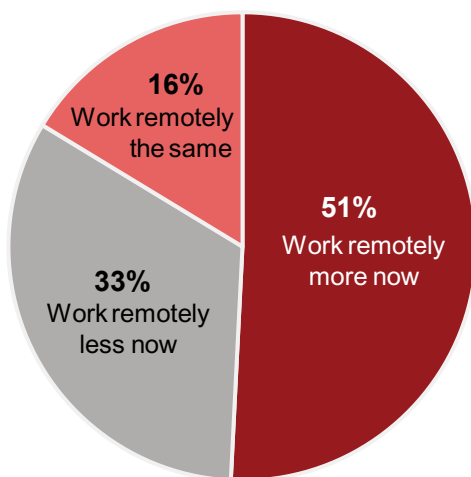


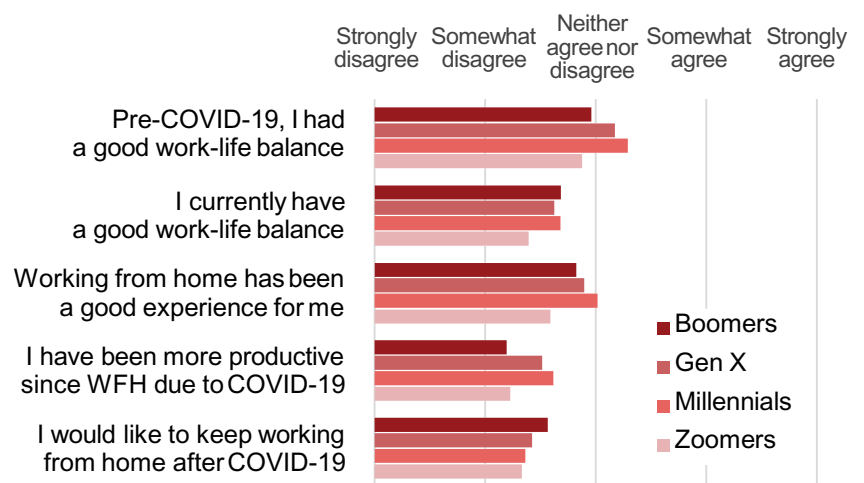
COVID-19 June 2020 Update: Working from Home: Benefits and Challenges

Months after its initial outbreak in the US, COVID-19 continues to cause major disruptions in how people work. The unemployment rate remains high, and people with jobs have been forced to adopt a variety of new work practices, including working from home (WFH). In May and early June, 2020, the MIT AgeLab asked employed adults across generations how their work has changed since COVID-19's outbreak, and how they have benefited or been challenged by the general shift toward remote work.

Remote work changes



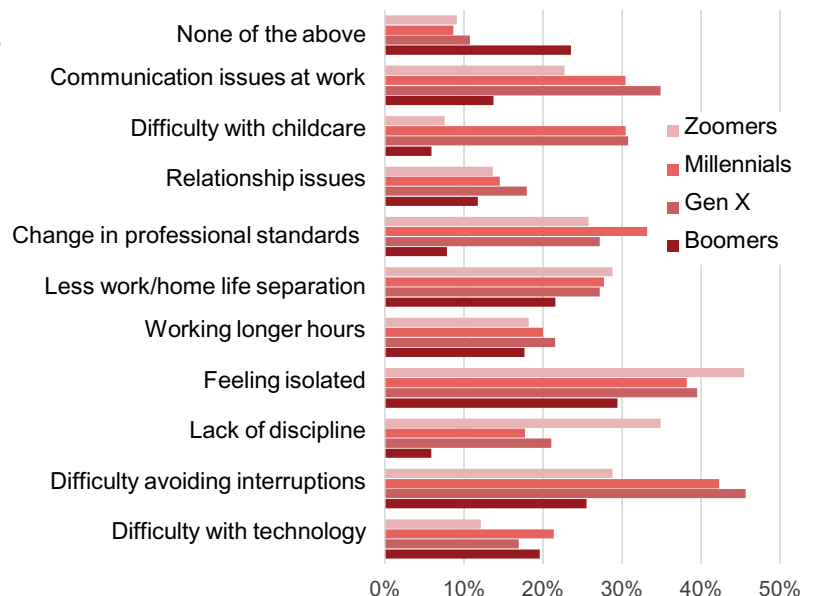
Working from home impacts



As of June 2020, over half of survey participants reported working remotely more than usual. While all generations in this subset were likely to say that their personal experience of work had changed as a result of WFH, Zoomers reported worse work-life balance and lower productivity than other generations. They were the least likely to report wanting to WFH in the future, while Boomers indicated the greatest interest in continuing remote work.

