

Study by EADA Business School on 'Teleworking in times of COVID'

Teleworking works but protocols are needed for its implementation

- Family interruptions, an inadequate working space, concern over the crisis and connectivity are the main problems
- 48% of respondents admit to having serious difficulties when it comes to keeping personal and professional time separate
- The large majority of both men and women (76%) believe that teleworking will be part of the future

Barcelona, 25th June 2020. The results show that teleworking under lockdown is working. However, work-life balance measures are needed to manage personal and professional time and avoid burnout. This is one of the main conclusions of the **'Teleworking in times of COVID'** report by EADA Business School. The survey, which was carried out from 16th April to 8th May, collected responses from almost 600 professionals, managers and employees in Catalonia who were teleworking. The study was led by Dr. Aline Masuda in collaboration with MBA students, Edgar Quero and Luciano Strucchi.

As EADA professor Aline Masuda explains, **"the aim of the analysis was to understand in detail how people were working in a completely new context, the degree of work-life balance, their level of satisfaction and how they view the future of teleworking"**. The introduction of teleworking has led to an increase in the working day for more than 80% of those surveyed and has not changed for the remaining 19%. In terms of job dedication, intellectual work and video conference meetings took up more than two thirds of their time. Most survey participants considered that they had received support from their organisations. However, the forced introduction of teleworking due to COVID-19 has highlighted some serious disadvantages such as interruptions, an inadequate work space, a latent preoccupation regarding the magnitude of the crisis or connectivity problems, among others.

Work-life balance

48% of respondents admitted to having serious difficulty keeping their personal and private lives separate. This difficulty increases for those who have elderly dependents or children and especially for women. **"The results indicate that overall teleworking during confinement works. However, in the long term, it is important to implement protocols as well as work-life balance and time management measures to avoid burnout, especially for those who have elderly dependents or children"**, notes Masuda. The EADA professor and teleworking expert recommends that the teleworking option should be introduced gradually and **"not like during lockdown"**. Aline Masuda recommends the following:

- Establish a routine and work in blocks, instead of continuously. It is advisable to have a break around lunchtime to do sport or other activities.
- Avoid an excess of video conferences as they can cause fatigue (maximum 2 meetings).
- Set a time limit for receiving and replying to emails and Whatsapps.

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EADA Business School was founded in 1957 as an ideologically and economically independent institution. As well as appearing in the recognised international rankings of the Financial Times and The Economist as one of the top 100 business schools in the world, it holds the EQUIS accreditation from the EFMD (European Foundation for Management Development) and the AMBA which recognises the quality of MBA programmes.

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- Agree your work patterns with your supervisor.
 - Make time to transition between professional and family activities.

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