

2022 Report on Global Hybrid and Remote Work Trends

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Abstract

As the world adjusts to the new normal, hybrid and remote work have become the “in” thing. Employees and employers alike have had to adapt and the year 2022 looks to be a period of smoother transition for many. Businesses are adapting to the changes, with more organizations embracing hybrid and remote work models. The 2022 Report on Global Hybrid and Remote Work seeks to examine the trends around the world, and the preferences of employers and employees. It will also explore the sustainability of these models in the long term. What positive or negative effects might hybrid and remote work have on organizations, employees, and society? This report will provide an in-depth analysis of these questions and more.

The report will delve into the various challenges and opportunities that come with hybrid and remote work. It will also explore the role of technology in facilitating these models, and how it can help businesses to improve communication, collaboration, and productivity. Additionally, the report will examine the potential impact of hybrid and remote work on employee engagement, job satisfaction, and overall well-being. By examining the trends and preferences of both employers and employees, the report aims to provide a comprehensive overview of the current state of hybrid and remote work and its potential future.

Introduction

The year 2020 was a wake-up call for organizations around the world. It has been a transformative year for many businesses as it brought a rapid shift to hybrid and remote work due to the COVID-19 pandemic. It highlighted the importance of having plans in place to handle unexpected changes in the workplace. The 2020s have been a time of innovation and experimentation, with many businesses exploring the potential of hybrid and remote work.

The emergence of hybrid and remote work was one of the key trends that emerged from this crisis. As organizations continue to adjust to the new normal, it is important to understand the global trends and preferences of employers and employees when it comes to hybrid and remote work. Hybrid and remote work will be the subject of a 2022 Report on Global Hybrid and Remote Work. The report will also examine how businesses can best manage hybrid and remote work in the long run. Global hybrid and remote work will be assessed in 2022 to assess the trends

around the world, what employers and employees prefer, and whether hybrid and remote work is sustainable in the long run. The report will analyze data from a variety of sources, including surveys, interviews, and reports from organizations, as well as data from social media and other sources to provide a comprehensive overview of the current state of global hybrid and remote work. This report will be used to help businesses make decisions about the future of their workforce and the best strategies for success.

Hybrid Work Trends Around the World:

Hybrid 2.0

By 2024, hybrid work is being foreseen by experts as the default working model (Tulsiani & Singh, 2022). The rapid growth of many organizations has created a need for them to acquire talent quickly and in large quantities. The successful implementation of remote work has allowed organizations to expand their talent pools beyond the geographic limits of their physical locations. This hybrid work model allows organizations to access previously untapped talent pools based on the ability of workers to perform their roles remotely. This is particularly useful in addressing the ongoing shortage of talent, as organizations can now hire inexpensive talent from smaller cities and experts from developed economies like the United States and Europe. Additionally, the hybrid work model also enables organizations to take advantage of gig workers and freelancers.

Under the [Hybrid 2.0 model](#), employees are given the flexibility to continue working remotely while also maintaining a healthy balance between their personal and professional lives. This allows them to continue benefiting from the increased autonomy and flexibility that remote work offers, while still being able to access the social infrastructure of the office. This includes the ability to participate in team collaboration events, networking opportunities, and exposure to the organization's culture. By providing employees with this hybrid approach to work, organizations can benefit from the advantages of both remote and in-office work, while also ensuring that their employees can maintain a healthy work-life balance.

United States

According to McKinsey's [American Opportunity Survey's third edition](#), flexible work fits into the lives of a representative cross-section of American workers (McKinsey & Company, 2022). **58 percent of Americans have the opportunity to work from home at least once a week** (hybrid work). While **35 percent of respondents work from home five days a week** (“remote work”). Most people (**87 percent**) **take advantage of the opportunity to work flexibly** when they have the chance. Demographics, occupations, and geographic regions are all affected by this dynamic. Flexible working was born of a frenzied reaction to a sudden crisis, but millions of employees continue to value it. A tectonic shift is occurring in American work habits, where they work, and when they work. (McKinsey & Company et al., 2022)

The third edition of McKinsey's American Opportunity Survey is a research study that examines how flexible work (such as working from home) fits into the lives of American workers. The survey was conducted by McKinsey and the market research firm Ipsos and involved questioning 25,000 Americans in spring 2022. The findings above may come as a surprise to some. This indicates a significant shift in the way Americans want to and are able to work, as the option to work from home is available to workers in all kinds of industries and locations, including those in traditionally "blue-collar" jobs. Additionally, the survey found that when given the option to work flexibly, 87% of respondents take it.

