



# THE REMOTE WORK REPORT

How the Israeli tech industry adapted to working remotely in 2020.

# Project Background



## Objectives

The Israeli Remote Work report wishes to explore the implications of the COVID-19 pandemic on the Israeli tech industry. The new reality created an unforeseen and uninvited challenge, as all of a sudden people were confined to their homes, working from their kitchen tables or their children's desks.

In many situations, companies were required to move entire workforces from fixed-office locations to remote work practices almost overnight.

## Methodology

This is a qualitative survey which received over 550 responses from employees in the Israeli tech industry, over the course of 3 months. Participants from various industries, roles, and professions, candidly shared their experiences, creating a platform that will help us to better understand how remote work adaptation was carried out through the pandemic in 2020.

Results were arranged and analyzed anonymously.

# Key Takeaways



## Hybrid Remote is the New Normal

65% of organizations have adopted a fully or hybrid-remote policy. However, only 30% reimburse their employees' remote-work related expenses.



## Remote Work is the Future

Most employees are experiencing remote work for the first time and enjoy the flexible schedule. They report that they are able accomplish their tasks and would recommend remote work as the future of working.



## Just Like in the Office - in Remote

With the adoption of remote work, we expected more async workflows to be established, however, video calls remain a dominant communication method.

Only 25% reported that they use task-centered applications (such as Jira) while chats & emails remain the most used asynchronous communication platforms.



## More Communication, Less Documentation

Over 80% would rather reach out to their colleagues than rely on documentation, which may imply there is a need for a better documentation culture in the workplace.



## Challenges: Distraction, Burnout and Loneliness

Managing distractions is one of the greatest challenges people face regardless of their family composition. The majority reported that they experience loneliness and burnout; Those with 2 or 3 children reported an even stronger sense of loneliness than those with one child.



## Office is an Option

People want the option to choose whether or not to return to the office.

The higher their seniority, the more likely they are to look for another job if this choice is taken away from them.

We also found a correlation between young age and willingness to consider relocating closer to work, for people that live far away.



# The Remote Worker



For most employees, this is their first experience with remote work.



They work in a remote setup every day.



Flexible scheduling is the most beneficial perk.

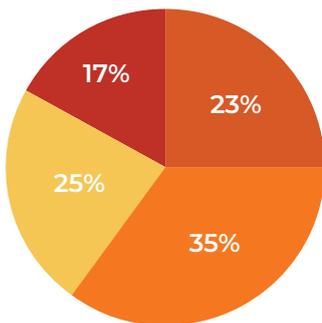




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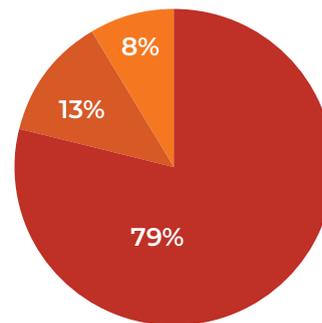
65% of organizations have adopted a fully or hybrid-remote policy

### Seniority



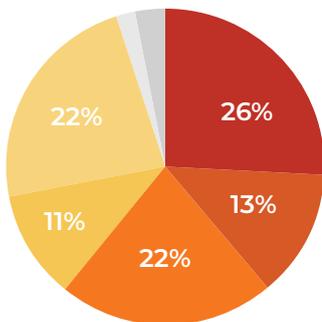
- Senior developer / engineer
- Tech lead
- Developer / engineer
- Manager

### Length of time working remote



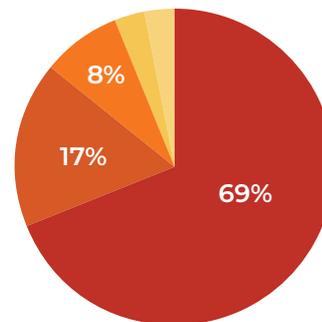
- Less than a year
- 1-2 years
- 3+ years

### Professional domain



- Backend
- Frontend
- Other
- DevOps
- Full Stack
- Machine Learning
- Mobile

### Frequency of working remote



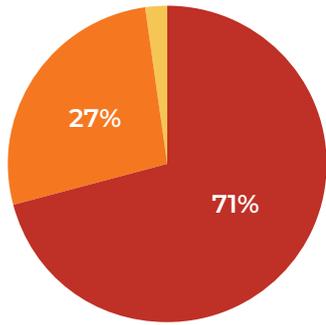
- Every day
- 3-4 days a week
- 1-2 days a week
- Less than 1 day a week
- Never



