



Study exploring the social, economic and legal context and trends of telework and the right to disconnect, in the context of digitalisation and the future of work, during and beyond the COVID-19 pandemic

Annex 9. Questionnaires

LOGO

EUROPEAN COMMISSION

Directorate-General for Employment, Social Affairs and Inclusion
Directorate Jobs and skills
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Annex 9A - Employee survey

Work from Home - a Survey

Visionary Analytics, contracted by the European Commission, is conducting a study to understand how new working habits, which were already happening before, but were accelerated by the Covid-19 pandemic, can affect workers' wellbeing and productivity. We are in particular interested to know your views on:

- **Telework** (the ability to work from anywhere)
- **Right to Disconnect** (the right of workers to 'switch off' from work when not on duty)

The study will contribute to the debate on a possible policy response to new challenges for workers and employers. For more information on the study please [click here](#).

A more extensive introduction to the study can be found [here](#).

The survey should not take longer than 10 minutes. Thank you.

Data Privacy and Informed Consent Information

Your personal data will be processed in line with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons regarding the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. Your data will only be processed by Visionary Analytics employees entrusted with implementation of the project.

Your answers will be anonymised and published as part of the study report. None of your personal details (e.g., institution and affiliation, e-mail address) will be published or disclosed. The full information regarding data protection is provided in the privacy statement that can be found [here](#).

1. Please select *

- I agree to my data being processed as outlined in the privacy statement

Page exit logic: Skip / Disqualify Logic

IF: #2 Question "Are you... (pick only one)" is one of the following answers ("Self-employed", "Unemployed", "Retired", "Student") **THEN:** Jump to [page 11 - Thank You!](#) Flag response as complete

2. Are you... (pick only one) *

- Employee
- Self-employed
- Unemployed
- Retired
- Student

Your current experience

Page exit logic: Skip / Disqualify Logic

IF: #5 Question "I teleworked (that is, worked from home or other places such as a coworking space or a vehicle)" is one of the following answers ("Never") **THEN:** Jump to [page 6 - Working arrangements at your workplace](#)

For this section, please reply considering your experience at your current workplace. Take January-June 2022 as reference.

3. My contracted hours per week were...

- Up to 20 h
- 20-29 h
- 30-35 h
- 36-39 h
- 40 h
- More than 40 h

4. For this section, please reply considering your experience at your current workplace. Take January-June 2022 as reference.

	1 - Strongly disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly agree
I could decide when to start or end my work day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had flexibility to take time off to attend private matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Part of my time was devoted to stand-by-work (be anywhere but available to work)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had flexibility to work longer some days and compensate with time off other days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was often requested to work outside my working hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I worked more than contracted hours without compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was often requested to work at clients' premises, patients' home or similar locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

LOGIC Show/hide trigger exists.

5. I teleworked (that is, worked from home or other places such as a coworking space or a vehicle) *

- Daily
- Several times a week
- Several times a month
- Less often
- Never

LOGIC Hidden unless: #5 Question "I teleworked (that is, worked from home or other places such as a coworking space or a vehicle)" is one of the following answers ("Never")

6. I did not telework because... (tick all that applies)

- I was not given the option by my employer
- I do not have space at home
- I do not have good internet connection at home
- I do not have appropriate equipment (working table, computer, laptop, screen...)
- Working from home is expensive (e.g., heating costs)
- I prefer to work with my colleagues in person
- Other, please specify

Your experience with telework

Page description:

For this section, please reply considering your experience with telework. Take January-June 2022 as reference

9. I teleworked because... (tick all that applies)

- I could save commuting time and costs
- I could concentrate better at home
- I needed to work extra time at home to finish my work
- I had to attend work requests outside my working hours
- It was easier to take care of my children
- It was easier to take care of relatives/friends in need
- It was easier to deal with my domestic duties
- It was easier to deal with my social commitments or leisure activities
- I was requested to telework by my employer
- Other, please specify

10. Did you telework when you were residing in a country which is not the country where your employer's workplace is?

*

Please note this question does not refer to occasional telework from abroad (e.g., telework during work travels or for attending an emergency during holidays). The focus is on telework while residing in another country.

- Yes
- No

Your experience with telework from another country

Page description:

For this section, please consider your experience with telework when residing in a country that is not the country where your employer's premises is. Take January - June 2022 as reference.

11. I teleworked residing in another country this % of my work time:

- 0-10%
- 11-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

12. The country where I teleworked from was ...(tick all that applies)

- An EU country
- A country sharing the border with the country where my employer's workplace is
- EFTA country, i.e. Iceland, Liechtenstein, Norway or Switzerland
- UK
- Other non-EU country

13. I teleworked residing in another country because... (tick all that applies)

- It is my country of residence, where I usually live
- It was my country of residence until I moved
- I have personal ties in that country (e.g., relatives, friends)
- It was easier to take care of relatives/friends in need
- It has attractive telework facilities
- It is better for taxation or social security purposes
- I like that country better (for example for climate)

LOGIC Show/hide trigger exists.

14. Have you experienced any administrative difficulties when you teleworked while residing in another country?

- Yes
- No

LOGIC Hidden unless: #14 Question "Have you experienced any administrative difficulties when you teleworked while residing in another country?" is one of the following answers ("Yes")

15. Select all that applies

- Difficulties related to taxation
- Difficulties related to social security
- Difficulties related to other contractual issues
- Other. Please specify

Page description:

For this section, please reply considering the current situation at your workplace.

