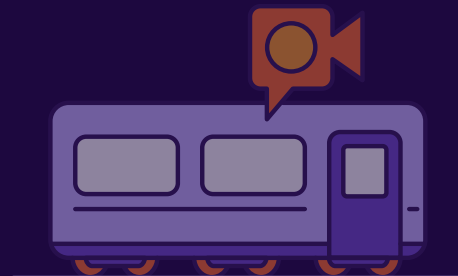
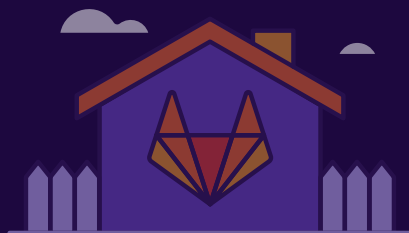
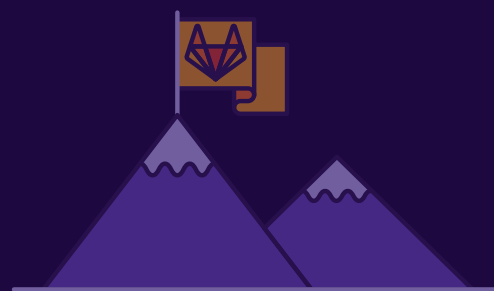


# The Remote Work Report by GitLab: The Future of Work is Remote

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March 2020



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# What's inside?

Introduction

The remote worker

The remote worker and commuting

Relocation

Company and remote work

Demographics

Firmographics

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# Introduction

Created to foster collaboration, innovation and evolution in the future of work, The 2020 Remote Work Report dissects the state of distributed work and surfaces key motivators for both employees and employers.

This year, over 3,000 respondents – across various industries, roles, and geographic locations – candidly shared their experiences, creating a platform for understanding how remote is changing society, and how individuals interact with their vocation.

By uncovering best practices and unmet needs, The Remote Work Report has synthesized the invaluable contributions from thousands of professionals allowing leaders to remove roadblocks and help teams thrive in a post-office world.

## Project background

### **Objective**

Explore the future of remote working in order to inform future marketing and thought leadership content for GitLab.

### **Methodology**

GitLab surveyed 3,000 adult professionals, aged 21 and older, who work remotely or have the option to work remotely and are in roles with digital output from January 30, 2020 to February 10, 2020.

### **Sample**

N=3,000

- » Adults 21+ years old
- » Work remotely or have the option to work remotely (no outsourced)
- » Roles that have digital output
- » Letters and green/red triangle throughout the report indicate significantly higher/lower at 95% confidence.
- » Research conducted by Savanta

# Key Takeaways

## All-Remote is Surging

All-remote is the purest form of remote work, with each team member on a level playing field. 43% of remote workers feel that it is important to work for a company where **all** employees are remote. Currently, more than 1 in 4 respondents belong to an all-remote organization, with no offices, embracing asynchronous workflows as each employee works in their own native time zone. An added 12% work all-remote with each employee synched to a company-mandated time zone.

## Everyone Can Contribute

The true power of remote teams is unleashed when everyone is empowered to move the organization forward. 56% of remote workers said that everyone in their company can contribute to process, values, and company direction, with 50% also defaulting to shared documents and relying on meetings only as a last resort.

## Debunking Remote Work Myths

Remote workers aren't all traveling nomads. Findings showed 38% saw lack of commute as a top benefit, with that time instead spent with family (43%), working (35%), resting (36%), and exercising (34%). Employees find themselves to overall be more productive (52%) and efficient (48%), with 74% of remote workers agreeing that their company lives by its values. Additionally, unlike traditionally thought, 52% of remote workers actually travel *less*.

## Accessibility and Opportunity to Grow/Continue Your Career as a Parent

Benefits of working remotely have enabled employees to focus on their families without having to give up their career. 34% percent found the ability to care for family a top benefit of remote work, in addition to 53% citing schedule flexibility and 38% saying lack of commute. It was also found that, in place of commuting, 43% are able to spend more quality time with family — 55% of respondents having children under 18.

## Remote Work Levels the Playing Field

14% of remote workers surveyed have a disability or chronic illness and 83% of those workers were able to work because of remote work. Remote work levels the playing field: it fosters a better sense of work/life harmony and creates opportunity for everyone to contribute in the workplace.

## Remote is Becoming Second Nature

Nearly 90% of those surveyed are satisfied with *existing* tools and processes that enable remote team communications, and feels that their leadership team provides autonomy while working remotely.

## **Remote is Here to Stay**

86% of respondents believe remote work is the future. But it's also the present, as evidenced by 84% of those surveyed saying that they are able to accomplish all of their tasks remotely *right now*.