Germany

The adoption of hybrid work models varies by industry in [Germany](#), but research shows that medium and large-sized companies are allowing more employees to work from home for approximately three days per week. This is because larger companies are beginning to recognize the benefits of out-of-office work, including increased flexibility and savings on office space costs. In Germany, men are more likely to miss the office than women, and employees aged 45 and over are more likely to be able to use a hybrid work model than younger employees. Remote work opportunities are mostly given in the service sector, and university students with degrees are more likely to be able to work remotely than those without (Madison Bridge, 2022).

The adoption of hybrid work models, which combine remote and in-office work, varies by industry in Germany. However, research indicates that medium and large-sized companies with 100-1,000 employees are allowing more workers to work from home for three days per week. This is in contrast to smaller companies with 1-99 employees, where only half as many workers can work partially from home. This may be because larger companies are starting to recognize the benefits of out-of-office work, such as increased flexibility and trust for employees, as well as savings on office space costs.

Japan

Fifteen years ago, Japan rolled out high-speed broadband connections to the majority of households to enable remote work. However, the adoption of remote and hybrid work models did not increase significantly, even during the COVID-19 pandemic. At the peak of the pandemic, only 20 percent of employees were working remotely, compared to a higher percentage in the United States. One reason for this may be the prevalence of "presenteeism" in Japanese companies, where managers and directors reward in-person employment. This may be because in-person work aligns more closely with traditional business norms that prioritize face-to-face interaction, on-the-job training, and group communication. (Milanesi, 2022)

The COVID-19 pandemic has highlighted the inflexibility and resistance to change in the Japanese workplace. Over the years, the Japanese workplace has developed practices and habits that contribute to its reputation for inflexibility and disregard for the well-being of employees. These include long working hours, presenteeism, a lack of emphasis on mental

health issues, and the use of outdated technologies. Despite the benefits of remote work to employees' quality of life, companies have been slow to adopt it. This may be because of a fear that hierarchies will be disrupted and a belief that employees owe their employers more than is stated in their work contracts. Surveys suggest that Japanese workers are pessimistic about the prospects of permanent changes to their work practices as a result of the pandemic. (Lewis, 2022)

Singapore

As COVID-19 restrictions ease, companies are [struggling to adapt](#) to hybrid work arrangements, which allow workers to mix remote and in-office work. Many firms are still experimenting with the benefits and drawbacks of hybrid arrangements, which are popular with employees seeking flexibility in terms of time and location. One factor pushing companies to bring workers back to the office is the challenge of measuring productivity, especially in knowledge-based roles. The economic slump in the second half of 2020 has also led firms to return to pre-pandemic practices. Companies need to identify which roles are better suited to the office and which can be performed remotely. Many workers want flexibility and are feeling burnt out as they return to the office.

As companies try to improve their productivity in the face of economic challenges, they are seeking to get more out of their existing employees. In response to the slowdown in the macroeconomic environment, some companies have laid off staff, including companies such as Meta and Twitter. In the coming years, companies will focus on getting more out of each employee without adding new staff, to improve productivity. This shift towards such a system has only just begun, according to [Slack](#)'s Cal Henderson. (Koh, 2022)

United Kingdom

The UK inflation rate continues to rise, and UK office workers are signaling their overwhelming support for hybrid and remote work as a means of saving money. A survey by enterprise communication company Slack has found that two-thirds of UK office workers would consider changing jobs if their employer did not offer a hybrid or remote working option. 70 percent of respondents said that hybrid work has helped them with the cost of living crisis. 86 percent of respondents said that they would prefer to work more hours over fewer days. 84 percent said that technology has been vital in providing them with more location and time flexibility. 69 percent of office workers believed that asynchronous work gave them time to perfect ideas and responses before communicating them. (Trueman, 2022)

Hybrid work is a type of flexible working that allows employees to split their time between a physical office and other locations, such as their home or a co-working space. The purpose of hybrid work is not to replace the office, but rather to reimagine how organizations use it in ways that move beyond the traditional 9 am to 5 pm workday in the office. Research by think tank Demos found that only 6 percent of UK workers want to return to a full-time office-based work

model. At this critical juncture, many people have experienced the benefits of a more flexible approach to work, while also recognizing that being in the office provides valuable development opportunities. Hybrid work allows organizations and their employees to find a rhythm that suits their needs, whether that means working remotely most of the time and coming into the office for in-person collaboration, or being in the office a few days a week. The think tank Onward has also called for the UK government to do more to encourage the use of remote and flexible work across the civil service. (Zoom US, 2022)

Preferences of Employers

Flexible work varies by occupation and role. It is a factor to consider in employers’ “war for talent” . Respondents were asked “Does your employer currently offer work-from-home (WFH) opportunities? Or can you work from home as self-employed individuals?” The data below shows the remote work availability per occupation/role and the percentage of employed respondents with full-time and part-time remote work options (McKinsey & Company et al., 2022).