16. Regarding **'telework'** (the ability to work from anywhere) my employer... (tick all that applies):

- Some supervisors have informal agreements with workers
- There is a company telework policy communicated to workers
- There is a formal telework agreement signed by management and employees' representatives
- There is a sectorial social partners agreement relevant to telework
- None of the above applies

17. Regarding the **'right to disconnect'** (the right of workers to 'switch off' from work when not on duty), my employer... (tick all that applies):

- Some supervisors have informal agreements with workers
- There is a company policy on the right to disconnect communicated to workers
- There is a formal agreement on the right to disconnect signed by management and employees' representatives
- There is a sectorial social partners agreement relevant to right to disconnect
- None of the above applies

Your current work arrangement

18. For this section, please reply considering your current experience at your workplace.

	1 - Strongly disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly agree
I have good opportunities for training and career development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have little autonomy at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a good trusting relationship with my supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive help and support from my colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am exposed to intrusive control or constant surveillance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisors do not help or support me enough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I often feel discriminated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I spend little time in commuting to work and save costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My employer compensates me for the additional costs I incur working from home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I cannot keep stable boundaries between private and professional life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work is positive for my health and wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your preferences

Page description:

For this section, please consider what you would like to happen in your work environment.

VALIDATION Max. answers = 3 (if answered)

19. From the list below, please select the three most important issues

- More freedom to set my working schedule
- More freedom to work from anywhere
- More freedom to take some hours off for attending private issues
- Not to be contacted outside of my working hours
- More regular and predictable schedules
- More transparent and clearer monitoring procedures
- More in-person work with my supervisors and colleagues

Main areas for improvement

Page description:

This section is not about your individual experience. It is about your opinion on how to ensure that workers can make most of the opportunities offered by flexibility of working hours and location.

VALIDATION Max. answers = 3 (if answered)

20. From the list below, please select the three most important areas for improvement

- A right to disconnect
- Clarity on eligibility rules for telework
- Clarity on data protection and digital surveillance
- Protection of teleworkers from discriminatory treatment
- Compensation of costs related to working from home
- Ensuring protection of safety and health when working from home
- Clarity on social protection rules when teleworking from abroad
- Clarity on tax obligations when teleworking from abroad

About you

Page description:

For this section, please give us some details about yourself and the place where you work

21. What type of organization do you work for?

- Private company
- Public administration (ministry, municipality, etc)
- Public company operating in the market (e.g. electricity provider)
- Public provider of service (hospital, school, etc.)
- Non-profit sector

22. What is the main activity of your organization?

- Agriculture
- Industry
- Construction
- Commerce and hospitality
- Transport
- Financial services
- Public administration
- Education
- Health
- Other
- Don't know

23. How many employees work for your organization?

- 1-9
- 10-49
- 50-249
- 250 or more

24. Are there employees' representatives in your organization?

- Yes
- No
- Don't know

25. What best describes your role or activity?

- Service worker
- Elementary occupation
- Sales worker
- Armed forces occupation
- Technician or junior professional
- Clerical support worker
- Plant and machine operator or assembler
- Professional
- Skilled agricultural forestry and fishery worker
- Craft and related trade worker
- Manager

26. How long have you been working at your current employer?

Specify

27. In which country do you live in?

- Austria Belgium Bulgaria Croatia Cyprus
- Czech Republic Denmark Estonia Finland France
- Germany Greece Hungary Ireland
- Italy Latvia Lithuania Luxembourg Malta
- Netherlands Poland Portugal Romania Slovakia
- Slovenia Spain Sweden Other

28. What best describes the area where you live?

- A farm or home in the countryside
- A country village
- A town or a small city
- The suburbs or outskirts of a big city
- A big city

29. How distant is your home from your workplace?

- Less than 1 km
- 1-5 km
- 6-10 km
- 11-20 km
- 21 km or more

30. What means of transport do you usually use to go to work? (tick all that applies)

- On foot
- Bike
- Bus / Underground
- Train
- Car
- Other

31. What is your education background?

- Primary education
- Lower secondary education
- Upper secondary education
- Post-secondary non-tertiary education
- Tertiary education (bachelor or above)

32. How would you describe yourself?

- Woman
- Man
- Other
- Prefer not to answer

33. Regarding your private life, how often do you...

	1 - never	2	3	4	5 - very often
Care for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care for elderly, disabled relatives or friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cook and do house work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

VALIDATION Max character count = 100

34. Any final comments?

Thank You!

Thank you for taking our survey. Your response is very important to us.

Annex 9B - Employer survey

Work from Home - a Survey

Visionary Analytics, contracted by the European Commission, is conducting a study to understand how new working habits, which were already happening before, but were accelerated by the Covid-19 pandemic, can affect workers' wellbeing and productivity. We are in particular interested to know your views on:

- **Telework** (the ability to work from anywhere)
- **Right to Disconnect** (the right of workers to 'switch off' from work when not on duty)

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1. Please select *

- I agree to my data being processed as outlined in the privacy statement

Work arrangements in your organisation: time and location

Page description:

For this section, please refer to non-managerial staff, that is **employees not holding a management position**.

If your organisation has different working establishments, please refer to the establishment where you work. Take January-June 2022 as reference.

Page exit logic: Skip / Disqualify Logic

IF: #4 Question "Employees do not telework because... (tick all that applies)

" **THEN:** Jump to [page 5 - Working arrangements at your organisation](#)

2. The % of employees working part-time is...

- 0%
- up to 10%
- 11-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

3. Please select *

	Most employees	Some groups of employees	Few employees	No employee
Employees can decide when to start or end their work day, at least to some extent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees have flexibility to take time off to attend private matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees sometimes are on stand-by-work (that is, anywhere but available to telework)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees have flexibility to work longer some days and compensate with time off other days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees are sometimes requested to work outside their working hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees are sometimes requested to work at clients' premises, patients' home or similar locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees are sometimes working from home or other places such as a coworking space or a vehicle (that is, teleworking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

LOGIC Hidden unless: Question "Employees are sometimes working from home or other places such as a coworking space or a vehicle (that is, teleworking)" is one of the following answers ("No employee")

4. Employees do not telework because... (tick all that applies)

- Telework is not feasible
- My organisation does not offer this option
- Employees have not requested this option
- Other. Please specify

The experience of your organisation with telework

Page description:

For this section, please refer to non-managerial staff, that is **employees not holding a management position**.

