

# Legislative Survey On Remote Work in Arkansas State Agencies

AUGUST 2022

---

Bureau of Legislative Research

## Legislative Survey on Remote Work

- A survey was distributed to 15 departments to complete questions concerning remote work policies and practices.
- For the purposes of the survey, the questions would apply to any remote work, telework, telecommuting, or “Work-from-Home” policies or practices.
- If there were individual divisions within the Department that had different remote work policies, they were asked to submit an additional survey for each unique policy.
- The survey was submitted in August 2022. The following results reflect policies and practices at the time of response.

Survey Question:

Currently, are there any remote work practices or policies in place?

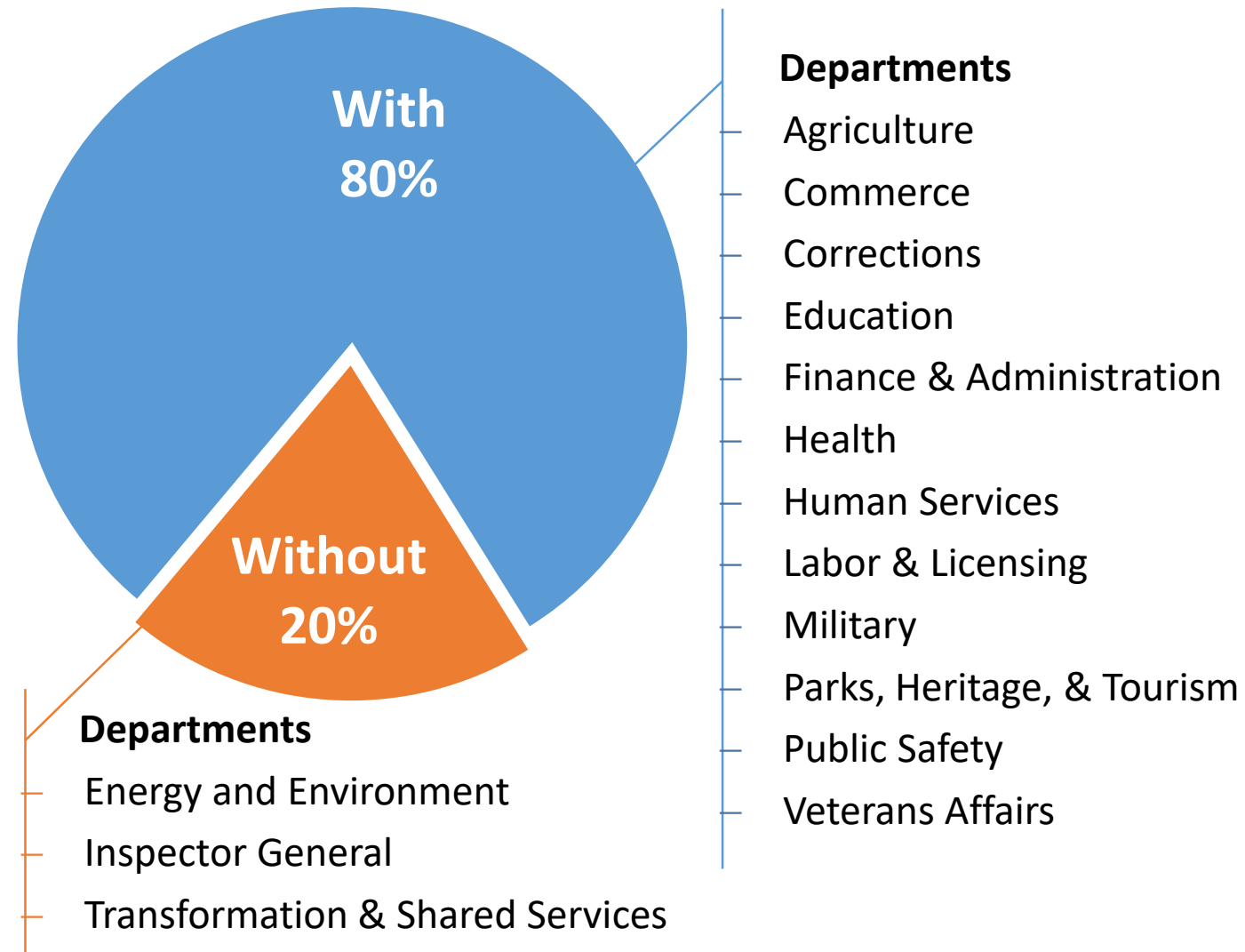
*If there is no official policy, but employees are participating in remote work, continue the survey.*

From the 15 departments surveyed, there were 19 responses in total

Three departments and one agency reported they had **no** employees currently participating in any remote work, work-from-home, or telework practices.