*Only 25% reported that they use task-centered applications.*

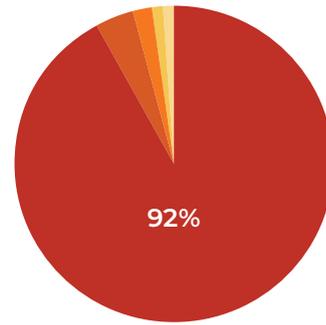


## Primary work location



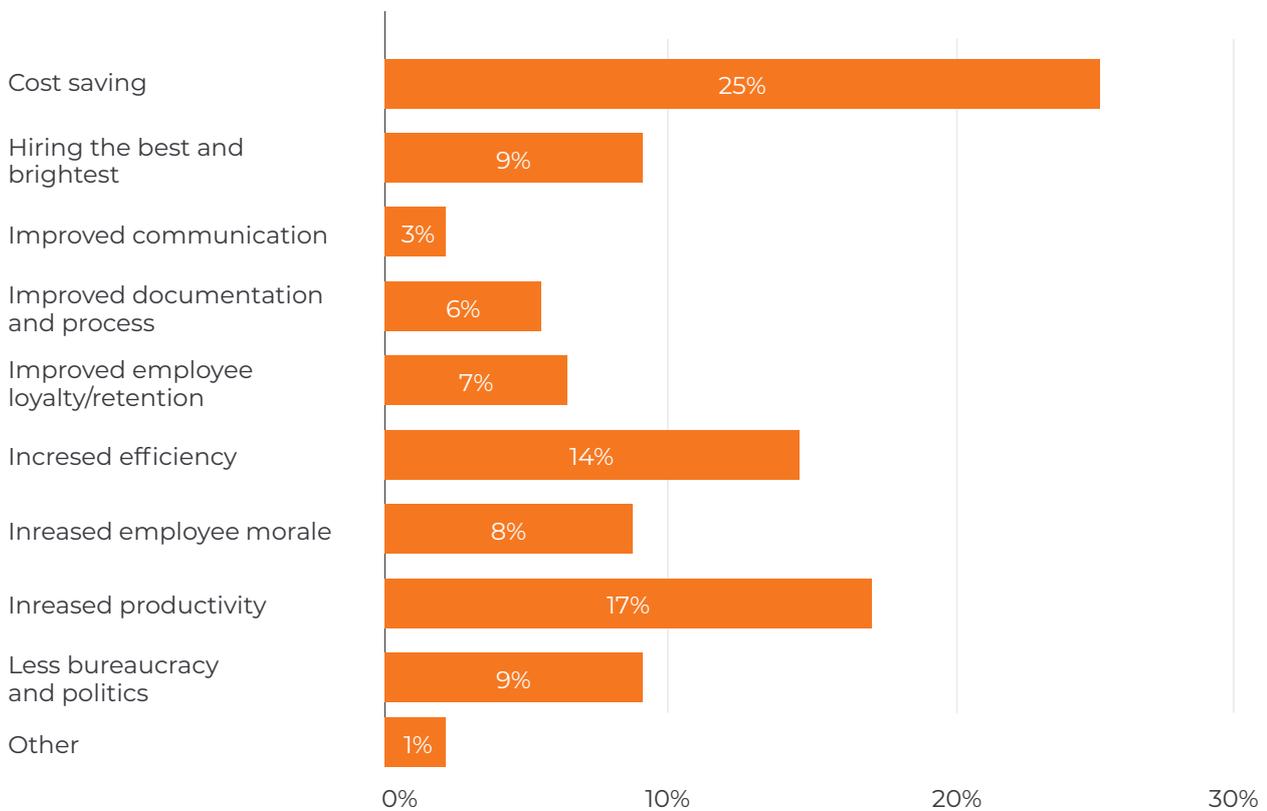
- Home
- Office
- Developer / engineer

## Employment status

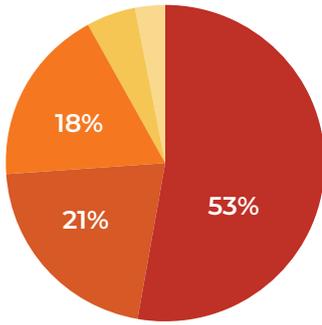


- Full time
- Freelancer
- Part time
- Unemployed
- Unpaid leave

## Benefits of working remotely

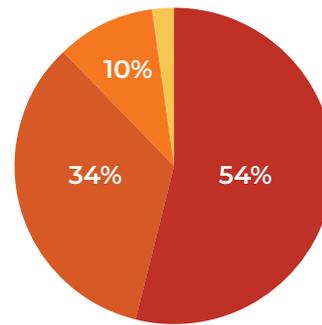


### Main async communication channel



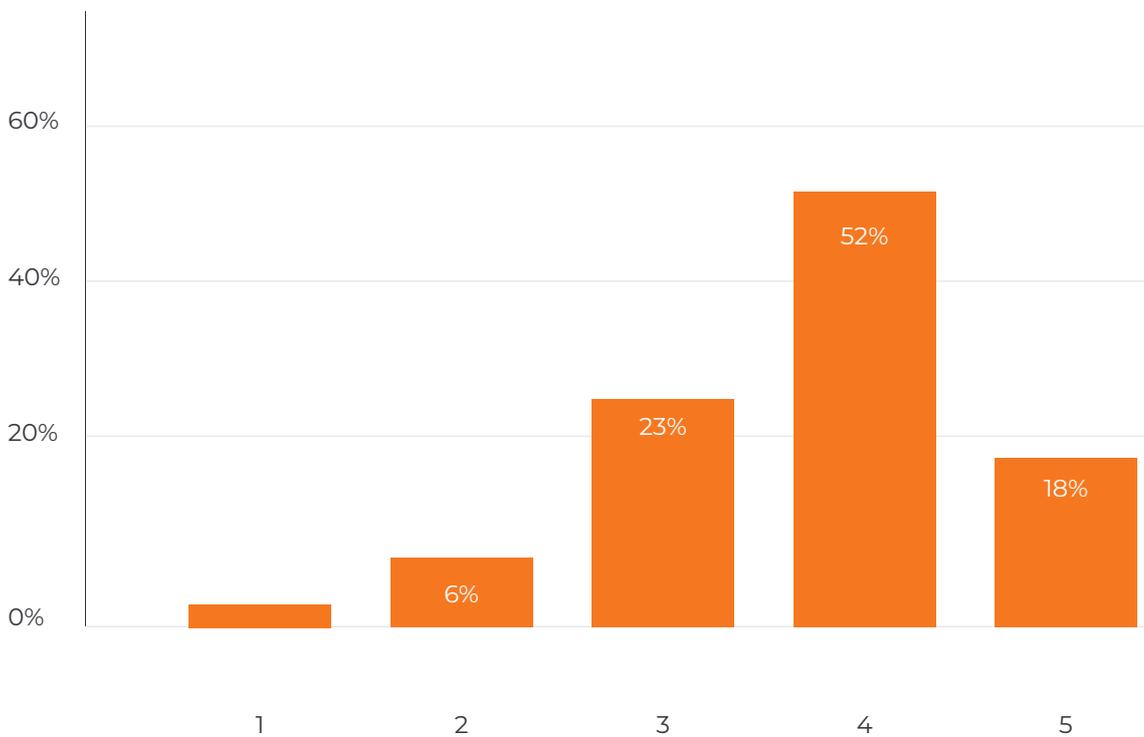
- Textual chat (e.g Slack, Teams, Google chat)
- Task management (e.g Jira, Monday, Trello)
- Emails
- Other
- Shared documents