If your organisation has different working establishments, please refer to the establishment where you work. Take January-June 2022 as reference.

Page exit logic: Skip / Disqualify Logic

IF: #8 Question "Did any employee telework while residing in a country that is not the country where your organisation is placed?"

" is one of the following answers ("Yes") **THEN:** Jump to [page 4 - The experience of your organisation with telework from another country](#)

Page exit logic: Skip / Disqualify Logic

IF: #8 Question "Did any employee telework while residing in a country that is not the country where your organisation is placed?"

" is one of the following answers ("No") **THEN:** Jump to [page 5 - Working arrangements at your organisation](#)

5. Most teleworkers work from home this % of their time

- 0-10%
- 11-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

6. Most teleworkers can decide when to work from home and when to work from my organisation's premises

	1	2	3	4	5	
Strongly disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly agree

7. My organisation offers the option to telework because... (tick all that applies)

- We can save real estate and office costs
- We can hire talent worldwide
- Employees concentrate better at home
- Employees save commuting time
- Employees have better work-life balance
- Other. Please specify

8. Did any employee telework while residing in a country that is not the country where your organisation is placed?

*

Please note this question does not refer to occasional telework from abroad (e.g., telework during work travels or for attending an emergency during holidays). The focus is on telework while residing in another country.

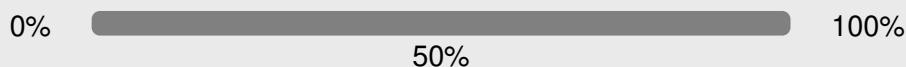
- Yes
- No

The experience of your organisation with telework from another country

Page description:

For this section, please consider the experience of your organisation with employee(s) teleworking while residing in a country that is not the country where your organisation is placed. Take January - June 2022 as reference.

9. What share of your employees teleworked while residing in another country? Your best estimate is enough



LOGIC Show/hide trigger exists.

10. Have you experienced any administrative difficulty concerning teleworkers residing in another country?

- Yes
- No

LOGIC Hidden unless: #10 Question "Have you experienced any administrative difficulty concerning teleworkers residing in another country? " is one of the following answers ("Yes")

11. Select all that applies

- Difficulties related to taxation
- Difficulties related to social security
- Difficulties related to other contractual issues
- Other. Please specify

Working arrangements at your organisation

Page description:

For this section, please reply considering the current situation at your workplace.

LOGIC Hidden unless: Question "Employees are sometimes working from home or other places such as a coworking space or a vehicle (that is, teleworking)" is not one of the following answers ("No employee")

12. Regarding **'telework'** (the ability to work from anywhere) my organisation... (tick all that applies):

- Some supervisors have informal agreements with workers
- There is a company telework policy communicated to workers
- There is a formal telework agreement signed by management and employees' representatives
- There is a sectorial social partners agreement relevant to telework
- None of the above applies

13. Regarding the '**right to disconnect**' (the right of workers to 'switch off' from work when not on duty), my organisation... (tick all that applies):

- Some supervisors have informal agreements with workers
- There is a company policy on the right to disconnect communicated to workers
- There is a formal agreement on the right to disconnect signed by management and employees' representatives
- There is a sectorial social partners agreement relevant to right to disconnect
- None of the above applies

Current work arrangements at your organisation

14. For this section, please reply considering your experience with current work arrangements in your organisation.

	1 - Strongly disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly agree
We attract and retain highly skilled professionals, no matter where they live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have difficulties for sustaining organisational culture and workers' attachment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We favour trust-based relationships between supervisors and employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have difficulties enhancing knowledge sharing and innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We dedicate additional efforts to organise and supervise work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have difficulties integrating employees working on-site and teleworking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have implemented new procedures for control and surveillance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have increased productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We compensate employees for expenses due to working from home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have reduced real estate and office costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, we have reduced costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The sickness absence rate has decreased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have dedicated additional efforts for protecting the health and safety of employees working from home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Looking forward

Page description:

For this section, please consider what your organisation should implement to improve working arrangements.

VALIDATION Max. answers = 3 (if answered)

15. From the list below, please select the three most important issues

- Provide more freedom to employees to set their working schedule
- Provide more freedom to employees to work from anywhere
- Provide more freedom to employees to take some hours off for attending private issues
- Avoid contacting employees out of their working hours
- Implement more regular and predictable schedules
- Implement more transparent and clearer monitoring procedures
- Increase in-person work at the organisation's premises

Main areas for improvement

Page description:

This section is not about your experience with your organisation. It is about your opinion on how policy makers and social partners can support employers to make most of the opportunities offered by flexibility of working hours and location, while addressing potential drawbacks.

VALIDATION Max. answers = 3 (if answered)

16. From the list below, please select the three most important areas for improvement

- A right to disconnect
- Clarity on eligibility rules for telework
- Clarity on data protection and digital surveillance
- Protection of teleworkers from discriminatory treatment
- Compensation of costs related to working from home
- Ensuring protection of safety and health when working from home
- Clarity on social protection rules when teleworking from abroad
- Clarity on tax obligations when teleworking from abroad

About you

Page description:

For this section, please give us some details about yourself and the organisation you represent.

