largest percentage (12%) of those who feel that their employer does not know what to do to provide the HR resources needed to work remotely successfully.



Q4. Thinking about HR resources to successfully work remotely, how would you describe your employer's efforts to provide them?

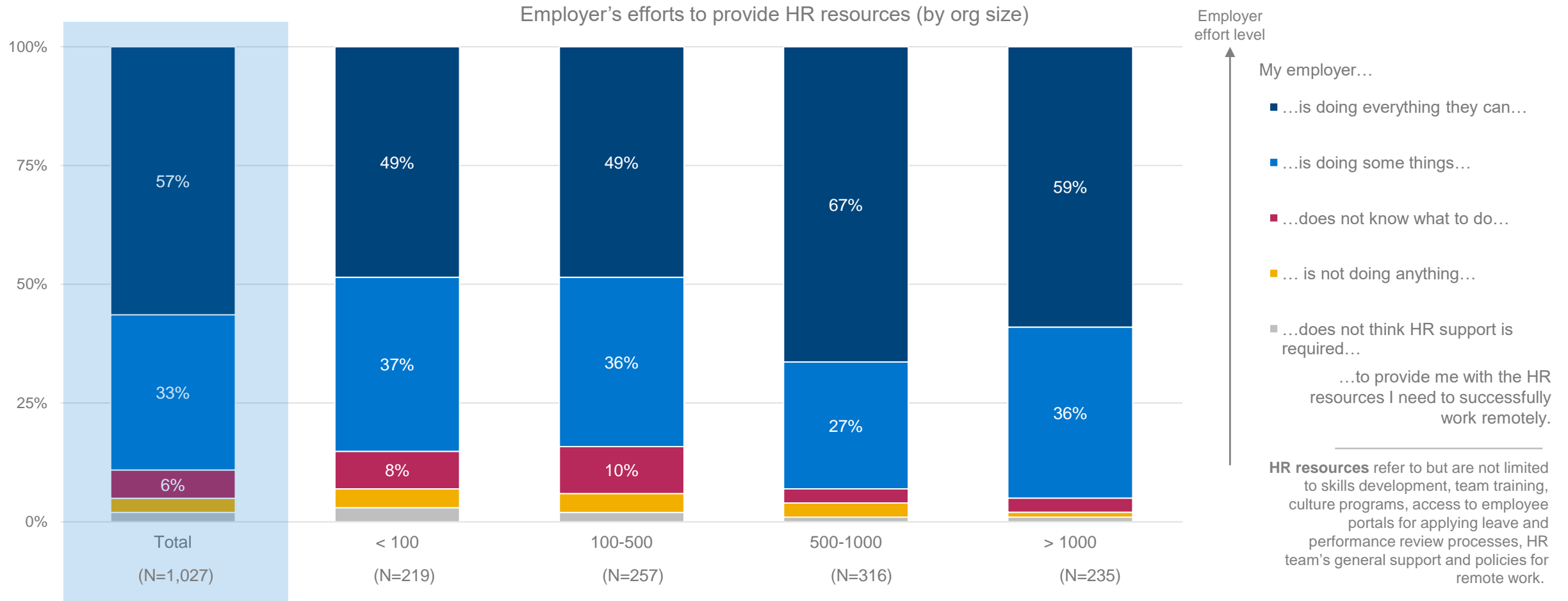
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old |  
Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above





# Employees across organisations of all sizes agree that their employer is doing at least some things to provide the necessary HR resources for them to work remotely successfully

- More employees in mid-sized to large organisations with 500 to 1,000 employees (67%) feel that their employer is doing everything they can to provide the HR resources necessary to work remotely successfully.
- More employees from small to mid-sized organisations with less than 500 employees feel that their employer does not know what to do to provide the necessary HR resources, or is not doing anything, or does not think HR support is required for successful remote work.