### Main sync communication channel



- Video calls with camera on
- Video calls with camera off
- Phone calls
- Other

### Effectiveness of organization communication methods



# Challenges and feelings



It is clear that remote work is not only about the actual work being done. One of the more important aspects of remote work is the emotional effects and the challenges people face when working from their homes.

Managing at-home distraction is one of the biggest challenges people face while collaborating with their colleagues remotely, non dependent on their family composition. That being said, the majority of employees report that they are able to accomplish their tasks and would recommend remote work as the future of working.

This may be due to the fact that most of them feel that they get the agency, autonomy, processes and tools to work remotely from the leadership, while only 25% experience Zoom fatigue.

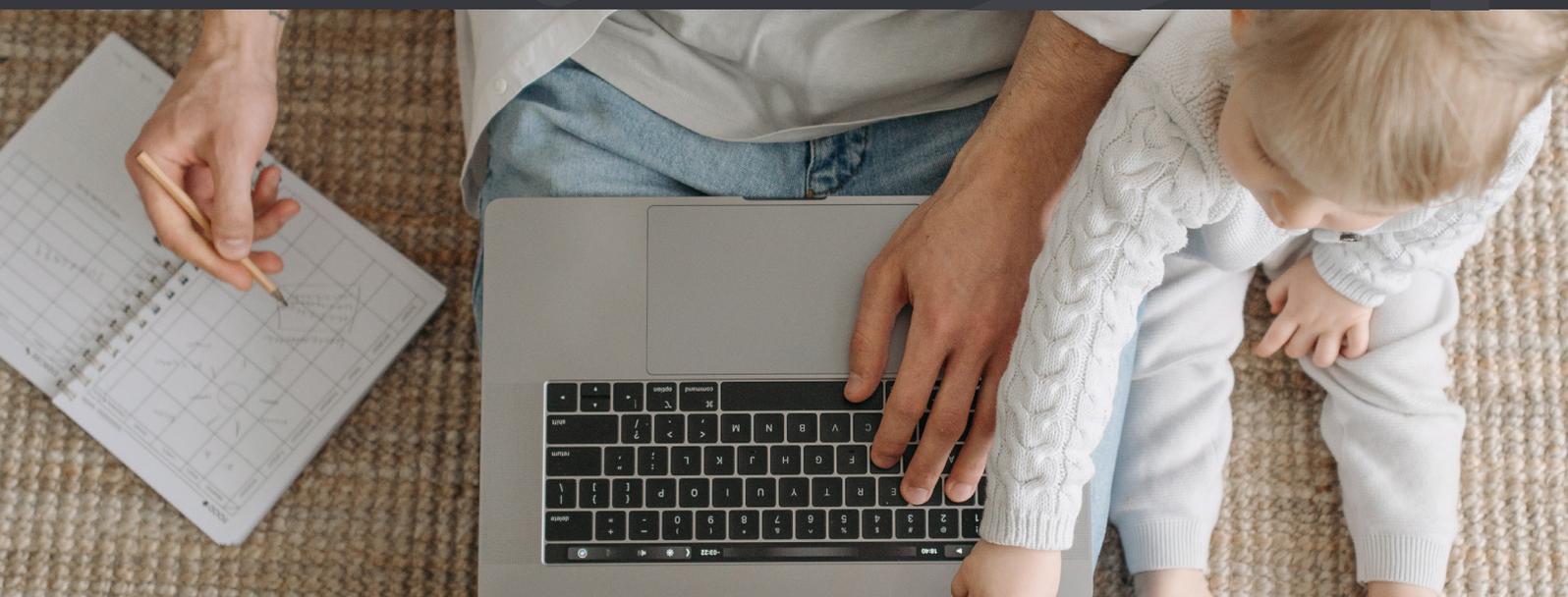
Reviewing the emotional aspects of remote work, the majority of employees reported that they experience a sense of loneliness and burnout, surprisingly even those with families. This feeling increases from one child to 2-3 children.