17. What type of organisation do you represent?

- Private company
- Public administration (ministry, municipality, etc)
- Public company operating in the market (e.g. electricity provider)
- Public provider of service (hospital, school, etc.)
- Non-profit sector

18. What is the main activity of your organisation?

- Agriculture
- Industry
- Construction
- Commerce and hospitality
- Transport
- Financial services
- Public administration
- Education
- Health
- Other

- Don't know

19. How many employees work for your organisation?

- 1-9
- 10-49
- 50-249
- 250 or more

20. Does your organisation have.. ? (tick all that applies)

- Several offices
- Offices in different countries

21. Are there employees' representatives in your organisation?

- Yes
- No
- Don't know

22. What is your current position within your organisation?

- Manager (for instance, director, human resources manager or similar)
- Human resources specialist
- Other. Please specify

VALIDATION Max character count = 100

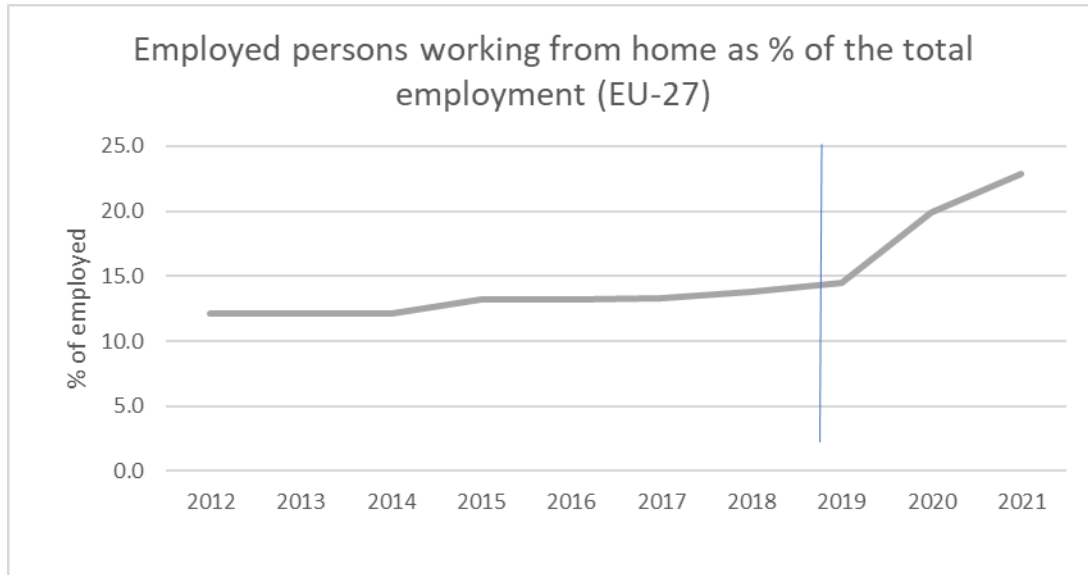
23. Any final comments?

Thank You!

Thank you for taking our survey. Your response is very important to us.

Annex 9C. Delphi survey questionnaire

Part 1: Short-term telework



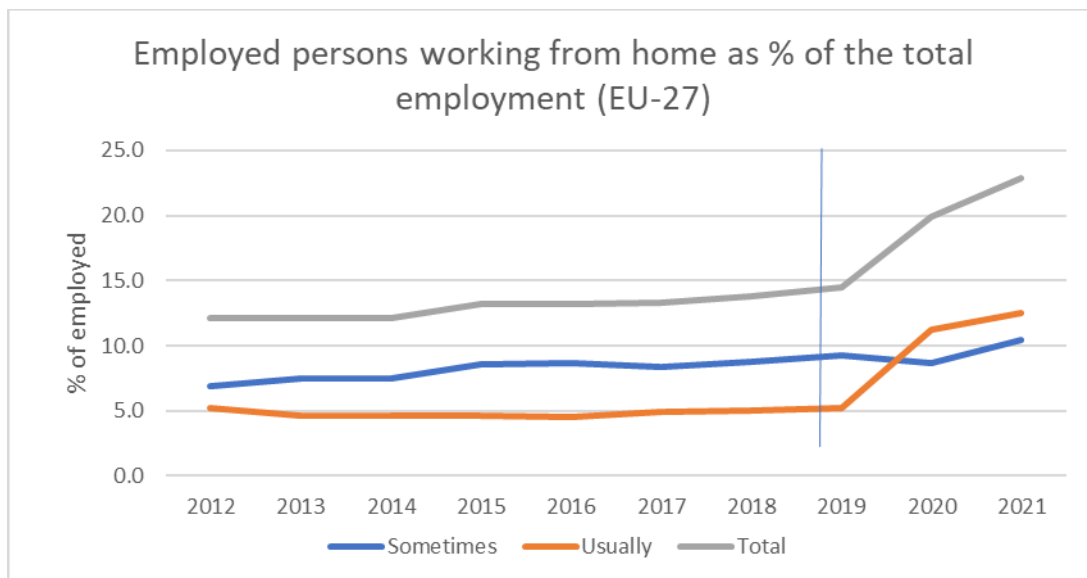
Note: the data in the figure covers all employed persons working from home sometimes and usually. It does not include self-employed.

Q1-1. The graph above illustrates evolution of telework through the years. In your opinion, what share of employed persons is likely to work from home in the near future (2022-2024)?

- > 31%
- ~ 26-30 %
- ~ 21- 25%
- ~ 16-21%
- ~ 12-15%
- <12%

Q1-1.1 Please provide arguments / explain your answer

Please, write in



Q1-2. The graph above illustrates dynamics in the shares of employees working from home sometimes (1-2 days a week) and usually (3 days or more per week). In your opinion, what share of employed persons is likely to work from home sometimes and usually in 2022-2024?

