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**1997 AT&T NATIONAL SURVEY  
of  
TELEWORKER ATTITUDES AND WORK STYLES**

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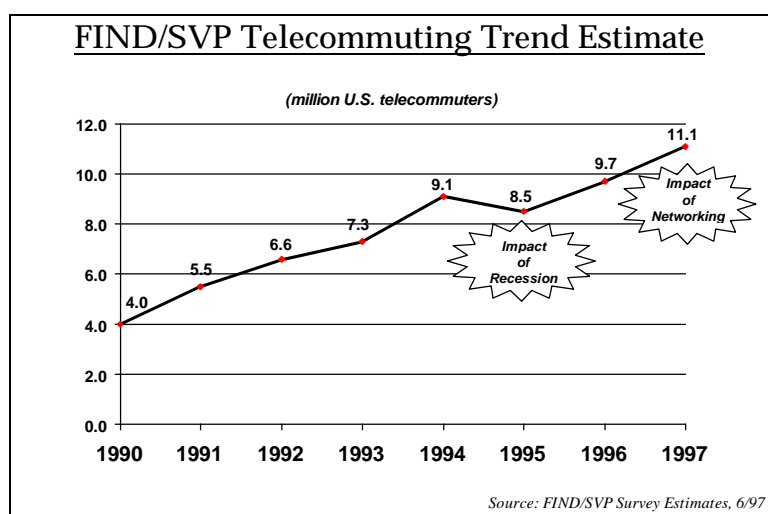
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## SUMMARY

Who are today's telecommuters? The 1997 AT&T National Survey of Teleworker Attitudes and Work Styles, conducted by FIND/SVP and Joanne H. Pratt Associates, found that today's 11.1 million telecommuters typically work 2 days/week at home. In this study, telecommuters are defined overall as employees or independent contractors who work at least one day per month at home during normal business hours. Telecommuters were found to typically be well-educated, married and to live in multiple income households. Evenly balanced between men and women in this survey, their average age is 42 years — i.e., most are Baby Boomers in the prime of their work and family lives.

Over 70% now use PCs at home, and nearly a third use the Internet. Indeed, use of these and related technologies is strongly and positively correlated with increased satisfaction with jobs, careers and home life. Employers, eager to capitalize on these benefits—and seeking to displace high costs associated with ineffectively used corporate real estate—have begun providing equipment to telecommuters in record numbers. Fifty percent of today's telecommuters were found to have at least some of their equipment provided by their employers.



The study confirms that telework offers employers a family-friendly work style option that helps employees better balance their work and personal lives. Eighty percent of telecommuters said that their productivity is the same or higher when working at home, and almost no negative effects of telework were reported among those surveyed. The data consistently document that employees who feel good about their careers, jobs, personal and family lives benefit their employers through their increased productivity, better attitudes and fewer days lost to illness. Clearly, Americans who telecommute today contribute more to their organizations, and are much more satisfied with their personal and family lives, than before they began to work at home.

# SURVEY HIGHLIGHTS

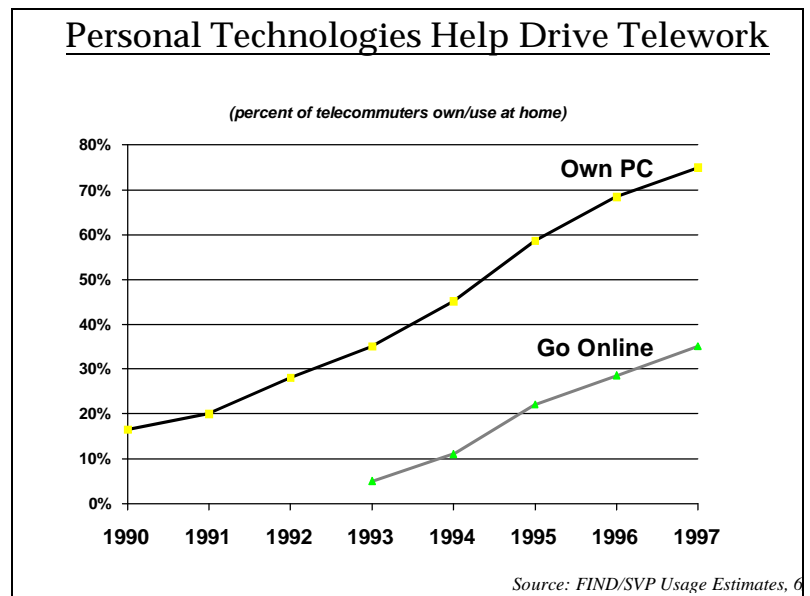
## New Forms of Telework are Proliferating

