

# 2020 Remote Work Report



HubSpot

# 2020 Was the Year of Remote Work.

## But Are We Doing It Right?

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**For years, it's been said that the future of work is remote. In 2020, the future became reality as the world transitioned to working virtually. But is it really the future we were envisioning? The data confirms that this isn't remote work in the traditional sense. This is working remotely in a global pandemic.**

As for many organizations, remote work isn't new for us at HubSpot. Our [Culture Code](#) states what we've always believed: that work isn't a place we go, it's a thing we do. But in 2020, we realized that we've actually been 'remote-ish' – we embraced remote work, but it was a sub-culture versus a foundational pillar of our company. Now, we want to build a company where people can do their best work, whether that's in an office or from a home office. That's why HubSpot is betting on hybrid for the future of work.

The challenge as we see it isn't about how to return 'to normal,' it's about navigating how to best support employees working remotely today while planning for a better future of work. That's why HubSpot's **2020 Remote Work Report** surveyed thousands of full-time remote workers to get their perspectives on working remotely in COVID-19,

ongoing career growth and inclusion challenges they face, and opportunities for better collaboration with colleagues.

We hope the data and insights in this report can help inform your own organization's decisions as you plan for the future of work. The more we know about the opportunities and challenges of remote work globally, the more likely we are to build cultures employees love - no matter where they work from.



# In this report, **you'll learn:**

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- How remote employees are adapting to companies transitioning to fully remote work
- Remote workers' sense of inclusion and belonging during COVID-19
- Challenges remote employees face in growing their careers
- How COVID-19 has affected the mental health and well-being of remote workers
- What leaders and companies can do to support remote employees' needs

## DEMOGRAPHICS



**1000 surveyed** from the U.S., UK, Ireland, Australia, and Germany



**Full time, fully remote** working professionals



**Male, female and non-binary**



**25+ industries**

# Communication and Collaboration During the COVID-19 Pandemic

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For existing remote workers, working virtually in 2020 wasn't new. But for some, communicating and collaborating with newly remote colleagues and fully dispersed teams, was.

**55% agree or strongly agree in feeling that they're expected to be online to prove they're working to their manager.**

**43%**

said they have a harder time participating in meetings when everyone is remote.

**38%**

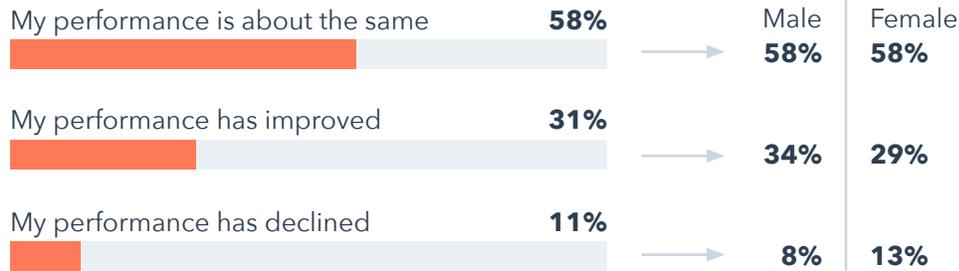
of survey takers had less meeting exhaustion, despite 30% reporting having 20-40% more meetings compared to before COVID-19.

**29%**

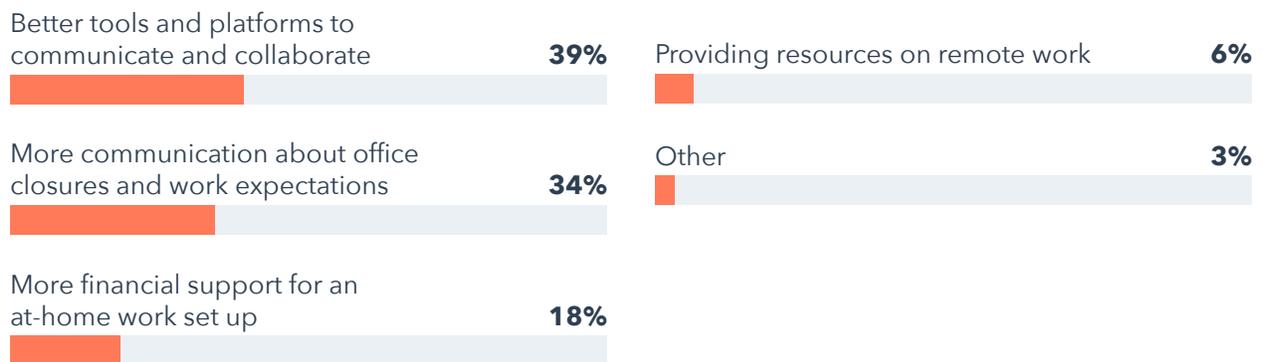
said it's harder to give and receive feedback virtually than in person.



