

Return-to-office Survey Results

March 13-27, 2024

Canadian Association of Professional Employees (CAPE)

Summary

- With more than 25,000 members, the Canadian Association of Professional Employees (CAPE) is one of the largest federal public service unions in Canada — dedicated to advocating on behalf of federal employees in the Economics and Social Science Services (EC) and Translation (TR) groups, as well as employees of the Library of Parliament (LoP), the Office of the Parliamentary Budget Officer (OPBO) and civilian members of the RCMP (ESS and TRL).
- In March, CAPE reached out to its membership to learn about members' current work arrangements, their experiences of the shared Workplace 2.0 offices, the factors affecting their productivity at home and in the office, and their preferred work arrangements.
- Members across the country were surveyed between March 13 and March 27.

- Participation rate reached 30% out of all of CAPE's registered and active membership.
- Results are consistent with previous CAPE telework / RTO survey results.

Key Highlights

- **54%** of respondents would **prefer to telework full-time**. **38%** **prefer hybrid work**, with more than half of those selecting hybrid work preferring to have their own assigned workspace.
- More than **60%** of respondents indicated that **working in the employer's office decreases their work-life balance**, reduces their productivity and results in less flexibility. Other major concerns include indoor air quality, being on time for daycare pickups and other family care tasks, and other workplace hazards such as bedbugs, mold, and asbestos.
- When asked what affected their productivity at the office, **two-thirds of respondents** indicated that **distractions** in the new workplaces significantly **affect their performance**.
- As in the consultations conducted in 2023, members indicated that **being trusted** to do their work and being **treated with**

respect are key to ensuring their productivity and satisfaction while teleworking.

- Many comments focus on the **lack of respect** from the employer in all matters regarding hybrid work, and the need for work environments that are functional and positive for the employees who use them.
- In terms of **lack of respect**, respondents mentioned adversarial communications, disingenuous motives, arbitrariness, lack of consideration or flexibility for personal needs, implementation problems, environments that are objectively not fit for purpose, among others.

If you have worked both in the office and from home at any point during the period between March 2020 and today, where do you feel you are most productive?	% of respondents
I am far more productive at home compared to the office.	60%
I am somewhat more productive at home compared to the office.	15%

My productivity is about the same at home and at the office.	17%
I am somewhat more productive at the office compared to at home	4%
I am far more productive at the office compared to at home.	3%

What motives or rationales were provided as part of the rationale for continuing the hybrid model?	% of respondents
Operational requirement	18%
To help with team building.	65%
To help with mentoring.	14%
To boost collaboration.	71%
To boost productivity.	12%
To boost performance.	6%
No motives or rationales were provided	7%
Not applicable.	6%
Other.	13%

How favourable are you to the hybrid work model?	% of respondents
Very favourable	22%
Somewhat favourable	23%
Neither favourable nor unfavourable	9%
Somewhat unfavourable	23%
Very unfavourable	21%
Not Applicable.	3%

Overall, how would you describe your experience working from home?	% of respondents
Very positive	73%
Positive	21%
Neither positive nor negative	4%
Negative	1%
Very negative	0%
Not applicable.	0%

Overall, how would you describe your experience working from an office?	% of respondents
Very positive	5%
Positive	21%
Neither positive nor negative	27%
Negative	28%
Very negative	13%
Not applicable.	7%

Which of the following factors significantly affect your performance and productivity when working from an office?	% of respondents
Too many distractions at the office.	67%
More difficult to work collaboratively when colleagues are not in the office at the same time.	45%
Problems with technology.	36%
My employer did not provide the required equipment or ergonomic setup.	19%
Unable to store equipment at the office.	45%

Lack of communication/interaction with colleagues.	18%
Lack of communication/interaction with management.	15%
Harassment or bullying from my manager.	2%
Harassment or bullying from another employee.	3%
Not applicable.	9%
Other	24%