80% (12 of 15) departments have employees participating in remote work, in an official or unofficial capacity.

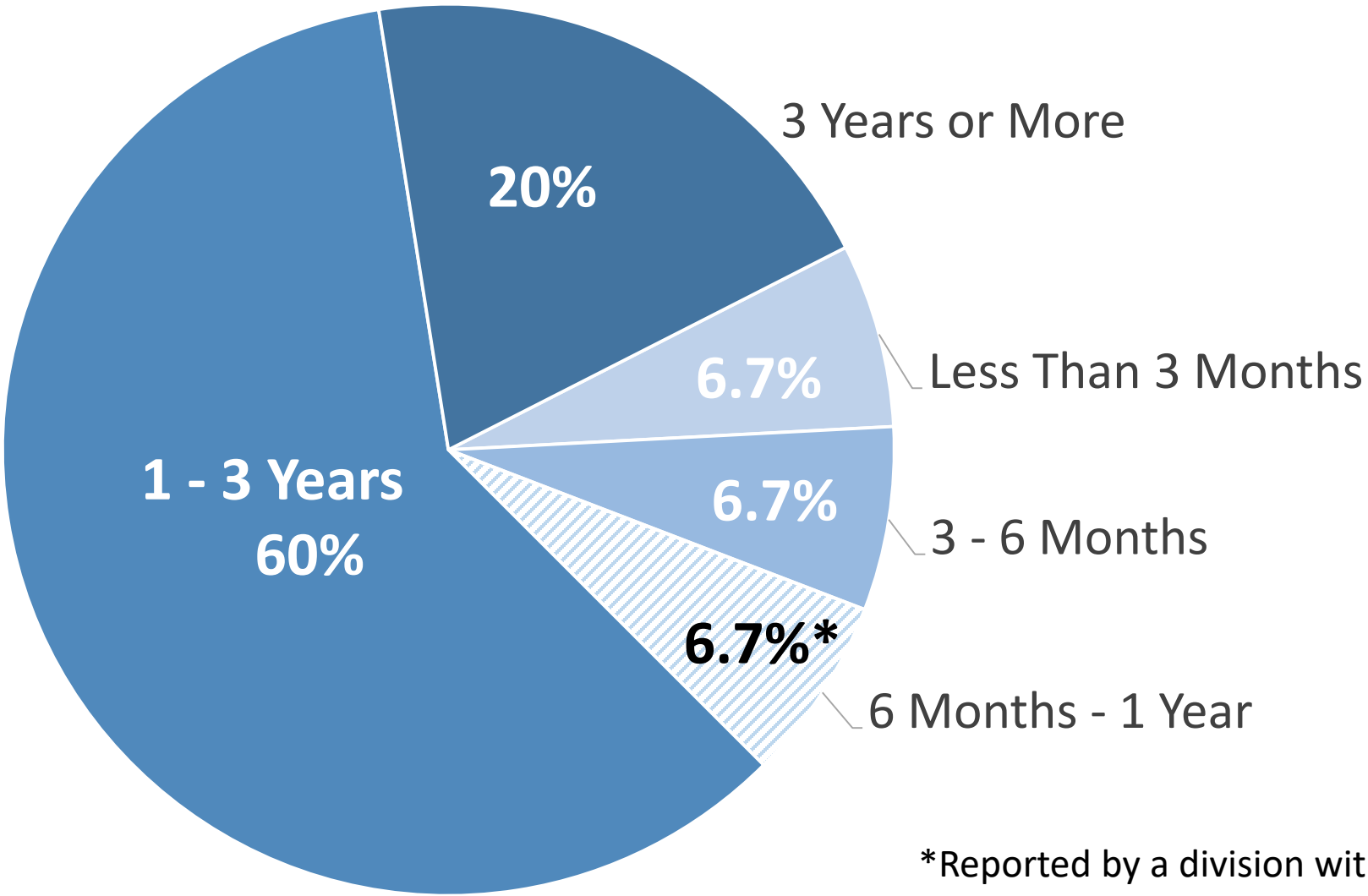
75% (9 of 12) of those share the policy across all divisions and agencies.



# Survey Results

- The departments/agencies that responded “No” were not presented with any more questions
- The following information reflects how 12 departments and 3 agencies responded based on *current* practices or existing policies
  - The three divisions/agencies reporting separate policies are all within one department. Throughout this report, those responses are represented by the lighter shades of the charts.