The survey found that 97% of all teleworkers work at least part of the time from home. On average, they spend 11 days/month working at home. Also, 63% reported that their work involves travel, averaging 7 days/month, and 54% said they were involved in fieldwork activities, also averaging 7 days/month. Strikingly, 38% of teleworkers indicated that their employers provide a drop-in workspace, where they work an average of 5 days/month – a relatively new workplace phenomenon. Nine percent said they rely on telework centers, where they work an average of one day per month. Clearly, alternative work sites are being used by a larger percentage of telecommuters than ever before, but such usage appears to be more occasional than originally imagined by many early telework visionaries.

## Personal Technologies Help Drive Telework Growth

Telework is one very positive outcome of converging technologies combined with new organizational and employee requirements for workplace flexibility. Initially, personal computers empowered workers to be more productive on their own. Then, electronic networks began to link workers with each other and their employers, culminating in today's Internet with its huge potential for global connectivity.

These tools, plus fax devices, voicemail, beepers, and the lowly but ubiquitous answering machine, all help teleworkers stay in touch any time, anywhere, with managers, colleagues and customers. The survey found use of technology is strongly correlated with improved productivity, and—strikingly—with greater job, career and lifestyle satisfaction.



## Most Telecommuters Experience Productivity Gains or No Change in their Productivity as a Result of Working at Home

Thirty percent of telecommuters reported average overall productivity gains of 22%. Fifty percent indicated their productivity was unaffected either way by working at home. By far the leading reason for experiencing productivity gains is the lack of interruptions and improved concentration when working at home – cited by 71% of those who reported productivity increases. A distant second is the ability to adjust one's work schedule to one's own peak performance times, reported by 28% of telecommuters who experience improvements in productivity. Other significant factors include personal happiness at being able to work at home and "fewer meetings."

Use of PCs and online/Internet technologies are powerfully correlated with reported productivity gains: 87% of telecommuters who report such gains use PCs at home (compared to only 71% of all telecommuters).

Only 11 percent of telecommuters felt their productivity suffered in some way, mostly due to increased interruptions at home – ironically, the very same factor that leads many more telecommuters to conclude that working at home is more productive because they can avoid interruptions at the office. Plainly, not every household environment is conducive to productive work.

## Employers Provide Home Office Equipment to Meet Many Goals

Overall, 35% of telecommuters say their companies implemented telework as part of a flexible workplace policy and 32% say their companies use telework to increase productivity. These are by far the two leading corporate telework goals as viewed by the telecommuting employees. However, it is employers who want to reduce real estate costs who pay for equipping home offices. Clearly, corporate America is increasingly willing to support work-at-home employees in order to make more effective overall use of company resources.

Pressure to supply equipment also comes from company Information Systems (IS) departments who must protect company networks from problems caused by off-site workers using personal software, and who fear an increased need for technical support from a scattered workforce. By providing standardized company-owned equipment for employee home offices, IS departments are able to forestall problems and more easily solve those that occur because they are familiar with the equipment and software.

## Use of Communications Technologies at Home Fosters Better Job and Career Satisfaction

Use of communications technologies was found to be correlated with increased job satisfaction and career outlook. The data show that while the PC certainly helps with job satisfaction, it is not among the most important technologies when it comes to career outlook. Here, communications technologies reign supreme.

What teleworkers need and want today are the communication links that tie them to co-workers, customers and work-related information. Most employees use long distance services, many use online and Internet services. Also, technologies like voice mail or answering machines are widely used to ensure that teleworkers don't miss messages. The more connected teleworkers are with their central offices, the better their career outlook becomes.