Occupation/ Industry	Full-Time Remote Work	Part-Time Remote Work	No Remote Work Option
	Percentage (%)		
Computer/ Mathematical	52	37	11
Business/ Financial Operations	61	25	14
Architecture/ Engineering	47	35	18
Arts/Design/ Entertainment/ Sports/Media	53	27	20
Legal	46	30	24
Community/ Social Service	40	34	26
Life/Physical/Social Science	45	28	27
Management	45	27	28
	33	27	40

Office/Administrative Support			
Personal Care/ Service	31	24	45
Educational Instruction/Library	22	28	50
Health Support	31	14	55
Sales	29	16	55
Building/Grounds Cleaning/ Maintenance	26	18	56
Healthcare Practitioners/ Technical	27	16	57
Farming/Fishing/ Forestry	17	20	63
Transportation/ Material Moving	20	9	71
Food Preparation/ Serving-Related	14	15	71
Protective Service	22	6	72
All Respondents	35	23	42

Preferences of Employees

As mentioned above, 87 percent of workers prefer and take the opportunity to work remotely (McKinsey & Company et al., 2022). Here is the breakdown:

Percentage of Employed Respondents with Remote Work Options	Days Worked Remotely per Week
32 percent	Greater than 5 days
10 percent	Four days
16 percent	Three days
18 percent	Two days
11 percent	One day

13 percent	No days
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Based on the data above, clearly, employees prefer to work some days remotely, which is what we call these days as “Hybrid Work” . If 87 percent of employees prefer to have remote work options, it means that a significant majority of the employees would prefer to have the ability to work from home or other remote locations, rather than working exclusively in a traditional office setting. This could be for a variety of reasons, such as the ability to better balance their work and personal lives or to avoid the commute to and from the office.

35 percent of employees have the option to work 5 or more days remotely, which means that a significant portion of the workforce has the ability to work from home or other remote locations for the majority of the workweek. This can be beneficial for both the employees and the employer, as it can improve work-life balance and productivity, and can potentially reduce overhead costs for the employer. It's important to note that not all jobs are conducive to remote work, so not all employees may have the option to work remotely.

If there are four days or less of remote work and employees are still taking the opportunity to work remotely, it could indicate that they prefer a hybrid work arrangement. A hybrid work arrangement is one in which employees have the option to work both from the office and from home or other remote locations. This type of arrangement can offer the best of both worlds, as it allows employees to enjoy the benefits of remote work, such as flexibility and reduced commuting time, while also providing opportunities for collaboration and in-person interactions with colleagues. However, it's important to note that not all employees may have the same preferences, so it's important to communicate with them and find out what works best for each individual.

Here are some tips for managers on how to schedule hybrid work for employees who prefer working remotely during some days of the week:

- a. Communicate with your employees to find out their preferences and availability. This will help you to understand their individual needs and create a schedule that works for everyone.
- b. Create a schedule that allows for a mix of in-office and remote work. This could mean that some employees work from the office on certain days, while others work from home on those days. Alternatively, you could have everyone work from the office on certain days, and from home on others.
- c. Consider using a scheduling tool to help you keep track of everyone's availability and to ensure that the schedule is fair and balanced.
- d. Be flexible and open to adjusting the schedule if needed. If certain employees are struggling with the current schedule, or if the schedule is not working for the team as a whole, be open to making changes.

- e. Provide your employees with the resources and support they need to work effectively, whether they are in the office or working remotely. This could include access to the necessary technology and equipment, as well as support and guidance on how to use it.
- f. Encourage regular communication and collaboration among team members, regardless of their location. This could involve using tools like video conferencing and collaboration software to facilitate remote meetings and discussions.

Overall, the key is to be flexible and open to finding a schedule that works for everyone. By communicating and collaborating with your employees, you can create a hybrid work arrangement that is effective and beneficial for all parties.

