

Swisscom work/life balance study

Management summary, June 2012

Partners of the study

Together with 20 Minuten, Swisscom carried out a representative study on work-life balance. The study investigated topics such as the communication behaviour of employees. The study was qualitatively assessed by the Institute for Work Research and Organisational Consulting (iafob).

Management summary

Employment/world of work

- Structure of the respondents:
employees (57%), academic employees (7%), executive employees (30%), members of the company management/senior management level (5%), company owners (1%)
company size of 11–50 employees (39%), company size of more than 300 employees (15%)
Employment level: full time (87%), part time (13%)
- 65% of respondents have flexible working hours
- Contractual working hours: 35–44 hours (71%), more than 45 hours (4%)
- 40% of respondents work more than 45 hours

Management summary

Employment/world of work

- Journey to work: less than 30 minutes (66%), more than one hour (8%). 38% work on the way to and from work on a weekly basis, 23% on a daily basis
- Lunch break: less than one hour (74%), more than one hour (20%)
- Office workstation: own workstation (82%) , at least 10 hours/week in a shared office (62%), own office (30%)
- Work location outside of the office: at least 10 hours/week at home (5%), on the move (13%)
Equipment used: smartphone (45%), company notebook/laptop with VPN (34%), company notebook/laptop without VPN (9%), private notebook/laptop with VPN (20%), private notebook/laptop with no access to company data (17%), mobile phone (17%), tablet PC (8%)

Management summary

Equipment use

- Professional use of work and communications devices:
stationary PC (73%), fixed network (70%), laptop/notebook (36%),
smartphone (26%), mobile phone without Internet access (20%),
mobile phone with Internet access (16%) and tablet PC (5%).
- Use of business devices for private purposes:
smartphone (75%), stationary PC (73%), laptop/notebook (65%), mobile
phone with Internet access (64%), fixed network (63%), mobile phone
without Internet access (56%),
- Use of privately-owned devices for business purposes:
smartphone 56%, mobile phone with Internet access 47%,
laptop/notebook 46%.

Management summary

Availability within working hours

- Availability of respondents:
by phone (mobile, fixed network) (82%), e-mail (78%), phone/video conference (19%), SMS (17%), chat (8%), social media (2%)
- Forms of personal communication: being consulted in person/consulting someone in person (71%/73%) and meetings (52%) are highly important
- Contact made by the employees:
by phone: on a daily basis (70%), on an hourly basis or more (23%)
by e-mail: on a daily basis (72%), on an hourly basis or more (25%)
- Responding to e-mail inquiries:
within a day (82%), within half a day (60%), within an hour (34%)
- Responding to all e-mails (62%), 75% of e-mails (79%)
- Weekly participation in meetings: (59%)

Management summary

Availability within working hours

- Greatest disturbance to workflow caused by unannounced forms of communication such as people stopping by (30%), phone (29%), phone/video conferences (24%), meetings (22%), chat (22%).
- Employees who work in an office do not want to be contacted during the following activities: presentations (49%); meetings with customers (48%), line managers (46%) or colleagues (42%); during lunch breaks (38%)
- 34% of employees would welcome the option of restricting their availability at certain times. 31% are undecided (31%), but would not rule out this option a priori. 36% are against it.

Management summary

Availability outside working hours

- Availability: lunchtime (59%), evenings (57%), weekends (51%), public holidays (48%), holidays (37%).
Not available for work: lunchtime (12%), evenings (14%), weekends (19%), public holidays (22%), holidays (25%)
- Type of availability: phone (88%), e-mail (65%), SMS (59%), social media platform, phone/video conference/chat (2%–5%)
- The following type of contact is felt to be a burden:
phone (34%), e-mail (14%), SMS (21%)
- Available for the following people: line managers (88%), colleagues (85%), customers (23%)

Management summary

Availability outside working hours

- Reasons for availability: responsibility towards colleagues (57%) and customers (32%), work culture of the particular industry (17%), employer expects this (17%-18%).
- Restricted availability desired: holidays (73%), public holidays (55%), weekends (54%), evenings (39%)
- Restricted availability desired for the following activities: sex/cuddling (60%), toilet (49%), lunch/evening meal (37%), when out (37%)
- 29% of respondents would welcome the option of restricting their availability at certain times. 29% are undecided.

Management summary

Life domain balance/free time

- Work hours can be balanced well with family and/or social commitments (87%), can be balanced very well (39%).
- 12% have trouble achieving a balance between their professional and private lives.
- For 78%, it is important to separate work and free time.
- 66% attach importance to professional and private relationships, or the separation of work and free time.
- For 77% of employees, professional success is important. However, the importance of family (93%), social life (92%), hobbies (92%) and partners (92%) is rated higher.
- Evaluation of physical and mental health: good (79%), very good (37%).

Back-up

Methodological profile

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Statistical population	Swiss German population aged between 14 and 99 who use the Internet at least several times per week
Method	Online survey in the Tamedia panel (German-speaking and western Switzerland) by means of a fully structured questionnaire. E-mail invitation via the LINK Institut in Zurich
Sample	1,977 respondents to the Tamedia online panel, 1,586 in German-speaking Switzerland, 391 in western Switzerland (unweighted)
Weighting	Weighted according to gender, age, education, employment, professional position/executive position, company size and language/language region in accordance with MA Strategy 2011
Survey period	The survey was carried out between 20 February 2012 and 2 March 2012
Confidence interval	The confidence interval for the total sample was a maximum of +/- 2.2% (German-speaking Switzerland: +/- 2.6% , western Switzerland: +/- 4.6%)

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