Breaking the numbers down by domains, we found that DevOps engineers feel more capable of accomplishing their tasks while feeling most isolated/lonely. Full Stack developers reported that they manage to collaborate with colleagues.

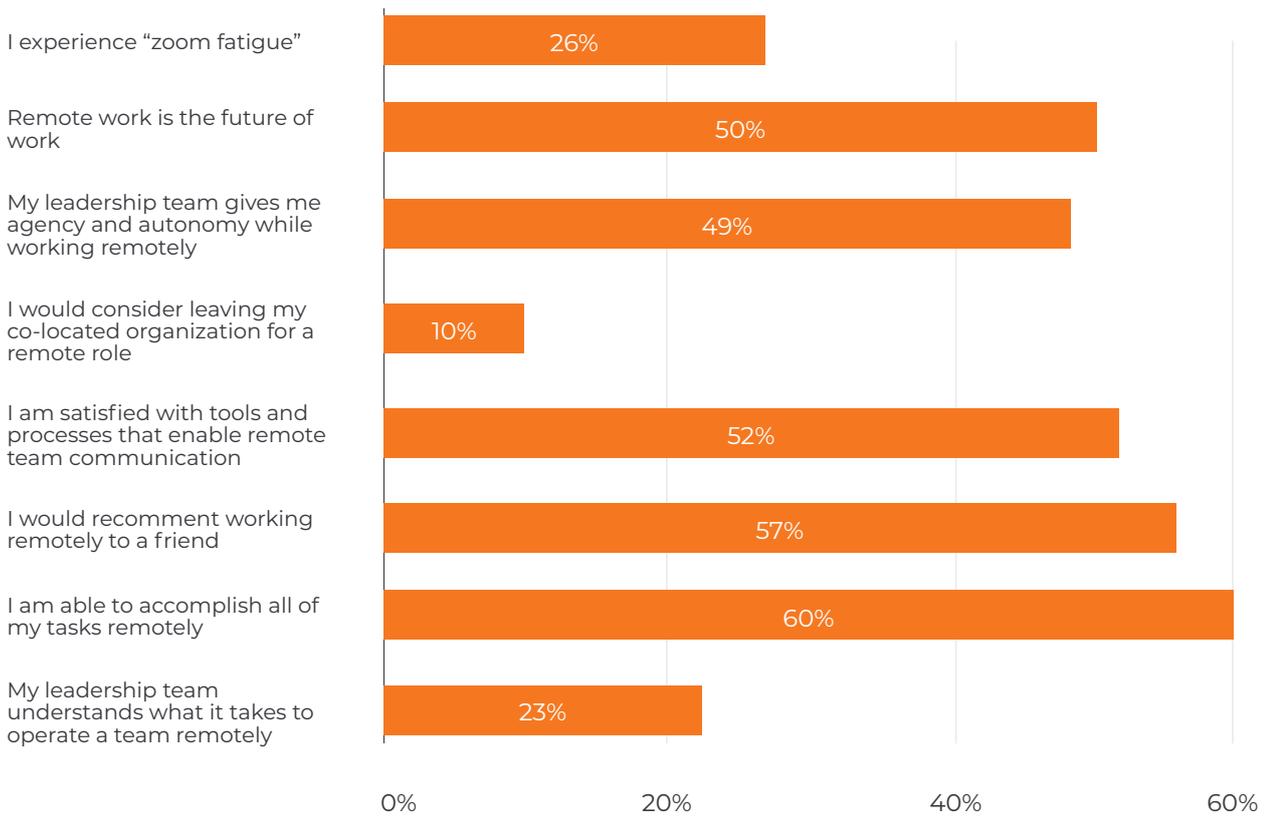
In terms of family composition, employees with more than one child feel that their employers are more understanding towards them in terms of remote work.



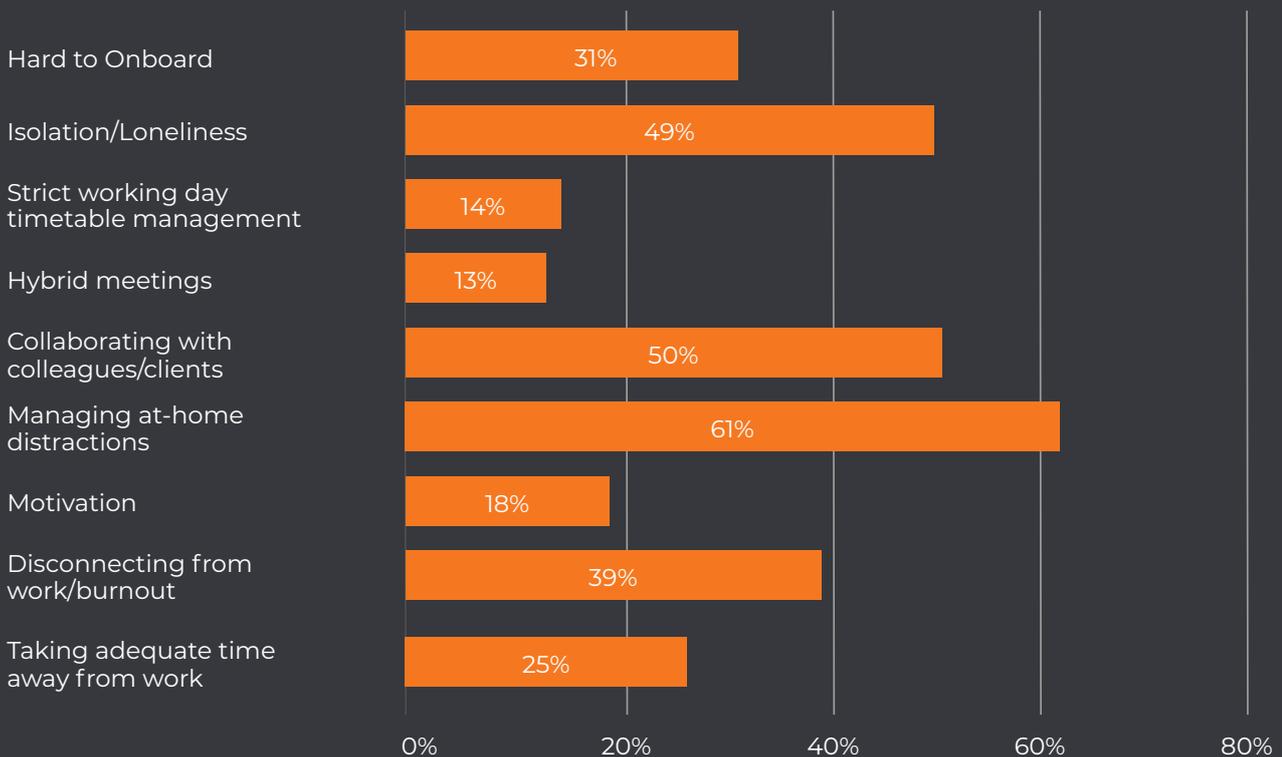
*Employees with 2 or 3 children reported an even stronger sense of loneliness than those with one child.*