Sustainability of Hybrid & Remote Work (long-term forecast):

It is difficult to say whether hybrid work, which involves a mix of working from the office and working remotely, is sustainable for all industries. Some industries may be better suited to hybrid work than others, depending on the nature of the work and the type of collaboration and communication that is required. For example, industries that require a high degree of face-to-face interaction or hands-on work may not be as well-suited to hybrid work. Additionally, hybrid work may not be feasible for industries that have strict regulations or requirements related to data security and access. Ultimately, the sustainability of hybrid work will depend on the specific needs and challenges of each industry.

Computer/ Mathematical

For the computer and mathematical industries, hybrid work, which combines in-office and remote labor, is probably sustainable. Work that may be done from a distance, such as software development and data analysis, is frequently involved in these businesses. Additionally, a lot of people in the computer and mathematical fields are used to working remotely and collaborating with team members via technology.

They are more able to adjust to a hybrid work arrangement as a result. By enabling a smaller office area, hybrid work can also assist computer and mathematical enterprises in lowering overhead costs. Overall, we believe that the computer and mathematical industries may benefit from hybrid work, and is sustainable for these industries.

Business/ Financial Operations

For the Business/Financial Operations sectors, hybrid work may be sustainable. Work that may be done remotely, such as financial research and business development, is frequently involved in these businesses. Furthermore, a lot of business and financial operations experts are used to working remotely and communicating with team members via technology. They are more able to adjust to a hybrid work arrangement as a result. By enabling a smaller office location, hybrid

work can also assist Business/Financial Operations organizations lower overhead expenditures. Overall, the business/financial operations sectors can benefit from hybrid work moving forward.

Architecture/Engineering

For the architectural and engineering fields, hybrid work is probably sustainable. These fields frequently entail labor that may be completed from a distance, such as design and drafting. Additionally, a lot of architects and engineers are used to working remotely and engaging with team members via technology. They are more able to adjust to a hybrid work arrangement as a result. By allowing for a smaller office area, hybrid work can also assist architecture/engineering firms lower overhead costs. Overall, the architecture and engineering industries can benefit from hybrid work in the long run.

Arts/Design/ Entertainment/ Sports/Media

In the Arts/Design/Entertainment/Sports/Media industries, hybrid work can be hard to determine whether it is sustainable. These industries often involve work that requires a high degree of face-to-face interaction or hands-on work, such as rehearsals and production meetings. Additionally, some professionals in the industry may require access to specialized equipment or facilities that may not be available outside of the office. This could make it challenging for them to adapt to a hybrid work model. Ultimately, the sustainability of hybrid work for the Arts/Design/Entertainment/Sports/Media industries will depend on the specific needs and challenges of each organization.

Legal

It is difficult to say whether hybrid work is sustainable for the Legal industry. This industry often involves work that requires a high degree of face-to-face interaction or in-person meetings, such as depositions and court appearances. Additionally, some legal/law/court/litigation professionals may require access to sensitive or confidential documents and information that may not be easily accessible outside of the office. This could make it challenging for them to adapt to a hybrid work model. Ultimately, the sustainability of hybrid work for this industry will depend on the specific needs and challenges of each organization.

Community/Social Service

Although these industries require face-to-face interactions, many are opting for hybrid meetings instead. NGOs and non-profit organizations choose secure devices that cannot be easily hacked. USB-only devices are usually best for these types of confidential meetings that provide a safe zone for all participants.

Management/Office/Administrative Support

It is likely that hybrid work is sustainable for these roles. Many managers and office administrations are already accustomed to working remotely and collaborating with team members using digital tools. This makes it easier for them to adapt to a hybrid work model. Additionally, hybrid work can provide these roles with the flexibility to work from anywhere, which can be useful when managing a team that is distributed across different locations. It can also allow for greater collaboration with team members and clients, as it makes it easier to communicate and share information remotely.

Educational Instruction/Library

roles in educational instruction, teaching, academia, and libraries may sustain hybrid work, which combines in-person and remote classes. Using digital technologies for class collaboration and working remotely are commonplace for many educators and librarians. They are more able to adjust to a hybrid work arrangement as a result. Additionally, hybrid employment can give educators and librarians the freedom to work from any location, which can be advantageous when assisting students and other team members who are dispersed across many regions.

