

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 some green plants in the room.

# Remote Work Readiness Index

## Singapore

*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

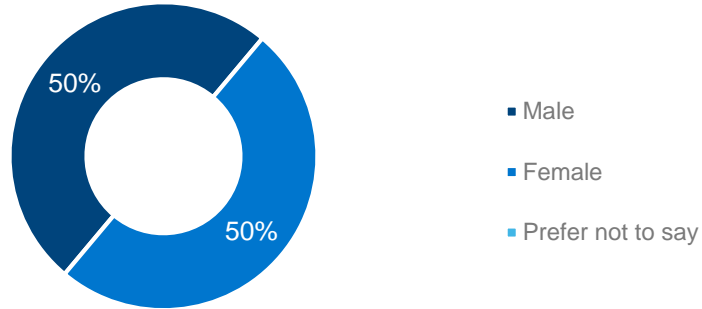
More than 7,000 individuals across the APJ region (of which 1,030 were from Singapore) completed the survey. All were full-time working professionals aged 18 years and above who were and/or have been working from home to some degree throughout their respective national COVID-19 control measures. Demographic 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.

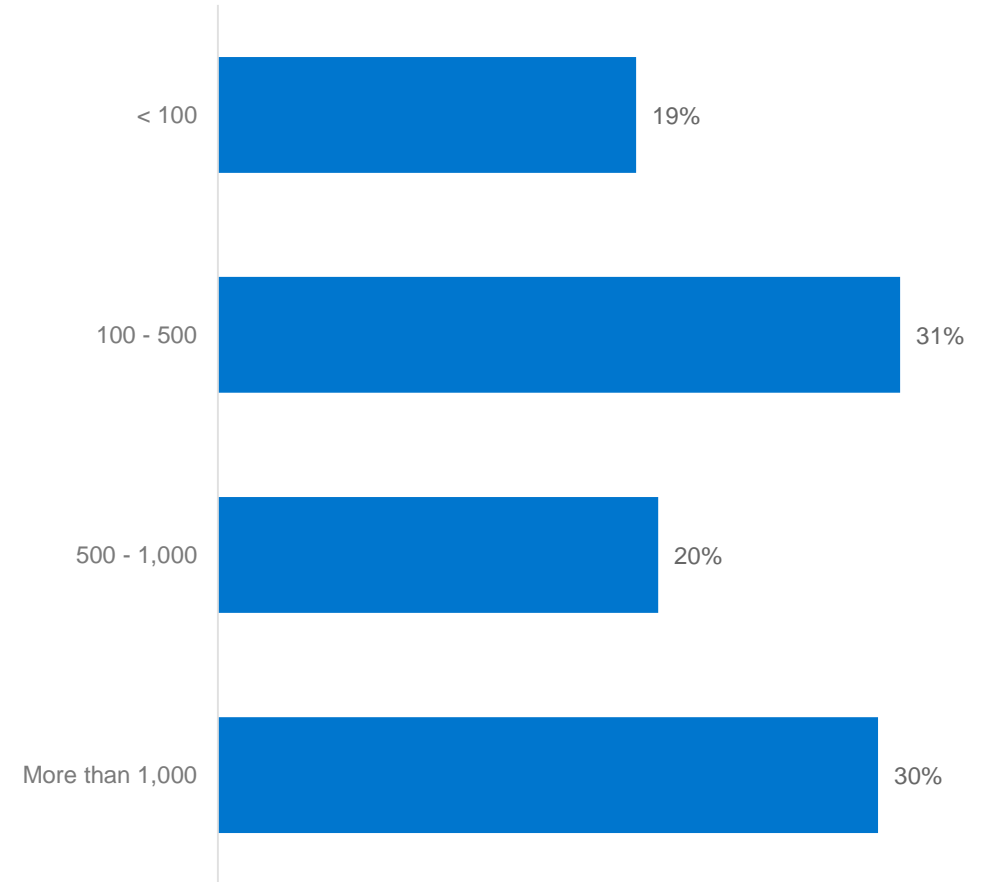
# Respondents' Profile

A total of 1,030 employees in Singapore participated in the research. Of those surveyed, we sought to understand their gender and age, and the size of the organisation they belong to.

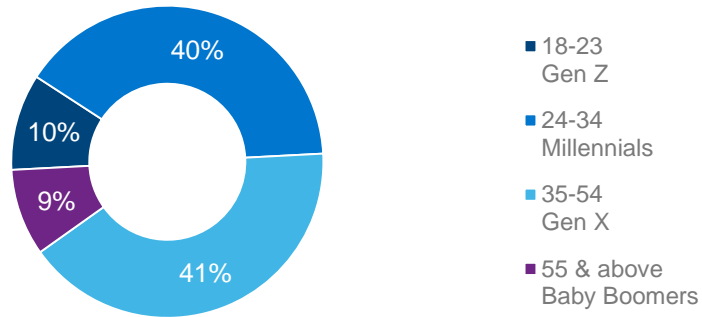
## GENDER



## ORGANISATIONAL SIZE



## AGE





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# Key Findings

1

**EMPLOYEES IN SINGAPORE FEEL PREPARED TO WORK REMOTELY FOR THE LONG TERM.**

*At least eight in 10 feel prepared to work remotely for the long term. But less than four in 10 (39%) feel that their company fully supports remote work.*

2

**EMPLOYEES ARE WORRIED ABOUT BLURRING BOUNDARIES BETWEEN WORK AND PERSONAL LIVES IN A LONG-TERM REMOTE WORK ARRANGEMENT.**

*When thinking about remote work in the long term, employees are concerned about the blurring boundaries between professional & personal lives, the increase in household expenses and job security.*

3

**EMPLOYEES FEEL THAT THEIR EMPLOYER CAN DO MORE TO PROVIDE TECHNOLOGY AND HR-RELATED RESOURCES.**

*Nearly half (49%) feel that their employer is not doing everything they can to provide the necessary tech resources; only 38% feel that their employer is doing everything they can to provide the necessary HR resources.*

4

**EMPLOYEES FACED THE GREATEST TECH CHALLENGE IN ACCESSING INTERNAL COMPANY RESOURCES WHILE REMOTE WORKING.**

*Employees also had to contend with using personal productivity equipment/tools for work. They want employers to provide company-issued devices and ensure access to internal company resources.*

5

**EMPLOYEES FEEL THAT SOME FORM OF IN-PERSON COMMUNICATION IS IMPORTANT FOR LONG-TERM REMOTE WORK.**

*There was a strong desire from employees for best practice training for remote working (51%), learning and development sessions (46%), including training for virtual tools, as well as team engagement initiatives (45%).*



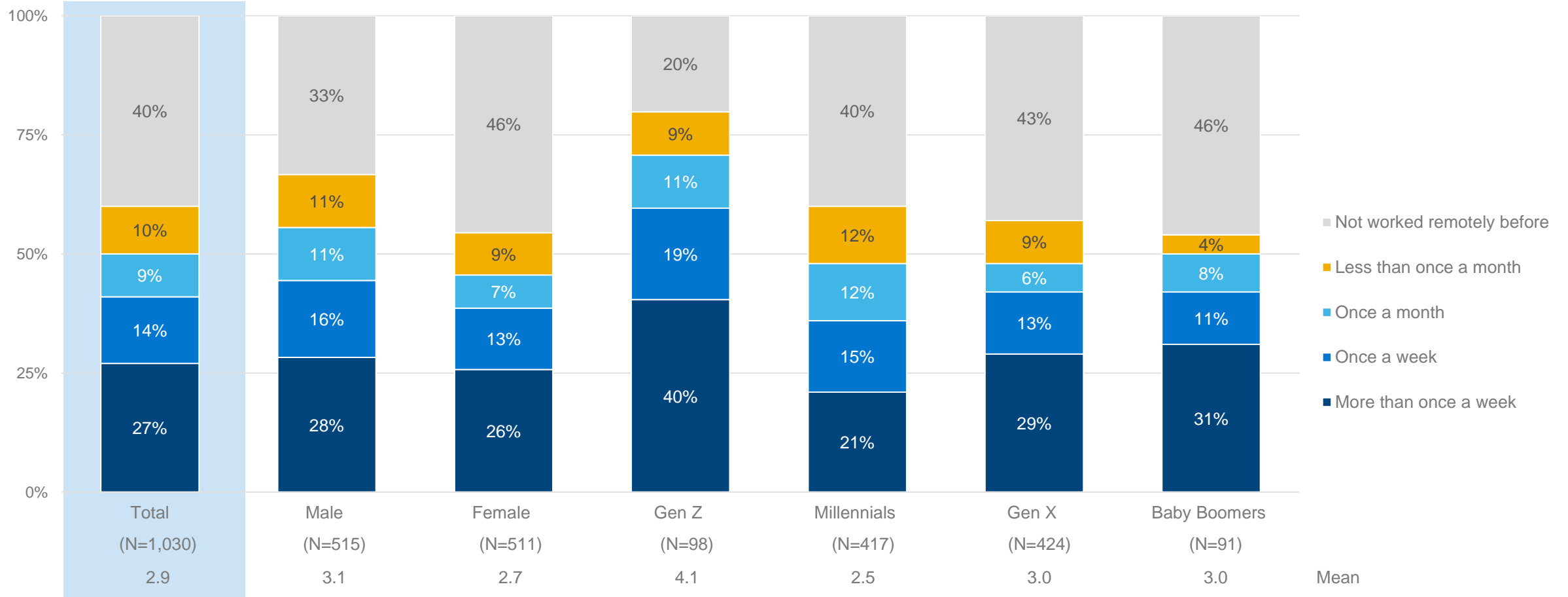
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# At least six in 10 Singapore employees had worked remotely before Circuit Breaker (CB)

- Remote working is not new to employees in Singapore, with 60% having worked remotely to some degree before CB measures were implemented. More male than female employees tended to do so.
- On average, Singapore employees worked remotely at least 2.9 days a month before CB.
- Baby Boomers constitute the largest percentage of those who had not worked remotely before (46%).
- Eight in 10 Gen Z employees had worked remotely before CB – the highest across all age segments. The average Gen Z also spent more days in a month working remotely (at least 4.1 days/ month).