# Survey Question: How long has this policy been in place?



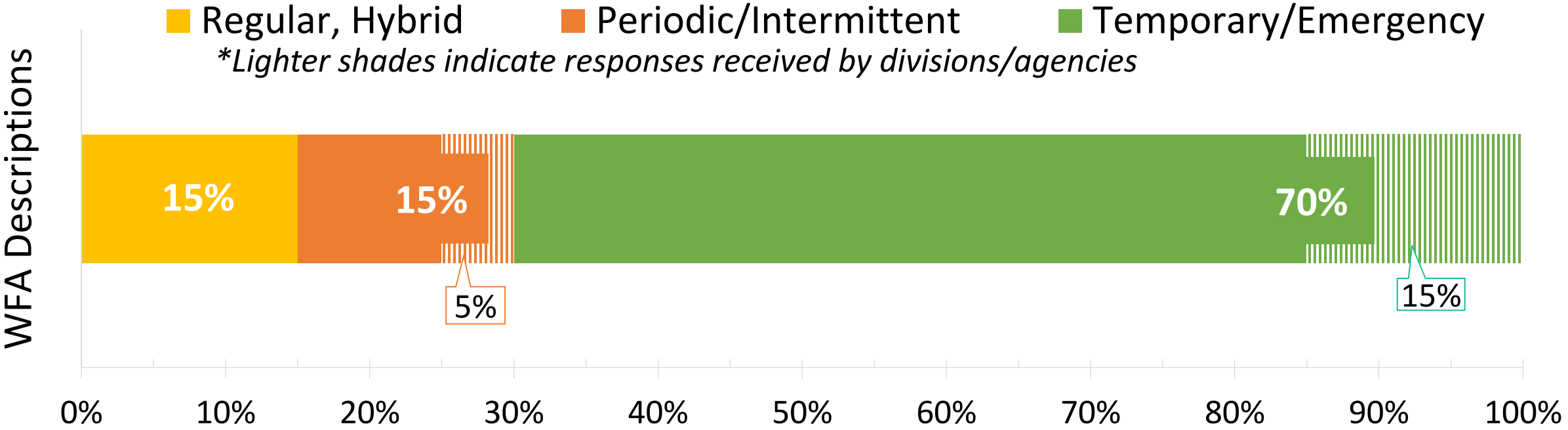
\*Reported by a division within a department

# Survey Question: Within this policy, which of the following best describes how employees can participate in remote work? (Check all that apply)

**Regular hybrid schedule** (i.e. established schedules with designated remote work days, flexible schedules to work remotely regularly, options to work remotely within a regular work schedule, etc.)

**Periodic/intermittent** (i.e. on occasion, during travel, discretionary, etc.)

**Temporary/emergency** (i.e. extraordinary circumstances, employee health considerations, public emergency - such as health or weather conditions, etc.)

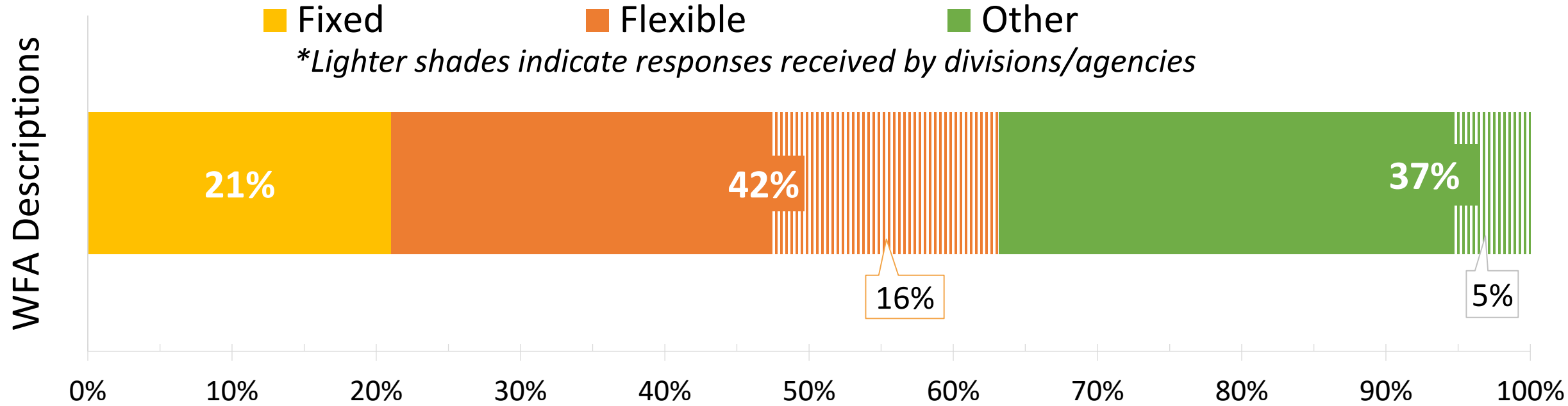


# Survey Question: Which of the following best describes how employees can set their remote work schedule? (Check all that apply)

