

logitech®

EQUIPPING YOUR EMPLOYEES FOR HYBRID WORK

LOGITECH REMOTE WORK STUDY:
WHAT RESEARCH TELLS US ABOUT THEIR NEEDS



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INTRODUCTION

In the early days of the pandemic, business leaders predicted a quick return to “normal” following a short period of remote work. That did not happen.

Instead, hybrid work has become the new reality, and a majority of employees say they prefer the flexibility of remote and hybrid work¹. Meanwhile, business leaders are trying to balance what employees want and what the business needs. And all of this is taking place in a climate of uncertainty, tension, and risk, including how employees prioritize work/life balance, their expectations about work, and fierce competition for talent.

So it’s no surprise that workforce-related issues were among the top three strategic business priorities in a [recent study](#) of CEO priorities for 2022-23.

Moreover, organizations are only just beginning to address plans for implementing hybrid work, nearly three years after the start of the pandemic. Much is still unknown. And yet there is a growing sense of urgency for leaders to find approaches that work for both employees and the organization.

¹Microsoft 2022 Work Trend Index

UNRAVELING THE COMPLEXITY

In this report, we set out to understand the current remote collaboration experience from the perspective of the user. Our goal is to help organizations understand their employees' most pressing needs so they can better equip them for the future of work.

We share highlights from recent research on the experience of remote collaboration among people working from home using standard-issue computing devices such as computers, mice, keyboards, and monitors. We also contrast these findings with what we've observed through surveying IT decision makers.

We found that while employees are adequately equipped for work in traditional offices and personal productivity, most are still underequipped for optimal remote collaboration.



METHODOLOGY

IT Decision Maker Research

Logitech surveyed² more than 1,000 IT hardware decision makers in large organizations to understand whether their hardware and software standards changed over the course of the pandemic. We subsequently conducted in-depth interviews to further explore our findings in partnership with the market research firm **Escalent**. Highlights from this research provide important context for the observations we made when shifting our focus to the employee experience.



End User Research

Through in-home interviews conducted with **ETHNO**, we identified dozens of issues that participants were struggling with while on video calls and working from home using standard-issue devices.

We then surveyed³ a much larger population across the US, Germany, and China to understand the degree to which these issues impact people while working on video calls from home. In partnership with market research firm **2CV Research**, we explored the attitudes and needs of more than 3,000 remote workers who were equipped primarily with standard-issue computing devices.



²IT hardware decision makers quantitative and qualitative research waves were conducted in May 2021 and May 2022 respectively.

³End user quantitative research was conducted in May 2022 following qualitative research conducted in November 2021.

WORK CHANGED DRAMATICALLY – BUT WORK TOOLS DID NOT

When the world shifted from office to remote work, standards for provisioning devices for employees didn't change much. Most people took their equipment home and set up makeshift workspaces in dining rooms, bedrooms, couches, and for some, in dedicated home offices.