## **Remote is the Ultimate Hiring Advantage**

62% of respondents said that they would consider leaving a co-located company for a remote role. Why? Everyone values remote benefits differently, from reduced anxiety to improved health to reduced office politics. Said another way, the freedom of remote **universally matters** for a **remarkably diverse array of reasons**.

## **The Work From Anywhere Opportunity**

47% said that managing at-home distractions were a top challenge. It's time to phase out the phrase "work from home," empowering team members to work from anywhere that they're optimally productive. Reimbursing for co-working spaces and external offices is a good place to start.

## **All The Feels**

Nearly half of those surveyed consider themselves "Lucky" to work remotely, with Practical, Valued, Smart, and Proud rounding out the top 5. Fewer than 10% associated with the terms Alone, Tired and Misunderstood.

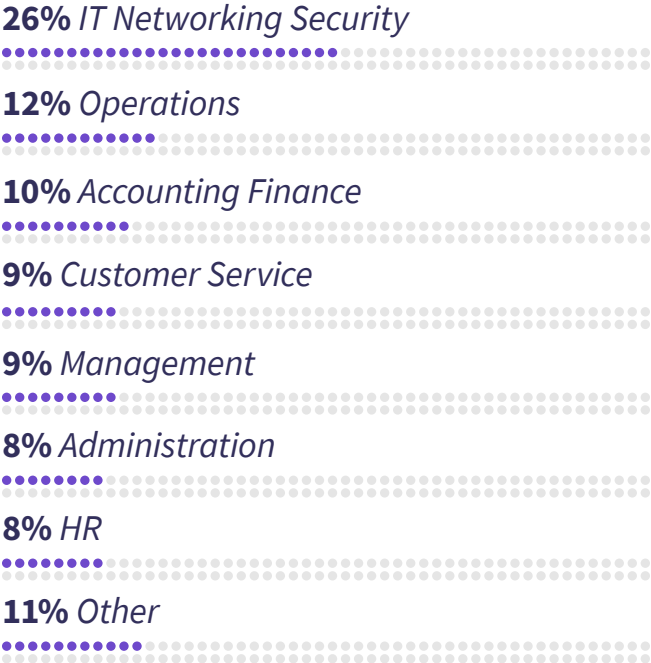
## **Remote ≠ Alone**

When in-person interactions are intentional, as is the case in a remote setting, they matter more. 82% of remote workers say their company supports in-person gatherings through events, summits, meet-ups, and more. Meanwhile, 66% are already connected to remote work communities.

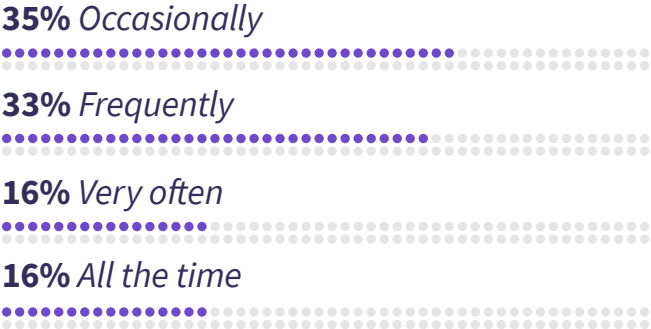
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# The Remote Worker