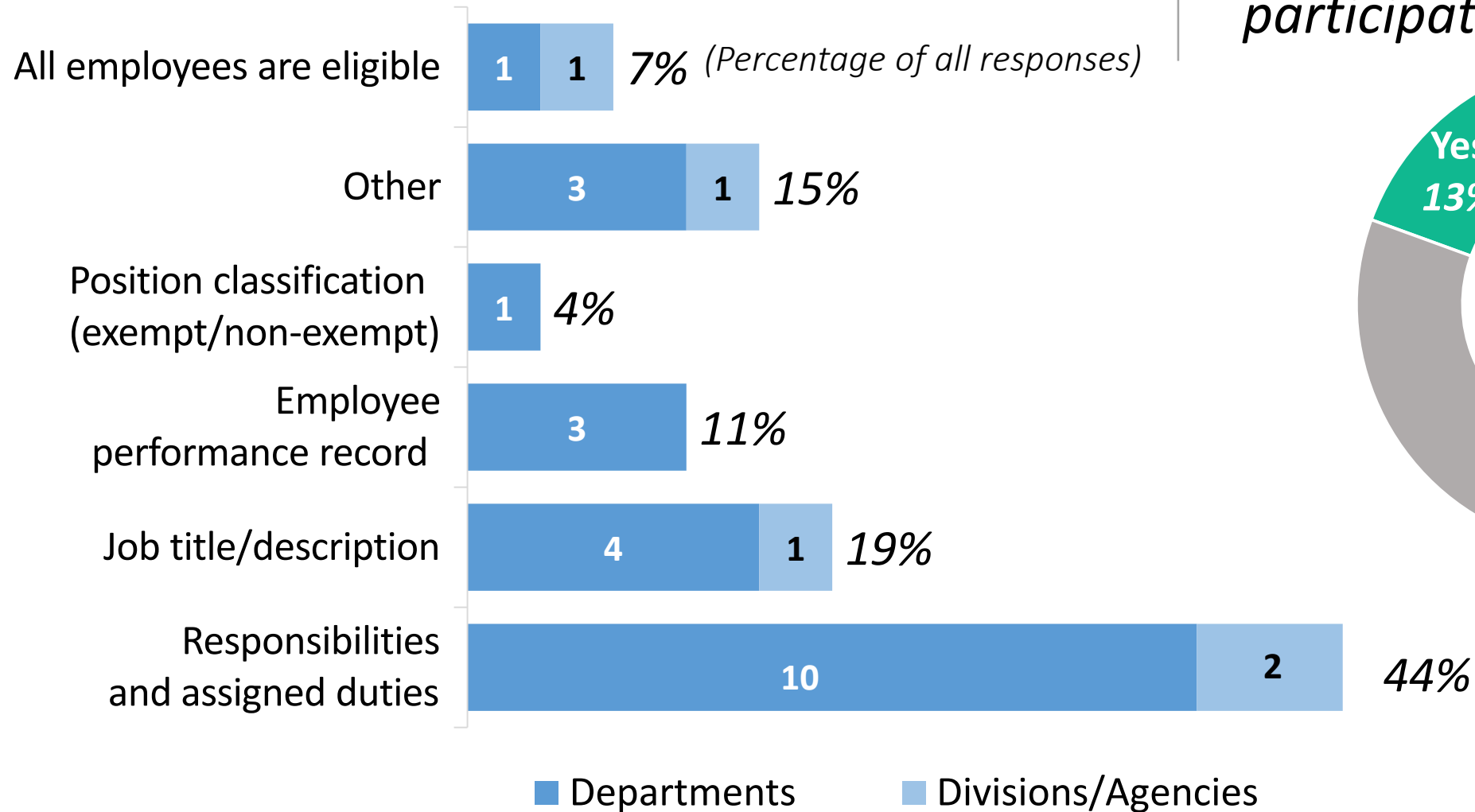
**It is fixed** (i.e. every Monday and Wednesday each week)