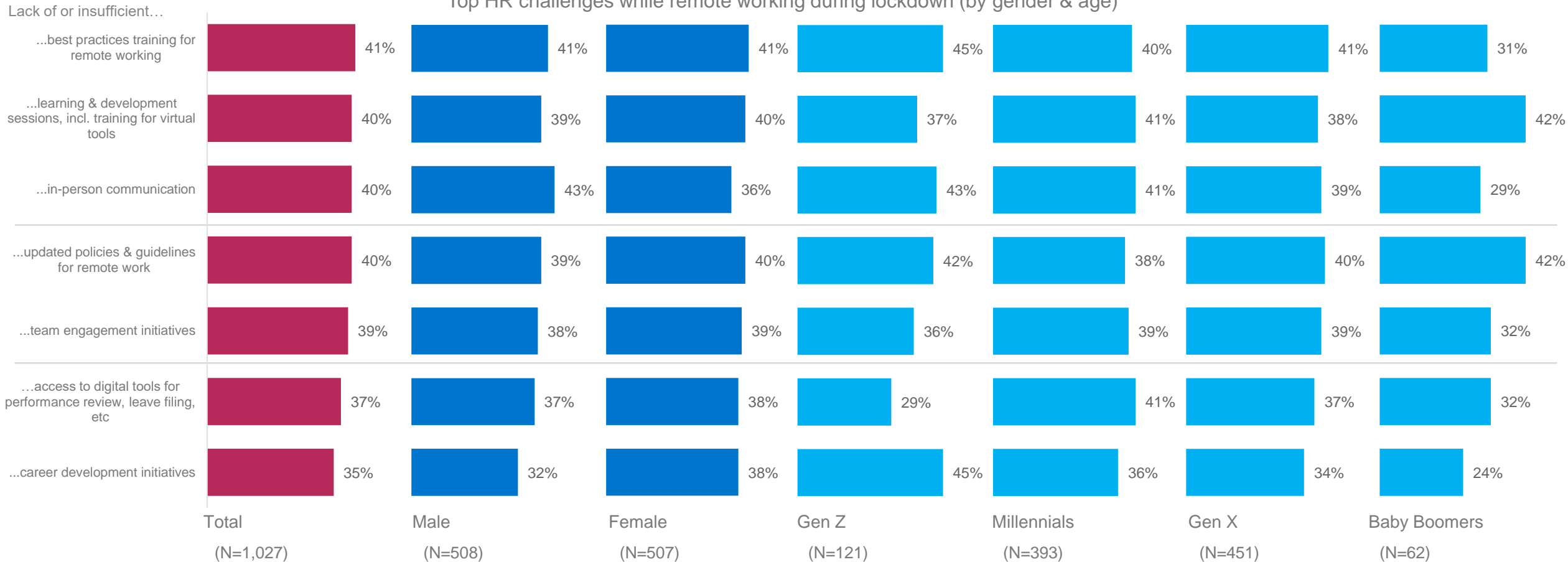


Q4. Thinking about HR resources to successfully work remotely, how would you describe your employer's efforts to provide them?

# Lack of best practice training for remote working is a challenge for employees

- Generally, the top three HR challenges faced by employees while remote working are 1) lack of best practice training for remote working (41%); 2) lack of learning and development sessions, including training for virtual tools (40%), lack of in-person communication (40%), outdated policies and guidelines for remote work (40%); and 3) lack of team engagement initiatives (39%).
- Male employees (43%) find the lack of in-person communication a greater challenge compared to their female counterparts (36%).
- More Gen Z employees (45%) find the lack of career development initiatives particularly challenging, while more Millennials (41%) find the lack of access to digital tools for performance review, leave filing, etc. a key obstacle.

Top HR challenges while remote working during lockdown (by gender & age)