## How has your performance been affected by COVID-19?



## How could your company have improved the transition to remote work?



**Please rate the extent to which you agree or disagree with the following statement:** I feel that my manager sets the right guidelines and expectations around communicating in a remote world.



**Please rate the extent to which you agree or disagree with the following statement:** My company is organized in a way that helps me communicate and collaborate effectively with colleagues.



# Career Growth as a Remote Worker

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There's a popular belief that you need to be in an office to get promoted, become a manager, or lead a team. The truth is, doing great work isn't dependent on your zip code, and so recognition for that work shouldn't be either.

**37% are very likely to accept a job without meeting their team in person.**

**42%**

of survey takers haven't been promoted since being full-time remote, (with more women reporting not receiving a promotion than men).

**31%**

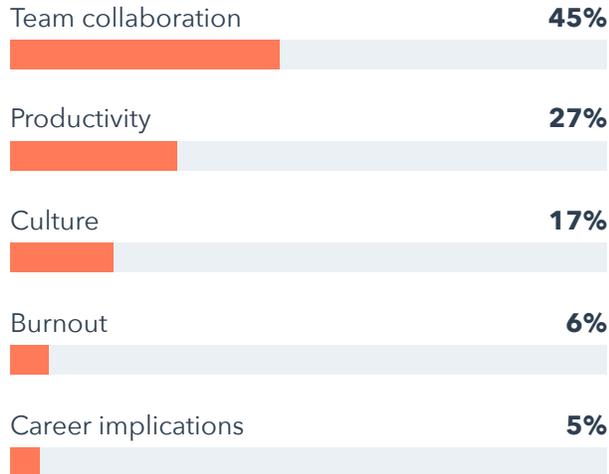
agree or strongly agree that they believe they weren't offered a job because of their remote status.

**25%**

agree and 11% strongly agree in feeling that their manager doesn't see their full scope of work.



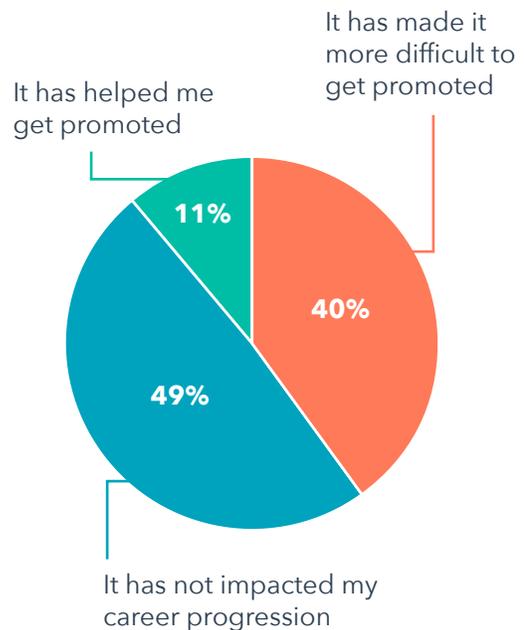
**Please select the top concern you have in working with a hybrid team with colleagues both in-office and working remotely:**



**Which best describes the most challenging part about being interviewed for a job remotely?**



**Based on your experiences so far, how has being a full-time remote employee impacted your career progression?**



# Remote Inclusion and Belonging

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It's been proven that a critical driver of employee productivity and engagement is inclusion and a sense of belonging. But, creating an inclusive environment doesn't just happen naturally. Without an office where opportunities to build rapport, make small talk, or ask colleagues questions, it's common for remote workers to feel disconnected and disengaged.

**60% agree or strongly agree that being a remote employee allows them to bring their best self to work.**

**59%**

agree or strongly agree that their company actively works to create an inclusive environment for remote workers.

**48%**

agree or strongly agree that they have a stronger sense of belonging within their team or company when everyone works remotely.

**51%**

reported having plenty of opportunities to be involved in their company's diversity, inclusion and belonging programming.