**It is flexible** (i.e. any day of the week)

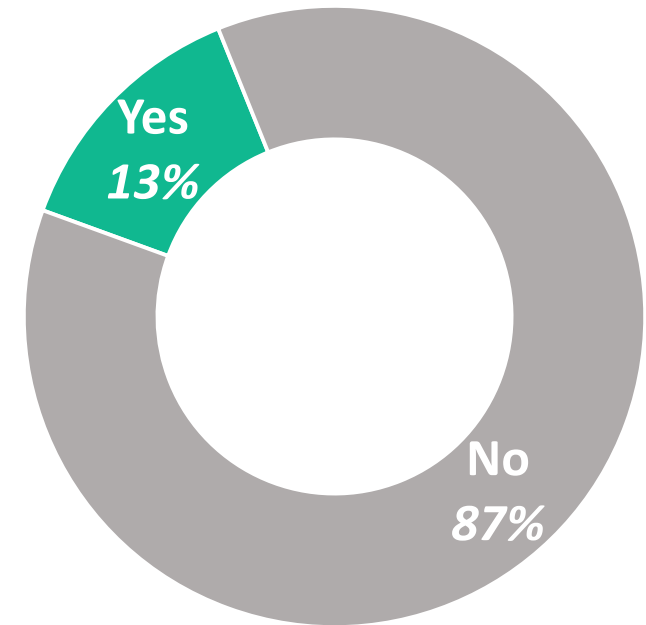
**Other;** all “other” responses indicated either that the supervisors worked with the employees on scheduling; or that the flexibility depended on the emergency, physician recommendations, or COVID-19 quarantine/isolation



# Survey Question: What factors determine eligibility for remote work? (Check all that apply)



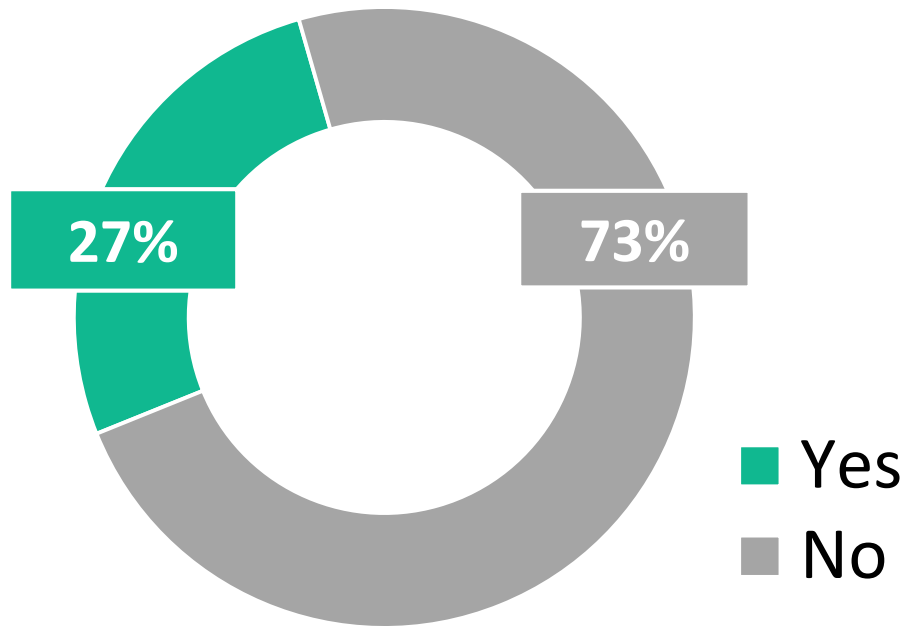
*Are all employees eligible to participate in remote work?*





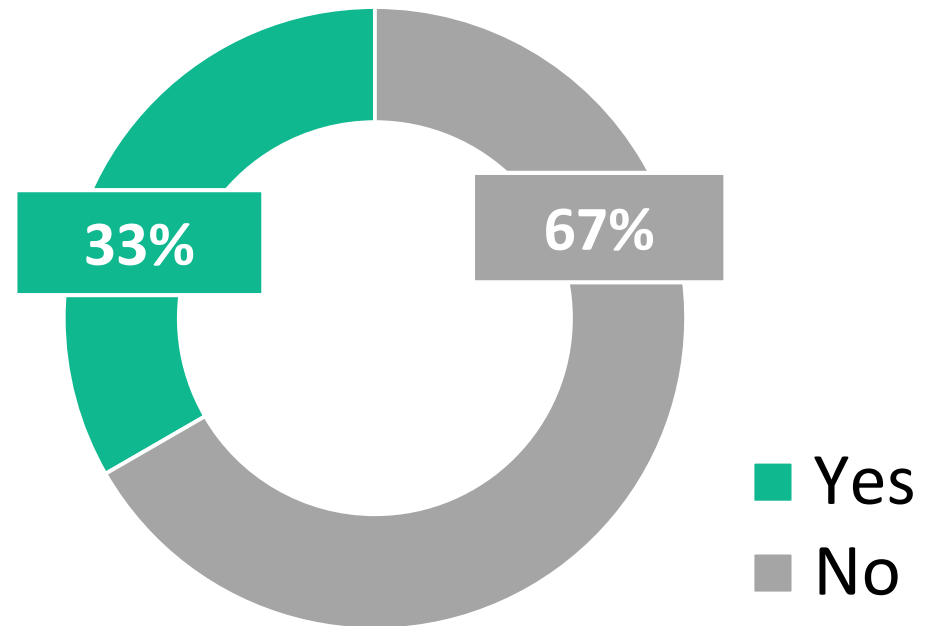
Survey Question:

*Are there any temporary or emergency circumstances that would permit any ineligible employees to work remotely?*



Survey Question:

*Are employees permitted to work remotely (either temporarily or over a long-term period) in the circumstance that they cannot secure or do not have access to child care or dependent care?*

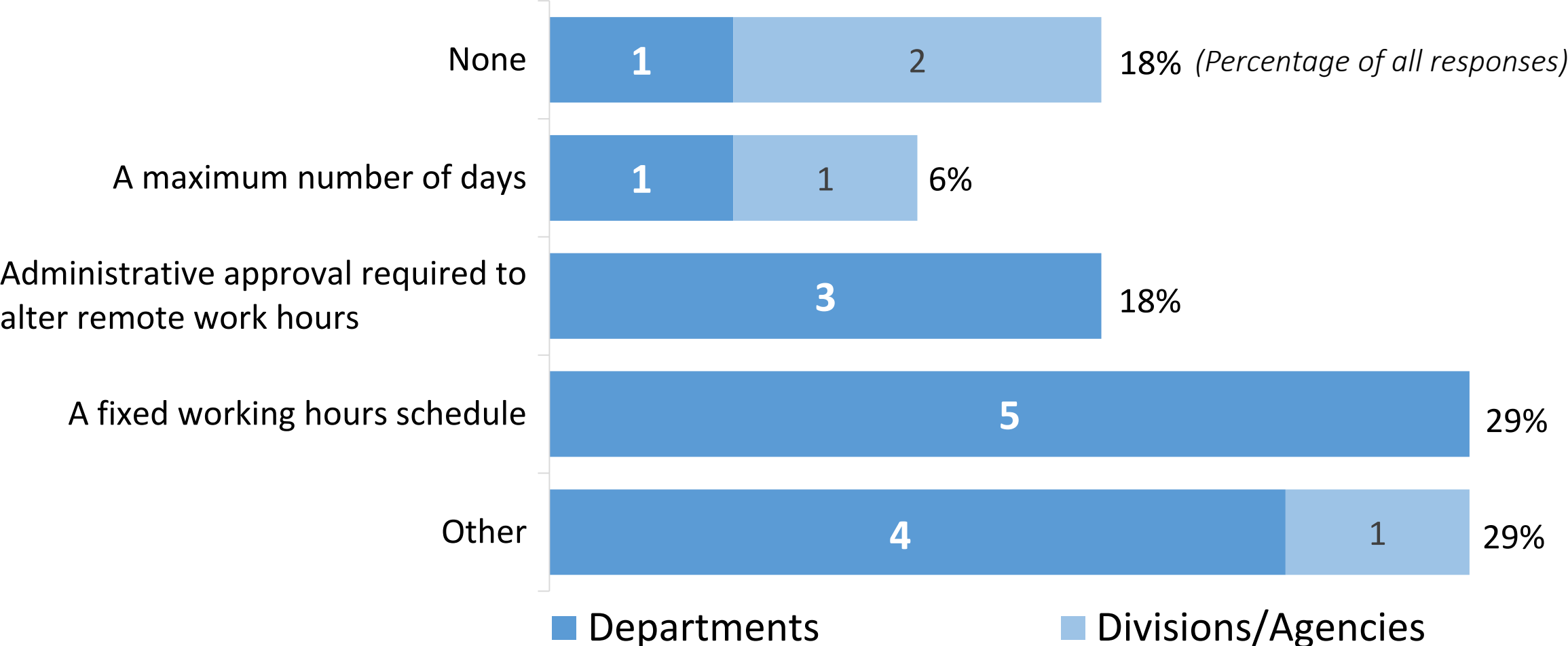


Survey Question: If any, what limitations or restrictions are in place for approved remote workers? (Check all that apply)