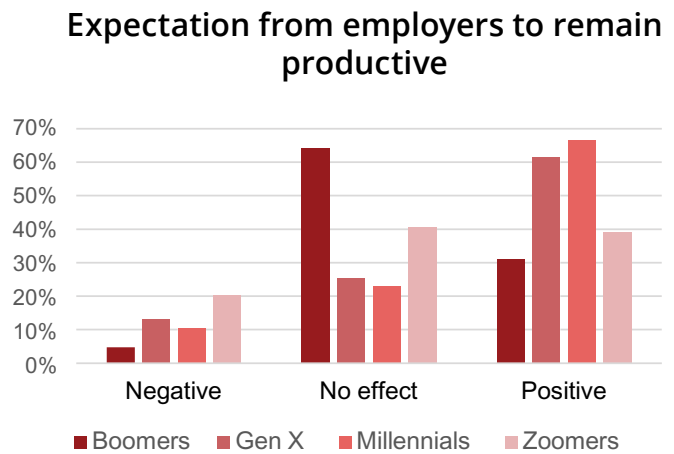
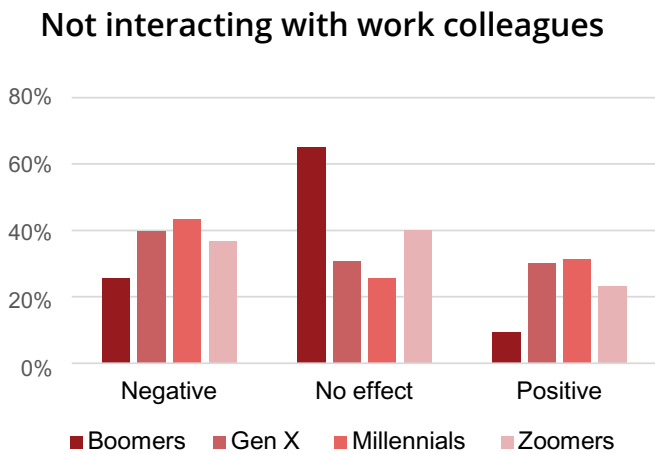
Difficulties and barriers in WFH since the emergence of COVID-19

While WFH poses a variety of potential challenges to workers, some barriers appear to impact certain generations more than others. Across all generations, respondents were most likely to report difficulties concerning isolation, interruptions, and communication issues. Zoomers reported isolation as the biggest challenge to WFH, followed by lack of discipline. Millennials and Gen X reported interruptions and balancing work with childcare as some of their top challenges. Boomers were more likely than other generations to report having no issues with working remotely.



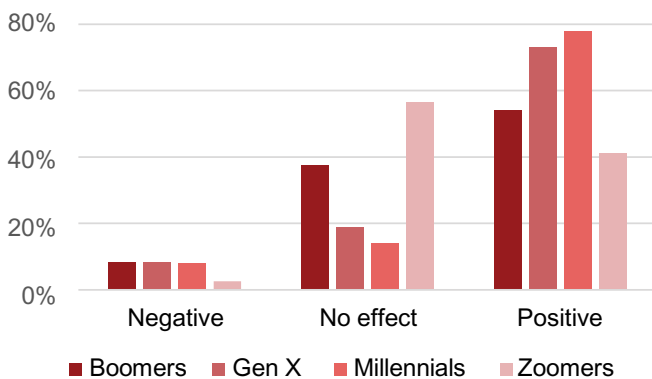
What effect, if any, have the following factors had on your quality of life while WFH since COVID-19 emerged?

Percent of employees in each generation reporting positive, negative, or no effect

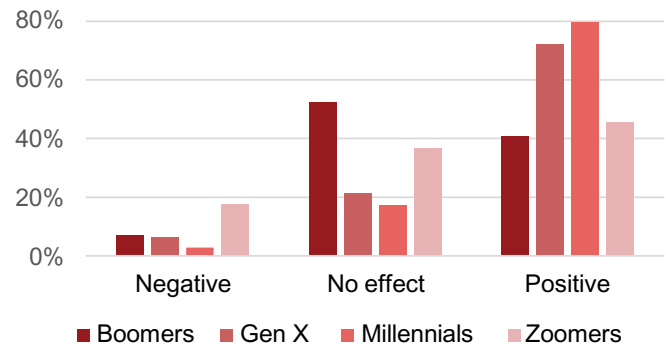


Boomers were the generation most likely to report that a lack of interaction with work colleagues did not affect their quality of life. Millennials reported the most negative impacts of reduced interaction, with Gen X and Zoomers close behind. Millennials and Gen X also reported positive impacts as a result of their employers' expectations to remain productive, while Boomers were most likely to report no effect. Zoomers primarily found employers' expectations of productivity to have a positive or neutral effect, but they were simultaneously more likely than other generations to report negative impacts.

Taking a more active role in childcare



Using virtual communication channel more frequently



Across generations—especially Millennials and Gen X—taking a more active role in childcare and/or a child's learning appeared to have positive effects on quality of life. Very few respondents reported no effect, and even fewer reported negative effects. The plurality of all respondents except Boomers reported positive effects from using virtual communication channels more frequently, with Millennials and Gen X reporting especially strong positive impacts.

These results represent a snapshot of perceptions in the time window in which data were collected: May 8-June 8, 2020. Sample collected from Qualtrics Panels. Number of cases for analysis ranges from 432 to 532 and included people who reported being employed, recently laid off, or furloughed. Ages in 2020: Baby Boomers, 56-74; Gen X, 40-55; Millennials, 24-39; and Zoomers, 18-23. The MIT AgeLab continues to monitor how different generations' attitudes and perceptions shift over time. What is known about COVID-19 changes daily. For more information about preventing the spread of COVID-19 and keeping yourself and your family safe, visit the Centers for Disease Control at www.cdc.gov.