	Share of employees teleworking usually (3 days or more per week)	Share of employees teleworking sometimes (1 or 2 days per week)
Will be higher when compared to 2021		
Will be about the same level as in 2021		
Will be lower than in 2021, but above pre-pandemic		
Will return to pre-pandemic levels		

Q1-2.1 Please provide arguments / explain your answer

Please, write in

Part 2: Long term trends in telework

Q2-1. How telework is expected to evolve in the medium-long term (5-10 years from now)? What share of employees would you expect to be working from home (at least sometimes) in 2032?

(to remind of historical data, the share of teleworkers in 2019 constituted 14.5% and in 2021 – 22.9%).

Slider:

0% _____ 100%

Q2-1.1. Please provide arguments / explain your answer

Please, write in

Q2-2. In your opinion, which drivers will be the most important in shaping medium-long term telework trends? Please select up to five of the most important drivers.

- Changing structure of economy (e.g. growing importance of knowledge intensive services, which provide teleworkable jobs)
- Generational change (e.g., younger cohorts that are more willing to telework entering the labour market)
- Technological change, which makes occupations more or less teleworkable
- Real estate prices
- Higher energy prices
- Change in company's culture and attitude flexible work arrangements
- Employees' preferences for flexibility in place and time of work
- Changes in national / EU regulations
- Labour shortages
- Willingness to reduce carbon footprint by employees and employers
- Adoption of social partners' collective agreements
- Other drivers (please specify) _____

Q2-2.1 What impact <the first selected option> is likely to have on the share of teleworking employees?

Due to the <the first selected option> teleworking will:

- Significantly increase Increase Decrease Significantly decrease

Q2-2.2. Please provide arguments / explain your answer

Please, write in

Q2-2.3 What impact <the second selected option> is likely to have on the share of teleworking employees?

Due to the <the second selected option> teleworking will:

- Significantly increase Increase Decrease Significantly decrease

Q2-2.4. Please provide arguments / explain your answer

Please, write in

Q2-2.5 What impact <the third selected option> is likely to have on the share of teleworking employees?

Due to the <the third selected option> teleworking will:

Significantly increase Increase Decrease Significantly decrease

Q2-2.6. Please provide arguments / explain your answer

Please, write in

Q2-2.7 What impact <the fourth selected option> is likely to have on the share of teleworking employees?

Due to the <the third selected option> teleworking will:

Significantly increase Increase Decrease Significantly decrease

Q2-2.8. Please provide arguments / explain your answer

Please, write in

Q2-2.9 What impact <the fifth selected option> is likely to have on the share of teleworking employees?

Due to the <the third selected option> teleworking will:

Significantly increase Increase Decrease Significantly decrease

Q2-2.10. Please provide arguments / explain your answer

Please, write in

Part 3: Likely future effects of telework

Q3-1. Let's assume the share of teleworking employees will increase in the medium – long term. What impact is this likely to have on

	Low or no impact	Highly positive impact	Positive impact	Both: positive and negative impacts	Negative impact	Highly negative impact	Do not know
Work-life balance of employees							
Hiring talent world wide							

Cross-border teleworking							
Cost savings for employers							
Cost savings for employees							
Productivity							
Psychological impacts and mental health, including burn-out among employees							
Physical health and safety of workers							
Gender equality in the labour market							
Gender equality in the division of labour at home							
Economic development of non-metropolitan regions							
Regional labour mobility							
Income inequality							
Costs of adaptation falling on SMEs							
Efficient use of natural resources							
Access to education and training							
Increasing overall levels of employment							
Access to the labour market in general							

Strengthening of social dialogue							
Digital transition of the world of work							

Q3-2 In the previous question you have assessed the likely impacts of higher prevalence of telework. Please provide arguments / explain your answers for the impacts, which you considered as the most important ones

	Please provide arguments / explain
Work-life balance of employees	
Hiring talent world wide	
Cross-border teleworking	
Cost savings for employers	
Cost savings for employees	
Productivity	
Psychological impacts and mental health, including burn-out among employees	
Physical health and safety of workers	
Gender equality in the labour market	
Gender equality in the division of labour at home	
Economic development of non-metropolitan regions	
Regional labour mobility	
Income inequality	
Costs of adaptation falling on SMEs	
Efficient use of natural resources	
Access to education and training	
Increasing overall levels of employment	
Access to the labour market in general	
Strengthening of social dialogue	
Digital transition of the world of work	

Q3-3. What other impacts growth in incidence of telework may pose in the future? Why they are important?

Please, write in

Q3-4. Let's now assume that prevalence of telework will decrease in the medium-long term (5-10 years from now). In your view, why would have that happened?

	Very important factor	Somewhat important factor	Neither important, nor unimportant	Somewhat unimportant factor	Not important factor at all	Do not know
Employees' preferences						
Employers' preferences						
Economic crisis						
Issues with technological adoption or use						
Lack of appropriate regulatory framework at Member State level						
Lack of appropriate regulatory framework at EU level						
Lack of regulatory enforcement						
Lack of coordination between employers' and employees' representatives						

Q3-5 In the previous question you have assessed the drivers for hypothetical scenario of lower prevalence of telework in the medium-long term (5-10 years from now). Please provide arguments / explain your answers for the drivers, which you considered as the most important ones

	Please provide arguments / explain
Employees' preferences	
Employers' preferences	
Economic crisis	
Issues with technological adoption or use	
Lack of appropriate regulatory framework at Member State level	
Lack of appropriate regulatory framework at EU level	
Lack of regulatory enforcement	
Lack of coordination between employers' and employees' representatives	

Q3-6. What other reasons / drivers could result in lower prevalence of telework in the medium-long term (5-10 years from now)? Why they are important?