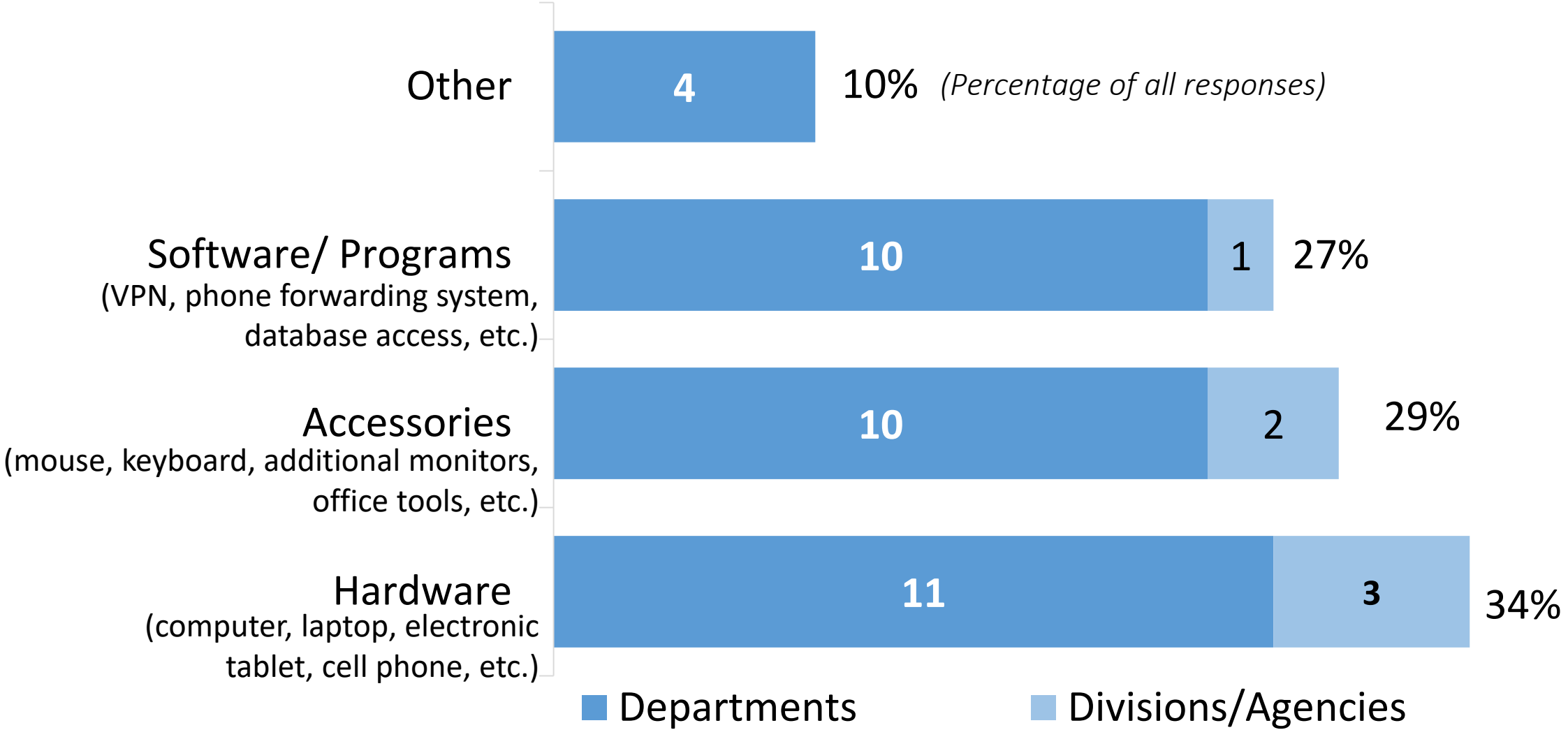
“None,” “Other,” and the following response options:

- A maximum number of days** (i.e. no more than 3 remote days a week, no more than 50% of a month, etc.)
- A fixed working hours schedule** (i.e. start/end times for remote working must be the same as regular working hours, all consecutive working hours are spent either in-office *or* remotely—remote mornings or afternoons would not be acceptable, etc.)
- Administrator approval required to alter remote work hours** (i.e. changing from remote or in-office to the other within the same day, requests to increase or reduce number of remote days, etc.)

# Survey Question: If any, what limitations or restrictions are in place for approved remote workers? (Check all that apply)



# Survey Question: Is any equipment offered or provided to the remote employee? (Check all that apply)



Survey Question: If any, what monitoring practices or accountability measures are in place for employees working remotely? (Check all that apply)

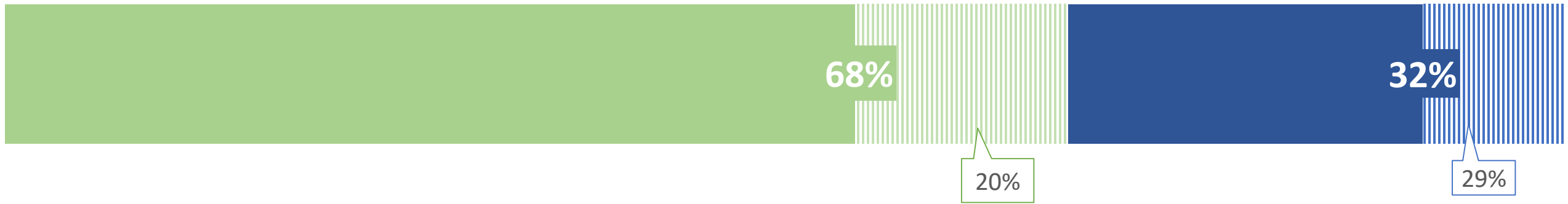
*Given the additional options of "none" and "other," all respondents selected either one or two of the administrative requirements below.*