## Department



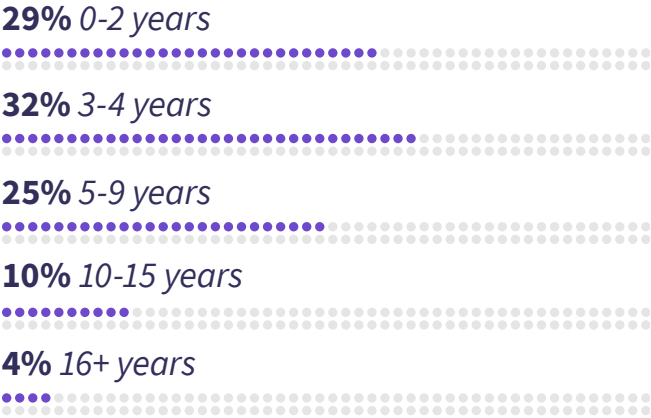
## Frequency of working remote



## Title



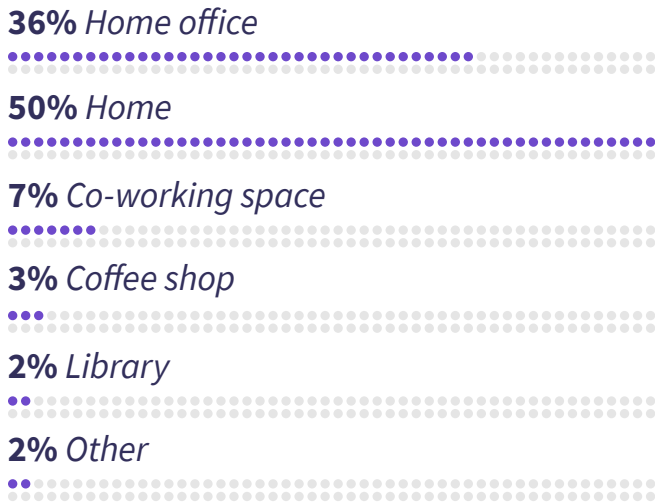
## Length of time working remote



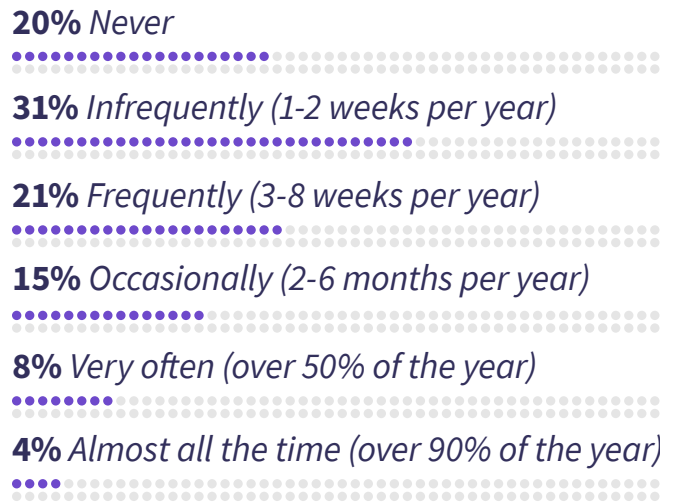
### Employment status



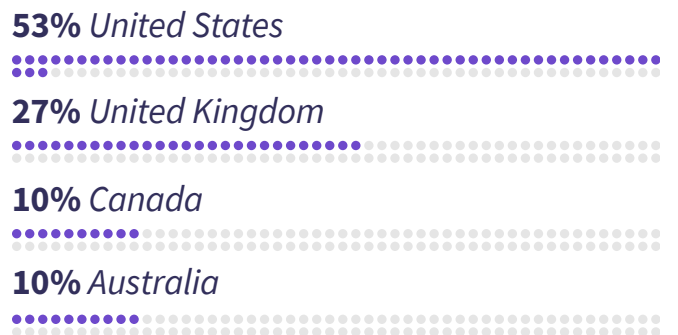
### Primary work location



### Work from outside home city



### Residence country



Out of the companies that allow remote work, the majority have a hybrid approach and 1-in-4 have a 100% remote policy where employees work in their own native time zone.

Companies in the US are more likely to allow employees to work 100% remotely and they work in their own time zone or a company mandated one.

### Company policy on remote work

**37%** Hybrid-remote (part of the team works in-office, part of the team works remotely)

**26%** 100% remote, each employee works in their own native time zone

**25%** Remote work is allowed or tolerated, but is not the norm or default

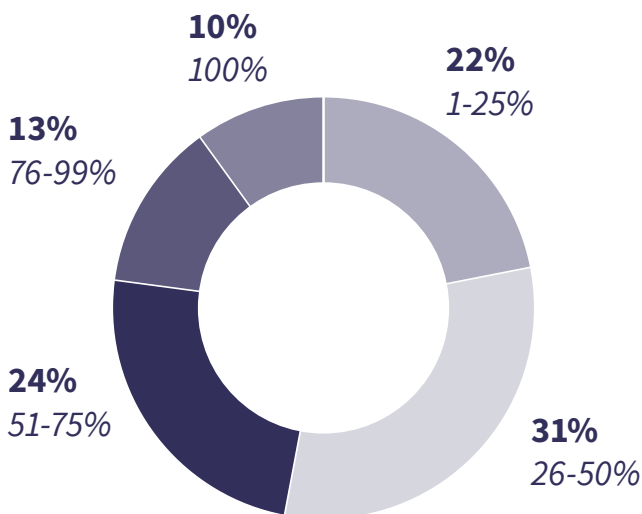
**12%** 100% remote, every employee is synched to a company-mandated time zone



Policy	US	UK	Canada	Australia
Hybrid-remote	35%	39%	40%	36%
100% remote, own time zone	▲30%	▼23%	▼23%	▼22%
Remote work allowed	▲21%	▼28%	▼28%	▼34%
100% remote, company-mandated time zone	▲15%	▼10%	▼8%	▼8%

The green triangle represents significantly higher/lower at 95% confidence.