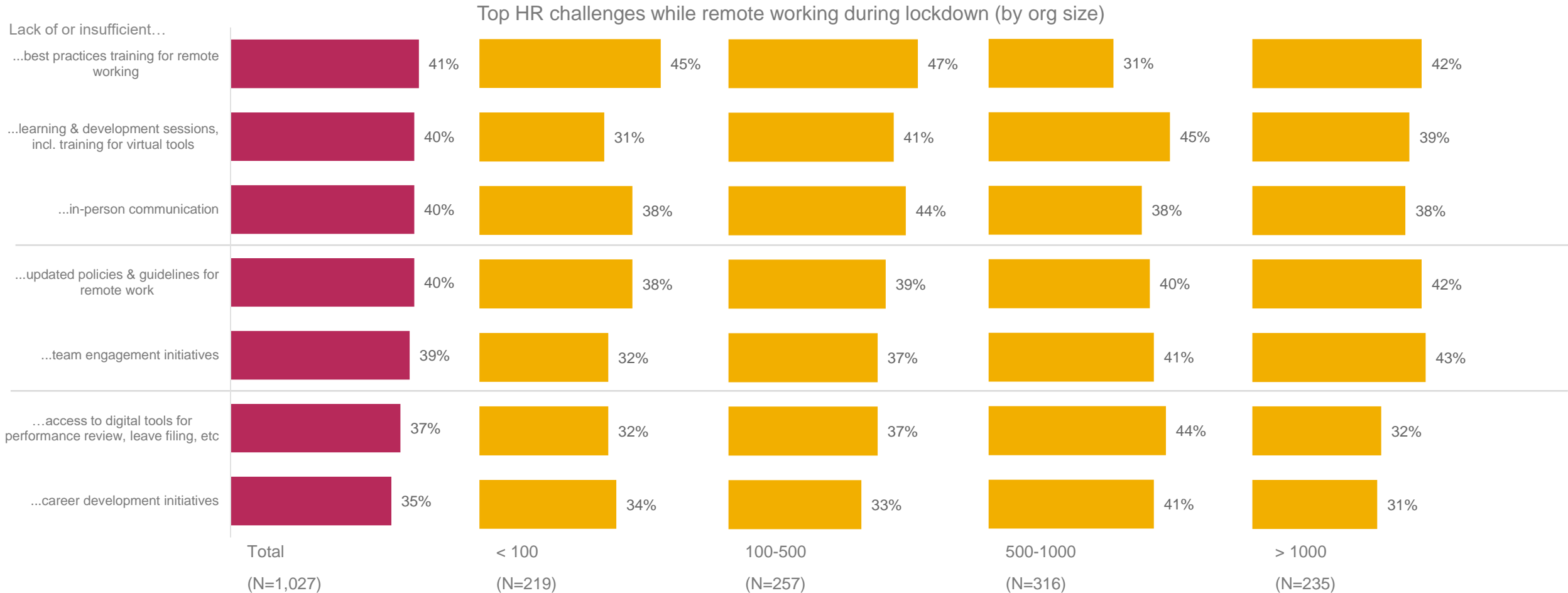
Q7. Thinking about remote work during the lockdown in India, please select the top 3 HR challenges that you faced.

Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Employees in small to mid-sized organisations struggle with the lack of best practice training for remote work while those in large organisations face issues with lack of team engagement initiatives

- More employees from small to mid-sized organisations with less than 500 employees find the lack of or insufficient best practice training for remote working a key challenge.
- More employees from mid-sized to large organisations with more than 500 employees find the lack of learning and development sessions as well as insufficient team engagement initiatives as some of the top HR challenges.