■ Communication Requirements & Standards

*(i.e. required responses to emails within an hour, required participation in conference calls, shared calendar updates.)*

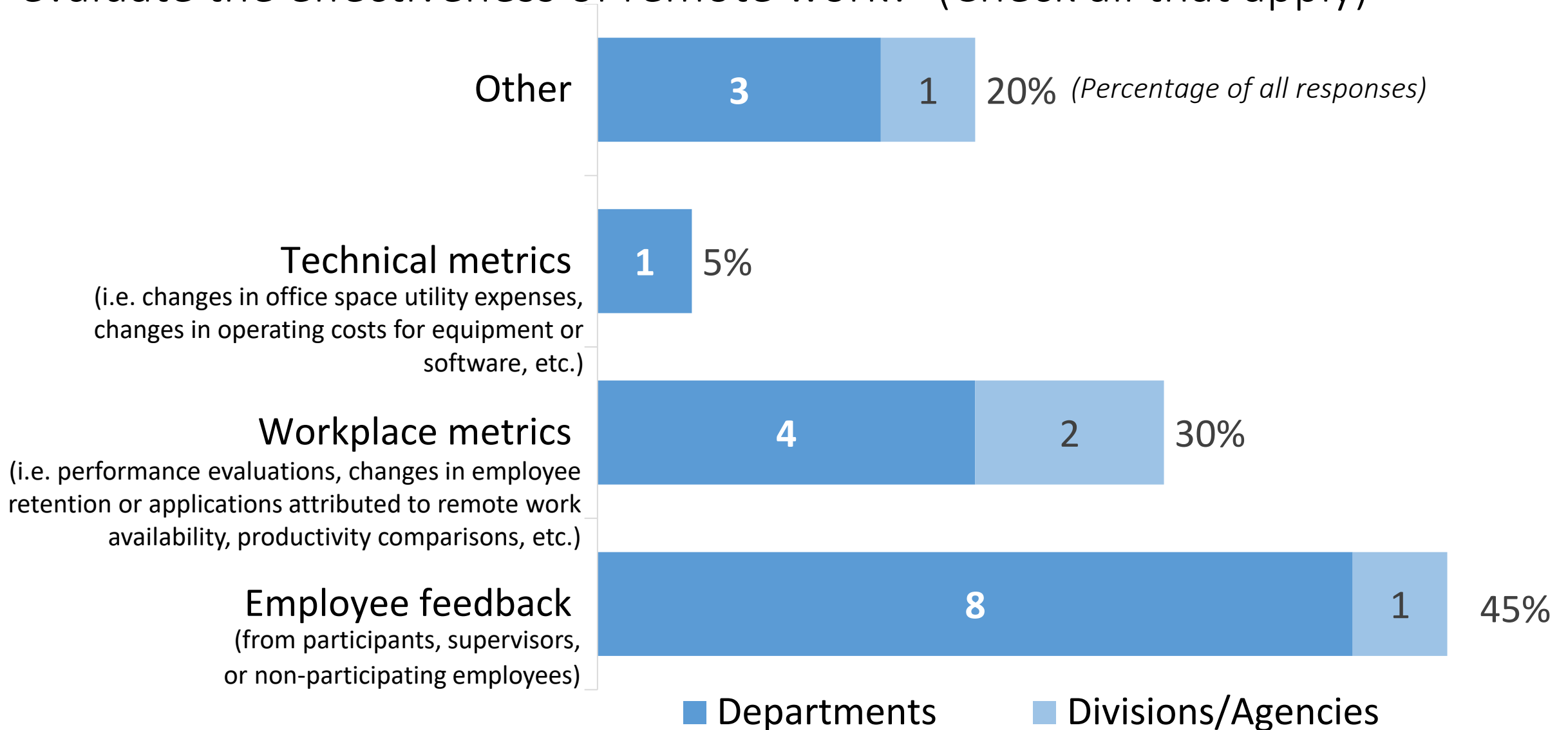
■ Written Documentation

*(i.e. submitted reports, recordkeeping of daily assignments or tasks)*



\*Lighter shades indicate responses by a division/agency

Survey Question: What administrative guidelines or metrics are used to evaluate the effectiveness of remote work? (Check all that apply)



# Survey Question: What impact(s) have these remote work policies and practices made on the workplace?

■ Not at all helpful ■ Slightly helpful ■ Moderately helpful ■ Very helpful ■ Extremely helpful