### % of Company Working Remote



Country	Percentage
US	32%
UK	30%
Canada	26%
Australia	32%

% of companies in which 26% to 50% work remote in each country...



### Attitudes on remote working

**90%** *I would recommend working remotely to a friend*

**87%** *I am satisfied with tools and processes that enable remote team communication*

**86%** *My leadership team gives me agency and autonomy while working remotely*

**86%** *Remote work is the future of work*

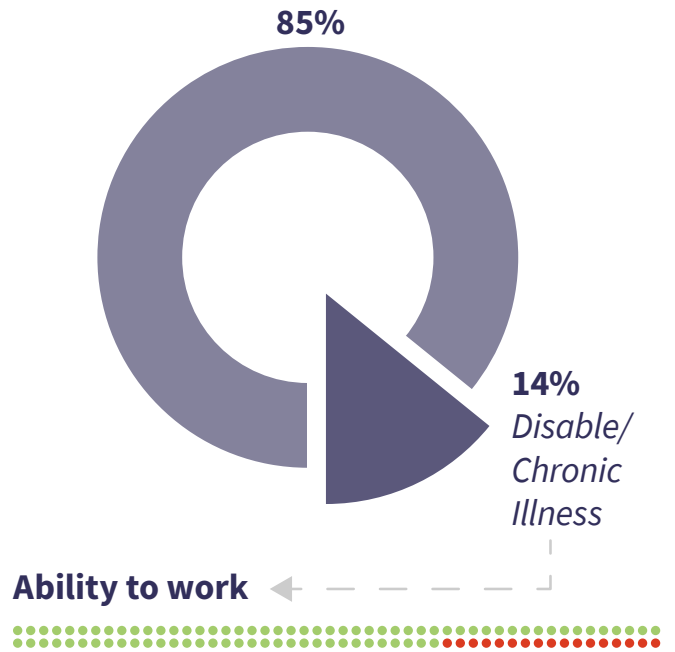
**84%** *I am able to accomplish all of my tasks remotely*

**84%** *My leadership team understands what it takes to operate a team remotely*

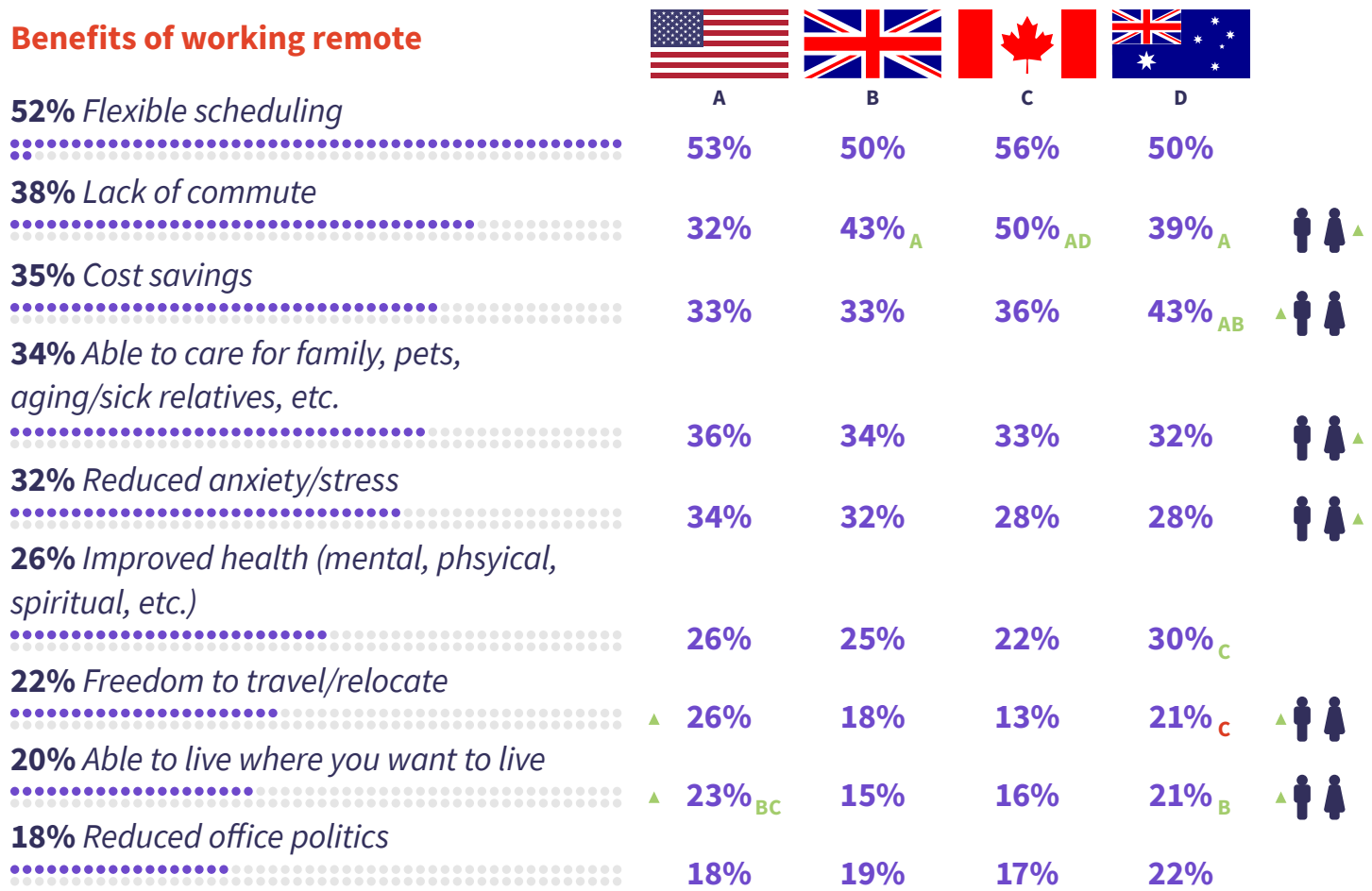
**62%** *I would consider leaving my co-located company for a remote role*