Please, write in

Part 4: Right to disconnect

Q4-1. Let's assume that right to disconnect (i.e., the right of workers to 'switch off' from work when not on duty) is legally established across all EU Member States. What long-term impacts would it have on the following:

	Low or no impact	Highly positive impact	Positive impact	Both: positive and negative impacts	Negative impact	Highly negative impact	Do not know
Employees' willingness to telework							
Employers' willingness to offer telework							
Work-life balance of employees							

Psychological impacts and mental health, including burn-out among employees							
Productivity							
Staff turn-over							
Competitiveness of European companies							
Costs of adaptation falling on SMEs							

Q4-2. The previous question asked you to assess the likely impacts of establishing the right to disconnect. Please provide arguments / explain your answers for the impacts, which you considered as the most important ones.

	Please provide arguments / explain
Employees' willingness to telework	
Employers' willingness to offer telework	
Work-life balance of employees	
Psychological impacts and mental health, including burn-out among employees	
Productivity	
Staff turn-over	
Competitiveness of European companies	
Costs of adaptation falling on SMEs	

Q4-3. What other long term impacts would the right to disconnect have? Why they are important?

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Annex 9D. Interviews with national stakeholders

Introduction

COVID-19 pandemic has altered the world of work. A large number of workers was forced to perform work remotely, mostly from home, and a significant share of them continue doing so, after the lifting of social distancing restrictions. Telework offers a number of potential benefits for employees, including reduced commuting time, increased autonomy and flexibility, and others. However, it also poses important risks, including difficulties in disconnecting from work-related responsibilities, loneliness and professional isolation, advanced monitoring and control.

In response to this situation, the European Commission's Directorate-General for Employment, Social Affairs and Inclusion is conducting an exploratory study, which seeks to understand, how these trends are likely to develop in the future, and how to make full use of the benefits of telework and the right to disconnect, while anticipating and managing their challenges.

The study will feed into the policy debate, regarding the most appropriate EU policy responses to the opportunities and challenges, posed by telework and the right to disconnect.

The study is performed by [Visionary Analytics](#) and [Notus](#). It is carried out at the request of European Commission, DG Employment, Social Affairs and Inclusion. Please find the support letter [here](#).

Definitions:

- **Telework:** understood as a form of work organisation where work, which could be performed from employers' premises is carried out away from employer's premises by using ICT. Telework arrangements vary in terms of intensity (share of working time teleworking); pattern (whether it is carried out regularly or on ad-hoc basis) and location (whether it is predominantly home-based telework or it is mobile telework, carried out from multiple locations).
- **Right to disconnect:** understood as workers' right not to engage in work-related activities or communications outside working time, by means of digital tools, such as phone calls, emails or other messages. The right to disconnect should entitle workers to switch off work-related tools and not to respond to employers' requests outside working time, with no risk of adverse consequences, such as dismissal or other retaliatory measures.

Interview questions

Trends in telework and the right to disconnect

1. Overall, how well have workers and companies coped with **telework** over the past years?
2. Looking into the future (short, medium and long term) would you say that telework is here to stay? What key drivers will affect the scale and scope of telework in the future? Do you think that the current challenges and opportunities will remain? Or maybe new ones will emerge?
3. How well have the workers and companies managed to achieve a balance between working time flexibility and the **right to disconnect**? To what extent is it driven by legal changes or sectoral / company level agreements and practices? What key challenges have emerged over the past years in this respect?
4. How likely is it that employees' right to disconnect will gain / lose prominence in the future? To what extent are the emerging developments (such as work-from-anywhere, new business models, skills and labour shortages) are likely to shape company approaches to working and rest time? Which of these emerging drivers are likely to have the largest impact?

Challenges and opportunities of telework and the right to disconnect during the pandemic and in the recovery phase

5. Which of the following issues related to telework and the right to disconnect stand out in your country? How they have been addressed? Do you see any other pertinent issues?
 - Occupational safety and health (OSH), including physical and mental health
 - Decent employment and working conditions, including working time and work-life balance
 - Skills, career development and job mobility (across sectors and occupations)
 - Cross-border telework: applicable law, social security and taxation, including addressing the risk of social dumping
 - Control, surveillance and monitoring performance systems, including data protection of teleworkers
 - Regional cohesion: tackling urban rural divide through telework arrangements
 - Gender, skills, digital inequalities, related to access to telework arrangements

National policies and measures put in place

6. In your view, how effective is the existing policy framework in making full use of opportunities and tackling the challenges of telework? If not, what is missing and/or what are the key implementation challenges?
7. If the right to disconnect is established (either in laws or social partners agreements), what are its main advantages as well as challenges? In your view, are there any gaps in the policy (e.g., legal coverage, approach to implementation, legal exceptions for not applying the right to disconnect)? How effectively is it implemented and enforced (if policies / agreements are in place)?
8. If the right to disconnect is not established in your country, would it be important in your view? What problems should it address? What would be the best instrument to establish it?
9. Are there any studies that explore the impacts and costs (or costs savings) of policies / social partners' agreements regarding telework and the right to disconnect in your country? Could you please share them or provide a reference?
10. What is the role of tripartite social dialogue and collective bargaining at cross-sectoral level, sectoral level and company level in designing policies/practices related to teleworking and the right to disconnect?