## Family Attitudes! Toward Working from Home also Improve When Telecommuters Use Technology

Overall 63% of telecommuters reported that their families feel positively about their working at home, and 31% said family members are neutral. Only 2% felt negatively and 4% had no opinion. Strikingly, the survey found that telecommuters who use PCs and the Internet are significantly more likely to report positive family attitudes about their work at home (as well as productivity, job and career improvements) than those who don't use these technologies.

**Underlying these gains are not just use of technology  
but positive changes in job, career, personal and family life:**

## Telecommuting Advances Careers

Interestingly, the statistically most important factors that telecommuters cite as advancing their careers are a blend of job-related and personal benefits. To the direct benefit of employers are gains in productivity and customer satisfaction, improved job satisfaction, and decreases in the number of sick days. Of benefit to employees, themselves (and underlying their increased job performance), are employees' feelings of being less isolated when they work at home, of achieving a better balance between work and family life, improved morale, and improved relationships with their spouse.

## Telecommuting Increases Job Satisfaction

The key to job satisfaction is a combination, foremost, of telecommuters feeling their own productivity has improved, combined with having to take fewer sick days and feeling improved morale about their work. This is very powerful mix of benefits that, again, accrue directly to employers as well as teleworkers. At the same time, job satisfaction is also strongly related to having more time for closer relationships with children and balancing work and family life better. Importantly, work at home lets employees accomplish more with less stress, which implies that performance gains can be sustained over time.

## Telecommuting Has Less Impact on Feelings of Isolation than Previously Claimed

The survey clearly established that most telecommuters do not feel more isolated as a result of working at home. Sixty-two percent said they feel no difference in isolation when they work at home, and 15% said they actually feel less isolated, primarily due to increased contact with families, neighbors and professional associates. The 20% who feel more isolated attribute it overwhelmingly to decreased communications with co-workers. This isolation factor rises among women and households with children present, but falls when teleworkers have remote LAN or network access from home. On the other hand, women and households with children – especially children under 6 – are also more likely to say they're less isolated because they have more contact with their families. As always, the underlying issue is one of striking the best balance.

## Telecommuting Also Increases Personal Life Satisfaction

Employees who telecommute are happier individuals. Better relationships with spouses, better personal morale, fewer sick days and a better relationship with children are cited by more than 80% of individuals who work some of their time at home. Strikingly, the ability to achieve a better balance of their work and family life leads to enhanced personal satisfaction and, importantly, less personal stress.

## Finally, Telecommuting Promotes Family Values

It is not only the telecommuters who feel more satisfied when they work at home. Telecommuters report that their family members see the same positive impacts on the entire family that the telecommuter benefits from personally. Closer relationships with children and spouses are the most important factors that telecommuters say families point to when citing the positive impacts of telecommuting. More than four out of five see the

telecommuters as closer to their children. These powerful findings clearly add up to stronger families, as well as happier employees who are better able to balance all aspects of their lives.

# METHODOLOGY

AT&T engaged FIND/SVP and Joanne H. Pratt Associates in spring 1997 to conduct an in-depth survey to explore U.S. telecommuter practices, perceptions and attitudes.

- 11,997 households were randomly contacted by telephone from May 1 to May 26, 1997, to determine the presence of an individual telecommuter in the household.
- Telecommuters were defined and screened as individuals who work at home during normal business hours at least one day per month or more. Both regular employees and contract worker
- Five hundred telecommuters were randomly identified for benchmarking interviews from the initial pool of households contacted.
- More detailed interviews were conducted with 400 randomly selected individual telecommuters to establish the baseline for most findings reported in the study.
- Individual telecommuters were found in 8.2% of U.S. telephone households.
- Findings reported in the AT&T study refer to the telecommuting population, not telecommuting households. An estimated 1.2-1.4 telecommuters are found per telecommuter household
- The margin of error for the 400 sample data set is  $\pm 4.9\%$ .

## Study Focus

The purpose of the study was to gather the opinions of people who telework, focusing on those who telecommute or work at home. Some teleworkers, including many telecommuters, also travel on business or work at other non-traditional work places such as a drop-in workspace provided by their employers, space provided by the customer or client or at a telework center. Some others operate a home-based business or profession at home, illustrating the flexibility of remote work styles.