### % of Remote Workers with Chronic Illness or Disability

Ability to work remotely have enabled **83%** of remote employees with a chronic illness or disability to contribute to a workplace.



## Benefits of working remote



Letters indicate countries that are significantly higher/lower at 95% confidence.  
 Letters under the %s indicate which country the cell is being compared to.  
 The green triangle represents significantly higher/lower at 95% confidence.

## Challenges and feelings

It is no surprise that managing at-home distraction is one of the biggest challenges with working remotely. Collaboration with colleagues/clients and isolation are second and third biggest challenges.

**47%** *Managing at-home distractions*



**35%** *Collaborating with colleagues/clients*



**35%** *Isolation/loneliness*



**29%** *Motivation*



**28%** *Taking adequate time away from work*



**28%** *Disconnecting from work/burnout*



**24%** *Networking/fostering career development*



**1%** *Other*



**6%** *None of the above*



**49%** *Lucky*



**44%** *Practical*



**39%** *Valued*



**37%** *Smart*



**31%** *Proud*



**23%** *Special*



**22%** *Busy*



**22%** *Ambitious*



**21%** *Leader*



**15%** *Trend-setter*



**15%** *Virtual community*



**10%** *Alone*



**5%** *Tired*



**5%** *Misunderstood*



The green triangle represents significantly higher/lower at 95% confidence.



## If remote work is not an option...

Almost half of remote workers would be willing to resume commuting. However, 36% of them are not and they would search for a new remote role elsewhere. Interestingly, those who are younger than 55 years old are significantly more likely to search for a new remote role.

**48%** Retain your location, but resume commuting



**36%** Search for a new remote role elsewhere (including working for yourself)



**9%** Relocate



**6%** Retire/quit working



**1%** Other

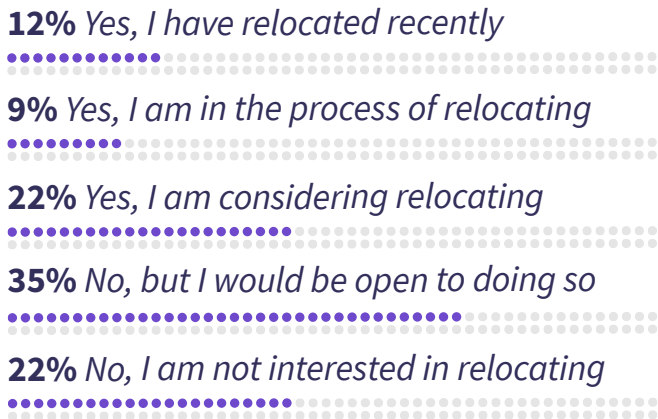



	Age		
	21-38	39-54	55+
Retain your location, but resume commuting	48%	49%	49%
Search for a new remote role elsewhere (including working for yourself)	▲36%	▲38%	28%
Relocate	12%	7%	3%
Retire/quit working	4%	5%	▲18%
Other			

The green triangle represents significantly higher/lower at 95% confidence.