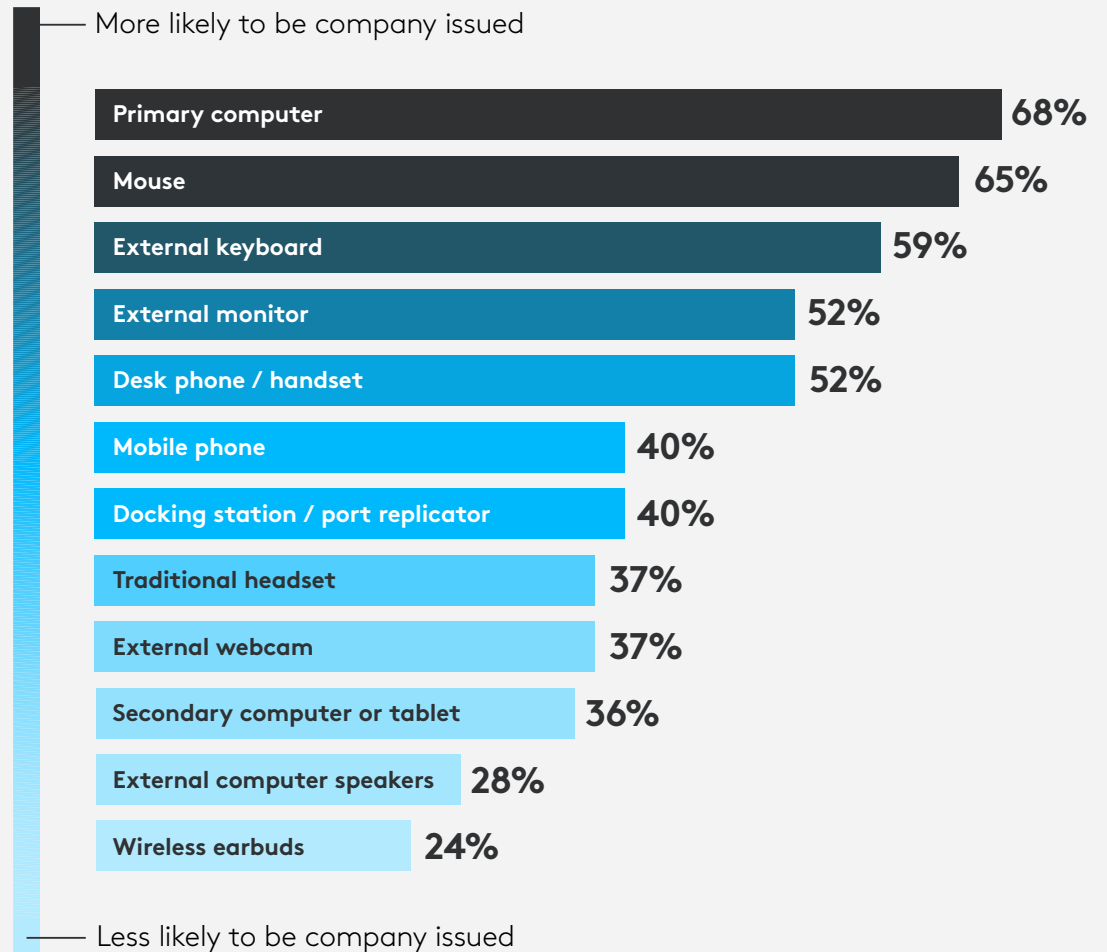
The majority took home the standard-issue computers and peripherals that they had been using at the office, where most collaboration took place in meeting rooms. After more than two years of employees collaborating almost entirely through video, little has changed regarding the standards by which technology is provided to them.



FOR VIDEO COLLABORATION, EMPLOYEES ARE LEFT TO THEIR OWN DEVICES

In our survey of IT hardware decision makers, **fewer than 40% of respondents said their organizations provided external webcams, headsets, or other accessories that optimize audio and video performance** – even though many employees had been meeting remotely for more than a year.

Devices Provided to Employees Either as Standard or by Request with Approval



EMPLOYEES ARE TRYING TO UNDERSTAND AND SOLVE THEIR OWN PROBLEMS

While some organizations did see a need to think differently about equipping their workforce at the onset of full-time remote work, recent in-depth interviews with IT leaders show little change in the status quo.

This has placed an unintended burden on employees or their managers to understand the challenges they experience in video-first remote work, as well as the solutions that might benefit them.



WHAT IS CONSIDERED 'STANDARD ISSUE' HARDWARE FOR REMOTE/HYBRID WORKERS?

“We give them laptops. Most of them get mobile phones, also. There are one or two employee bands that don't qualify for it by default, but if the manager sees the need, we provide it. When it comes to peripherals, if you need a monitor, keyboard, or mouse, you can request it. ”

— DIRECTOR OF IT, LUXURY FASHION RETAIL/E-TAIL

“Typically a desktop or a laptop, depending on what their manager requests for them. They will most likely get two monitors. They may or may not get any other peripherals. ”

— DIRECTOR OF IT, HEALTHCARE



HYBRID WORKERS ARE UNDEREQUIPPED AS A RESULT OF LEGACY HARDWARE STANDARDS

In researching the experience of remote, video-centric employees over the past year, we found that these employees struggle with challenges and inefficiencies due to being underequipped for optimal collaboration and productivity in their home environments.

These challenges were pervasive, in four major areas.



VIDEO



AUDIO



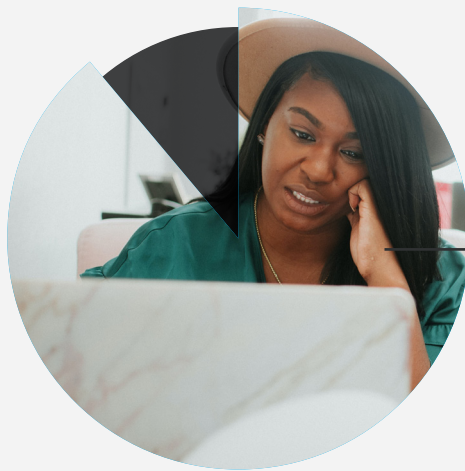
ERGONOMICS



**CONSEQUENT
WORKAROUNDS**

MAJORITY OF RESPONDENTS STRUGGLE WITH VIDEO AND AUDIO ISSUES

Given the limitations of using built-in computer cameras, mics, and speakers during video meetings:



89%

struggle with
video issues



85%

struggle with
audio issues

VIDEO ISSUES: LIGHTING WOES



64%

struggle with poor or inadequate light in their homes, causing shadows or color imbalances



63%

struggle with changing daylight and seasonal lighting changes

WHAT USERS TOLD US

“My room doesn’t get as much light, which is something I’m constantly battling. For winter, I’m still trying to figure out the ideal lighting solution. //”

“I can move this (task) light around. But this is also a very harsh light, which is not flattering or comfortable on my eyes.”

