THE
Future of Time

➡ HYBRID WORKPLACE

A study fielded by
Adobe Document Cloud

Adobe

THE
Future of Time

→   HYBRID WORKPLACE

Adobe conducted a study to understand the current state of hybrid work – speaking to employees and managers about the strengths and pain points of their work models.

Enterprise workers

Enterprise employees

SMB leaders

SMB employees

Key areas of exploration

→   Is hybrid work working? How is the transition inhibiting productivity and where can technology ease the challenge?

→   Are managers able to empower productive teams remotely and if so, what resources do they leverage to do so?

→   What factors are driving continued resignations and what impact are those who stay facing in response?

Survey methodology

Adobe Document Cloud conducted a 20-minute survey among Enterprise Managers and Employees and Small and Medium Business Leaders and Employees in the United States, fielded Dec 9th, 2021–Jan 6th, 2022.

Audiences

Enterprise managers
(n=200)

SMB leaders
(n=200)

Enterprise employees
(n=500)

SMB employees
(n=500)

Audience definitions

Those employed at enterprise-size companies (1,000+ employees) and handle contracts and documents that need legal signatures for their business.

Those employed at SMBs who handle contracts and documents that need legal signatures for their business.

→ **Micro businesses**
(1–9 employees)

→ **Small businesses**
(10–99 employees)
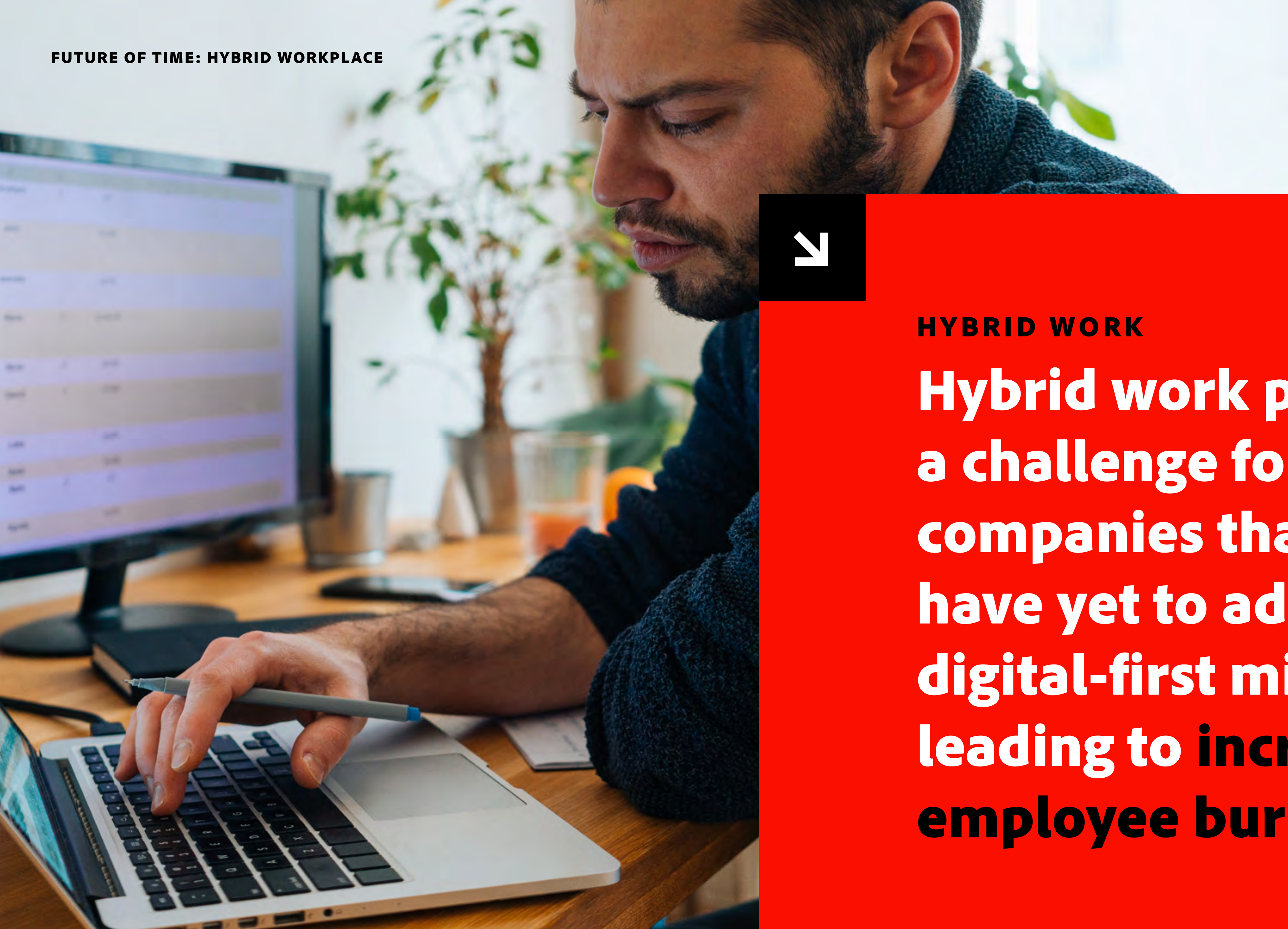
→ **Medium businesses**
(100–999 employees)