## Attitudes about remote work



## Challenges of working remotely



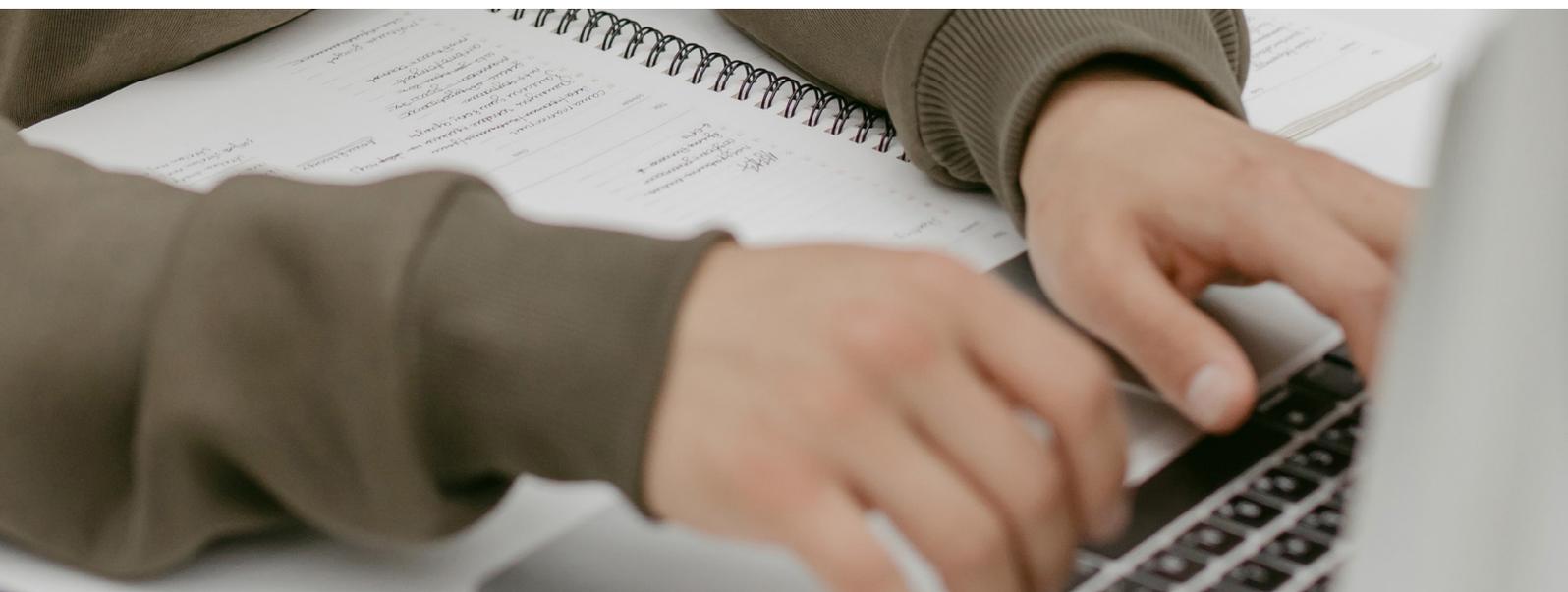
# Onboarding and tools

An important aspect of remote work has to do with the way onboarding and communication are being done in the organization.

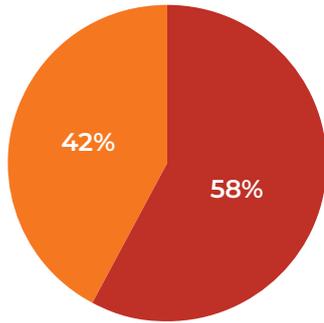
From the survey results, it appears that most people feel that their team communication is excellent, as almost 80% said it's easy to get assistance from teammates.