Frequency of remote work before circuit breaker (by gender & age)



Q1. How frequently did you work remotely before Circuit Breaker (CB) in Singapore?

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

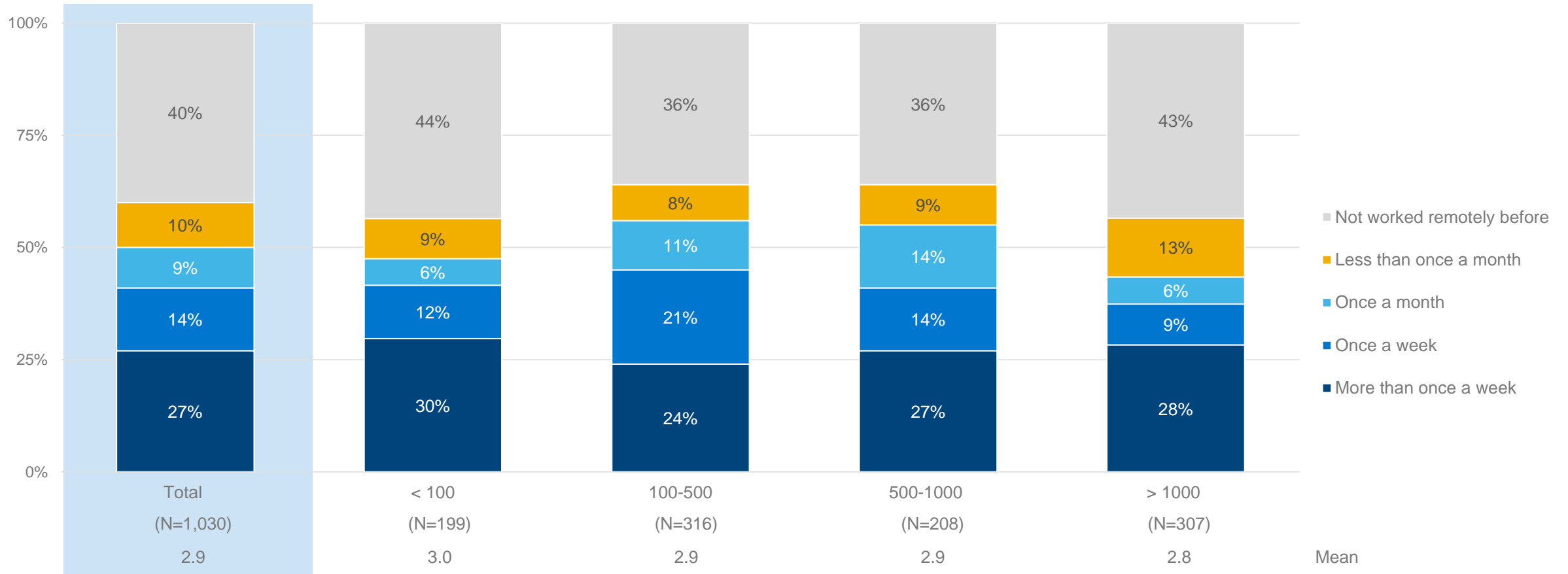




# More employees in small organisations had not worked remotely before CB

- 44% of employees in small organisations with less than 100 employees had not worked remotely before CB, the highest percentage among organisations of all sizes.

Frequency of remote work before circuit breaker (by org size)

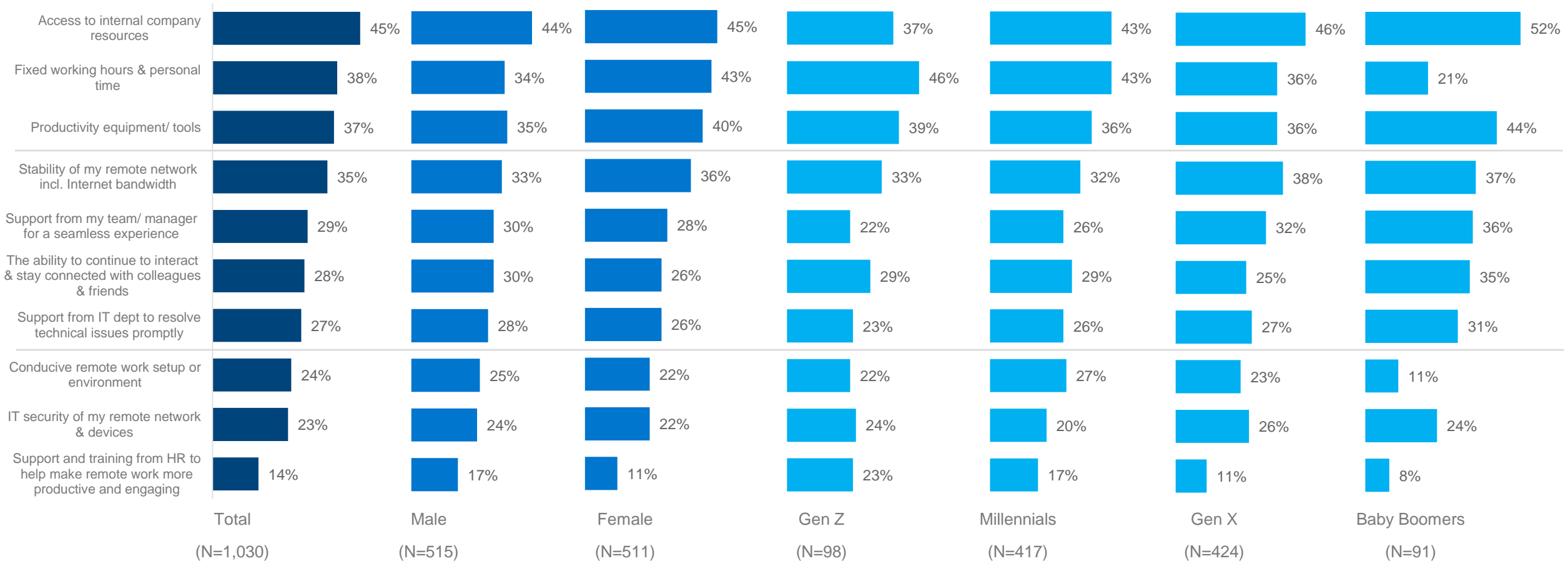


Q1. How frequently did you work remotely before Circuit Breaker (CB) in Singapore?

# Access to internal company resources, fixed working hours & personal time and productivity equipment/ tools are the most important factors for employees during remote working

- 45% of employees rate access to internal company resources as the most important factor during remote working. This is especially important to Baby Boomers, with more than half (52%) scoring this as the top factor.
- More female (43%) than male (34%) employees prioritise fixed working hours and personal time.
- Gen Z employees value fixed working hours and personal time (46%) most. Gen Z employees also value HR support and training to help make remote work productive and engaging more than any other age segments.
- Productivity equipment/ tools consistently ranked in the top three most important factors across all age groups.

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.

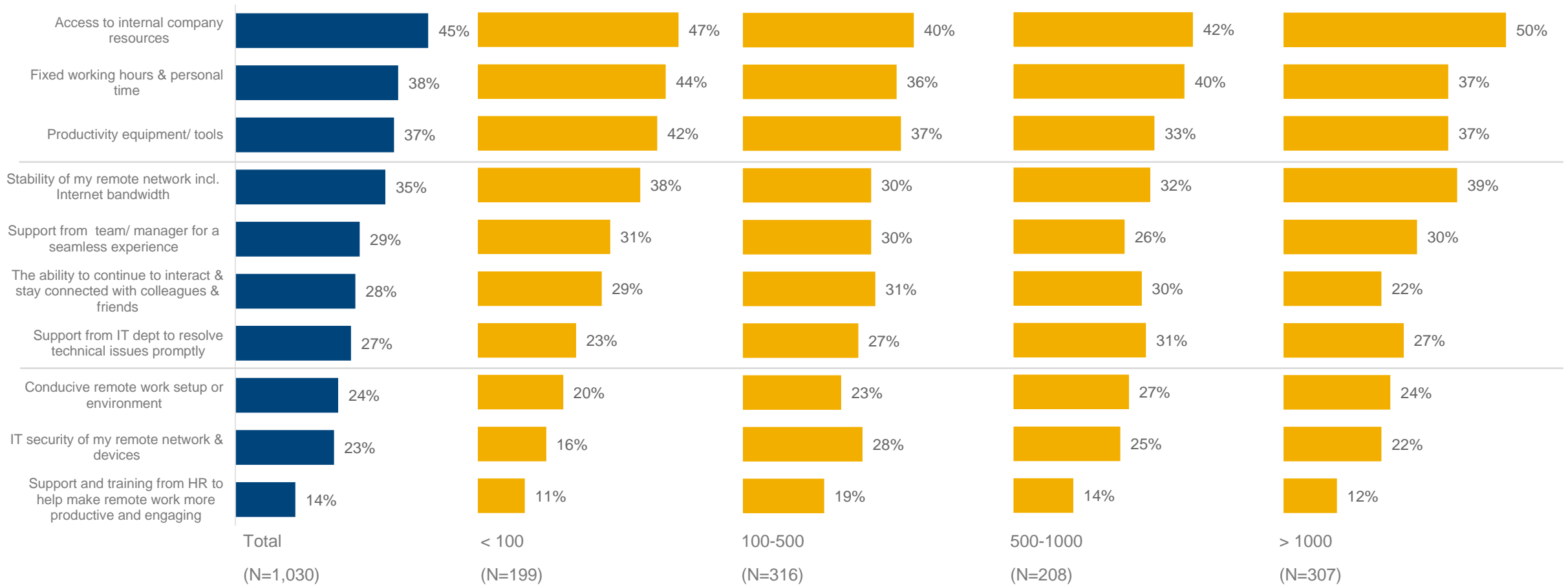
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old |  
Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Employees in large organisations value access to internal company resources most

- Access to internal company resources is a critical factor for employees from large organisations with more than 1,000 employees. Half of those surveyed prioritised this.

