

Cisco finds telecommuting increases productivity and job satisfaction

July 13, 2009

The Teleworker Survey conducted by Cisco of nearly 2000 employees to evaluate the social, economic and environmental impacts associated with telecommuting revealed a majority of respondents experienced a significant increase in work-life flexibility, productivity and overall satisfaction as a result of their ability to work remotely.

As the modern workforce continues to evolve and globalize, more companies are evaluating a telecommuting strategy to save costs and lower carbon emissions as well as to retain top talent, says Cisco. For them, Cisco's survey highlights the gains that a sound telecommuting strategy provides for employees and employers alike.

According to Cisco's Internet Business Services Group (the company's global strategic consulting arm), the company has generated an estimated annual savings of \$277 million in productivity by allowing employees to telecommute and telework. In addition, with the steady adoption of enterprise-class remote connectivity solutions, Cisco anticipates that employees and employers will continue to see a rise in the benefits associated with telecommuting.

Cisco says its next-generation workforce employees spend about 63% of their time communicating and collaborating. 40% of employees say they are not located in the same city as their manager, and the average employee now telecommutes 2.0 days per week. 60% of the time saved by telecommuting is spent working and 40% spent on personal time.

About 69% of the employees surveyed cited higher productivity when working remote, and 75% of those surveyed said the timeliness of their work improved. By telecommuting, 83% of employees said their ability to communicate and collaborate with co-workers was the same as, if not better, than it was when working onsite. 67% of survey respondents said their overall work quality improved when telecommuting. An improved quality of life through telecommuting was cited by 80% of respondents. Telecommuting can also lead to a higher employee retention rate, says Cisco, as more than 91% of respondents say telecommuting is somewhat or very important to their overall satisfaction.

In the age of a global market, time and distance separates people and workspaces. Cisco has long recognized that telecommuting and collaborative technologies are effective in breaking down separation barriers and enabling the transition to the borderless enterprise," said Rami Mazid, vice-president, global client services and operations, Cisco. "In addition, as demonstrated by our recent study, a properly executed program for telecommuting can be extremely effective at unlocking employee potential by increasing work-life balance, productivity and overall satisfaction."

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