Over 40% of the people reported that they onboarded remotely. However, most of them are struggling to get their email/jira/confluence/file access working, and experience difficulties setting up their environment. Despite the difficulties, most people (above 60%) find the onboarding process better than average.

While communication is in a rather good place, documentation could be better. Most people reported that there is no significant difference in the quality of documentation in comparison to before.



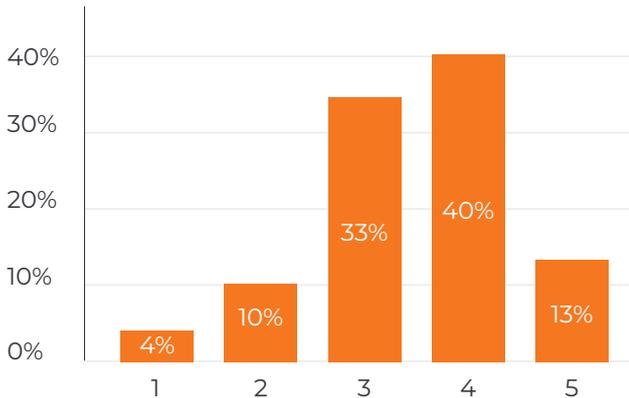
## Remote onboarding



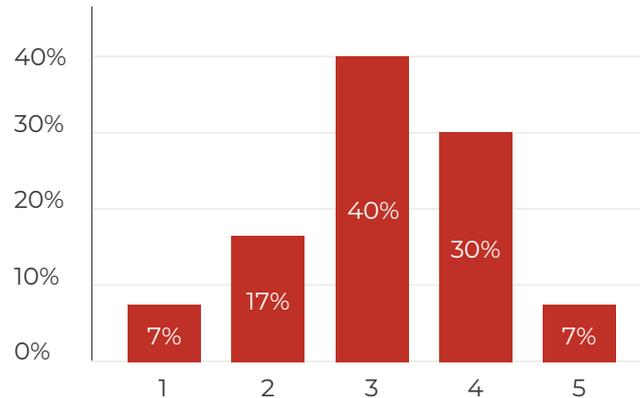
■ Yes  
■ No

“  
*Over 40% of the people reported that they onboarded remotely.*”

## Onboarding process rate in your organization

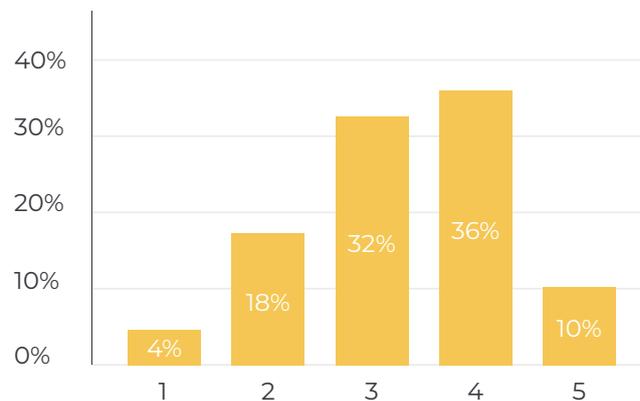


## Documentation rate in your organization



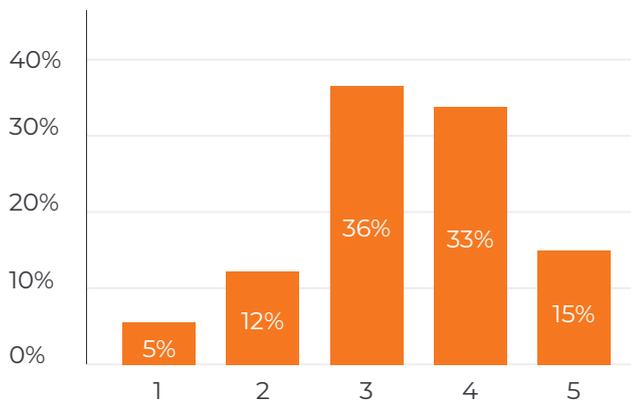
“  
*Over 80% would rather reach out to their colleagues than rely on documentation.*”

## Testing and coverage rate in your organization

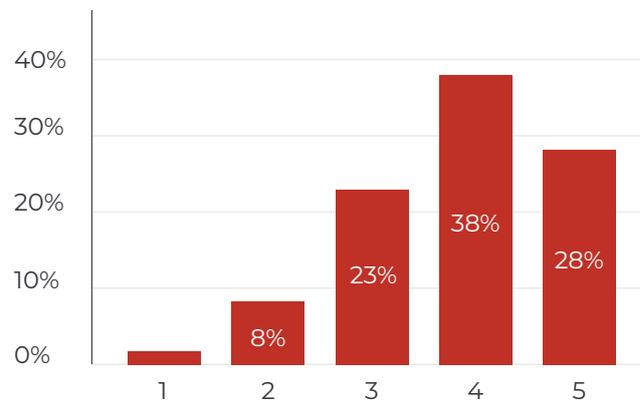




**Difficulty to set a development environment**



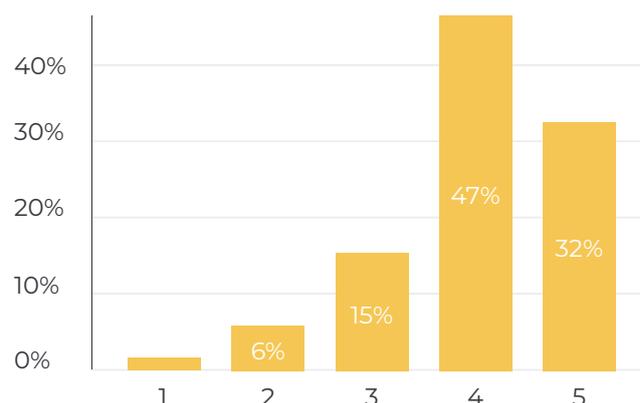
**Effort required to set up all the tools**