Existing EU labour acquis

11. To what extent are the national policies, social partners' agreements and debates around them at national level shaped by the existing EU labour *acquis*? *Note to the interviewer: if the respondent does not identify any relevant EU acquis, please point to the following: Currently there are no Directives that exclusively focus on teleworking and the right to disconnect. However, several Directives and Regulations touch upon the relevant issues. Please find them listed in the Table below.*

Relevant <i>acquis</i>	Relevant provisions
EU Working Time Directive (Directive 2003/88)	It sets a maximum of 48 working hours per week. This provision is relevant in the light of the right to disconnect.
The Framework Directive on Safety and Health at Work (Council Directive 89/391/EEC) and specific OSH Directives: Workplace Requirements Directive (89/654/EEC), Display Screen Equipment Directive (90/270/EEC)	The Directives establish minimum OSH standards and oblige employers to take appropriate preventive OSH measures.
Transparent and Predictable Working Conditions Directive (Directive (EU) 2019/1152),	It requires that employment contract should include provisions in relation to the place of work and work patterns. This ensures more predictable working time patterns for workers, which could have a positive impact on work-life balance.
Work-Life Balance Directive (Directive (EU) 2019/1158),	It stipulates that working parents and carers have a right to request flexible working arrangements (including remote working arrangements). It protects workers against discrimination for having made use of their right to flexible working arrangement. It protects workers against dismissal on the grounds that they have applied for, or have taken, flexible working arrangements.
General Data Protection Regulation (Regulation (EU) 2016/679)	It contains relevant provisions regarding employees' rights as data subjects, employers' obligations as data controllers or processors, as well as general principles and requirements concerning the processing of personal data, including in the employment context.
e-Privacy Directive (2002/58/EC)	It aims to ensure confidentiality of communications and traffic data transmitted via public communications network and publicly available communication services.
Regulation on the coordination of social security systems (Regulation (EC) 883/2004),	It aims to ensure that cross-border workers are covered exclusively by one MS' social security legislation at a time. This, however, becomes problematic, when an employee works from home in a different MS than the country in which her/his employer is registered.

12. To what extent is the existing *acquis* effective in protecting the rights of workers (including the right to disconnect), while facilitating full use of the benefits of teleworking?
13. *Question for national authorities only:* Does the transposition and implementation of the *acquis*, imply costs (workload), which is additional to the costs of implementing national policies, for your agency? If yes,
 - a. *Are these costs related to information and monitoring, complaint handling, inspections or litigation?*
 - b. How many persons are working on each of the above? What share (in percentage terms) of their work does it take?

Policies and measures put in place

14. Is there a need to supplement or change the existing legal framework, related to teleworking and the right to disconnect, at the EU level? If yes, in which areas? What would be the best instrument to do so?

[if the respondent is not certain, please provide some examples: ensuring equal treatment as to, which employees are eligible for remote work; enforcement of occupational safety and health of remote workers; Increasing legal certainty regarding working time of remote workers; coordination of social security systems for cross-border remote-workers; Protecting privacy and data of remote workers; strengthening implementation of employees right to disconnect]

Annex 9E. Expert interview questionnaire

Introduction

COVID-19 pandemic has altered the world of work. A large number of workers was forced to perform work remotely, mostly from home, and a significant share of them continue doing so, after the lifting of social distancing restrictions. Telework offers a number of potential benefits for employees, including reduced commuting time, increased autonomy and flexibility, and others. However, it also poses important risks, including difficulties in disconnecting from work-related responsibilities, loneliness and professional isolation, advanced monitoring and control.

In response to this situation, the European Commission's Directorate-General for Employment, Social Affairs and Inclusion is conducting an exploratory study, which seeks to understand, how these trends are likely to develop in the future, and how to make full use of the benefits of telework and the right to disconnect, while anticipating and managing their challenges.

The study will feed into the policy debate, regarding the most appropriate EU policy responses to the opportunities and challenges, posed by telework and the right to disconnect.

The study is performed by [Visionary Analytics](#) and [Notus](#). It is carried out at the request of European Commission, DG Employment, Social Affairs and Inclusion. Please find the support letter [here](#).

Definitions:

- **Telework:** understood as a form of work organisation where work, which could be performed from employers' premises is carried out away from employer's premises by using ICT. Telework arrangements vary in terms of intensity (share of working time teleworking); pattern (whether it is carried out regularly or on ad-hoc basis) and location (whether it is predominantly home-based telework or it is mobile telework, carried out from multiple locations).
- **Right to disconnect:** understood as workers' right not to engage in work-related activities or communications outside working time, by means of digital tools, such as phone calls, emails or other messages. The right to disconnect should entitle workers to switch off work-related tools and not to respond to employers' requests outside working time, with no risk of adverse consequences, such as dismissal or other retaliatory measures.

Trends in telework and the right to disconnect

To what extent does your organization / you analyse trends in **telework**? Are there any specific aspects of telework that you look into in depth? What does the main evidence show in terms of:

15. How well have workers and companies coped with telework over the past years? Which challenges and opportunities posed by telework stand out, based on your research?
16. Looking into the future (short, medium and long term), would you say that telework is here to stay? What key drivers will affect the scale and scope of telework in the future? Do you think that the current challenges and opportunities will remain? Or maybe new ones will emerge? If so, which ones?
17. How will the implementation of telework practices evolve, e.g. will there be new ways of teleworking, will new types of work organization evolve?

To what extent does your organization / you analyse implementation of the **right to disconnect**? Are there any specific aspect of the right to disconnect that you look into in depth? What does the main evidence show in terms of:

18. Trends in keeping work-life balance and disconnecting from work-related responsibilities: to what extent is this becoming an accepted practice? To what extent is it driven by legal changes or sectoral / company level agreements and practices?
19. What are the key benefits for **employers** , if an organisation enforces the right to disconnect, based on your research? What are the main challenges and costs of implementation?
20. What are the key benefits for **employees** , if an organisation enforces the right to disconnect, based on your research? What are the main challenges and costs of implementation?
21. To what extent does the issue affect different groups of employees (e.g. in terms of gender, seniority, etc.)?

