



# The State of Remote Collaboration

Survey June 2020

InZynch<sup>TM</sup>

# Index

Page 2: Foreword - Why the survey.

Page 3: The scope of the survey.

Page 4: Longer hours from home?

Page 5: Sources of additional work time.

Page 6: Impact of leadership.

Page 7: Conclusions & recommendations.



# Foreword: Why the survey?

When the COVID-19 virus hit, we were all suddenly faced with a situation unlike any we had experienced in our lifetimes, a challenge with a huge impact in practically every aspect of life. One of those impacts was that remote work, which was already a trend in many industries, became the norm overnight.

We at InZynch™ suffered no disruption in our workflow since our model was designed to ensure the most effective collaboration independently of place or functional boundaries. But as the weeks passed, we began noticing a disturbing trend with many of our friends and contacts in various businesses, non-profits and public-sector entities. They were all working longer hours and under greater pressure!

This of course has an important impact on quality of life, productivity and engagement. Equipped with our understanding of the true nature of collaboration as a tangible operating system, we decided to lead a survey to obtain more objective data on this worrisome trend and its probable sources.

Every aspect of operations, infrastructure and administration is being reviewed and adjusted to meet or get ahead of the new reality, except one: The Collaboration System. Most organizations simply provided additional IT tools for communication, sent everyone home and let each team find their own path to collaboration.

Remote work is here to stay and we hope this report promotes an overdue conversation on the importance of mindfully evolving our model of collaboration to ensure team agility, effectiveness and efficiencies while allowing people to enjoy the many benefits of working remotely.

Effective collaboration with greater quality of life, engagement and proactive participation will be one of the cornerstones for meeting the challenges of this new reality, and regaining the path to growth and success.

Alberto Garcia-Jurado  
CEO, InZynch



# The scope of the survey

The survey was shared with professionals\* of diverse industries in both the U.S. and Mexico with a few additional participants from Central and South America. Since the major sample of respondents are split almost equally between those in the U.S. and those in Mexico, the information provides an additional opportunity to compare trends in two very different cultural and social environments.

To that effect, the results are shown both in general and separate graphs with the Mexico side labeled as LatAm in consideration to those few participants from other Latin American countries..

The survey is a first step in providing data on the following questions:

- *How prevalent is the trend to work more hours in remote mode than when working in physical office environments? Where respondents chose a Yes-No option to the question “Are you working more hours now remotely than before at the office?”*
- *Which are the sources of the additional work time being experienced? With a set of six options where respondents could choose multiple options.*
- *How large is the role of leadership in originating additional work? Where respondents could choose from three options: Less than 50%, About 50% or more than 50%.*

The final part of the report includes our conclusions and recommendations from a collaboration systems perspective.

Both the scope and depth of the survey were kept intentionally limited to outstanding issues, since our goal is to provide a first set of data to spark a conversation on this overlooked issue, which hopefully will lead to a wider and more in-depth survey with the participation of a larger segment of global corporations, non-profits and public entities.

\*The sample consists of 105 respondents from management and mid-management levels in diverse industries. 46.7% respondents from the U.S., 51% from global corporation in Mexico and 2% from other Latin American countries.

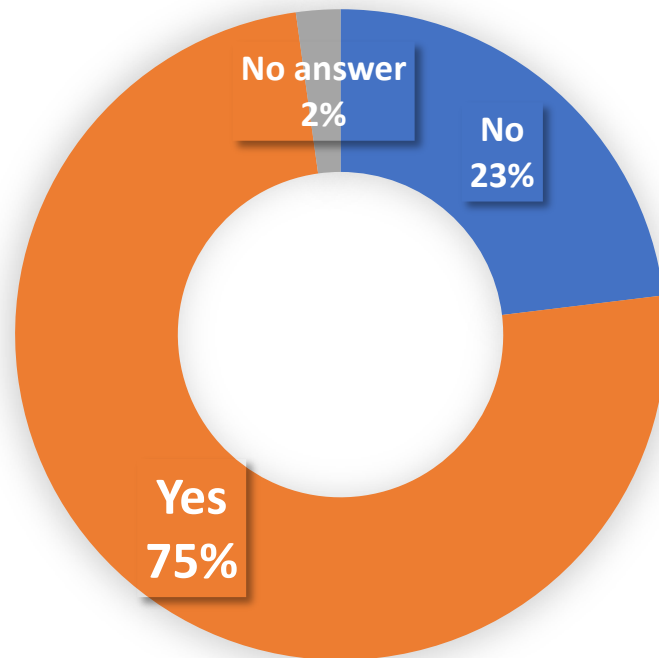
# Longer hours from home?