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*Almost 80% of the respondents reported that they can easily get assistance from their teammates.*

**Ease of getting assistance from teammates**



# If remote work is not an option

Looking forward to the post-covid days, we asked participants how important the option for remote work is for them and what they think they will do if remote work stops being an option. It appears that people with no children or older children are more likely to look for a new job if they are forced to go back to the office.

Unsurprisingly, family status is a significant factor in the decision whether or not to relocate or look for another job. People without kids are more likely to move closer to the workplace if they can't work remotely, rather than look for a new job.

People with older children are even less likely to relocate. Even more so, the older the kids are, the more likely these people are to look for a new job if their workplace will not allow working remotely.

All in all, the percentage of people that reported they will retain their workplace and work resume commuting is about 46% across all verticals.



It appears that a person's role and seniority also play a role in the decision whether or not to retain their position. For example, junior developers are twice as likely to relocate closer to the office than others.

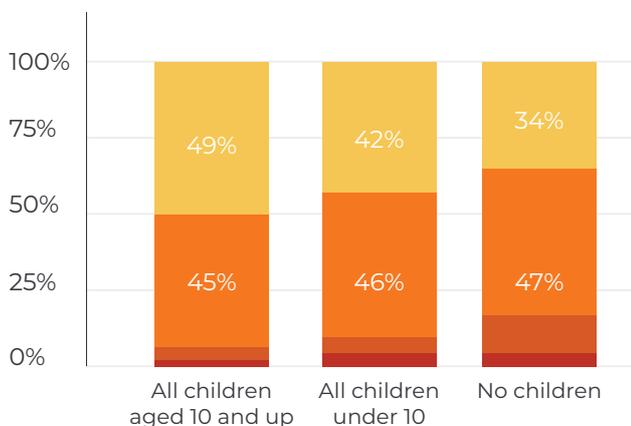
Surprisingly, managers as opposed to tech leads, are less likely to look for a new job, and are more willing to commute.

Therefore it is not only the seniority and experience but also the position they are in.

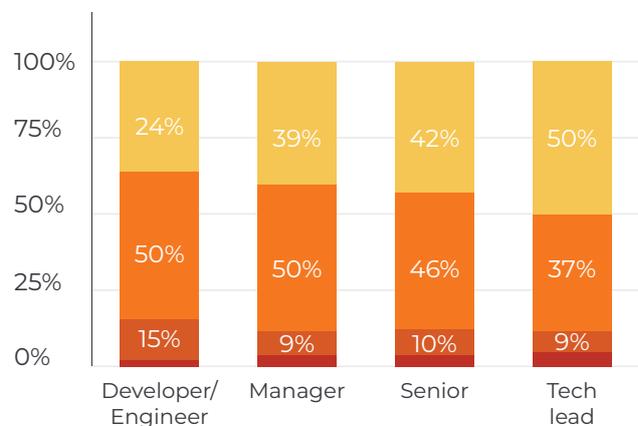
## In case the COVID-19 threat continues indefinitely

In the unlikely event that the pandemic will remain in our lives for a long time, most people (52%) prefer working partially remote, while only 5% want to work from the office. The rest prefer working all remote.

**If remote work is not an option by family composition**



**If remote work is not an option by seniority**

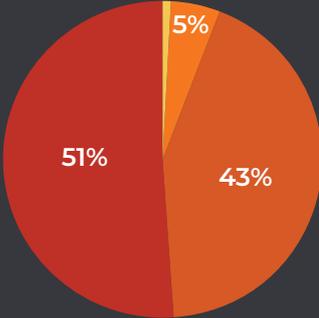


- Other
- Relocate closer to your employer's city
- Retain your job and resume commuting
- Search for a new remote role elsewhere (including working for yourself)

- Other
- Relocate closer to your employer's city
- Retain your job and resume commuting
- Search for a new remote role elsewhere (including working for yourself)



**In case the COVID-19 thread continues indefinitely**



- Work partially remotely
- Work remote
- Work from the office
- Other

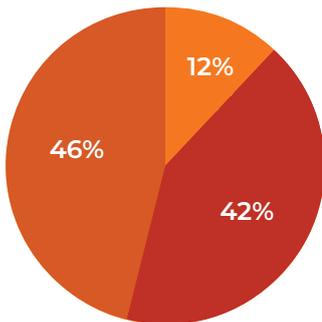
# Demographics

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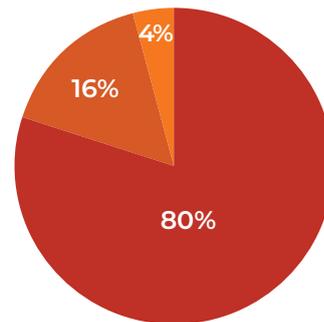