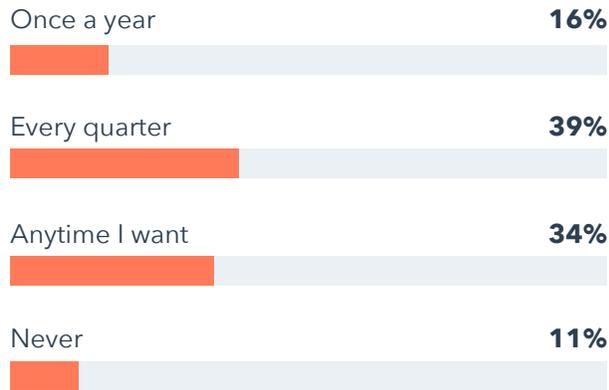




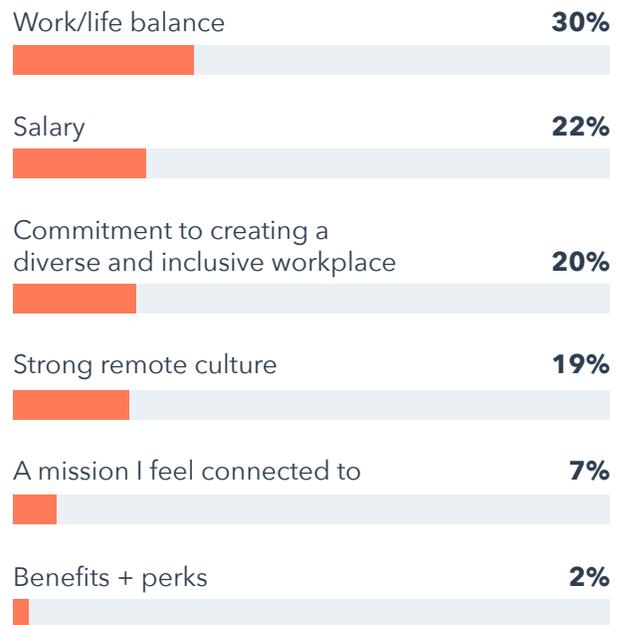
**Please rate the extent to which you agree or disagree with the following statement:** I feel disconnected to my company's culture as a remote employee.



### How frequently does your company solicit feedback on how to improve the remote work experience?



### What characteristics about the company culture are most important to you?



# Mental Health + Family Life in COVID-19

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Not only are we navigating through the fear and uncertainty of a global pandemic, but our daily routines have been disrupted. Many employees have adopted new roles like teacher, childcare provider, or family nurse – adding to physical and mental strain, and blurring the boundary between “work” and “life.”

**25% agree, and 14% strongly agree that since COVID-19, their mental health has negatively affected work performance.**

**73%**  
have taken on full responsibility of childcare or caregiving duties at home.

**37%**  
have taken less than a week’s vacation since March 2020.

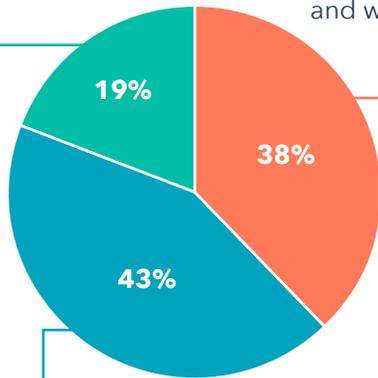
**30%**  
of respondents feel more burnt out and stressed.



## Since COVID-19, do you talk about mental health in the workplace?

No, we never talk about mental health and well-being

Yes, we talk about the importance of mental health and well-being often



We sometimes talk about the importance of mental health and well-being



**Please rate the extent to which you agree or disagree with the following statement:** My employer gives me the flexibility to take breaks when I need to.



**Please rate the extent to which you agree or disagree with the following statement:** Since COVID-19, I feel supported by my manager/employer.



Strongly disagree      Disagree      Neither Agree nor Disagree      Agree      Strongly agree

**Please rate the extent to which you agree or disagree with the following statement:** My work performance has been negatively impacted due to changes at home due to COVID-19.



**Please rate the extent to which you agree or disagree with the following statement:** I worry that my performance will be evaluated without fully taking into account my current situation at home.



**Please rate the extent to which you agree or disagree with the following statement:** I expect my employer to be doing more to support parents and caregivers like me at this time.



**The global pandemic has challenged us to reimagine everything about how we work and build company culture. It's been a year of constant learning about remote collaboration and inclusion. And, we still have much more to learn. We hope these insights can be a helpful start as your organization adapts to the future of work.**

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