# Relocation

## Likelihood to Relocate

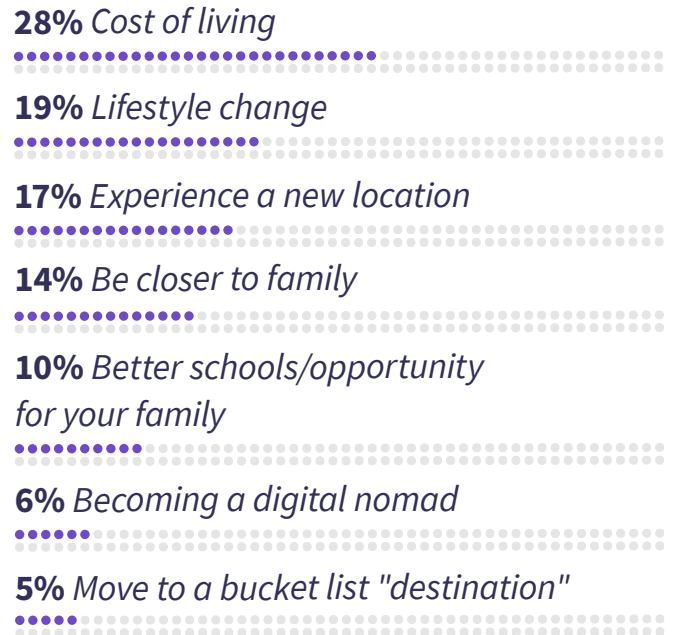


 Males are significantly more likely to have relocated recently or in the process of relocating.

 Females are significantly more likely to be open to/interested in relocating.

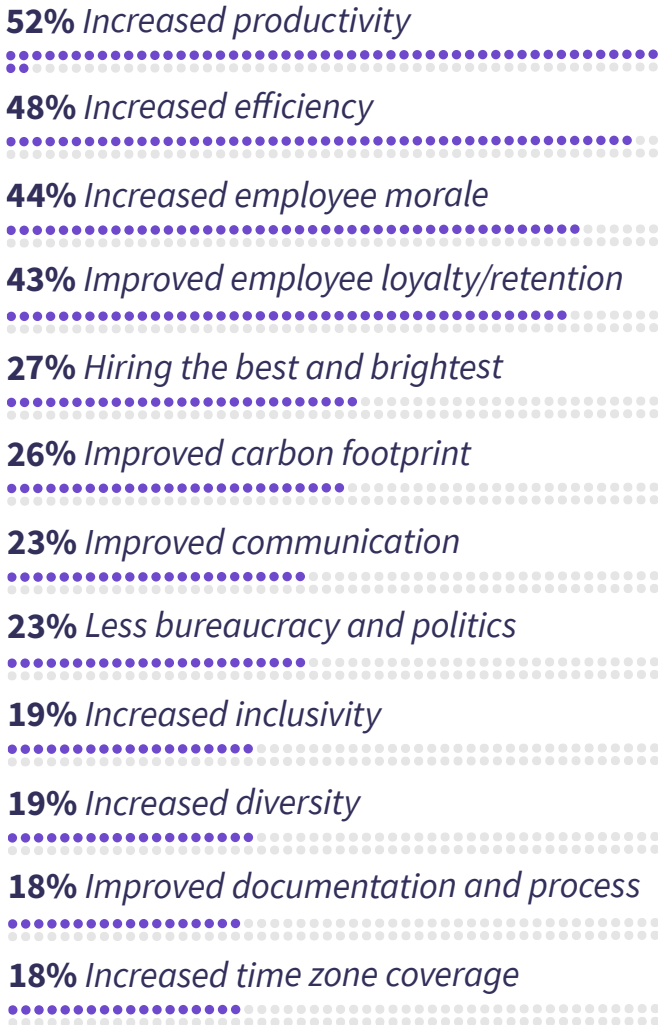
Cost of living is the main driver for willingness to relocate.

## Reasons...



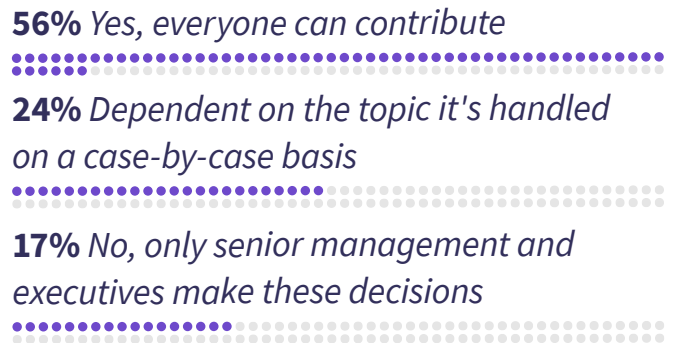
# Company and remote work

## Benefits to the employers



74% of remote workers agree that their company lives by its values.