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.

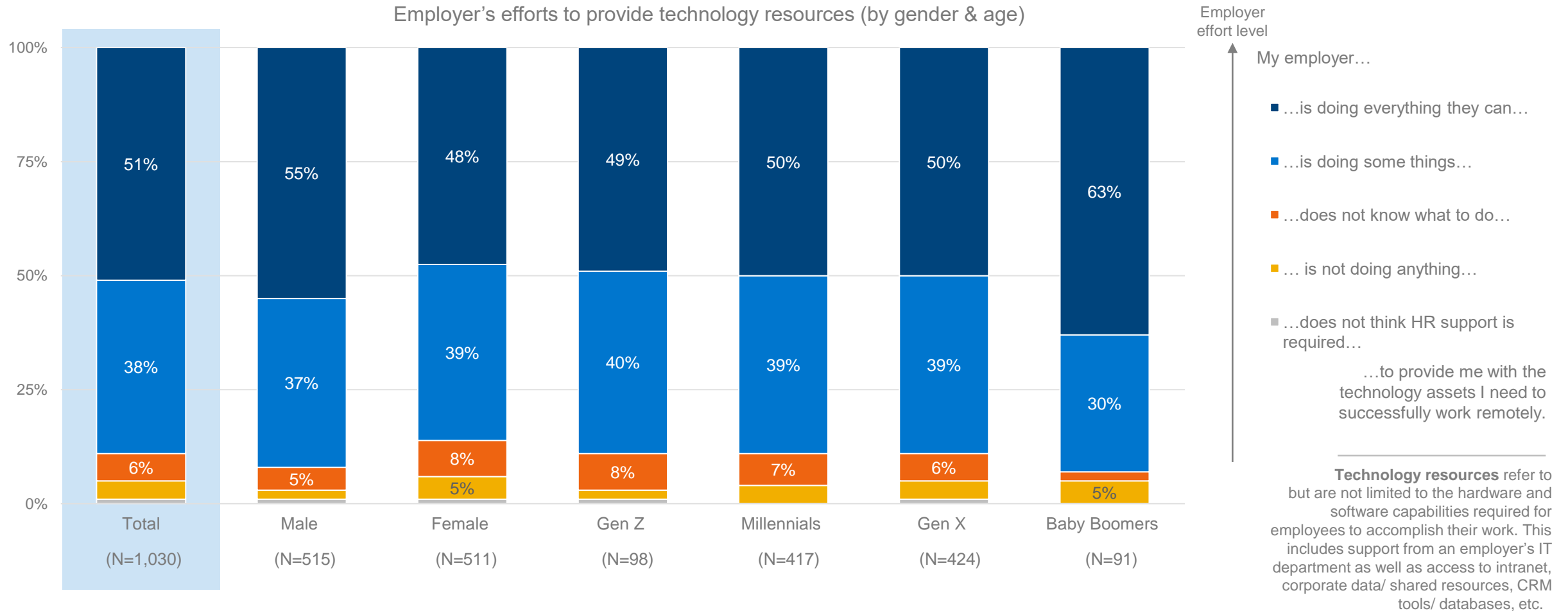


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# Nearly half feel that their employer is not doing enough to provide the necessary technology resources

- 49% feel that their employer is not doing everything they can to provide the technology resources to successfully work remotely.
- Among the various age groups, significantly more Baby Boomers (63%) feel that their employer is doing everything they can to provide them with the technology resources required to work remotely successfully.

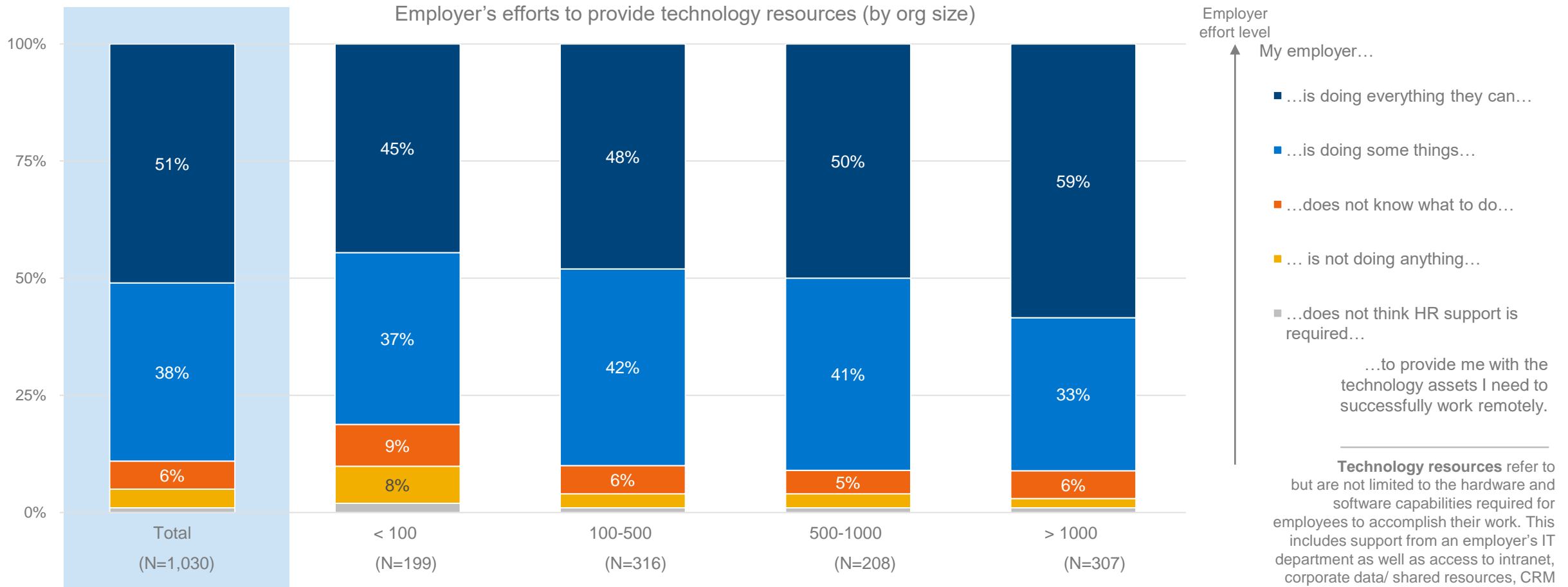


Q3. Thinking about technology resources to successfully work remotely, how would you describe your employer's efforts to provide them?

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

# More employees in large organisations feel their employer is doing everything they can to provide the necessary technology resources to successfully work remotely

- Close to six in 10 employees (59%) in large organisations with more than 1,000 employees feel that their employer is doing everything they can, the highest among organisations of all sizes.
- More employees in small organisations with less than 100 employees feel that their employer does not know what to do or is not doing anything to provide them with the technology resources needed for successful remote work.



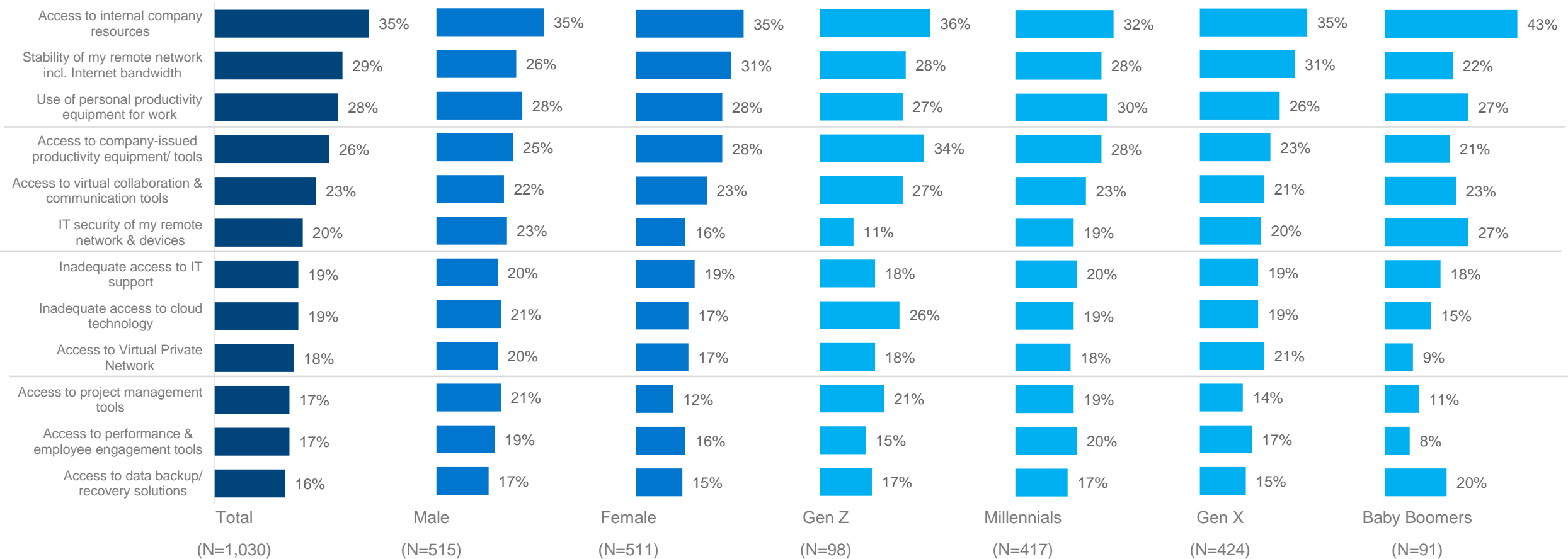
Q3. Thinking about technology resources to successfully work remotely, how would you describe your employer's efforts to provide them?