Challenges and opportunities of telework and the right to disconnect during the pandemic and in the recovery phase

Our study is looking into a number of challenges and opportunities of telework and work-rest time management practices. Please find them listed below:

- **Occupational safety and health (OSH), including physical and mental health.** What are the key impacts of telework and work-rest time management practices on OSH? Which national policies / social partners agreements have the largest potential to maximize the benefits and manage the associated risks? Is there a need for policy change?
- **Decent employment and working conditions, including working time and work-life balance.** What are the key impacts of telework and work-rest time management practices on working conditions? Which national policies / social partners agreements have the largest potential to maximise the benefits and manage the associated risks? Is there a need for policy change?
- **Workers' fundamental rights, including data protection and privacy, control, surveillance and monitoring performance systems.** How large of a problem is this? Which national policies / social partners agreements have the largest potential to maximize the benefits and manage the associated risks? Is there a need for policy change?
- **Building corporate culture, supportive and trust-based relationships.** To what extent are these factors important for successful implementation of telework and right to disconnect? What about the reverse causal relationship, i.e. how does telework and implementation of the right to disconnect affect corporate culture and staff relationships?
- **Individual performance and productivity:** to what extent does the available evidence point to positive/ negative impacts of telework and the right to disconnect?
- **Skills, career development and job mobility (across sectors and occupations):** does this depend on teleworkability of ones' job, willingness to telework or implementation of flexible working patterns? Are you aware of any discriminatory practices?
- **Social dialogue and collective bargaining:** to what extent has telework strengthened / weakened social dialogue?
- **Cross-border telework: applicable law, social security and taxation, including addressing the risk of social dumping.** What are the main challenges of cross-border telework, from an employer, an employee and policymaker perspective? Are you aware of evidence on the scale of cross-border teleworking? Are you aware of countries that (through bilateral agreements) have successfully addressed legal issues regarding applicable law, social security and taxation?
- **Social cohesion and inequalities:** what are the impacts of telework? Which national policies / social partners agreements have the largest potential to maximize the benefits and manage the associated risks? Is there a need for policy change?

- **Gender equality:** what are the impacts of telework? Which national policies / social partners agreements have the largest potential to maximize the benefits and manage the associated risks? Is there a need for policy change?
- **Regional cohesion:** is there evidence that telework arrangements have successfully addressed the urban-rural divide? Which countries stand out in this respect?
- **Environmental sustainability:** what are the impacts of telework practices? Which factors increase the positive and negative impacts?

Existing EU labour acquis

Currently there are no Directives that exclusively focus on teleworking and the right to disconnect. However, several Directives and Regulations touch upon the relevant issues. Please find them listed in the Table below.

Relevant <i>acquis</i>	Relevant provisions
EU Working Time Directive (Directive 2003/88)	It sets a maximum of 48 working hours per week. This provision is relevant in the light of the right to disconnect.
The Framework Directive on Safety and Health at Work (Council Directive 89/391/EEC) and specific OSH Directives: Workplace Requirements Directive (89/654/EEC), Display Screen Equipment Directive (90/270/EEC)	The Directives establish minimum OSH standards and oblige employers to take appropriate preventive OSH measures.
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Work-Life Balance Directive (Directive (EU) 2019/1158),	It stipulates that working parents and carers have a right to request flexible working arrangements (including remote working arrangements). It protects workers against discrimination for having made use of their right to flexible working arrangement. It protects workers against dismissal on the grounds that they have applied for, or have taken, flexible working arrangements.
General Data Protection Regulation (Regulation (EU) 2016/679)	It contains relevant provisions regarding employees' rights as data subjects, employers' obligations as data controllers or processors, as well as general principles and requirements concerning the processing of personal data, including in the employment context.
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Regulation on the coordination of social security systems (Regulation (EC) 883/2004),	It aims to ensure that cross-border workers are covered exclusively by one MS' social security legislation at a time. This, however, becomes problematic, when an employee works from home in a different MS than the country in which her/his employer is registered.
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22. To what extent does this legal framework and its key provisions remain relevant in the face of evolving characteristics of *telework and teleworkers*? In particular:
 - a. Does it focus on the most relevant risks and challenges, posed by telework?
 - b. Is this an adequate legal framework to address the challenges raised by telework in the post-pandemic context?
23. To what extent does this legal framework, when coupled with national legislation or sectoral agreements provide sufficient safeguards to the implementation of the right to disconnect?
24. How do you assess the impact of this legal framework on companies' work organisation policies on telework and working conditions of teleworkers?
25. Are you aware of any factors that hinder successful implementation and enforcement of these regulations and directives regarding telework and right to disconnect practices? What role should be played by the European Labour Authority or other EU / international bodies to improve national enforcement policies on telework and the right to disconnect?
26. Is there a need to complement the existing EU framework in order to address the main challenges of telework and the right to disconnect ? If so, in which areas? What are the appropriate instruments to do so?
27. To what extent does the existing legal framework provide sufficient legal certainty for businesses and employees?

Social partners agreements/joint declarations put in place

28. What is (and could potentially be) the role of social dialogue in addressing the challenges, related to telework and the right to disconnect?
29. To what extent does the social partners agreement on telework, signed in 2002, remain relevant and sufficient? Which are the main topics which are not properly addressed in the framework of recent changes on telework and teleworkers (widespread use of new flexible work arrangements not covered by EU agreement definition, new psychosocial risks beyond isolation, etc.)?
30. Are you aware of the impact the agreement had?
31. What have been the main challenges of implementing the EU social partner agreement on telework?

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