Markets

United States

Method

20-minute online survey

Fielded Dec 2021–Jan 2022
(12/9–1/6)

↘

HYBRID WORK

Hybrid work proves a challenge for companies that have yet to adopt a digital-first mindset— leading to **increased employee burnout.**

Even after 2 years, remote work comes with challenges. With the shift to hybrid, more issues have been exposed, from technology problems to lengthy coordination processes that hinder productivity.

- Hybrid employees spend approximately **5 hours per week** troubleshooting or setting up technology for remote work and hybrid managers spend **7 hours per week**.

- When it comes to a smooth transition to hybrid work, **technology issues (69%)**, **coordination of in-person plans (51%)**, and **commuting to the office (31%)** are the biggest challenges.

And in-office work—once a daily routine—feels foreign and more difficult for some.

- **More than 1 in 3** report that tasks like collaborating on and signing documents are more difficult in a hybrid environment.

- Since returning to the office in a hybrid capacity, **1 in 2 managers** and **2 in 5 employees** feel more stretched for time.

Companies must adopt a digital-first mindset to ensure employees are equipped with the right technology and tools to connect, collaborate, and succeed from anywhere.

Many believe hybrid work would be impossible without access to modern digital tools—**3 in 4 (76%) of all respondents** believe digital tools had a positive impact on their hybrid transitions.

1 in 3 SMB leaders invested in new technology in the past 6 months and of those, **nearly 90%** believe their investment will pay for itself in productivity increases.

Managers (70%) and **employees (63%)** feel that employees hired remotely or who have never worked in person are missing crucial opportunities toward their career advancement.
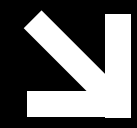
LEADERSHIP

Hybrid work and digital collaboration reveal a **divide** between management and employees.

Managers and employees have vastly different opinions about the return to office.

- **50% of employees** and **33% of managers** feel anxious, while **double the number of managers** say they're excited about returning over how employees responded (30% vs. 15%, respectively).

- Why? **1 in 3 employees** feel their manager or company designed return-to-work policies with little input from employees.

Employees also feel burned out by remote work and hindered productivity due to technology skill limitations on their teams.

- **One-third of employees** felt impeded by managers not knowing how to use or using outdated hardware or software and not knowing how to edit or collaborate on a file.

But they're on the same page about what would empower teams for hybrid work: being digital-first, and making flexibility the default.

● Managers and employees are in favor of **flexible work hours** (61% vs. 59%), **flexible PTO and sick days** (42% vs. 37%), and **upgrading existing technologies** (35% vs. 33%).

● Yet some managers report that they don't have the necessary authority to implement benefits that would help their teams, with nearly half of managers saying they **do not have the ability to upgrade technologies** (44%) or **provide additional benefits** (43%).

● As we continue to navigate this transitional period, organizations must recognize that one size doesn't fit all, and empower individuals and teams to work in a way that is best for them.