# Top three tech challenges are access to internal company resources, stability of employees' remote network and use of personal productivity equipment/ tools

- Access to internal company resources is the top tech challenge faced by employees while remote working during CB.
- 28% of employees reported needing to use personal productivity equipment/ tools for work. This can pose increased cybersecurity risks to corporate networks.
- Among the various age segments, more Gen Z employees see access to company-issued productivity equipment or tools (34%) as a key technology obstacle. Gen Z employees also see IT security of their remote network and devices as the least of their challenges (11%). This could be attributed to a general confidence that Gen Zs have of their cybersecurity.

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



Q5. Thinking about remote work during Circuit Breaker, please select the top 3 technology challenges that you faced.

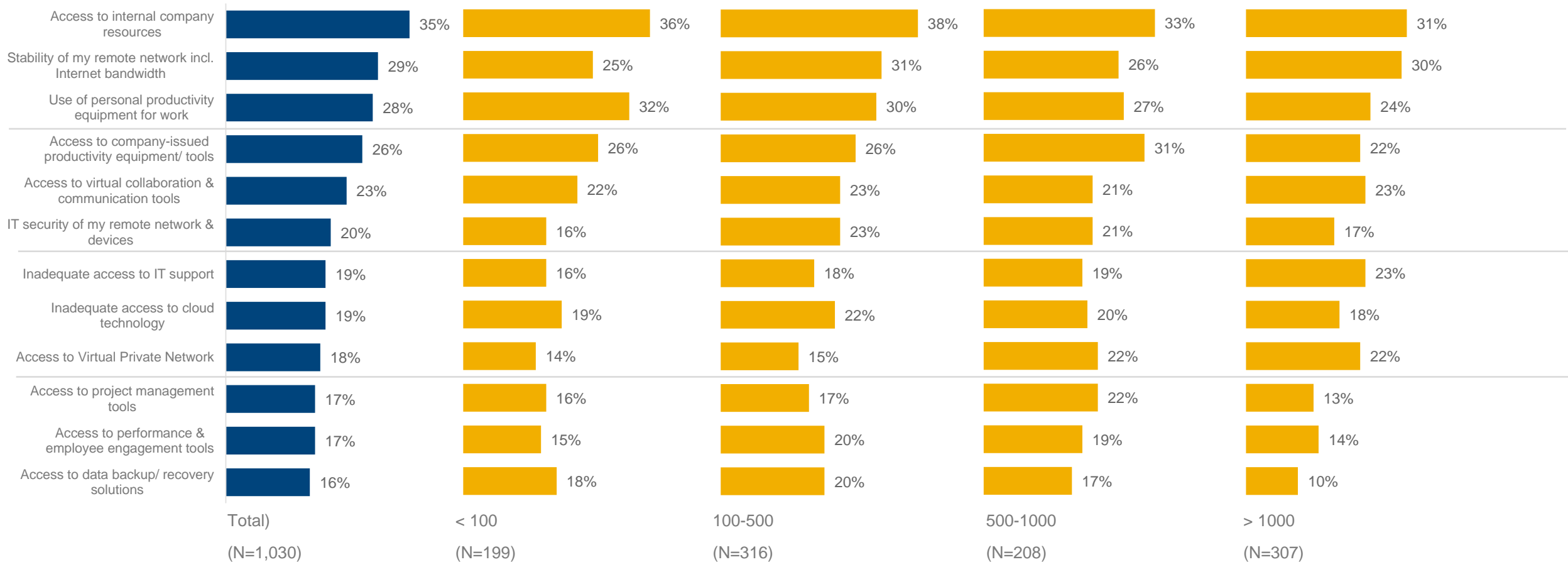
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Access to internal company resources consistently ranked as the top tech challenge faced by employees across organisations of all sizes during remote working

- More employees from mid-sized to large organisations with more than 500 employees faced issues with access to their corporate Virtual Private Network (22%). This correlates with the finding that half of those in large organisations with more than 1,000 employees find access to company resources as the most critical factor while remote working. (refer to Slide 11)

Top tech challenges while remote working during Circuit Breaker (by org size)

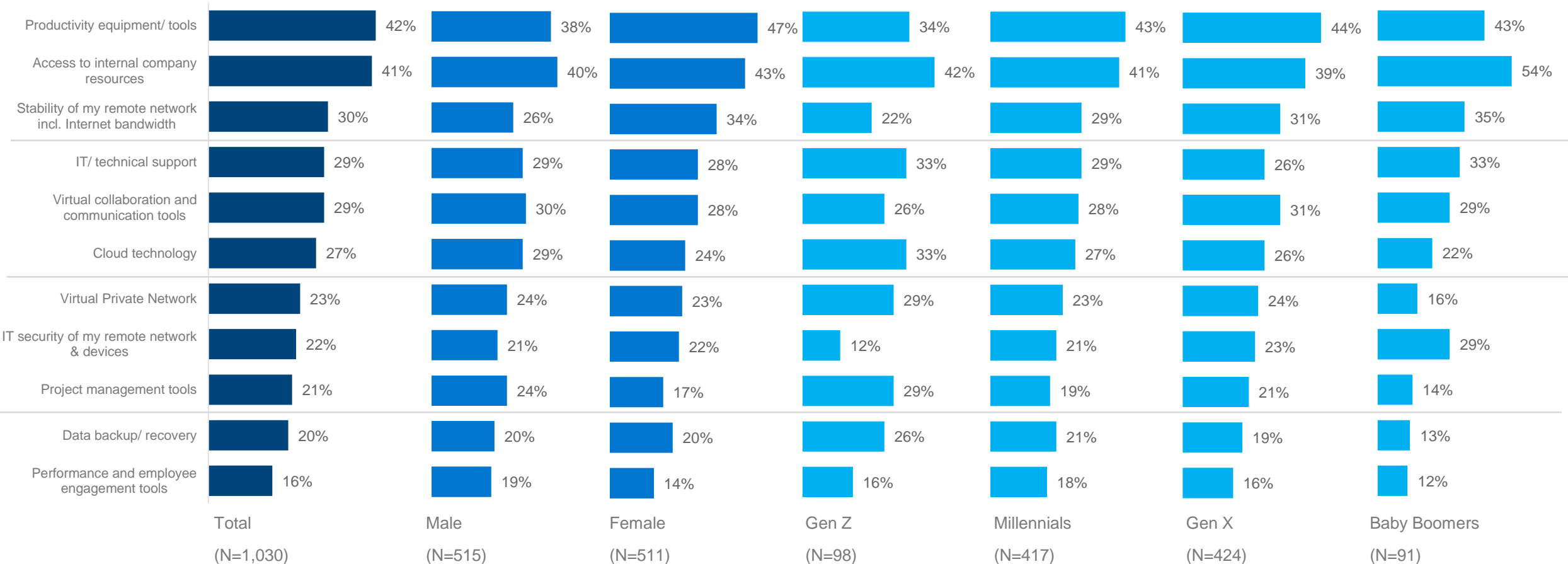


Q5. Thinking about remote work during Circuit Breaker, please select the top 3 technology challenges that you faced.

# 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 (42%); 2) access to internal company resources (41%); and 3) stability of employees' remote network, including Internet bandwidth (30%).
- Among the various age segments, significantly fewer Gen Z employees view IT security of their network and devices as a priority (12%), signalling a need for organisations to educate their workforce on IT security being everyone's responsibility.

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.

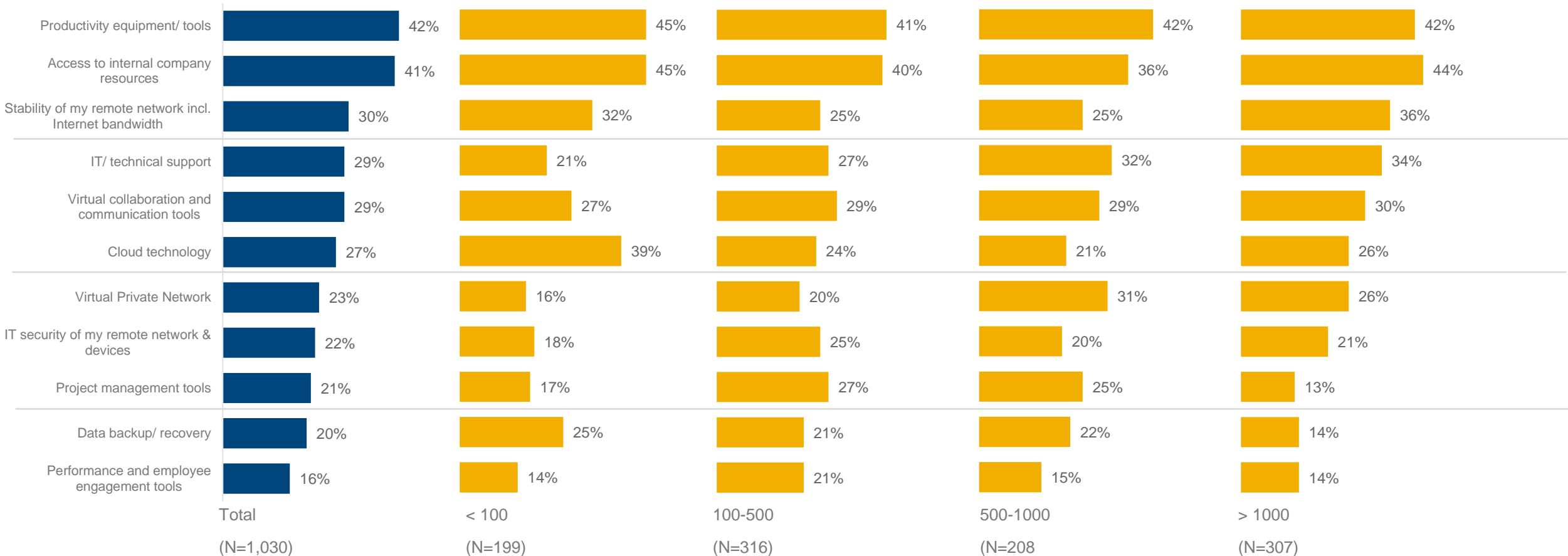
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Across organisations of all sizes, employees consistently ranked access to internal company resources as one of the top tech resources employers must provide

