



Dealer Survey Looks at Remote Employees

In this issue of Office Technology magazine, you will find two articles on the topic of remote employees — my cover story, “The Remote Reality: Dealerships adapt to having at-home employees,” and “Remote Vs. In-Office Work: Shaping the future for office technology dealerships,” written by Deborah Hawkins of Keypoint Intelligence. It is a topic we have not addressed in the past, so we’re overdue.



In conjunction with the interviews I conducted for my article, I sent out a brief survey to dealers seeking their feedback on the topic. I received 41 responses. I believe you will find the results of interest.

Do you currently have any employees who work remotely full time or several days per week (a hybrid work schedule)?

- Yes: 48.78% (20 respondents)
- No: 51.22% (21)

Among those who responded “yes” to the first question: What percentage of your employees work remotely full time?

- 10% or less: 65% (13)
- 11% to 20%: 10% (2)
- 21% to 30%: 0%
- More than 30%: 15% (3)
- None: 10% (2)

What percentage of your employees work remotely two to three days per week?

- 10% or less: 60% (12)
- 11% to 20%: 5% (1)
- 21% to 30%: 5% (1)
- More than 30%: 15% (3)
- None: 15% (3)

Do you expect to ever increase the percentage of your employees working remotely full time or two to three days per week?

- Yes: 20% (4)
- No: 80% (16)

Which of these options best describes the collective productivity level of your full-time or hybrid remote employees?

- It is higher than when they work in the office: 15% (3)
- It is about the same as it was when they work in the office: 40% (8)
- At times, it seems to be lower than ideal: 45% (9)

What advice would you share with other dealers who may be considering allowing some employees to work remotely? Among the responses:

- “It’s almost a requirement these days to get the talent desired.”
- “Good luck with the mess; I wouldn’t allow it.”
- “You have to have specific measurable goals and you need to share this data with them monthly. If you don’t, you are going to have less-than-optimal results because, as much as they want to tell you they are working, they are not putting in full eight-hour work days.”

■ “Do not do it unless it is needed to keep a valuable employee.”

■ “Make sure they have an office [at home] where they can work; not at the kitchen table. You must inspect their workspace.”

Do you have any general comments on the topic of remote employees?

■ “It’s definitely becoming more difficult to have employees come to a physical location. Here are just a few of the benefits our employees boast about often: less fuel cost, extreme flexibility, less stress from not having to commute, cheaper food options, work with their pets, saves on daycare, dress more comfortably and keep up the household chores.”

- “It works for some positions.”
- “It’s difficult to build teamwork when everyone is at home.” ■

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FLASHBACK



The association’s magazine cover 61 years ago this month
— the NOMDA Spokesman, September 1964.