GREAT RESIGNATION

The Great Resignation, Six Months Later:
The top reasons why employees either resigned or endured, and what comes next.

What motivated employees to resign, and where are they now?

The answers vary between **enterprise** and **SMB** respondents.

● About **40% of enterprise managers** and **25% of SMB leaders** report increased resignations on their teams over the last 6 months.

● More enterprise managers **applied for a new job** (21%) compared to SMB leaders (17%), and both groups had similar success **receiving a new job offer** (26% for enterprise managers vs. 24% for SMB leaders) and **officially starting that new job** (6% for enterprise managers vs. 10% for SMB leaders).

● Outside of management, SMB employees (23%) were **more likely to apply for a new job** than their enterprise counterparts (18%) and **receive an offer for a new job** (19% for SMB employees vs. 17% for enterprise employees), but **both had similar success starting their new job** (8% for SMB employees vs. 9% for enterprise employees).

● Those that left their job **switched to a new industry** (42%) and **started their own business** (16%) or **became a freelancer** (10%). In fact, more than half (54%) of SMB leader participants reported that they had **started a new business**.

● Among some of the top reasons for switching to a new job, employees cited **increased pay** (93%), **opportunities to learn new skills** (90%), **access to better benefits** (88%), and **opportunities for growth** (87%) as key motivators.

Companies—especially those further behind on digital transformation—aren't out of the woods yet.

- **1 in 3 managers and employees** who did not resign from or apply for a new job in the past 6 months are considering pursuing one in the next year.

- **1 in 2 Gen Z respondents** are considering pursuing a job in the next year, and **1 in 4** in the next 6 months.

- **1 in 2 employees** are more likely to leave their jobs because of uneven access to modern digital tools, and **65%** say that lack of access has led to increased burnout.

As for employees that chose not to resign, why did they stay?

For a few reasons:

Proper company recognition
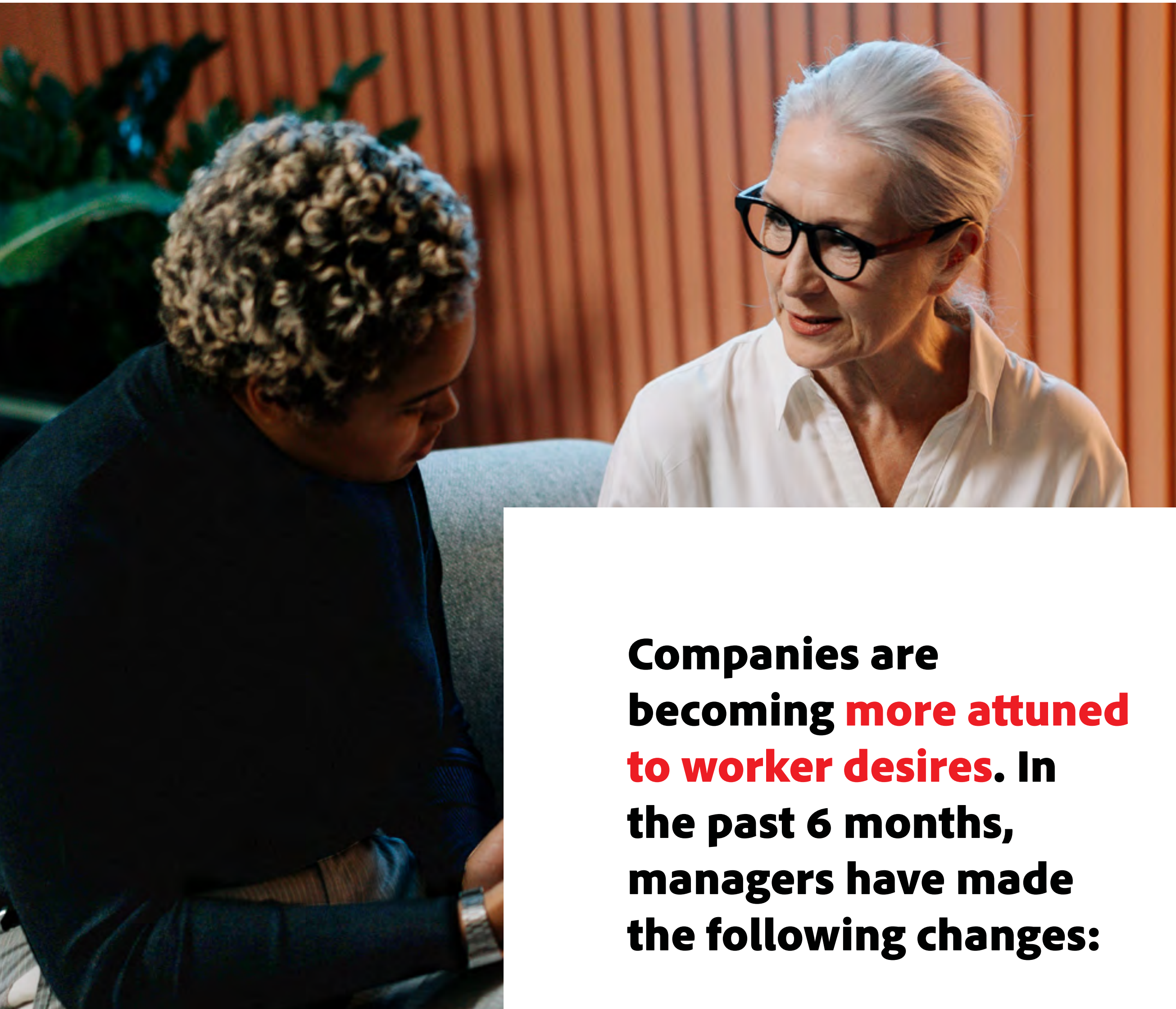(**37%** for managers, **31%** for employees)