- Employees across organisations of all sizes agree that the top two tech resources their employer must provide are productivity equipment/ tools and access to internal company resources.

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.

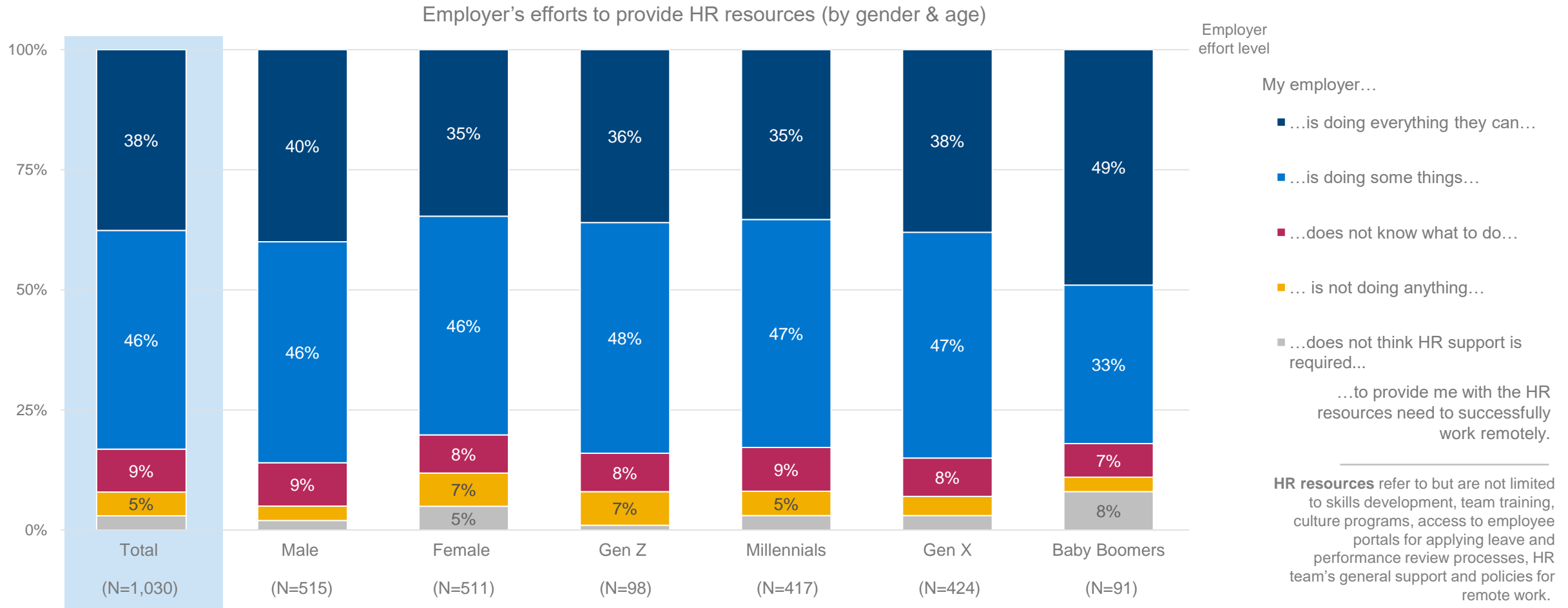


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# Only 38% of employees feel that their employer is doing everything they can to provide the necessary HR resources to work remotely successfully

- More male (40%) than female (35%) employees feel that their employer is doing at least some things to provide them with the necessary HR resources to work remotely successfully.
- Among the various age segments, significantly more Baby Boomers (49%) feel that their employer is doing everything they can to provide them with the HR resources required to work remotely successfully.



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

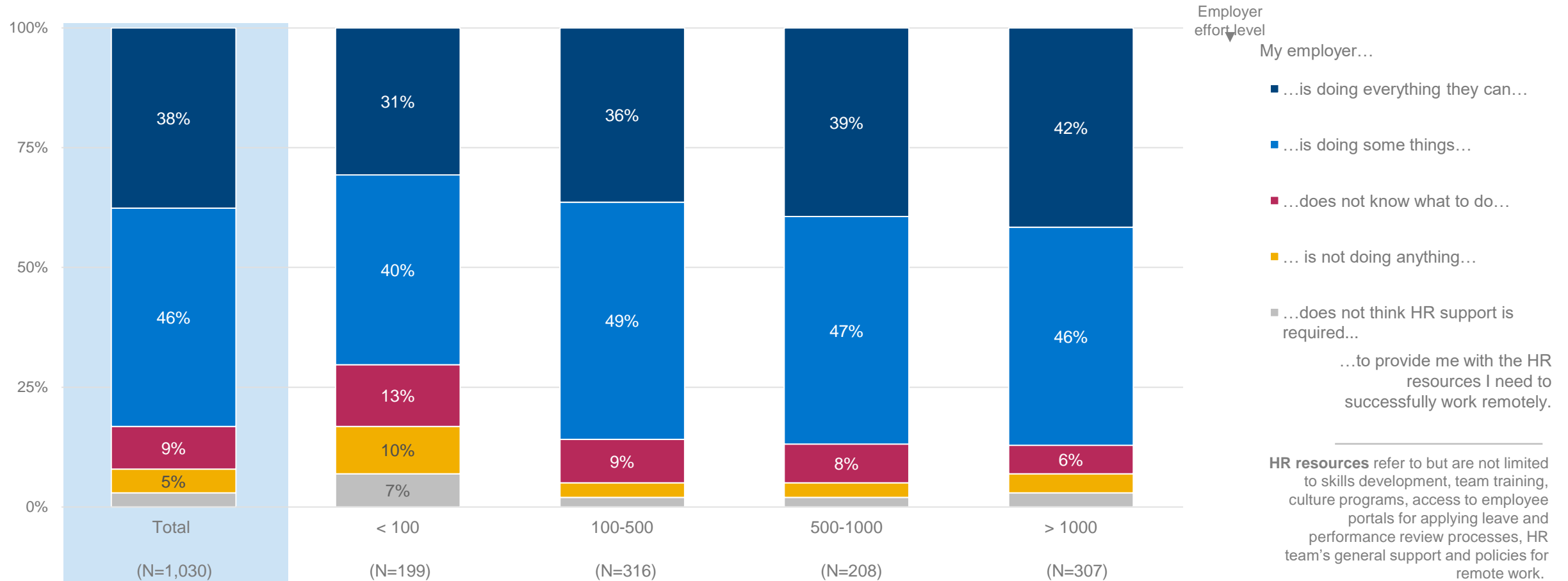
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Employees across organisations of all sizes agree that their employer can do more to provide the necessary HR resources for them to work remotely successfully

- Significantly more employees in small organisations of less than 100 employees (30%) feel that their employer does not know what to do, is not doing anything, or does not think HR resources are required for successful remote working.

Employer's efforts to provide HR resources (by org size)



Employer effort level

My employer...

- ...is doing everything they can...
- ...is doing some things...
- ...does not know what to do...
- ... is not doing anything...
- ...does not think HR support is required...

...to provide me with the HR resources I need to successfully work remotely.