Respondents were 18 years of age or older and one of the heads of the household. All respondents were currently employed either full- or part-time with an organization. All of those who were self-employed were counted, but only those who also said that they worked as independent contractors were asked for additional information.

The series of questions asked to qualify households for this research, with a few exceptions, were not read lists of possible responses. This was to ensure that the study did not “put words into respondents’ mouths.”

# PROFILE OF RESPONDENTS

## Demographics

### Teleworker households

Teleworkers are evenly divided between men and women. Their average age is 42, regardless of gender. Sixty percent are 30-49 and 14%, 18-29. Twenty-two percent of teleworkers are 50 or more years of age. Within those categories the youngest workers, ages 18-24 (4%), and the older individuals ages 65 and older (2.5%) are least represented.

Nearly three fourths of teleworkers are married or couple household. The rest are single or never married (13%), separated or divorced (11%) or widowed or widower heads of households (2%).

### Educational Level

Teleworkers are well educated. Over half have had at least some college or are graduates. Another 23% have done graduate work or completed advanced degrees.

### Household Income

Sixty-two percent of teleworkers live in multiple-income households. Their mean household income is just over \$65,000. Fifty-seven percent of teleworkers report a household total annual income before taxes, from all sources, of \$50,000 to over \$200,000.

## Job Classification

Teleworkers are found in every business or industry classification, but are represented in the greatest percentages in computer and technology businesses and health services. Legal services, miscellaneous services, public administration and mining all have relatively low incidences of work at home.

The most prevalent occupation found was salespersons (13%), followed by executives and managers (8%) and business professionals, technician/computer programmers and teachers (each 6%). Less than four percent of respondents had more than one occupation. Seven percent were union members. The high proportion of occupations that fall in the "other" category, 30%, suggests that telecommuters are performing new kinds of jobs that don't fit into traditional categories. For example, increasingly telemarketers in call centers are working from home, but typically that occupation has not been identified in surveys.

There are marked differences between telecommuters whose jobs require a high degree of face-to-face interaction such as sales, and those who have information-type of occupations, for example programmers. The first category of telecommuters do not see any negative impacts to working at home. They tend to be women who are much more satisfied now that they are telecommuting than they were before. Those with information-related occupations are thirty to thirty-four year olds, more often men, who ideally would work at home 5-9 days per month. But they would return to the workplace if the company stopped allowing telecommuting.

### Employer Size

Forty-one percent of the employers of teleworkers are small companies having fewer than 100 employees even counting all U.S. locations and all home or alternative work site locations. Fourteen percent of telecommuters work for companies having 100-999 employees; 22% work for large companies employing 1000 or more.

Similarly, when asked in which specific company location they usually worked other than home, 63% of telecommuters reported sites having less than 100 employees. Sixteen percent work at sites with 100-999 employees; 7% at locations with more than 1000 employees.

### Contract Teleworkers and Other Home Work Styles

Although respondents were asked to describe their employment status, they were classified by the following four work styles. Responses total greater than 100% because more than one answer was allowed. Seventy-two percent were employees. Thirty-seven percent were independent contractors, including both those who said they are self-employed and those who technically work as “employees” of a temporary or staffing organization. In this study, telecommuters are defined as the two categories combined, employees and independent contractors who work at least one day per month at home during normal business hours. In addition, 40% of respondents said they also do work at home after hours and 22% operate a home-based business or an at-home profession.

## Hours Worked, Commuting and Business Travel

### Hours Worked Outside the Office

On average, telecommuters work 11 days per month at home. However, the median, perhaps more typical, number of days worked at home each month is 8 days, or about 2 days per week.

In addition, teleworkers spend 7 days per month on business travel (median = 3 days) and 7 days/month doing fieldwork (median = 2 days). Less time (1 - 5 days per month) is spent at “drop-in” workspaces provided by employers, space provided by customers or clients or at a telework center. Twenty-seven percent of telecommuters never go to their employer’s location to work.

Telecommuters work a total of 18 hours per week, on average, at home, but only 12 hours per week during normal business hours. Indeed, the median total hours worked at home during normal business hours drops to 8 hours, or about one day per week. The balance is overtime work after hours or on weekends. The study found that slightly less overtime work, just under four hours, was done on the weekend than was performed during the week outside of the normal business day.