Pay raise
(**29%** for managers, **26%** for employees)

In-person and remote flexibility
(**26%** for managers, **24%** for employees)

Improved listening
(**36%** for managers, **24%** for employees)

Hours and schedule flexibility
(**25%** for managers, **23%** for employees)

Companies are becoming more attuned to worker desires. In the past 6 months, managers have made the following changes:

Adopted flexible hours
(**37%** for enterprise vs. **35%** for SMB)

Increased salaries
(**30%** for both enterprise and SMB)

Upgraded existing technologies
(**26%** for enterprise vs. **23%** for SMB)

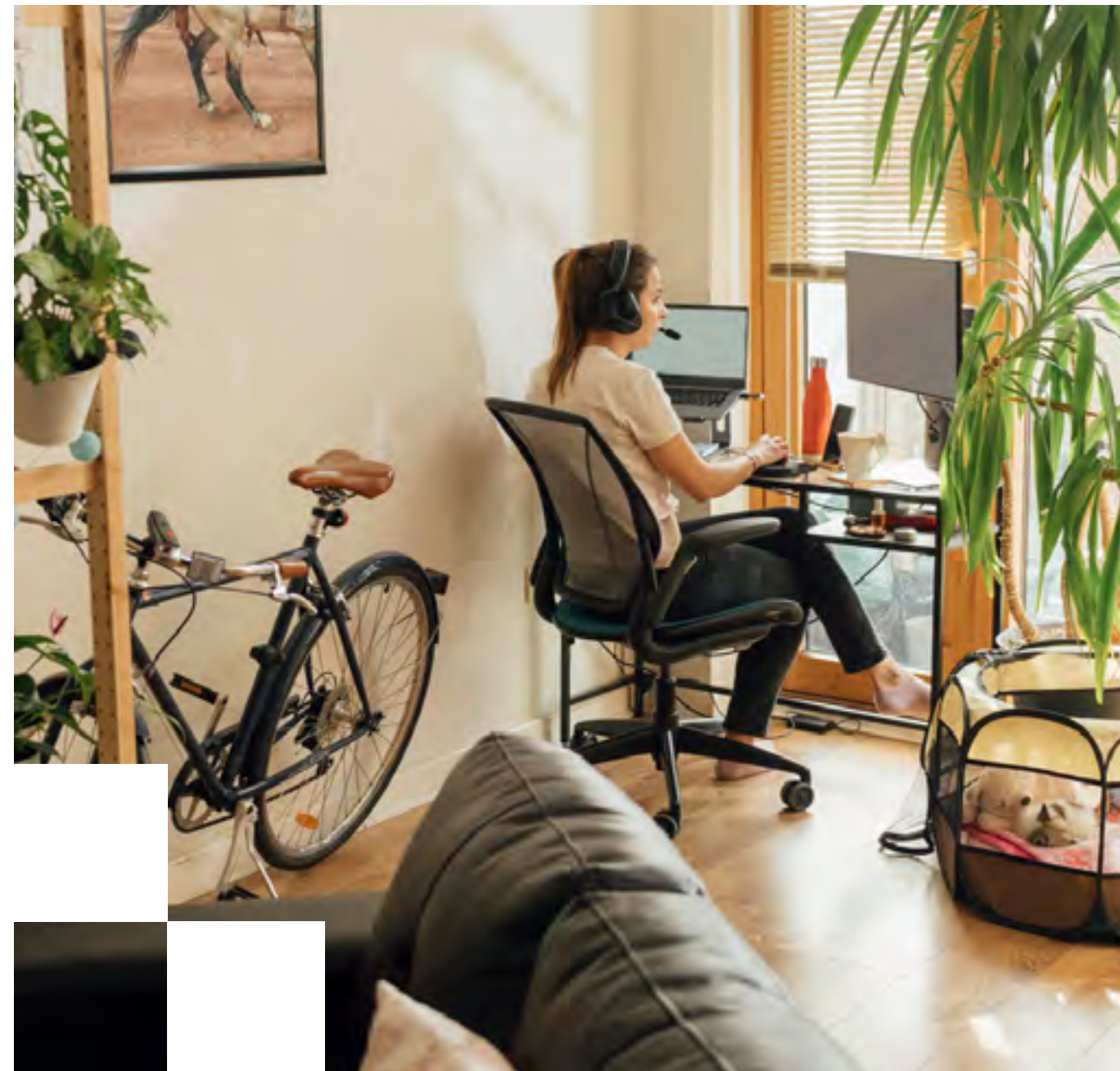**Provided remote work equipment**
(**25%** for enterprise vs. **19%** for SMB)

Adopted new technologies
(**21%** for enterprise vs. **19%** for SMB)

Showcased diversity, equity, and inclusion practices
(**21%** for enterprise vs. **15%** for SMB)

Nearly 3 in 4 enterprise managers and SMB leaders believe their businesses need digital solutions to help them do more with less.

It's clear that organizations adopting a **digital-first mindset** about hybrid work will be well positioned to lead on employee engagement, retention, and recruitment in the future.