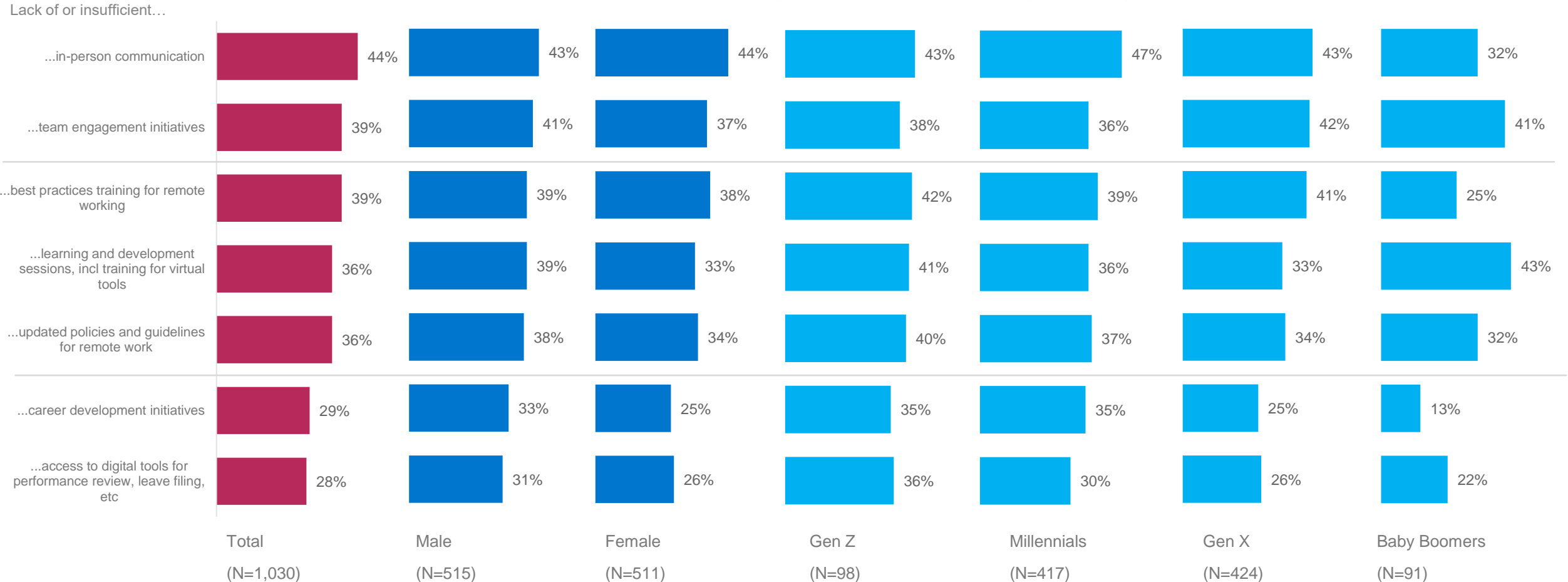
**HR resources** refer to but are not limited to skills development, team training, culture programs, access to employee portals for applying leave and performance review processes, HR team's general support and policies for remote work.

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

# Lack of in-person communication is a challenge for employees while remote working

- Generally, the top three HR challenges faced by employees while remote working during CB are 1) lack of in-person communication (44%); 2) lack of or insufficient team engagement initiatives (39%) and best practice training for remote work (39%); and 3) lack of or insufficient learning & development sessions, including training for virtual tools (36%).
- Baby Boomers find the lack of or insufficient learning and development sessions (43%) and team engagement initiatives (41%) especially challenging.

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



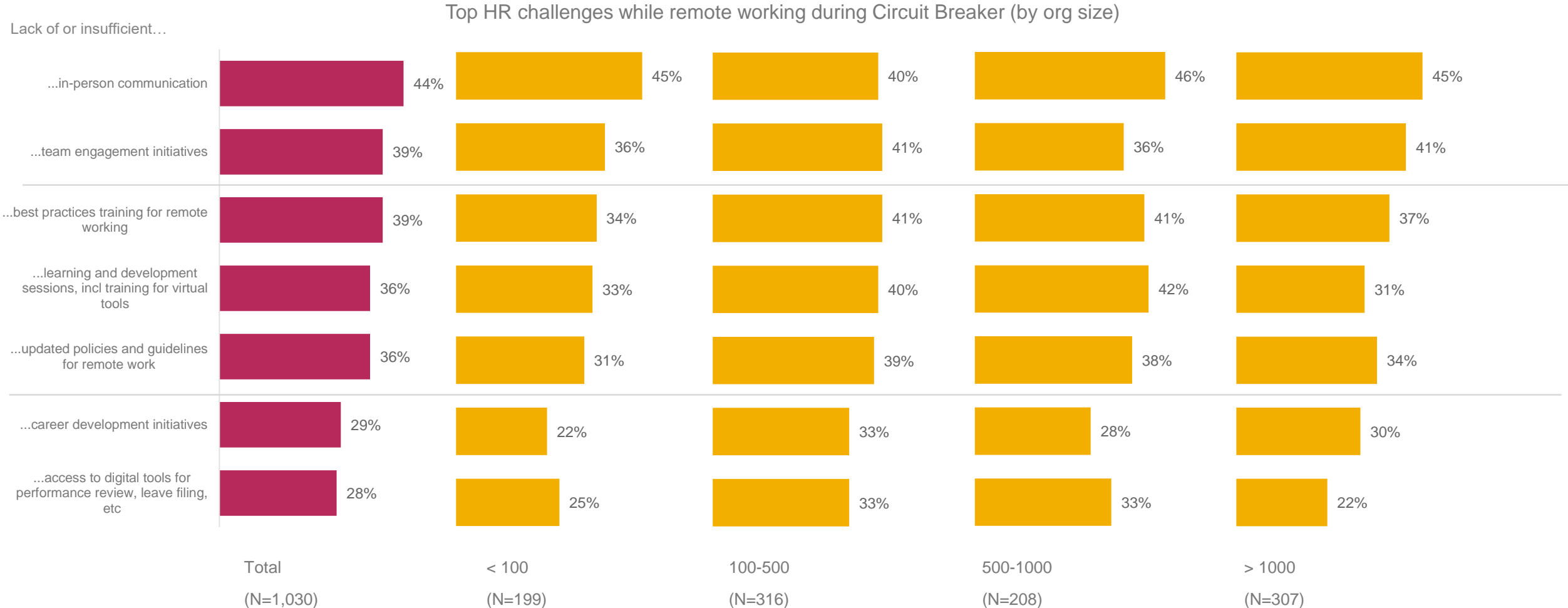
Q7. Thinking about remote work during Circuit Breaker, please select the top 3 HR challenges that you faced.

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



# Lack of in-person communication consistently ranked the top HR challenge faced by employees across organisations of all sizes

- Employees in organisations with 500 to 1,000 employees find the lack of or insufficient learning and development sessions, including training for virtual tools particularly challenging (42%).

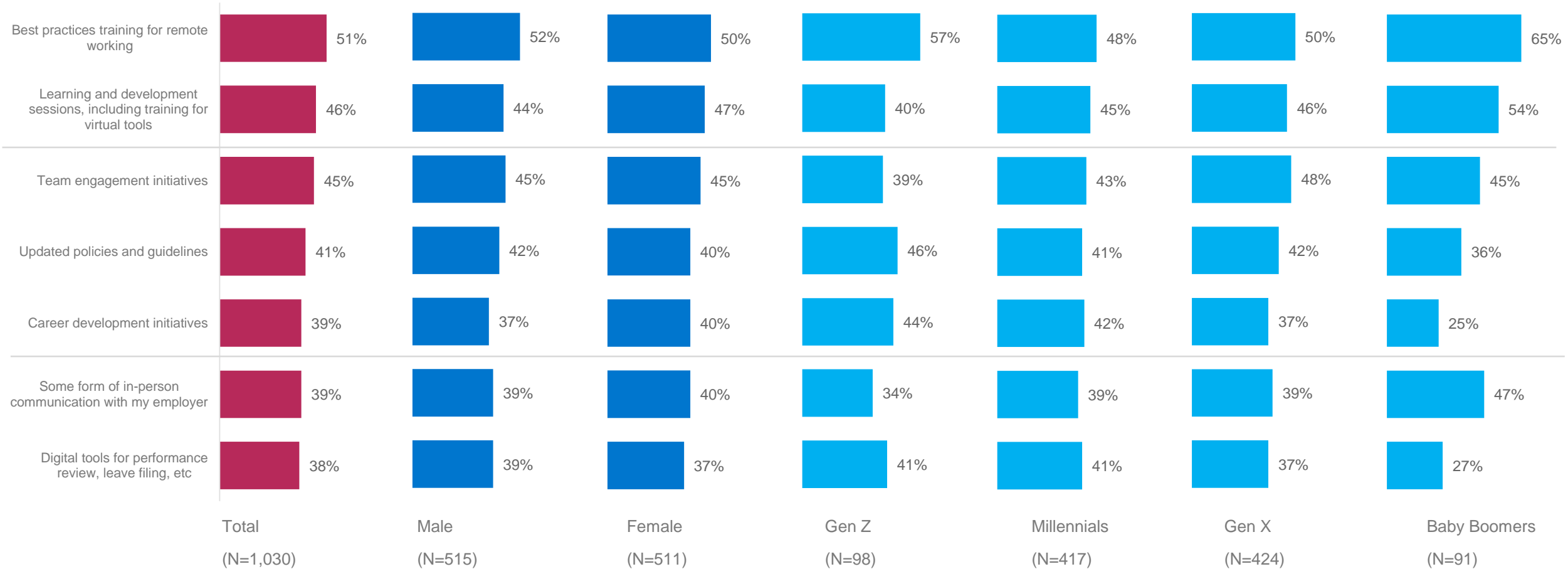


Q7. Thinking about remote work during Circuit Breaker, please select the top 3 HR challenges that you faced.

# Employers must provide best practice training for long-term 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 (51%); 2) learning and development sessions, including training for virtual tools (46%); and 3) team engagement initiatives (45%).
- Significantly more Baby Boomers (47%) also want their employer to provide some form of in-person communication.

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.

