





---

# **U.S. Work from Home Update: *Is remote work here to stay?***

---

## **A Market Study**

Published Second Quarter, 2023  
Version 1.0  
Report Number: 2Q2023-04

iGR  
12400 W. Hwy 71  
Suite 350 PMB 341  
Austin TX 78738

# Table of Contents

<b>Abstract .....</b>	<b>1</b>
<b>Executive Summary.....</b>	<b>3</b>
Figure A: Number of Days Working from Home .....	3
Figure B: Employer Plans and Policies .....	5
<b>What This Means .....</b>	<b>5</b>
<b>Methodology.....</b>	<b>6</b>
<b>Remote Work Survey Results.....</b>	<b>7</b>
<b>Work-from-Home Frequency Compared to Pre-Pandemic.....</b>	<b>7</b>
Table 1: Number of Days Working from Home.....	7
Figure 1: Number of Days Working from Home .....	8
<b>Technology Being Used.....</b>	<b>8</b>
Table 2: Mobile Device Used.....	9
Figure 2: Mobile Device Used .....	9
Table 3: Typical Internet Service Used.....	9
Figure 3: Typical Internet Service Used .....	10
Table 4: Frequency of Video Conference Usage .....	10
Figure 4: Frequency of Video Conference Usage .....	11
<b>Satisfaction and Internet Speeds.....</b>	<b>11</b>
Table 5: Satisfaction with Remote Work.....	11
Figure 5: Satisfaction with Remote Work .....	12
Table 6: Very Satisfied or Satisfied by Internet Speed .....	12
Figure 6: Very Satisfied or Satisfied by Internet Speed.....	13
Table 7: Most Important Internet Feature for Remote Workers .....	13
Figure 7: Most Important Internet Feature for Remote Workers.....	14
<b>Employer Financial Support.....</b>	<b>14</b>
Table 8: Employer Financial Support .....	14
Figure 8: Employer Financial Support .....	15
<b>Future Work-from-Home Trends .....</b>	<b>15</b>
Table 9: Employer Plans and Policies .....	16
Figure 9: Employer Plans and Policies.....	17
<b>Survey Demographics .....</b>	<b>18</b>
<b>Demographic Profile of U.S. Consumer Respondents .....</b>	<b>18</b>
Table D-1: Respondent Age .....	18
Figure D-1: Respondent Age .....	19
Table D-2: Respondent Gender .....	19
Figure D-2: Respondent Gender .....	19
Table D-3: Respondent Marital Status .....	20
Figure D-3: Respondent Marital Status .....	20
Table D-4: Respondent Annual Household Income .....	20
Figure D-4: Respondent Annual Household Income .....	21
Table D-5: Respondent Level of Education .....	21
Figure D-5: Respondent Level of Education.....	22
Table D-6: Size of Household.....	22
Figure D-6: Size of Household .....	23
Table D-7: Age of Children in Household .....	23

Quoting information from an iGillottResearch publication: external — any iGillottResearch information that is to be used in press releases, sales presentations, marketing materials, advertising, or promotional materials requires prior written approval from iGillottResearch. iGillottResearch reserves the right to deny approval of external usage for any reason. Internal-quoting individual sentences and paragraphs for use in your company's internal communications activities does not require permission from iGillottResearch. The use of large portions or the reproduction of any iGillottResearch document in its entirety does require prior written approval and may have some financial implications.

Copyright © 2023 iGillottResearch, Inc. Reproduction is forbidden unless authorized.  
FOR INFORMATION PLEASE CONTACT IAIN GILLOTT (512) 263-5682.

Figure D-7: Age of Children in Household .....	24
Table D-8: Respondent Region .....	24
Figure D-8: Respondent Region .....	25
<b>Definitions .....</b>	<b>26</b>
Definitions Table .....	26
<b>About iGR .....</b>	<b>50</b>
Disclaimer .....	50

Quoting information from an *iGillottResearch* publication: external — any *iGillottResearch* information that is to be used in press releases, sales presentations, marketing materials, advertising, or promotional materials requires prior written approval from *iGillottResearch*. *iGillottResearch* reserves the right to deny approval of external usage for any reason. Internal-quoting individual sentences and paragraphs for use in your company's internal communications activities does not require permission from *iGillottResearch*. The use of large portions or the reproduction of any *iGillottResearch* document in its entirety does require prior written approval and may have some financial implications.

Copyright © 2023 *iGillottResearch*, Inc. Reproduction is forbidden unless authorized.  
FOR INFORMATION PLEASE CONTACT IAIN GILLOTT (512) 263-5682.

# Abstract

Many U.S. consumers work from home. The Covid-19 pandemic proved that there is available technology, such as high-speed Internet, collaborative applications and video conferencing applications, to facilitate and support remote working. To overuse a pandemic phrase, this market study sheds light on what exactly the 'new normal' of remote work is today. It also investigates if workers expect their remote work schedule to remain the same.

This market study provides information about U.S. workers' current remote work experience, including the number of days at home, the technology used and workers' satisfaction. And importantly, the market study also provides insight into possible changes in work-from-home schedules, as determined by U.S. companies' announced plans and policies.

This market study is based on results from iGR's June 2023 survey of over 1,000 U.S. mobile consumers.

Key questions addressed:

- How many days per week did survey respondents work at home before any changes related to the Covid-19 pandemic?
- How many days per week do employed survey respondents currently work from home?
- How do remote workers typically connect to the Internet at home?
- Do remote workers use their own mobile device or one provided by their company?
- How satisfied are remote workers with their Internet service while working at home?
- What type of financial support are companies giving remote workers?
- According to their companies' announced policies and plans regarding remote work, do respondents expect a change to their current schedule?
- When are any changes to remote work schedules likely to take place?
- How do respondents' remote work experience vary according to demographic variables?

Who should read this report?

- Mobile operators
- Internet Service Providers

Quoting information from an iGillottResearch publication: external — any iGillottResearch information that is to be used in press releases, sales presentations, marketing materials, advertising, or promotional materials requires prior written approval from iGillottResearch. iGillottResearch reserves the right to deny approval of external usage for any reason. Internal-quoting individual sentences and paragraphs for use in your company's internal communications activities does not require permission from iGillottResearch. The use of large portions or the reproduction of any iGillottResearch document in its entirety does require prior written approval and may have some financial implications.

Copyright © 2023 iGillottResearch, Inc. Reproduction is forbidden unless authorized.  
FOR INFORMATION PLEASE CONTACT IAIN GILLOTT (512) 263-5682.

- Device OEMs
- Infrastructure providers
- Corporate applications and service vendors
- Content providers and distributors
- Financial analysts and investors.

Quoting information from an *iGillottResearch* publication: external — any *iGillottResearch* information that is to be used in press releases, sales presentations, marketing materials, advertising, or promotional materials requires prior written approval from *iGillottResearch*. *iGillottResearch* reserves the right to deny approval of external usage for any reason. Internal-quoting individual sentences and paragraphs for use in your company's internal communications activities does not require permission from *iGillottResearch*. The use of large portions or the reproduction of any *iGillottResearch* document in its entirety does require prior written approval and may have some financial implications.

Copyright © 2023 *iGillottResearch*, Inc. Reproduction is forbidden unless authorized.  
FOR INFORMATION PLEASE CONTACT IAIN GILLOTT (512) 263-5682.