“When I worked upstairs, the light was just different; on the monitor, I looked so red, like I had a fever or something!”



VIDEO ISSUES: POOR OR UNNATURAL REPRESENTATION

Video problems employees face are largely due to the use of built-in cameras in computers.



65%

said the angle of their **built-in camera is unflattering**, making them look bad

64%

say it always **looks like they are looking away/down/not looking at others** on the call

63%

feel they **don't look their best on camera**, nor like they do in real life

WHAT USERS TOLD US

“When presenting to 400 teachers, I don’t want my entire face to fill the frame. If you watch the news, their head isn’t (that) big.”

“For some, it seems like the camera is on the surface of the desk, I don’t want to look at someone’s chin.”

“Sometimes I lean forward to look at something on the screen and people see just my forehead.”

“This image of me is unflattering. Dark around my face. Bright light coming in from angle off to the side.”



AUDIO ISSUES: COMPUTER SPEAKERS, MICS, AND CONSUMER-GRADE HEADSETS MAKE IT HARD TO HEAR AND BE HEARD



60%

struggle with **poor sound quality** through **computer speakers**



66%

struggle to hear on calls because of background **noise from others**



58%

struggle with **distracting noises** in **their homes** while on calls



49%

of respondents said they **struggle to** connect their earbuds/headphones

WHAT USERS TOLD US

“Sometimes, if I can’t hear someone, I think it’s my laptop, so I prop it up at an angle so the speakers face up. It makes it easier to hear people. //”

“I find it distracting when I’m talking to somebody who is using a speakerphone or computer microphone that’s staticky.”

“My (earbuds) die periodically during meetings. So if I have my phone, I can put it on speaker while I’m switching out to a charged earbud. I just use one at a time while the other one’s charging.”



PEOPLE STRUGGLE WITH COMPROMISED ERGONOMICS

Beyond video and audio quality, our data shows that other areas of the remote work experience are suffering, too.



58%

said they **have to sit in an uncomfortable position to be on camera**

70%

report physical discomfort after sitting for long periods during calls

WHAT USERS TOLD US

“If I’m standing, I don’t want to be neck-down, looking at my laptop. That’s just terrible posture that will create neck issues. So I want to be higher, at monitor level. //”

“I kind of sit on one half of my chair, so that I’m blocking the TV. I only want people to see my plant and the side wall behind me, not the rest of my living room.”

“When looking at laptops, I realized the screens are so small. I get headaches and I just wanted something that wasn’t straining my eyes to look at it.”



MANUAL WORKAROUNDS ARE FREQUENT AND INEFFICIENT

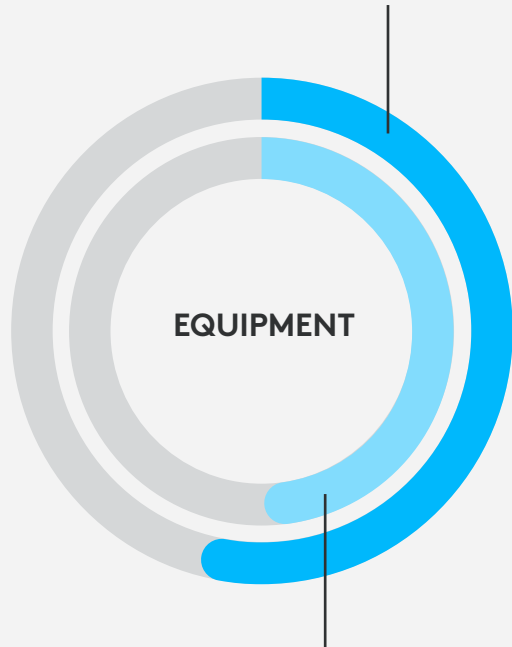
We found that **time is wasted by employees manually adjusting their equipment, surroundings, and themselves in preparation for video calls** — with unpredictable, uneven results.