Those who sometimes work at a drop-in workspace or telework center average 21 hours per week but more typically work 15 hours as indicated by the median value. Data cross tabulations reveal that most telecommuters, ages 18-49, would prefer to work at home full time. However, women, and men and women 50 and over, prefer just 3-4 days per month. Telecommuters who say that they work the ideal number of days now express the most personal and family life satisfaction.

### Commuting Time and Distance

Three percent of telecommuters work for employers who are located in another state and therefore do not commute. On a typical workday those who do drive to work commute on average 22 miles one way to their primary work location outside their home. The trip takes 31 minutes.

Thus, by working at home, telecommuters save 62 minutes each workday. In effect, they receive an hour more each day they work at home to allocate in other ways. The time gained amounts to 6 days every year. Annually, telecommuting decreases trips by 5,808 miles per

year per telecommuter, saving gasoline, parking fees and vehicle depreciation, and sometimes also saving insurance costs, for the employee -- while saving energy, reducing traffic congestion and enhancing the air quality of the environment.

### Business Travel Characteristics

Qualitative information based on a limited number of responses (n=37) suggests that most telecommuters travel locally, as reported by the majority (60%) of respondents who travel. Another 43% reported regional travel and 27% reported national travel. Strikingly, 22% reported traveling internationally, underscoring that telework enables companies to compete globally.

## Family Members

### Married Couples and Singles

Compared to singles, married telecommuters said that the three most valuable “benefits of your working at home to your spouse or significant other” were that it created more time to do things together, improved the relationship and reduced stress in managing household duties.

### Children

Seventy-eight percent of telecommuters have family members living with them in their homes. Forty-seven percent have children. Twenty-eight percent have children under 6 who would need direct supervision while the telecommuter was working. Thirty-two percent have one or more children ages six to twelve who presumably are in school part of the day. Teleworking gives parents of children in this age range the opportunity to take their children to and from school. Older children would be self-sufficient when at home, requiring minimum supervision so that a telecommuting parent could resume working without continual interruptions after picking them up after school.

When asked “What are the most valuable benefits to your children of your working at home?”, those benefits volunteered by most teleworkers were, in order: spend more time with children, develop closer relationship(s) with children and “can provide supervision and support to children.” Other benefits mentioned are associated not, with the daily routine, but with occasional events such as children’s school functions, no-school days and times when children are sick.

## Elder Family Members

Only 5% of households in the study reported adults aged 65 and older. Less than 2% of those were 70 and older. Therefore, it is not surprising that the list of benefits relating to elder care are based on a total of five respondents and can be taken only as suggestive. The three top benefits mentioned were: being nearby in case of an emergency, supervising elders who need care, and preventing elders from being alone.

## Work-at-Home Activities

### Home Office

As noted above, there are many benefits to family members when a head of the household is able to work at least some days at home. Respondents were also asked "What difficulties do you find if other family members are at home while you are working?" Thirty-nine percent said there were no difficulties at all. The two problems mentioned by almost a third of telecommuters were that family members are "noisy or come into the office when I am on the telephone" and "they want my attention when I am trying to work." These problems are partly alleviated by having a separate room for a home office (which limited data indicates is true for just over one-half of telecommuters).

### Task Time Allocation

Self-estimates based on limited data (from 53 respondents) indicate that teleworkers spend more than twice as much time (43%) at the computer, if they use one, than they spend on the phone (18%), reading, or doing other deskwork (21%). They spend only about 6% of their time in face-to-face meetings. By comparison, while working at their employers, they spend 26% of their time in face-to-face meetings and divide the rest of their time among working on a computer (34%), talking on the phone (11%) and on other undefined tasks (12%.) As such, people spend about one-fifth of their time on deskwork at either location. The number of face-to-face meetings at their employers averages about 10 per week.

### Use of Technology

Tools used by telecommuters once or more often a week when working at home fall into three characteristic "technology clusters": 1) PCs and a fax device, with furniture to put them on; 2) communication devices that insure messages will not be missed, such as answering machines, cellular phones and voice mail; and 3) communication services including long distance calls, online services and the Internet, and remote access to a company LAN.