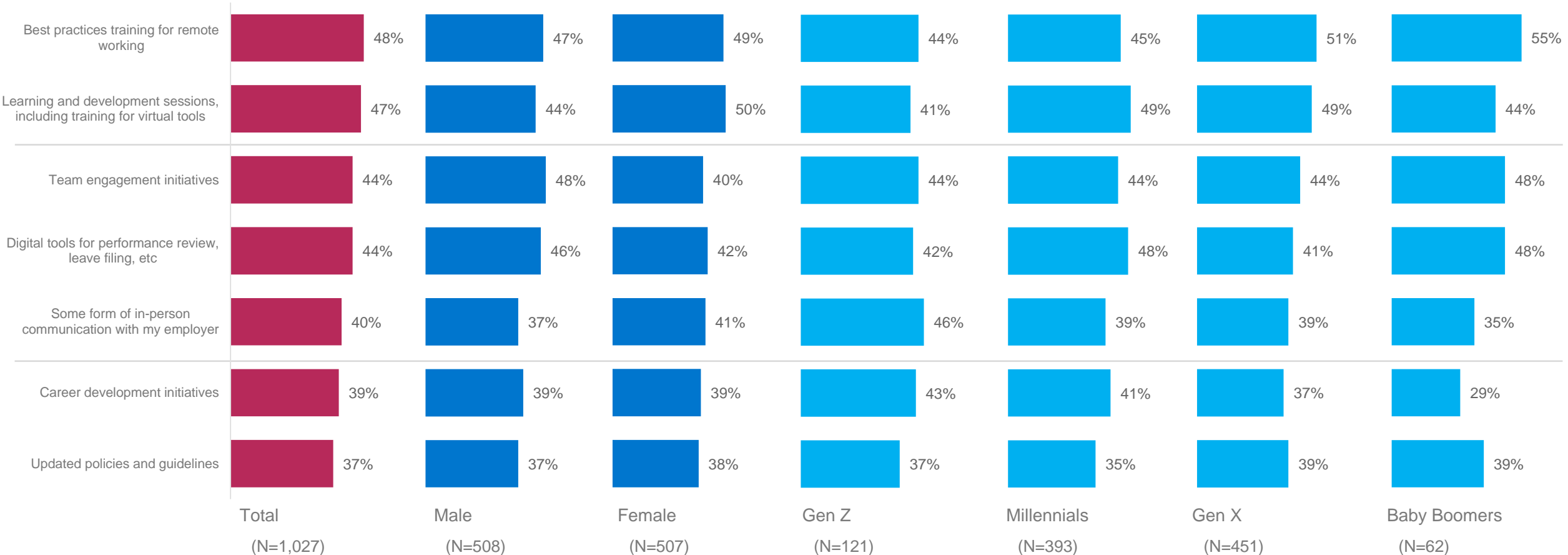


Q7. Thinking about remote work during the lockdown in India, please select the top 3 HR challenges that you faced

# Employers must provide best practice training for remote working

- The top three HR resources and support that employees need for long-term remote work are 1) best practice training for remote working (48%); 2) learning and development sessions, including training for virtual tools (47%); and 3) team engagement initiatives (44%) and digital tools for performance review (44%).
- Male employees (48%) value team engagement initiatives more than their female counterparts (40%).
- Baby Boomers constitute the highest percentage of those who feel that their employer must provide best practice training for remote working (55%).
- More Millennials (48%) and Baby Boomers (48%) want employers to provide digital tools for performance review, leave filing, etc., compared to other age segments.
- More Gen Z employees want some form of in-person communication. Gen Zs also constitute the highest percentage of those who wanted career development initiatives.

Top HR resources & support employers must provide (by gender & age)



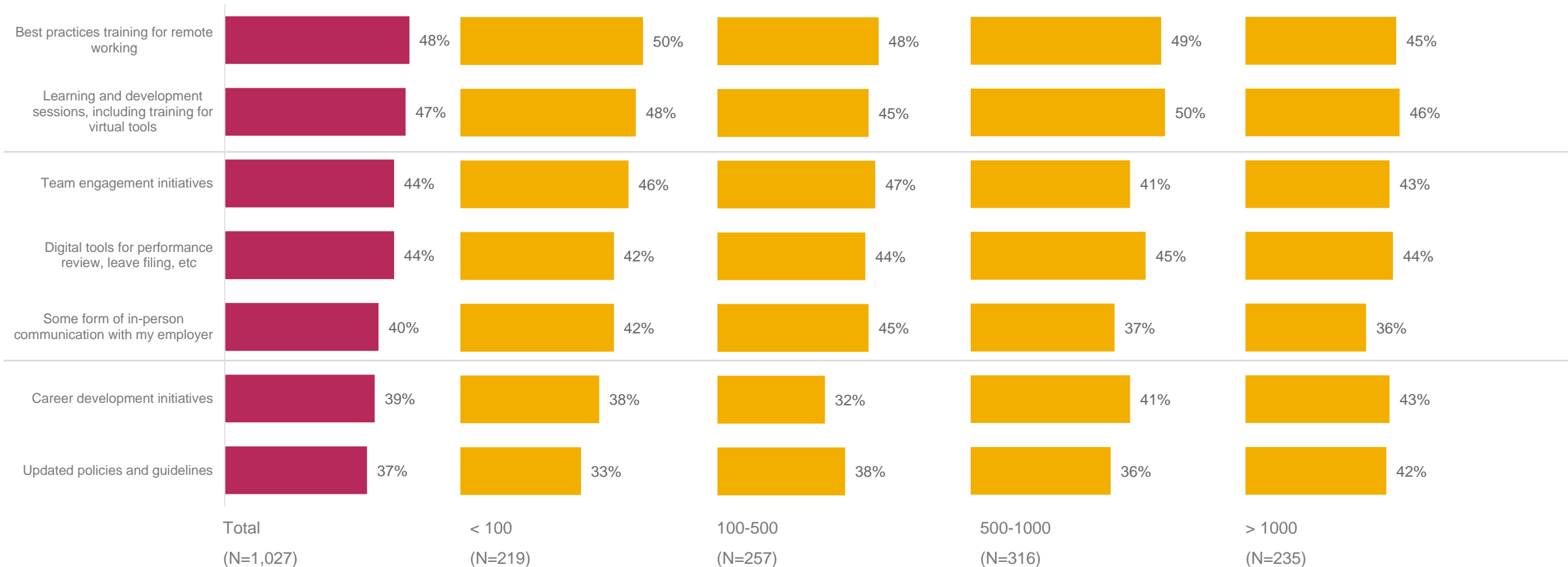
Q8. Thinking about remote work in the long term, please select in order of priority the top 3 HR resources and support that your employer must provide.

Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Best practice training for remote working and learning & development sessions consistently ranked as the top HR support that employees want employers to provide

Top HR resources & support employers must provide (by org size)



Q8. Thinking about remote work in the long term, please select in order of priority the top 3 HR resources and support that your employer must provide.



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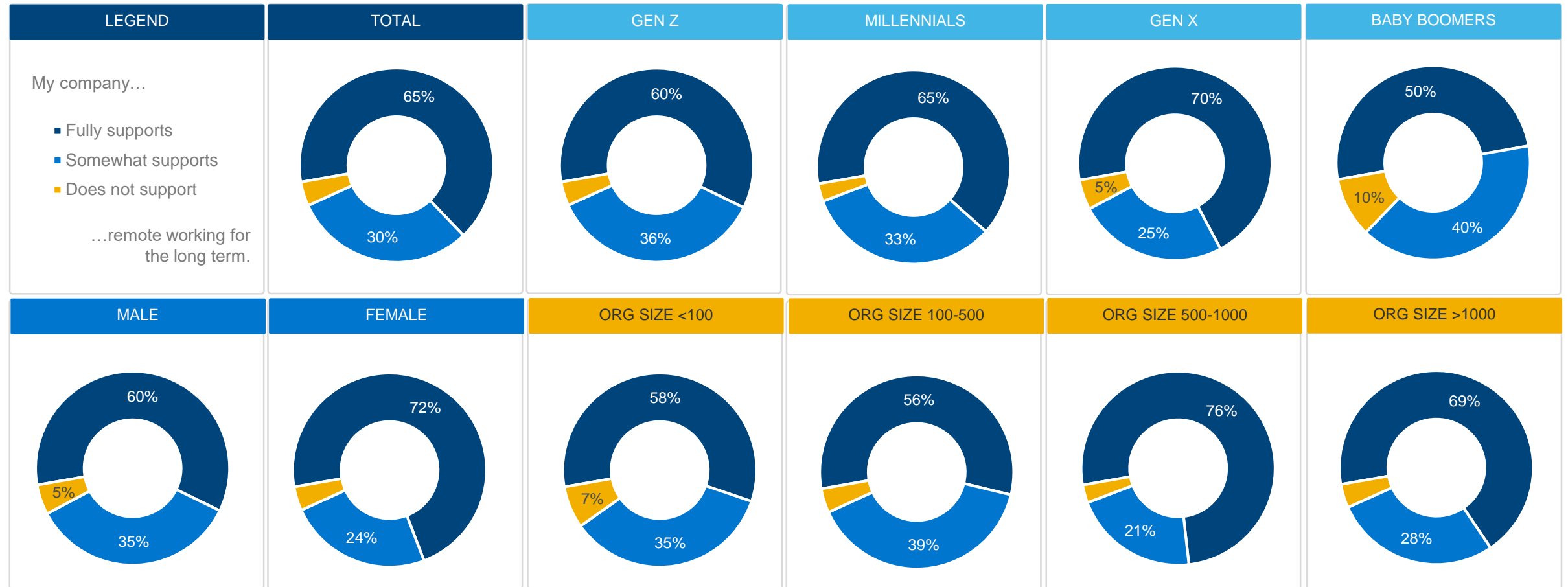
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# At least six in 10 employees feel that their company fully supports long-term remote work

- 65% feel that their company fully supports remote working for the long term. Only 4% feel that their company does not support this.
- Of those who feel that their company fully supports remote working for the long term,
  - More female (72%) than male employees (60%) feel this way;
  - Only half of surveyed Baby Boomers feel this way, the lowest among all age segments;
  - More employees from mid-sized to large organisations with 500 to 1,000 employees agree (76%).

Company support for long-term remote working (by gender, age & org size)



Q9. To what extent do you think your company supports remote work for the long term?