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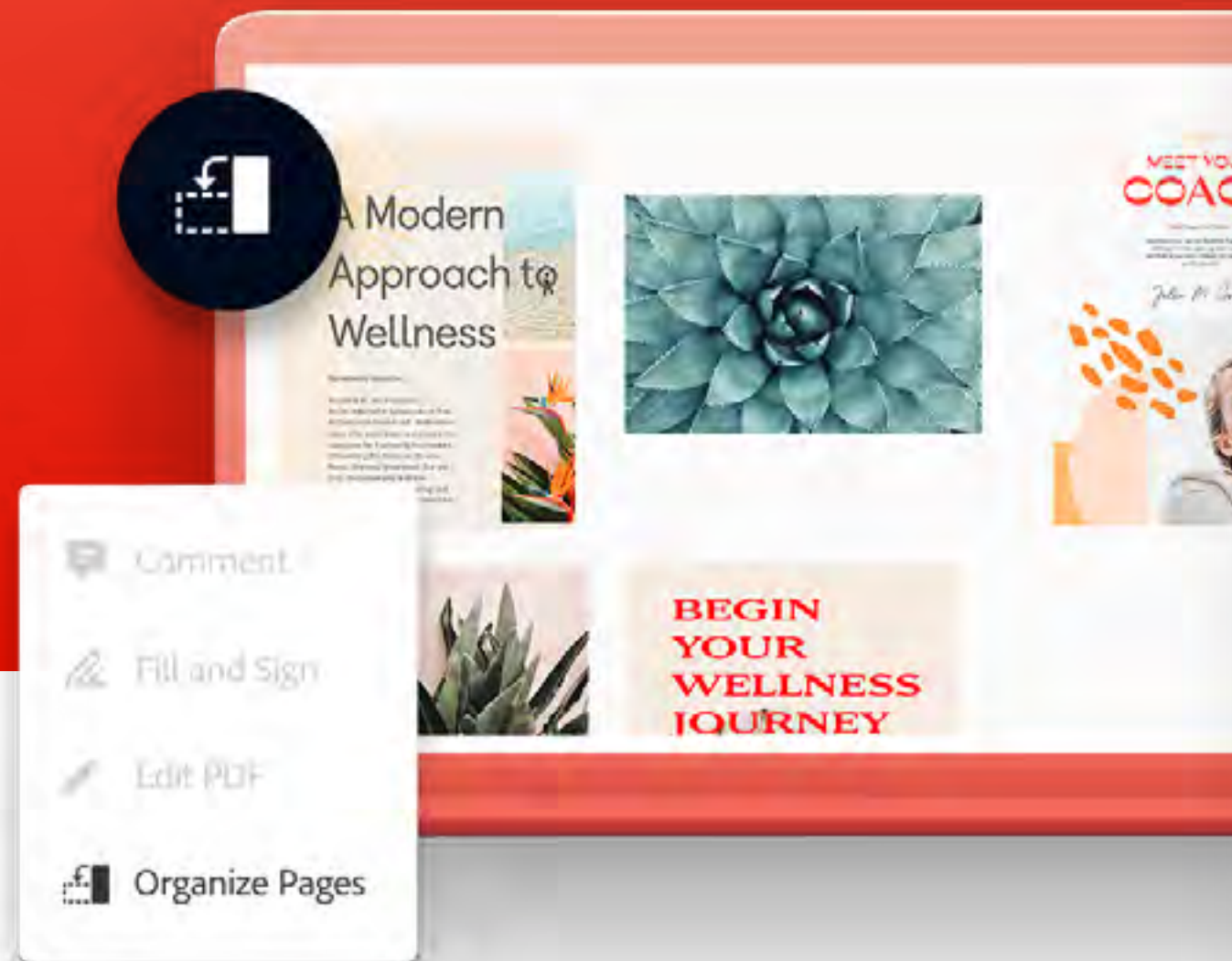
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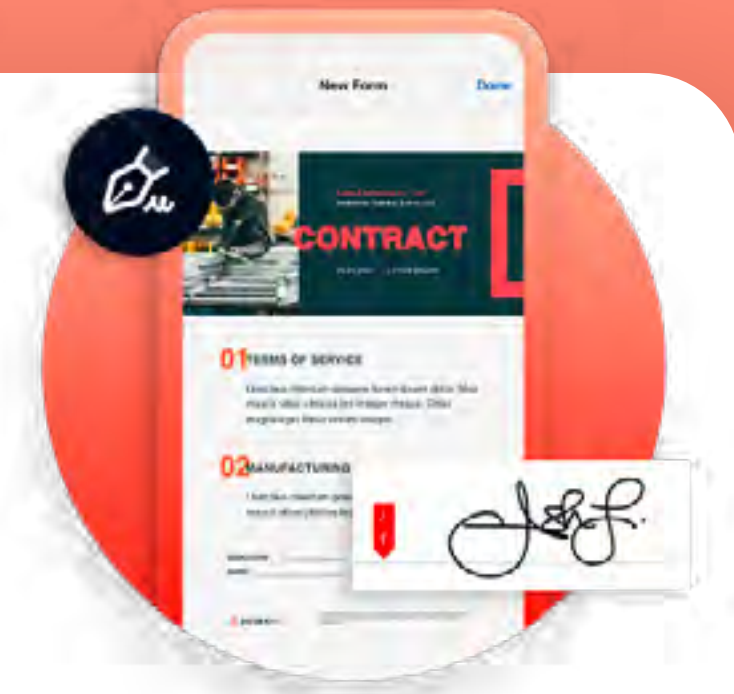
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For more information on Adobe Document Cloud's Future of Time research, please click here.