Percentages of respondents working longer hours now from home than before at the office.

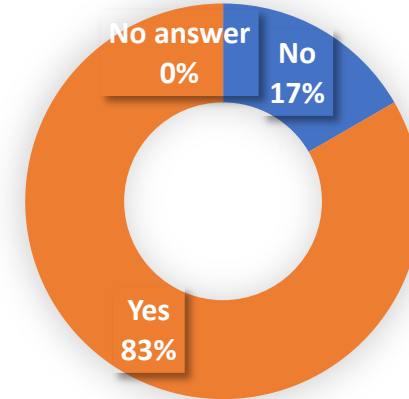
## Section Highlight:

75% of respondents confirmed they are working longer hours now remotely than before at the office.

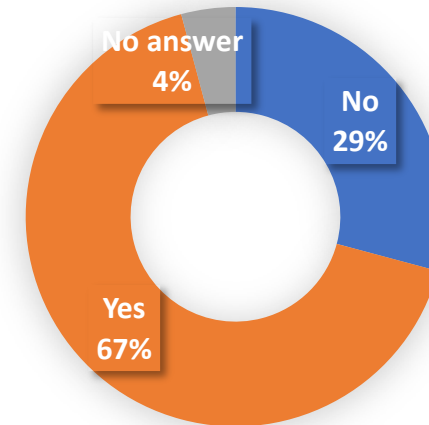
### Working longer hours remotely - Overall



### Working longer hours remotely - USA



### Working longer hours remotely - LatAm



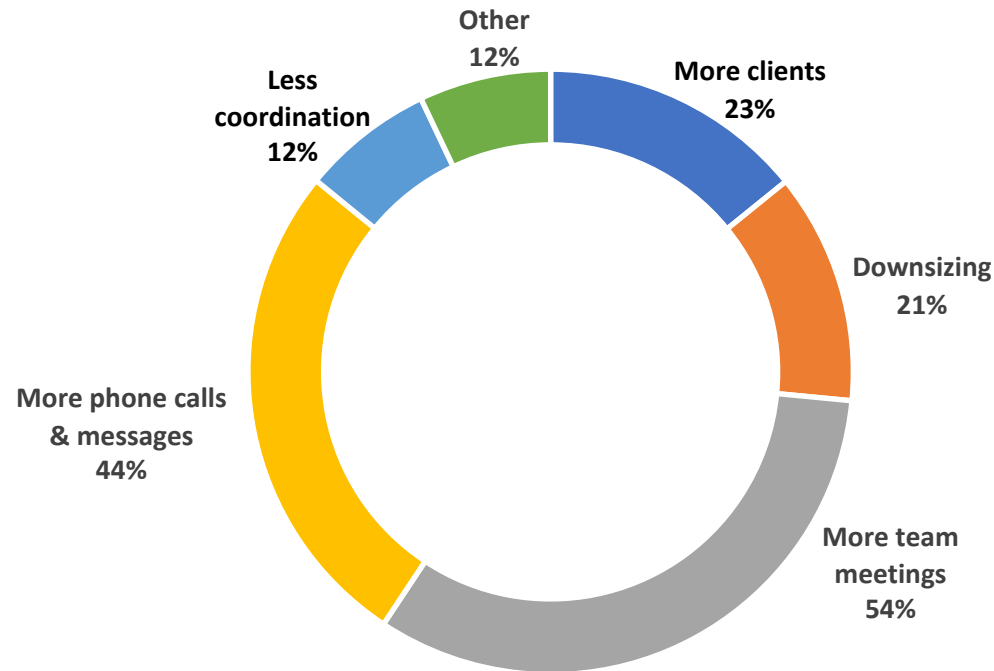
# Sources of additional work time

Percentages of the various sources of the additional work time of those respondents that were working longer hours remotely. Respondents could list as many causes as applied to their reality.