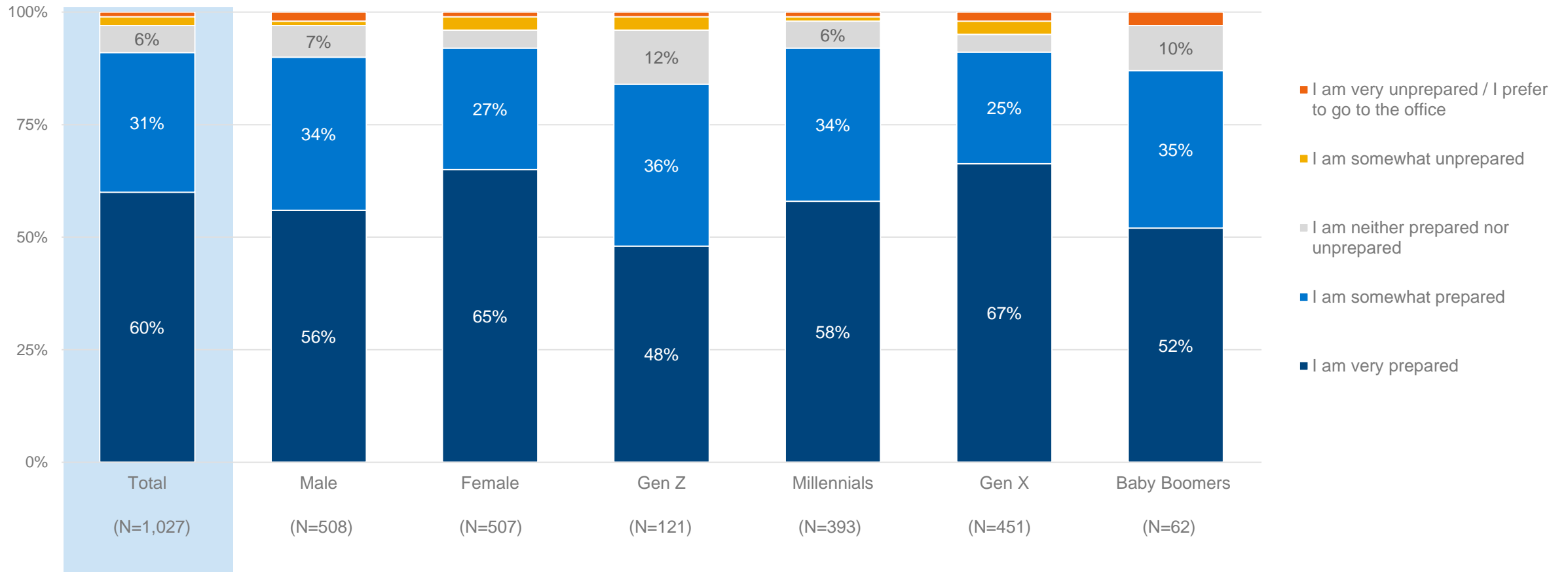
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old |  
Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Nine in 10 employees are somewhat prepared to work remotely for the long term

- 60% of employees are very prepared to work remotely for the long term after experiencing remote work during the lockdown, with more female (65%) employees feeling this way compared to their male counterparts (56%).
- Fewer Gen Z employees feel prepared to work remotely for the long term compared to other age groups.

Preparedness for long-term remote working (by gender & age)



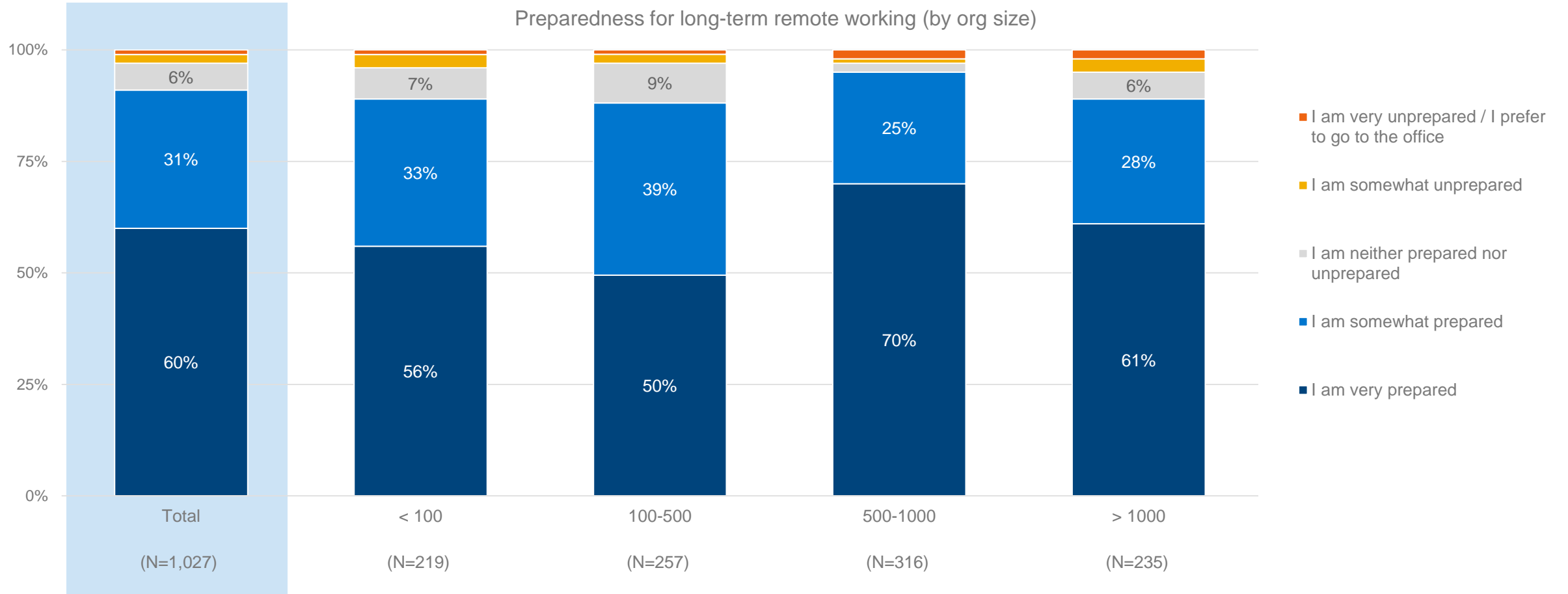
Q10A. Having experienced remote work during the lockdown in India, rate how prepared you are to work remotely for the long term?

Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old |  
Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Employees in mid-sized to large organisations are more prepared for long-term remote work

- More employees in mid-sized to large organisations (500 to 1,000 employees) are prepared to work remotely for the long term, with 95% saying they are very prepared or somewhat prepared.

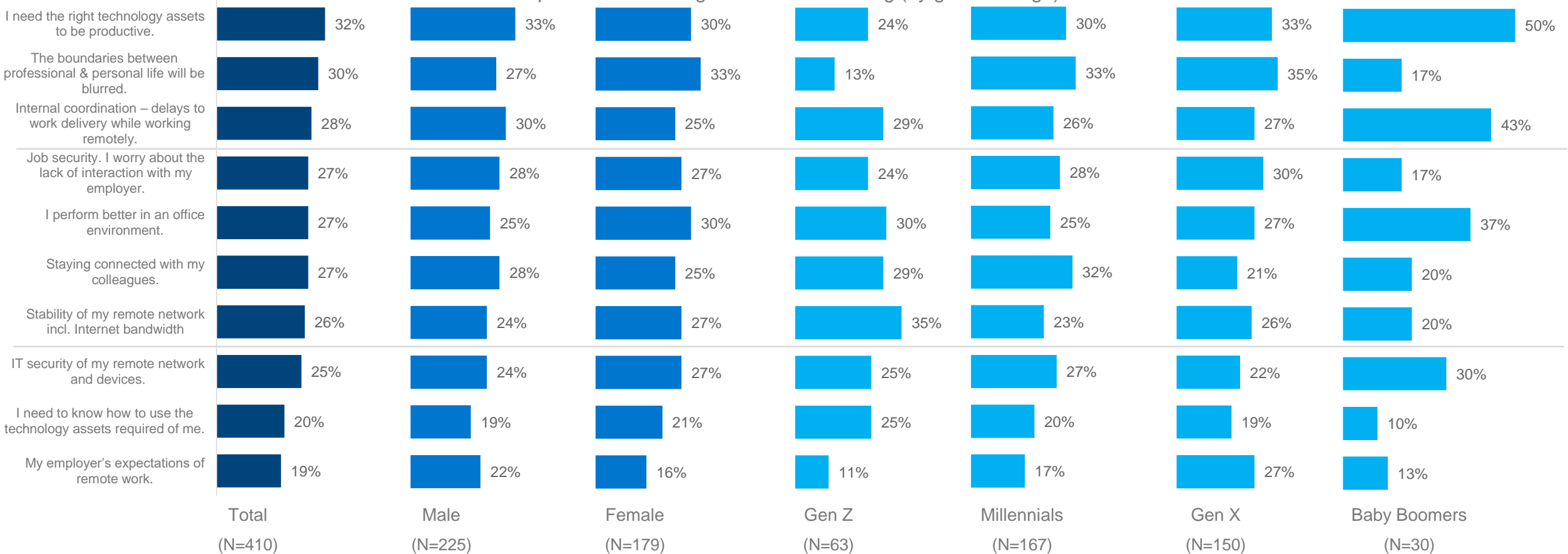


Q10A. Having experienced remote work during the lockdown in India, rate how prepared you are to work remotely for the long term?