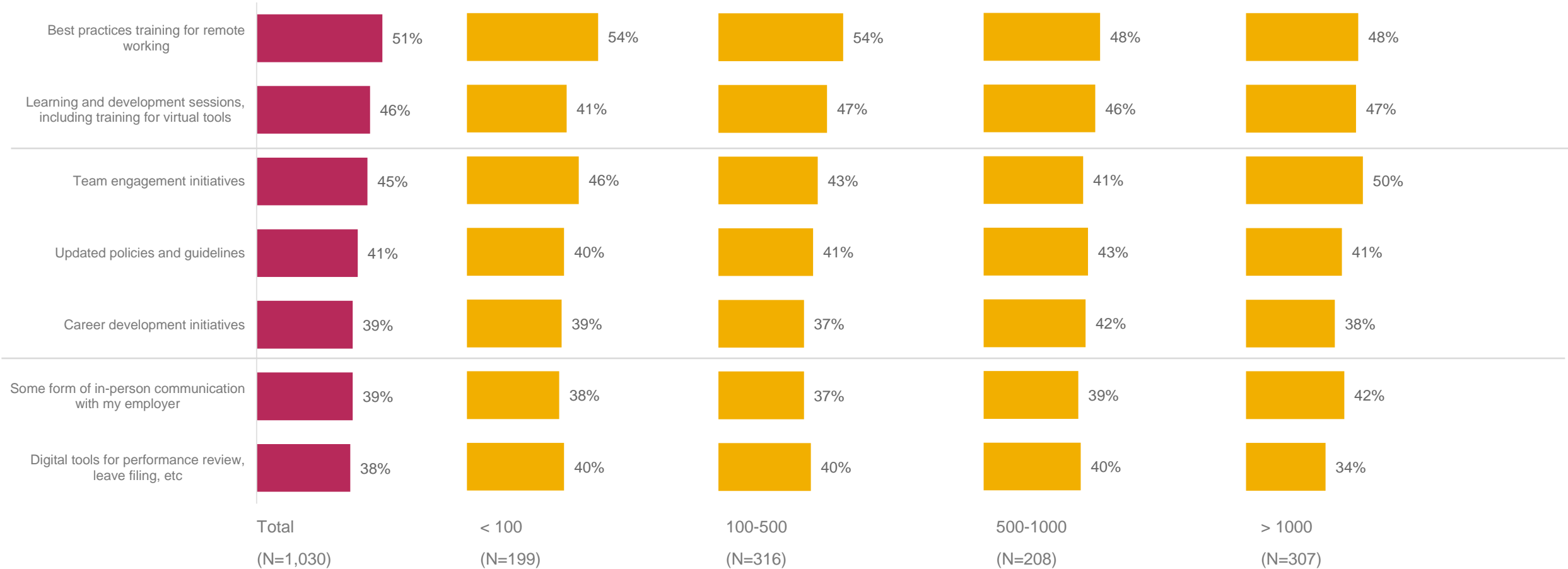
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



# Employees in large organisations value team engagement initiatives most

- Half of employees in large organisations (>1,000 employees) feel that their employer must provide opportunities for team engagement during long-term remote work. This is closely followed by 48% who want best practice training for remote working.

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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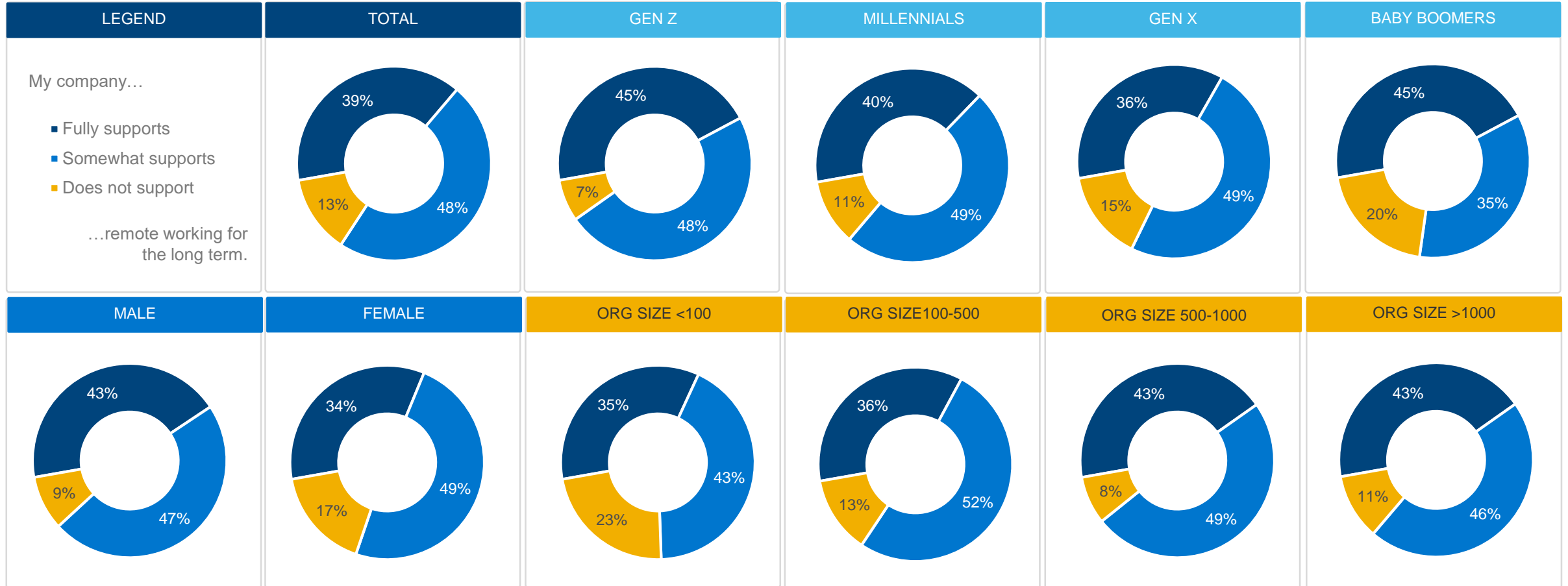
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# Only 39% feel that their company fully supports long-term remote work

- Of those who feel that their company does not support remote working for the long term:
  - More female (17%) than male (9%) employees feel this way;
  - More Baby Boomers (20%) agree with this statement compared to other age groups;
  - More employees from small organisations with less than 100 employees (23%) agree.

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



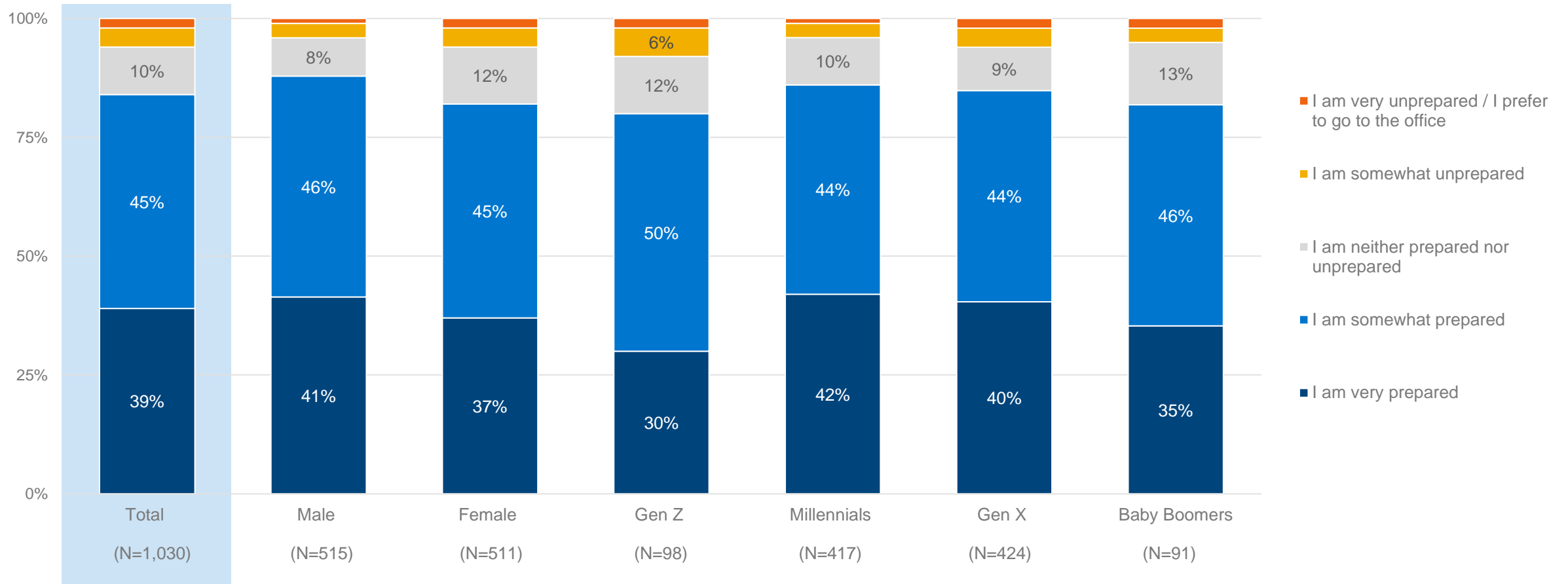
Q9. To what extent do you think your company supports remote work for the long term?

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

# At least eight in 10 employees feel prepared to work remotely for the long term

- 39% of employees are very prepared to work remotely for the long term after experiencing remote work during CB, with more male (41%) than female (37%) employees feeling this way.
- More Millennials (42%) and Gen X (40%) are very prepared to work remotely for the long term compared to Gen Z (30%) and Baby Boomers (35%).
- Gen Z employees also make up the largest percentage (8%) of those who are unprepared for long-term remote working or prefer to go to the office.