## Long Distance Calling

Nearly three out of four telecommuters make work-related long distance calls from home. They also average more than two audio conference calls each week, but only three percent have begun to use video conferencing.

## Email

The increasing use of email by telecommuters supports other findings from the survey that good communications links help make telecommuting work. Interestingly, email is divided 50/50 between personal and business email, further emphasizing that boundaries between work and personal lives are becoming blurred. Work-related email is used to communicate with professional associates and other employees but also with customers and suppliers.

## Employer Provision of Technologies

A growing number of employers are providing various home office products and services for their teleworking employees compared to five years ago, when such provision was scarce:

- 50% of PCs are now provided by employers. This ratio is rising in part because as companies upgrade to newer models in the office, they are making older PC models available for employees who telecommute.
- 41% of fax devices are provided by employers.
- 39% of answering machines are employer provided. Declining costs of such devices have made this an easy choice to help ensure communications remain solid.

# IMPACTS OF WORKING AT HOME

## JOB-RELATED IMPACTS

### The Decision to Work at Home

Most telecommuters indicate that they themselves initiate the decision to work at home, consistent with numerous historical anecdotal reports on this question. The data suggest that this is true for two out of three telecommuters. In sum, telecommuting is still less likely to be the employer's initial suggestion.

Respondents average seven years of working at home, with a median of 4 years. Reflecting the relatively recent adoption of LAN systems by businesses, teleworkers who use remote LAN or network access tend to have worked at home fewer years, typically in the 1-3 year range.

### Productivity Measurement

Typically, telecommuters' job-related productivity is measured by how well they meet objectives, the number of products or projects produced, the level of satisfaction of customers or clients they serve and the overall quality of work. A positive finding is that only 9% of respondents said that their productivity was measured by the amount of time they were seen at their employer's.

When telecommuters work at home their productivity remains the same for 50% of respondents. However, 30% reported productivity increases averaging 22%. Eleven percent reported a productivity decrease of 5%.

For those working at an alternative work site as well as working at home, 54% found that their productivity stayed the same; 17% reported an average increase of 10%; and 13% cited a decrease of 10%.

Overwhelmingly, the ability to work uninterrupted or to achieve better concentration is seen as the factor that best accounts for increased job-related productivity when working at home. Consistent with that response, the relatively few whose productivity decreased complained of too many interruptions.

## Impacts on Career

People find that working from home has affected their career positively. In fact, only 3% of respondents felt a negative impact. By working at home, telecommuters gained greater responsibility and greater recognition for their work. The chief negative impact was being passed over for promotion, but the sample of respondents is too low to meaningfully quantify this concern.

## Isolation

Isolation is not a problem for the majority of people who telecommute. Sixty-two percent say their degree of isolation is about the same as they felt before when they only worked at their employers. Twenty percent felt more isolated; 15% felt less isolated when they worked at home. Those who feel more isolated (base = 80) said that they had less communication with their co-workers (68%) and their supervisor (23%). Or, they missed the office gossip (14%).

Why do 15% of telecommuters feel less isolated when they work at home? Twenty-seven percent of this sub-segment (base = 60) said that they! have more contact with their family and more social contact with neighbors and friends. Eighteen percent found, ironically, that they have more communication with their supervisors when they work at home than when they work at their usual office.

Those who work at a drop-in or telework workspace cite as the leading benefits:

- Having access to equipment and supplies (20%),
- Being able to keep in touch with office news and politics (17%),
- Having a place for meetings with co-workers (13%) and
- For a very few respondents, having a shorter commute or being able to go home for lunch.

## Ideal Number of Days to Work at Home

One in six telecommuters believes they presently work at home the ideal number of days, but most telecommuters stated preferences for working at home about two more days per month than they currently average. As noted earlier, the current average is 11 days/month (median 8 days), while most respondents said they would prefer to work at home an average of 13 days/month (median 10 days).