Sales

The hybrid work model has also had an impact on the sales industry, with many companies adopting a hybrid approach to sales. In a hybrid sales model, salespeople may work remotely some of the time, while also meeting with clients in person when necessary. This allows them to maintain relationships with clients while also having the flexibility and benefits of working remotely. One of the main advantages of a hybrid sales model is that it allows salespeople to be more productive and efficient. They can take advantage of the ability to work from anywhere, which can help them to manage their time more effectively and focus on their tasks without the distractions of a traditional office environment.

Another advantage is that it can help to improve work-life balance for salespeople. By allowing them to work from home, companies can help their sales teams to avoid long commutes and spend more time with their families.

Overall, the adoption of a hybrid sales model is likely to continue to grow in the coming years, as more companies recognize the benefits it can provide for both their sales teams and their clients.

All other industries (mentioned in the previous section)

It's safe to say that the other industries not mentioned above in this section require face-to-face interactions. Healthcare professionals for example need to be physically present to do the bulk of their jobs. Cleaning, security, and other support systems need to be onsite to fulfill their roles. Although hybrid work may be injected into their routine, ultimately, physical appearances in the workplace may be essential.

What our customers think

- **Mary** (IT Manager, Healthcare in the US)

From a healthcare perspective, hybrid work may only apply to doctors and consultants who are not required to deal with patients face to face. However, people who often have to run to different locations for meetings and consultations can benefit from a hybrid work setup. Hospital administrators and leaders, for example, need to have a healthy hybrid setup (and the proper equipment) to run their businesses. If a meeting can be done online, it will be done online.

- **Patricia** (Finance Director, IT company in the US)

As a finance director, I would say that hybrid working can have several benefits. For example, it can increase flexibility and productivity for employees, and can also reduce overhead costs for the company by allowing for a smaller office space. Additionally, hybrid working can also improve morale and job satisfaction among employees, as it gives them more control over their work environment and schedule. Overall, I believe that hybrid working can be a win-win for both employees and the company.

- **Jason** (Professor, University in Germany)

Hybrid working can be an effective way to maintain productivity while also allowing for flexibility and work-life balance. This can be particularly beneficial for university staff, as it allows them to balance their teaching and research responsibilities with their personal lives. Additionally, hybrid working can also help to reduce the need for expensive on-campus housing and transportation, which can be significant cost savings for both staff and students. Overall, I believe that hybrid working can be a useful strategy for universities to adopt to support the needs of their staff and students.

- **Theodore** (Architect, New York)

As an architect hybrid work can apply to my profession. Hybrid working can provide architects with the flexibility to work from anywhere, which can be particularly useful when working on projects that require travel or on-site visits. It can also allow for greater collaboration with team members and clients, as it makes it easier to communicate and share ideas remotely. Additionally, hybrid working can also help to reduce overhead costs for architecture firms by allowing for a smaller office space. Overall, I believe that hybrid working can be a useful approach for architects to adopt to support their professional and personal needs.

- **Gary** (Sales Manager, US)

Hybrid working can provide sales managers with the flexibility to work from anywhere, which can be particularly useful when managing a team of sales representatives who are often on the road. It can also allow for greater collaboration with team members and clients, as it makes it easier to communicate and share information remotely. Additionally, hybrid working can also help to reduce overhead costs for pharmaceutical companies by allowing for a smaller office

space. Overall, I believe that hybrid working can be a useful approach for sales managers in the pharmaceutical industry to adopt to support their professional and personal needs.

Conclusion

The 2020s have been a time of innovation and experimentation, with many businesses exploring the potential of hybrid and remote work. Although hybrid and remote work may seem like a new phenomenon, these models have been around for a while. Despite the promising benefits that come with these models, they struggled to gain traction. Organizations were slow to realize that remote work was the future of work and for many employees, it was still a mainstay. However, over the last two decades, hybrid and remote work has become increasingly popular in many business sectors.

Businesses are adapting to the changes, with more organizations embracing hybrid and remote work models. For managers, the key is to be flexible and open to finding a schedule that works for everyone. By communicating and collaborating with your employees, you can create a hybrid work arrangement that is effective and beneficial for all parties.

In conclusion, the 2022 Report on Global Hybrid and Remote Work finds that hybrid and remote work models are becoming increasingly popular, with many businesses embracing these models as a way to improve communication, collaboration, and productivity. The report also examines the potential challenges and opportunities of these models, as well as the role of technology in facilitating them. Additionally, the report looks at the impact of hybrid and remote work on employee engagement, job satisfaction, and well-being. Overall, the report provides a comprehensive overview of the current state of hybrid and remote work and its potential future.

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