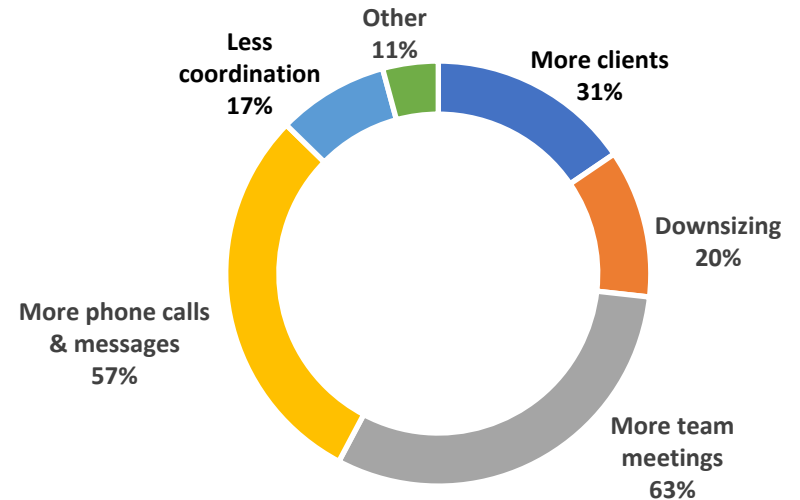
## Section Highlight:

Over 50% of respondents confirmed one of the main sources of additional work load is an increase in team meetings.

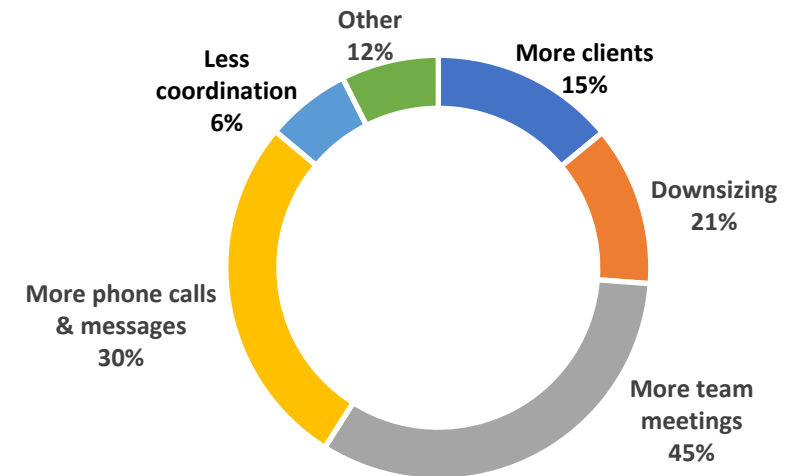
### Sources Overall



### Sources - USA



### Sources LatAm



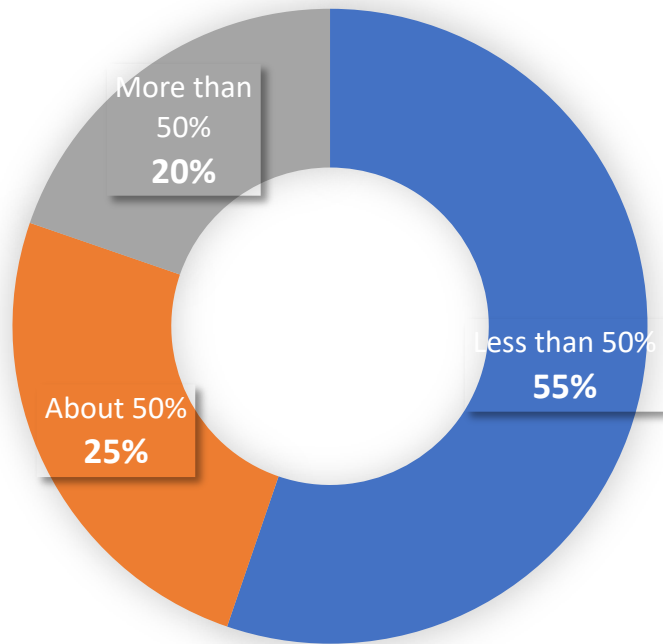
## Impact of leadership.

Percentages of respondents' evaluation of leadership as a source of the additional collaborative time and activity being experienced.