These preferences vary somewhat by age. Younger telecommuters were much more likely to state preferences to work at home full-time. One in five of those under age 30 preferred this,

as did one in eight telecommuters between 30 and 49 years old. Still, about half those under age 30 and two-thirds of those age 30-49 prefer to work at home less than 20 days/month. Telecommuters over age 50 are much more likely to prefer working at home 8 days or less.

Men prefer to work at home more days/month than women, nearly 40% of whom prefer to work at home fewer than 10 days/month.

Those who say they work the ideal number of days now express more personal and family life satisfaction. Moreover, the more days worked at home, say 10-14 days per month by preference, the higher the degree of satisfaction.

Most of those who are not currently working at home as much as they would like to, say either that they have no particular reason to work at home, or their tasks or supervisor won't allow it. (When no particular reason was stated for working at home, the affect on personal and family life satisfaction was found to be neutral.)

### Employers' Telecommuting Goals

Most telecommuters say their company's interest in having employees work at home is to offer a flexible workplace/family friendly policy (35%) and to increase productivity (32%).

Information workers who telecommute say their employers share these same primary goals, but they are also significantly more likely to explain their company's telecommuting in terms of:

- Improved employee recruitment and retention,
- A side benefit of using computers and networks throughout the company, or
- Employee commuter trip reduction.

On the other hand, as noted in the Summary, many companies are also striving to offset real estate costs by having employees telecommute. This company goal is significantly more likely to be found among employees who work more than 6 days/month at home, as well as among the 50% of employees whose employers now provide them with some home office equipment.

Telecommuters cite a fairly long list of factors that they consider to be barriers to their employers' allowing more employees to work at home. However, no single obstacle was

cited by more than 10% of telecommuters. Among the most important barriers, in order of importance, are:

- Perceived loss of control,
- Lack of technology, and!
- The fact that tasks will not allow work at home.

Costs, lack of managerial approval and lack of trust are also cited by 6% to 7% of telecommuters as employer barriers. Although lack of trust is reported as one of the barriers, 82% of telecommuters feel the level of trust between themselves and their employer has remained the same or increased since they began working at home.

If their employer were to no longer offer telecommuting, most telecommuters said they would return to their employers' work sites. This is more true of men, nearly half of whom would go back to their employer's location to work, while only a third of women feel this way. Forty percent of women would quit (10%) or look for another job (31%). But individuals who would look for another telecommuting job tend to be those men and women who express positive impacts on their career, greater job satisfaction, and positive affects on their personal and family lives. They also gained family approval since they started working at home.

## PERSONAL IMPACTS

### Positive Personal Affects of Telecommuting

Those who say work at home has a positive affect on their careers also have more job satisfaction, personal and family life satisfaction -- and their families have positive attitudes toward their working at home. So it is not surprising that 71% of telecommuters are more satisfied with their job now than they were before beginning to work at home. Indeed, 20% said there was no change in their satisfaction, and only 3% of all respondents said they were less satisfied. Asked the same question about their personal and family life overall, the telecommuters' response was nearly identical.

The benefits that telecommuters personally experienced as a result of working at home include reduced stress, achieving a better balance of work and personal life, and having better morale about their personal life. Better relationships with spouses and children were also mentioned by respondents.

Sixty-three percent of telecommuters said that, overall, other members of their household feel positive about their working from home. Only 2% felt the family was negative about it. Others were neutral or did not know.

### Negative Personal Affects of Telecommuting

Thirty percent of telecommuters did not find any negative personal impacts as a result of working at home. However, most telecommuters realistically cite certain challenges associated with working at home, most typically “overworking” and difficulties separating work and personal demands for their time. Each of these problems is experienced by about a third of all telecommuters.

Fewer than one in five telecommuters cited each of the next most important negative affects, including 18% who said they feel guilty about not being available to family members because they’re too busy working when they are home, and 17% felt the stress of trying to maintain an office-like environment at home.

## CONCLUSION

The AT&T 1997 National Survey of Teleworker Attitudes and Work Styles documents that telework is a work style that yields very positive benefits for both employers and their employees, with very few reported negative side effects. As use of telework enabling technologies — particularly communications technologies — continues to grow both in the conventional workplace as well as at home, and as organizations further recognize the benefits of a flexibly deployed work force, teleworking can be expect to become ever more widespread throughout American industry.