Remote work at the Italian National Institute of Statistics (Istat): a snapshot

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- ✓ Overview

- ✓ Survey respondents

- ✓ Findings:

  - Main takeaways on remote work
  - Respondents' expectations on return-to-work

- ✓ Final recommandations

Overview

Over the past months, we know that many employees have incurred a significant change in work and lifestyle habits, so…

we carried out a specific survey as a proposal for dialogue and listening between employees and organisation in order to figure out pros an cons of remote work

1,258 (62% of total employees)

- DIRECTORATE GENERAL [167]
- DEPARTMENT FOR STATISTICAL PRODUCTION [570]
- DEPARTMENT FOR DEVELOPMENT OF METHODS AND TECHNOLOGIES FOR PRODUCTION AND DISSEMINATION OF STATISTICAL INFORMATION AND INTERNATIONAL RELATIONS [444]
- PRESIDENT'S OFFICE [11]

Experience matters for remote work:
workers found tools and strategies to boost collaboration and work satisfaction

works mainly independently: 74%

works mainly in interaction with colleagues: 47%

stay smart (*):

- flexible work-life balance (88%)

- focusing better on the tasks (84%)

- working better, getting satisfactory results (82%)

- managing new technologies and/or organizational tools (79%)

- increasing responsibility on an individual level (77%)

(% Strongly agree/Somewhat agree)*

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Collaboration tools can help:

Network connection: 88%
Cellular network: 12%

Owned PC: 63%
Istat-issued laptops, tablets: 37%

Virtual desktops: 89%

VPNs: 10%

Regularly/very often participates in webmeetings: 52% (sometimes: 37%; never: 11%)

IT difficulties [mainly VPN access and connection maintenance]: 34%

Cloud-based applications: 48 %

The transition can strain habits of workers:
Just about half of remote workers say that working from home has negatively affected on...

Topics/Issues (*):

- I'm having trouble in maintaining the boundaries between work and private life (41%)

- I experienced excessive extension of working hours and stress from lack of disconnection (40%)

- Lacking of face-to-face interactions with manager (21%)

* % Strongly agree/Somewhat agree

What's the biggest challenge to working "smart" effectively?

8 out of 10 survey respondents say:

Functional organization of work

(contacts with managers, meetings, remote collaboration, organizational measures)
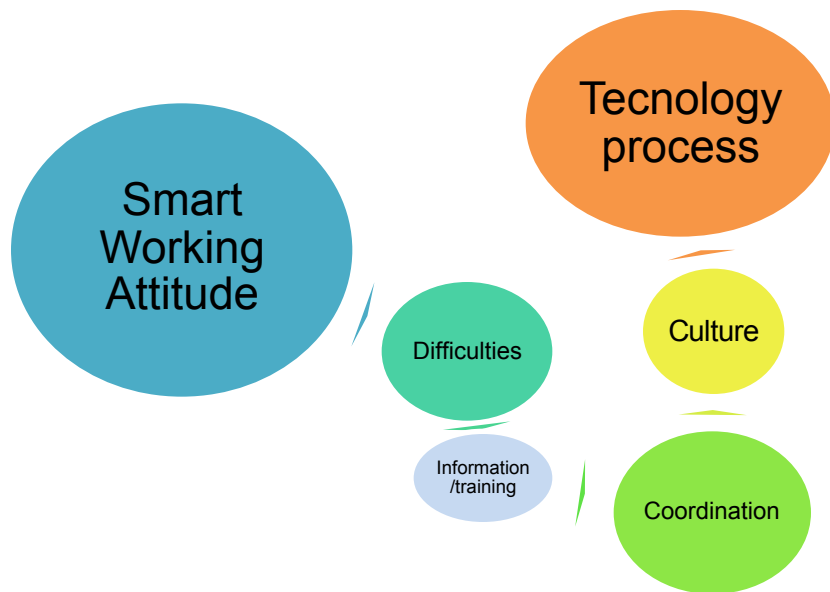
1 out of 2 people say:

Skills on IT matters

(how do IT tools the organisation provided work? How can I learn to use them?)

Respondents' expectations on return-to-work

A textual analysis was carried out in order to transform the free text - "workers' voice" - into structured content

Macro-topic	Topic
Smart Working Attitude	SW Days
	Office presence combined with SW days
	Conciliation (work and private life)
	Effectiveness
	Productivity
	Savings
Coordination	Interaction between colleagues
	Organisational management
	Coordination
Culture	Regulation
	Performance measurement
	Definition of objectives
	Organisational culture
	Sharing
Difficulties	Difficulty spaces
	Difficulties in conciliation
	Time management
Information/training	Information
	Training
Technology process	Technological investment
	PC equipment

Smart Working Attitude

Tecnology process

Difficulties

Culture

Information /training

Coordination

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Final recommendations

- «Remote work» was successful in the end; however «smart working» has to go a different way

- A road map - with identified objectives, operational tasks and appropriate technological equipment - is required

- A strong investment on communication has to be done in order to re-build working dynamics within the organizational units, between management and its staff and among employees themselves

- Having, and making, always clear in which context we are, and why some decisions have to be taken

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UNECE | 9-11 settembre 2020