# Employees are most concerned about not having the right tech assets to be productive when it comes to long-term remote work

- Key concerns for employees who were not fully prepared to work remotely for the long term are 1) not having the right technology assets to be productive (32%); 2) blurring boundaries between professional & personal lives (30%); and 3) delays to work delivery due to due to complexity in coordination with teams working remotely (28%).
- More female employees (33%) are concerned about the blurring boundaries between professional & personal lives compared to their male counterparts (27%).
- Gen Z employees, more than any other age group, are particularly concerned about the stability of their remote network, including Internet bandwidth.
- Baby Boomers worry the most about not having the right technology assets to be productive, and delays to work due to complexity in coordination with teams working remotely.

Top concerns on long-term remote working (by gender & age)



Q10B. Thinking about remote work in the long term, please select in order of priority your top 3 concerns.  
Base respondents: Not fully prepared to work remotely for long term

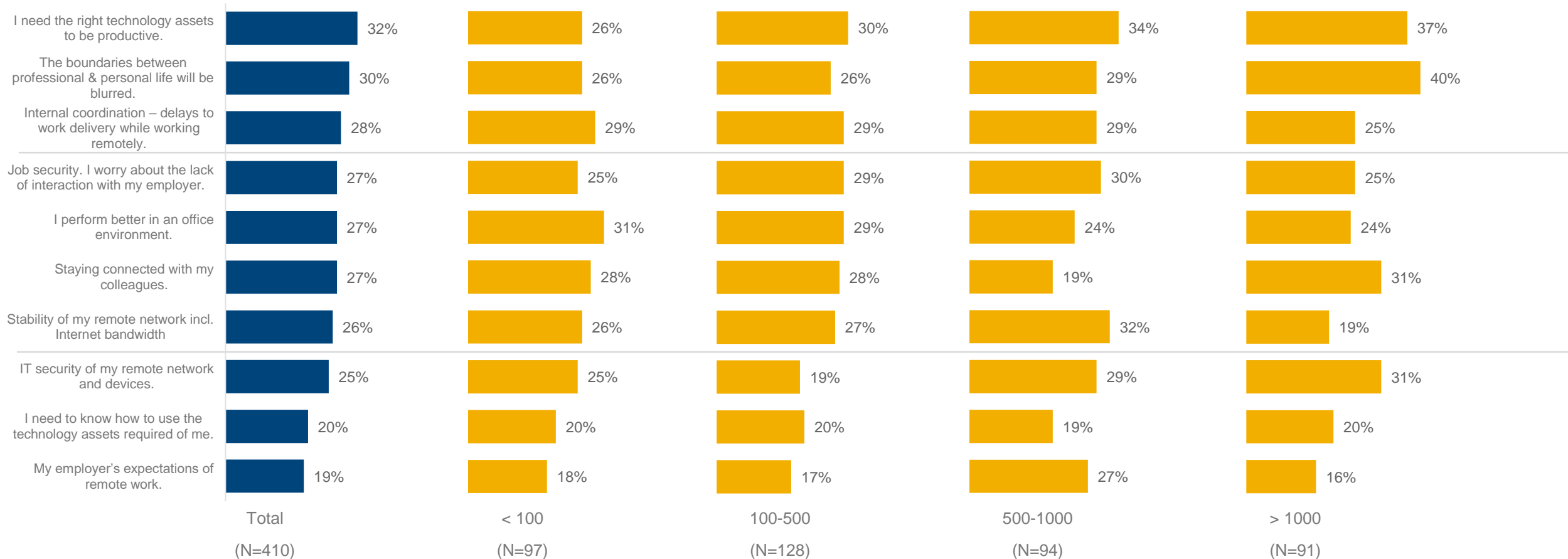
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old |  
Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Employees in large organisations are most concerned about the blurring boundaries between professional & personal lives if they work remotely in the long term

- Employees in large organisations with more than 1,000 employees are most concerned about the blurring boundaries between professional & personal lives (40%) in a long-term remote work arrangement.
- Employees in small organisations with less than 100 employees constitute the largest percentage of those who feel that they perform better in an office environment (31%).

Top concerns on long-term remote working (by org size)



Q10B. Thinking about remote work in the long term, please select in order of priority your top 3 concerns.  
Base respondents: Not fully prepared to work remotely for long term

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