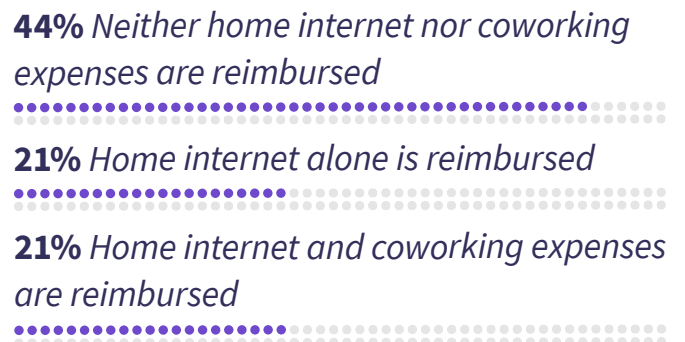
## Contribution to process, values, and company direction



## Communication scheme



## Company reimbursement



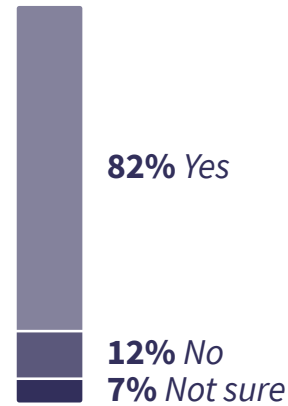
**82%** of remote workers say their company **supports** in-person interactions through events, summits, meet-ups, etc.

**66% are connected** to meaningful remote work communities (e.g., Slack groups, message boards, forums, or meet-up communities).

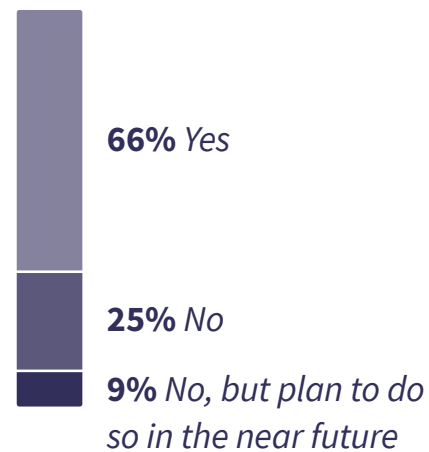
**43%** of remote workers feel it is important to work for a company where **ALL** employees are remote...

And this is significantly more important to remote workers in the US than UK, Canada and Australia.