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



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

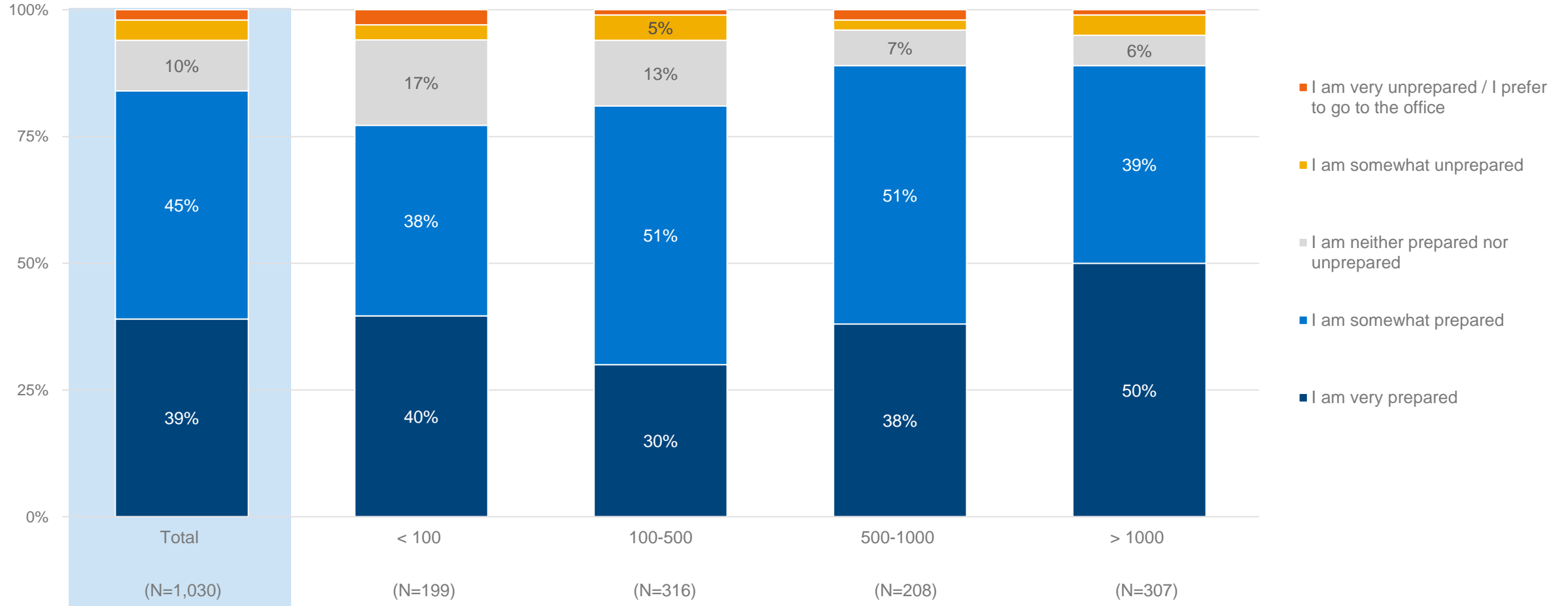
Gen Z: 18 to 23 years old | Millennials: 24 to 34 years old | Gen X: 35 to 54 years old | Baby Boomers: 55 years old & above



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

- As many as half the employees from large organisations with more than 1,000 employees are very prepared for long-term remote work.
- In contrast, only three in 10 employees from small to mid-sized organisations with 100 to 500 employees are very prepared for long-term remote work.

Preparedness for long-term remote working (by org size)

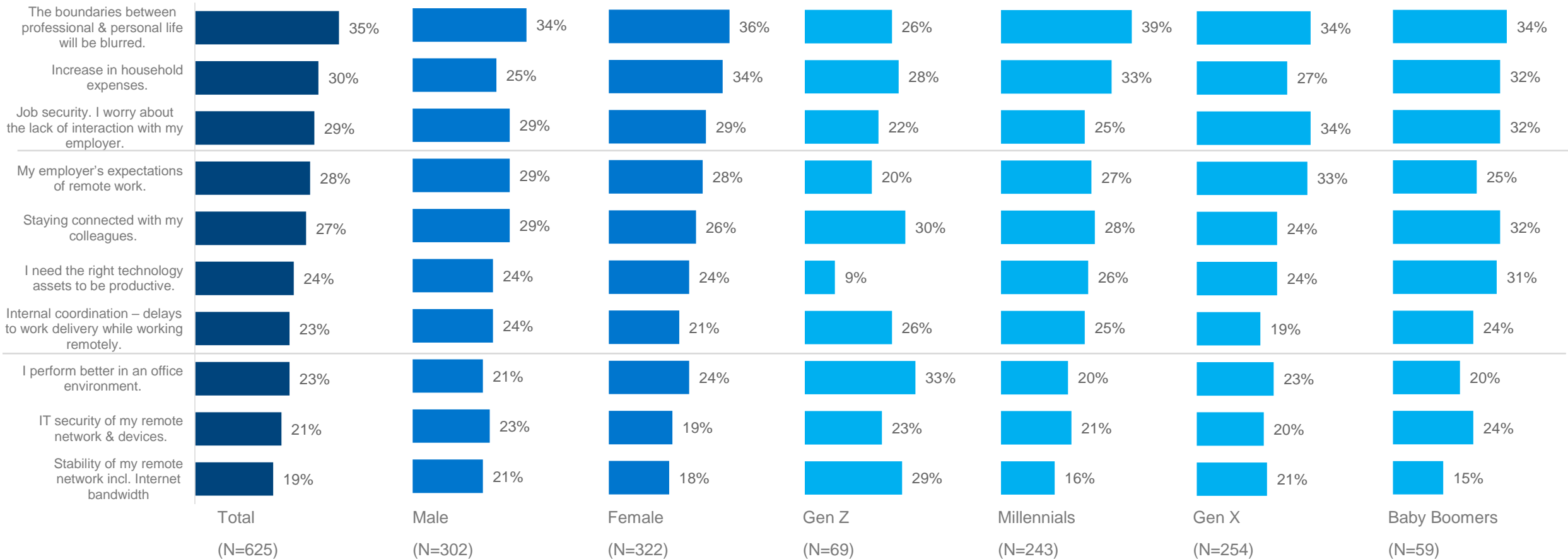


Q10A. Having experienced remote work during Circuit Breaker, rate how prepared you are to work remotely for the long term?

# Employees are most concerned about blurring boundaries between professional and personal lives when it comes to long-term remote work

- Key concerns for employees who were not prepared to work remotely for the long term are 1) the blurring boundaries between professional and personal lives (35%); 2) increase in household expenses (30%), as well as 3) job security from the lack of interaction with their employer (29%).
- Female employees (34%) are more concerned about the increase in household expenses compared to their male counterparts (25%).
- Gen Z, more than any other age group, feel that they perform better in an office environment (33%). They are also least concerned about needing the right technology assets to be productive (9%).

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



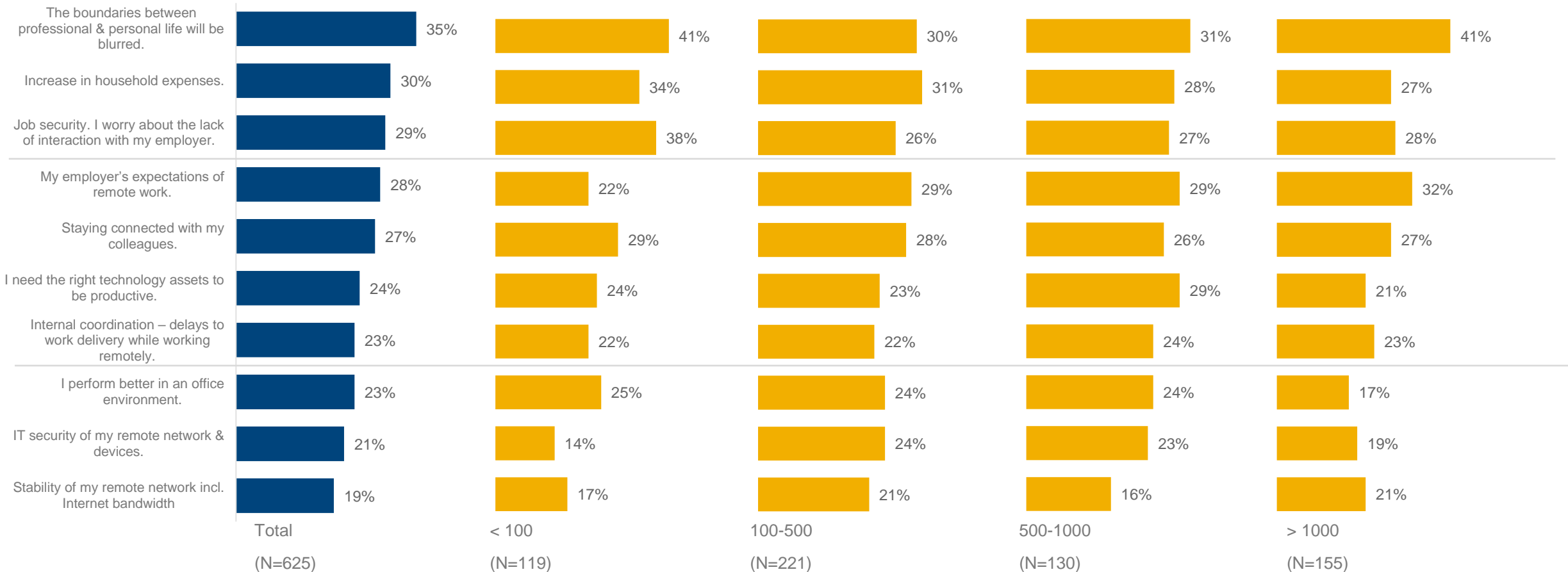
Q10B. Thinking about remote work in the long term, please select in order of priority your top 3 concerns.  
Base respondents: Not fully prepared to work remotely for long term

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 smaller organisations are more concerned about job security if they work remotely in the long term

- Employees in small organisations with less than 100 employees are least concerned about their employer's expectations of remote work (22%) despite being the most concerned about job security from the lack of interaction with their employer (38%).
- Employees in organisations of this size are also least concerned about the IT security of their remote network & devices.

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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