### Age



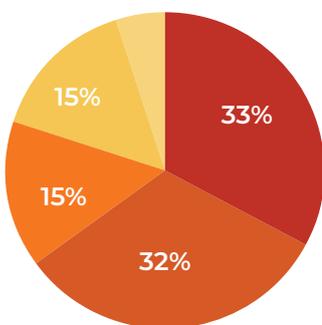
- 40+
- 30-39
- 21-30

### Marital Status



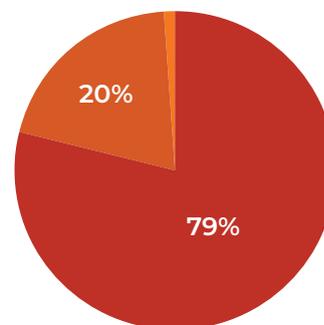
- Married/Living with partner
- Single/never married
- Divorced/separated/widowed

### Family composition



- 2-3 children (aged 10 and under)
- No children
- 1 child (aged 10 and under)
- All children aged 10 and up
- 4+ children (aged 10 and under)

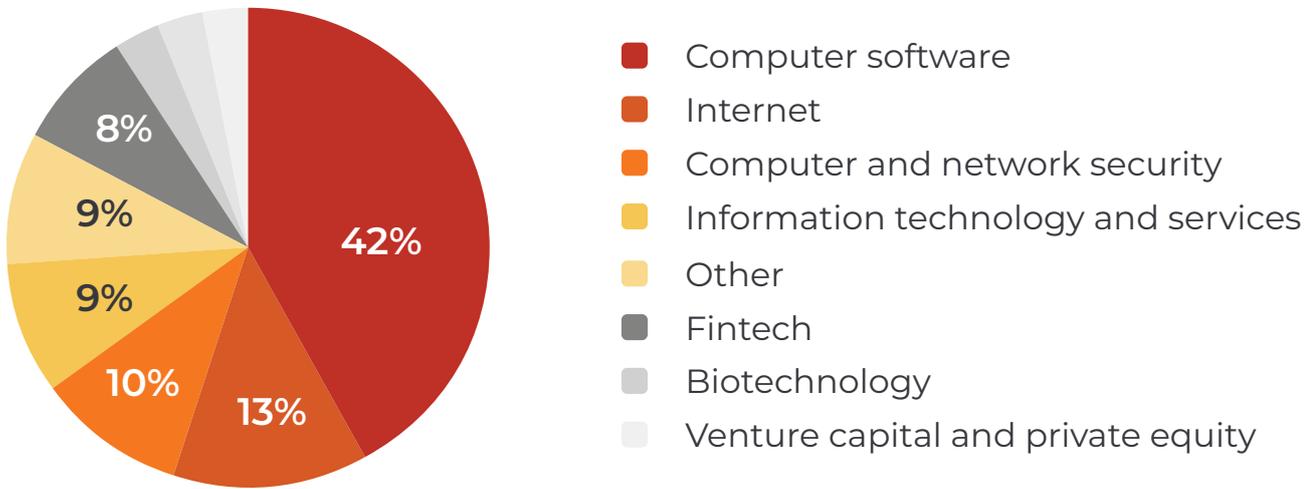
### Gender



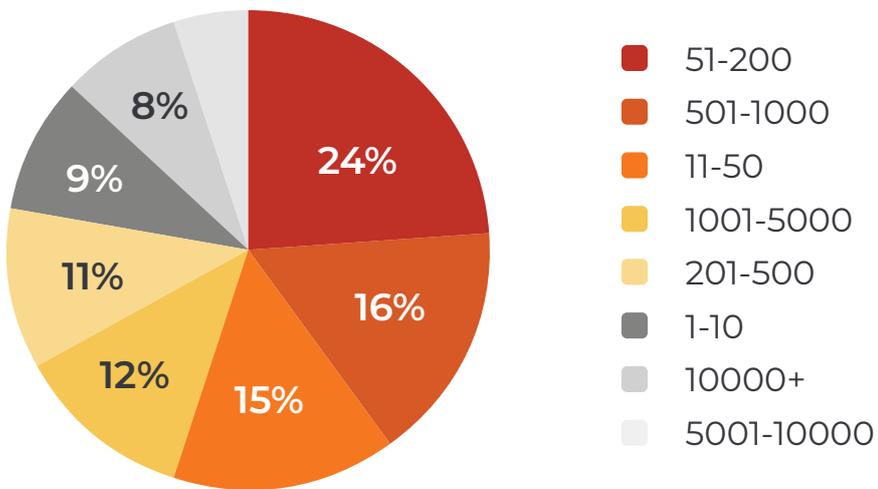
- Male
- Female
- Prefer not to say

# Firmographics

## Industry



## Number of employees



# Tikal - Fullstack and Beyond

Tikal has more than 20 years of experience in the fast-paced Israeli tech market, working with hundreds of companies throughout the years, and succeeded in solving their most complex missions.

Our experts are always on the edge of technology, due to ongoing research of new trends in the market.

We collect all of our findings into our Tech Radar, which encompasses our vast knowledge in this ever-changing field.

We have a wide range of services: from consultancy and architecture, through hands on experts that join your team and even courses and workshops tailored to your needs.

We believe in sharing our knowledge and insights, and we are always open to new collaborations and innovations.

Our team is spread out in different parts of Israel, and we've had some great success working remotely with a few Silicon Valley based companies as well.

**We are always looking for new talents and new challenges!**

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**THANKS  
FOR READING!**

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