### In-person interaction support

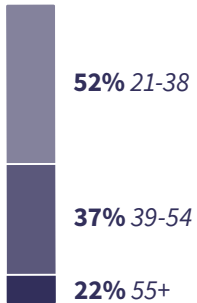


### Connection to remote work communities

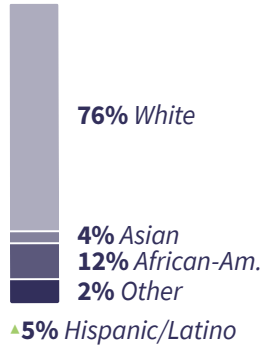


# Demographics

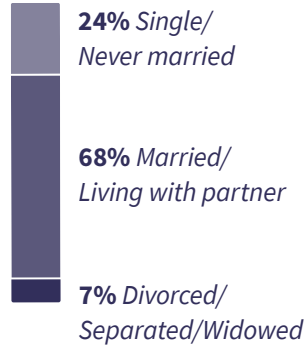
## Age distribution



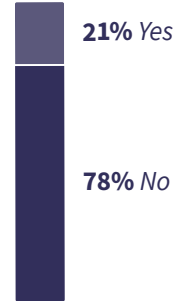
## Ethnicity\*



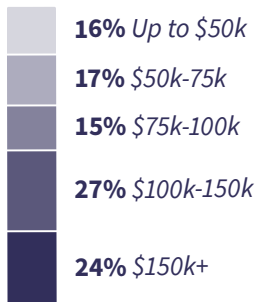
## Marital status



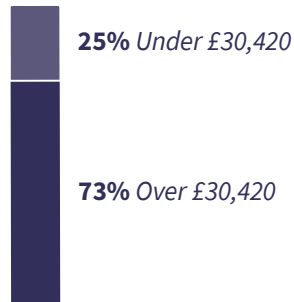
## Caregiver status



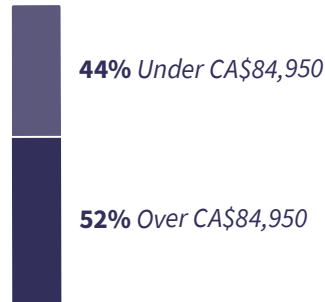
## Household income



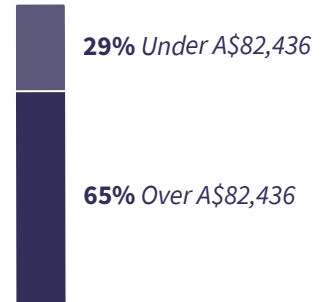
## Household income



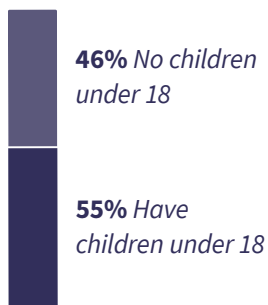
## Household income



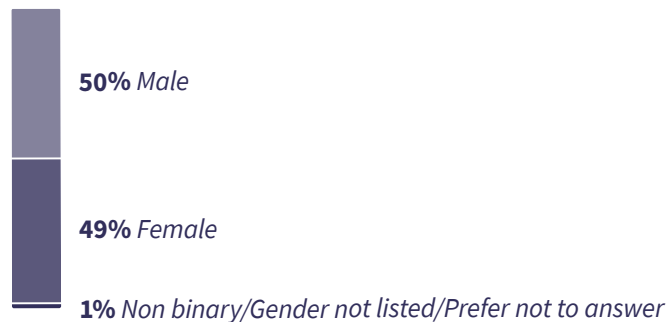
## Household income



## Family composition



## Gender split

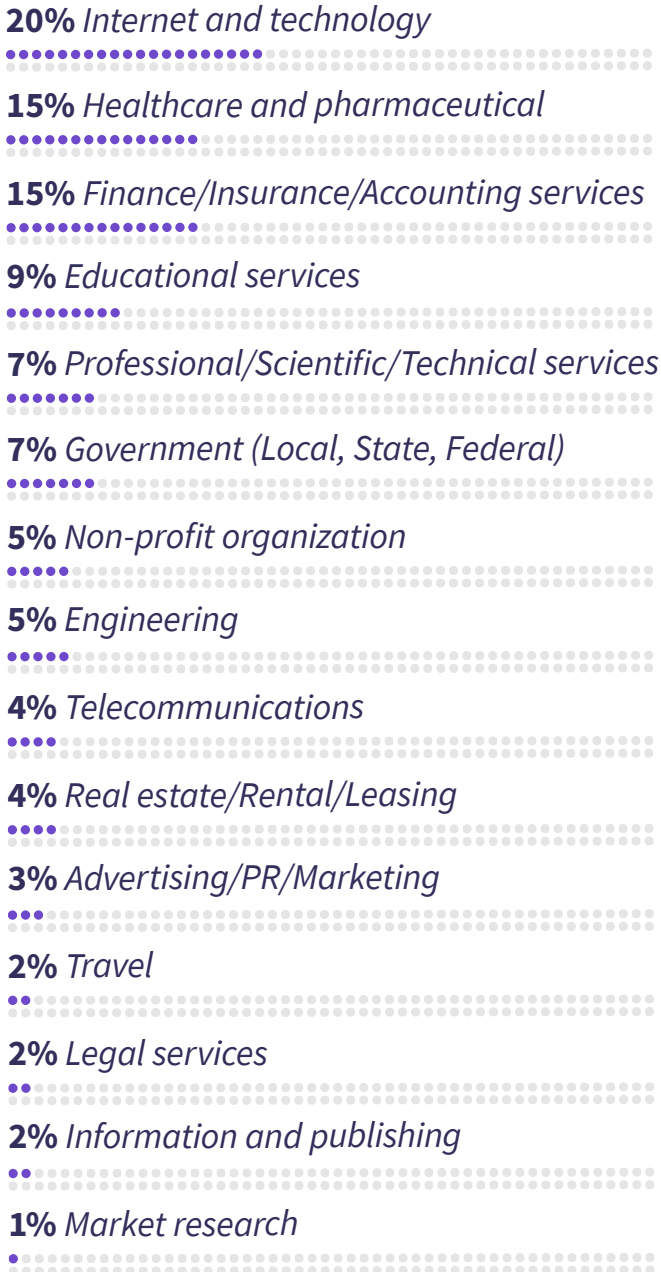




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# Firmographics

## Industry



## Number of employees





GitLab