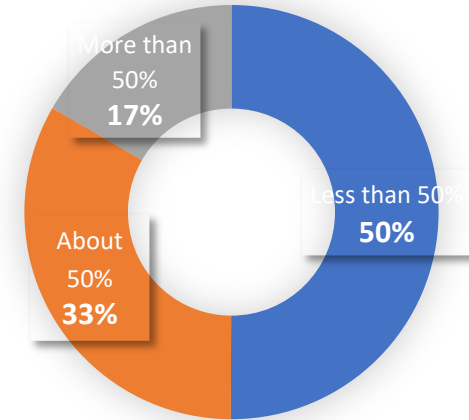
### Section Highlight:

45% of respondents declared that leadership is at least 50% responsible for originating additional work hours.

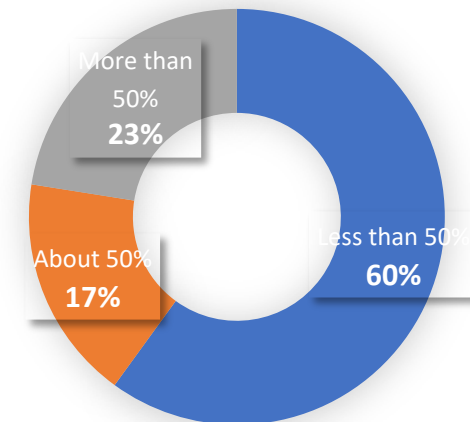
### Originated by leadership - Overall



### Originated by leadership - USA



### Originated by leadership - LatAm



# Conclusions & recommendations

## Analysis:

The trend appears real and present across borders and cultures. Fully 75% of respondents confirmed that they are working longer hours than before, which shows it is widespread irrespective of organization, culture or country.

Interestingly, “Having more clients” was identified as a source of extra work by over 23% of respondents, with some even registering both “having more clients” and “downsizing” together as sources. A trend that appears contrary to operational logic and should be further researched.

Downsizing was not as prevalent a cause as we first thought it would be, but is still significant with over 20% of respondents identifying it as a source of extended work schedules.

By far, respondents indicated a growth in the number of meetings and online communication as the main reasons for the expansion of time dedicated to work issues. This is a trend that is also prevalent across countries and cultures, although the increase in team meetings is considerably more noticeable in the U.S. than in LatAm. A possible reason for this is that most LatAm organizations tend to be collectivistic and more hierarchical than those in the U.S. and were therefore more used to a larger number of meetings as part of everyday workflow.

The emphasis on what is being done rather than on what is being accomplished, together with the misunderstanding of communication as collaboration, are likely to be two drivers of the increase in meetings, messages and other communication processes.

Leadership seems to have a very significant part in causing this trend, with over 45% of respondents identifying leadership as a source. This is contrary to the optimal trend which would see leadership concerned with ensuring the greatest efficiency and productivity from their teams.

Leadership fared slightly worse in the U.S. with close to 10% more of respondents identifying leaders as a source of the trend.



# Conclusions & recommendations

## Recommendations:

As with all other aspects of life, the work and business environment has suffered sudden, drastic changes and organizations are quickly reevaluating and adjusting their models of production, administration, IT and architecting the needed infrastructure to support them.

**It is incumbent upon leadership to dedicate that same attention in rethinking the fundamentals of their organizational model of collaboration. Something that is not being done at present, and is originating and will continue to originate considerable operational, economic and personal costs, as organizations struggle back to the path of stability and then growth.**

This should be an imperative since efficient and successful implementation of all other changes, and also meeting the many challenges faced today, will be largely dependent on how well teams collaborate regardless of place, and across cultural, functional and personal boundaries.

The need for ensuring a high-performance collaboration system will also be key in reversing the trend of increased hours of work, greater stress, and mounting sense of isolation and uncertainty that are negatively impacting performance and engagement.

There are still many questions that require answers and issues to be addressed with greater depth, in order to provide a clear roadmap of the main areas in need of improvement in managing daily collaboration in the new environment.

**It is our hope that as we spark a conversation on the importance of formally managing the collaboration system, more corporations, non-profit organizations and public entities will be willing to participate on a second initiative of greater depth and scope.**

## CONTACT US

[www.InZynch.com](http://www.InZynch.com)

Alberto Garcia-Jurado

Principal / CEO

[alberto@inzynch.com](mailto:alberto@inzynch.com)

+1 (210) 867 1720

Follow us on



<https://www.linkedin.com/in/alberto-garcia-jurado-a1314934/>

# InZynch™

*You Know Your Business, We Know Collaboration*