ADJUSTMENTS DISRUPT FLOW AND CREATE UNNECESSARY DISTRACTIONS CONSIDERING THEY OCCUR THROUGHOUT THE DAY

53%

check to make sure that their **speakers and microphone** are working



EQUIPMENT

48%

adjust the lighting in their workspace, including both lights and windows

48%

check that there are **no noise distractions** in their environment



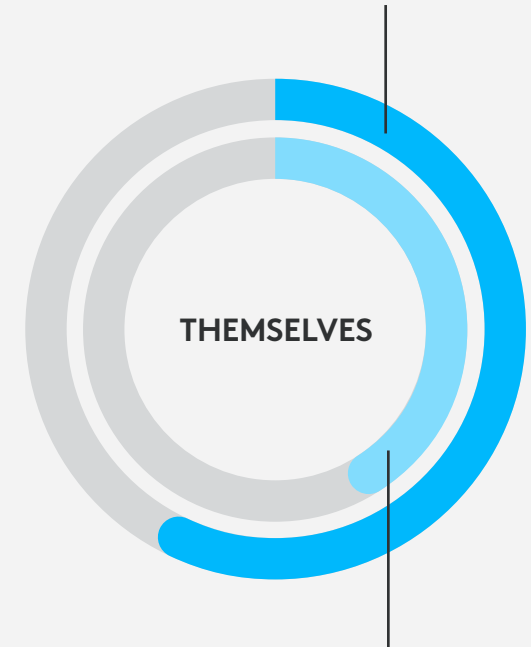
SURROUNDINGS

46%

consider or **adjust what others can see** in their surroundings/workspace

57%

adjust their **physical appearance**, including their clothing and hair



THEMSELVES

41%

consider or **adjust the viewing angle** of their face on camera

WHAT USERS TOLD US

“You look at yourself to make sure you are centered properly. Or, if I’m writing: ‘Does that twist me in a weird way?’ //”

“I want to be centered in the frame, but also able to take notes. I always feel like I’m having to make a hard tradeoff.”

“If it’s bright outside then I need to shift the laptop in order to avoid the window or it’s too bright, which is bad.”



CHALLENGES WERE PERVASIVE REGARDLESS OF TENURE

22%

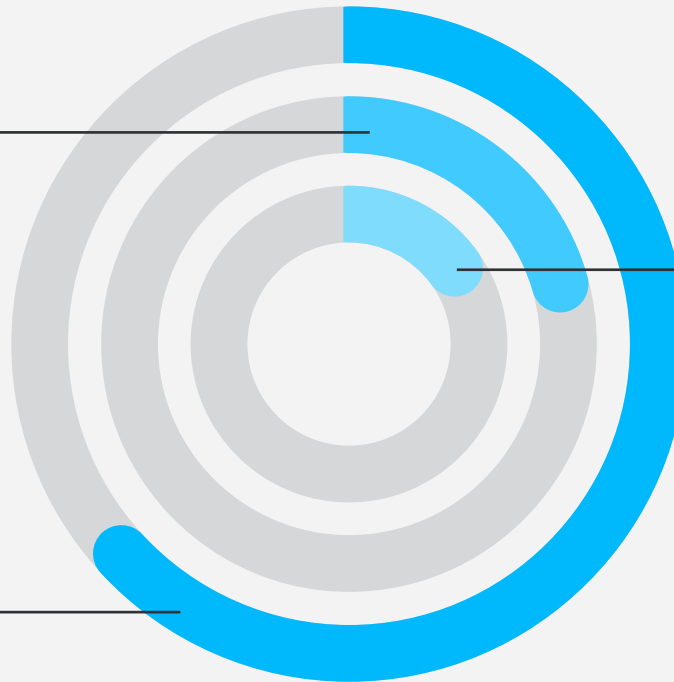
were **early career**
contributors

19%

were **senior individual**
contributors

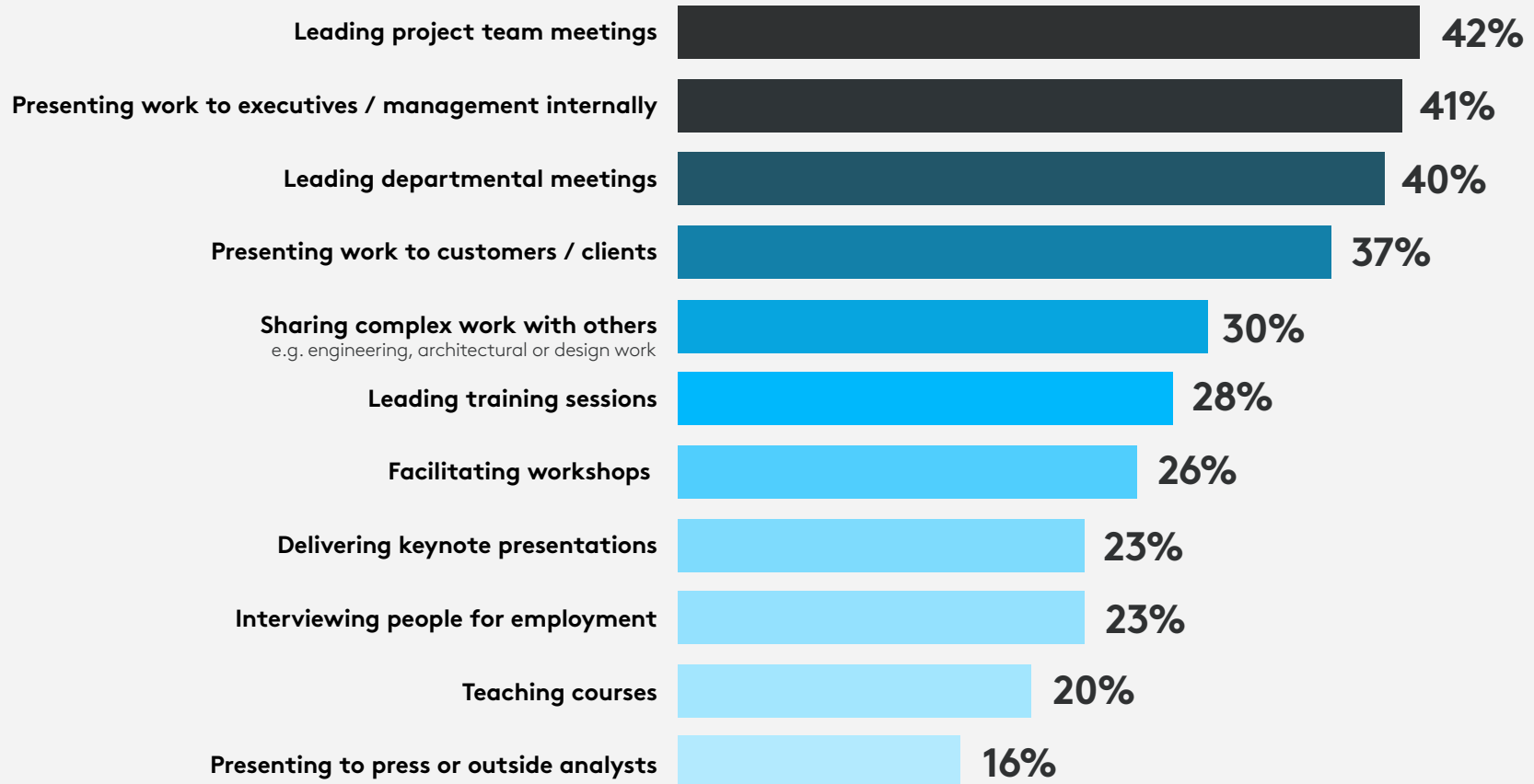
57%

were in **management or**
executive leadership roles



RESPONDENTS ARE UNDEREQUIPPED WHILE LEADING CRITICAL MEETINGS

Usage of video conferencing by meeting type:



CONCLUSION

The needs of the workforce have changed, and the technology they use for collaboration should too.

Standards established for personal productivity need to be revisited and evolved for remote collaboration. Whether at home or in-office, workstations should be designed for virtual collaboration — and should not be limited to the capabilities that they were optimized for over the past two decades.

People are struggling unnecessarily with barriers that are fairly easy to solve with today's business-grade, certified devices. Proactively equipping hybrid workers with the tools they need for virtual collaboration is one of the easier ways to address issues that have stemmed from a suddenly transformed world of work.



RECOMMENDATIONS FROM LOGITECH

- ✓ **Raise awareness** among leadership of the challenges users are having as reported in this study
- ✓ **Survey employees** in your organization on their collaboration and productivity challenges
- ✓ **Define organizational requirements** based on your findings, enact changes, and iterate on your ideas as you implement your hybrid work plan
- ✓ **Recommend and deploy tools such as webcams, noise-canceling earbuds and headsets, and collaboration docks** to dramatically improve the hybrid work experience
- ✓ To ensure compatibility, **select devices that are certified** for Microsoft Teams, Zoom, Google Meet, and other major cloud platforms

[Learn more](#) about Logitech video collaboration solutions for hybrid work.





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Published November 2022

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