



What people think,
feel and do

www.opinium.com
research@opinium.com
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WiredScore

Connection at Work: Italy



Key findings

9 November 2020

Project details

PROJECT NUMBER	OP15616
PROJECT NAME	Connection at Work: Italy
CLIENT COMPANY NAME	WiredScore
CLIENT CONTACT NAME	Maria Tross
CLIENT CONTACT EMAIL	maria.t@wiredscore.com
PROJECT MANAGER NAME	Faye Boyle
PROJECT MANAGER EMAIL	fayeboyle@opinium.com
SAMPLE	200 Italian office workers
FIELDWORK DATES	4 th – 6 th November 2020

Internet Connection

Wi-Fi is much more prevalent at home

Seven in ten (71%) Italian office workers have been working from home since the start of the coronavirus pandemic, though just 21% have been doing so all of the time.

Thinking of their internet connection whilst working, Wi-Fi is much more prevalent at home than in the office. When in the office 58% say they connect to W-Fi, whilst four fifths (84%) of those who have been working from home use this connection method, with the remainder using cable (16%).

87% rate their office connection as good – however three quarters have taken steps due to bad connection

When in the office the majority of workers 87% say their internet connection is good, with this falling marginally for mobile connection (83%). However, despite positive reviews of connection, over three quarters (78%) have had to take steps to improve their connection whilst working in the office.

A third (35%) have had to turn the internet connection on and off again, 21% have had to use their mobile as a hotspot and a fifth (19%) have had to move elsewhere in the office to secure a connection. The top steps workers have had to take are:

- Turn the internet connection off and on again - 35%
- Use mobile hotspot – 21%
- Moved elsewhere in the office – 19%
- Turned their camera off in a meeting – 12%
- Change location completely - 7%
- Stopped working altogether – 5%

In addition to this, two thirds (68%) have seen negative consequences due to poor connection in their office. A third (32%) have felt more stressed, and 28% have seen their productivity fall, with 10% mentioning they have become completely unproductive. One in ten (8%) even say they have missed client meetings, with 4% having missed deadlines as a result of unreliable digital connectivity.

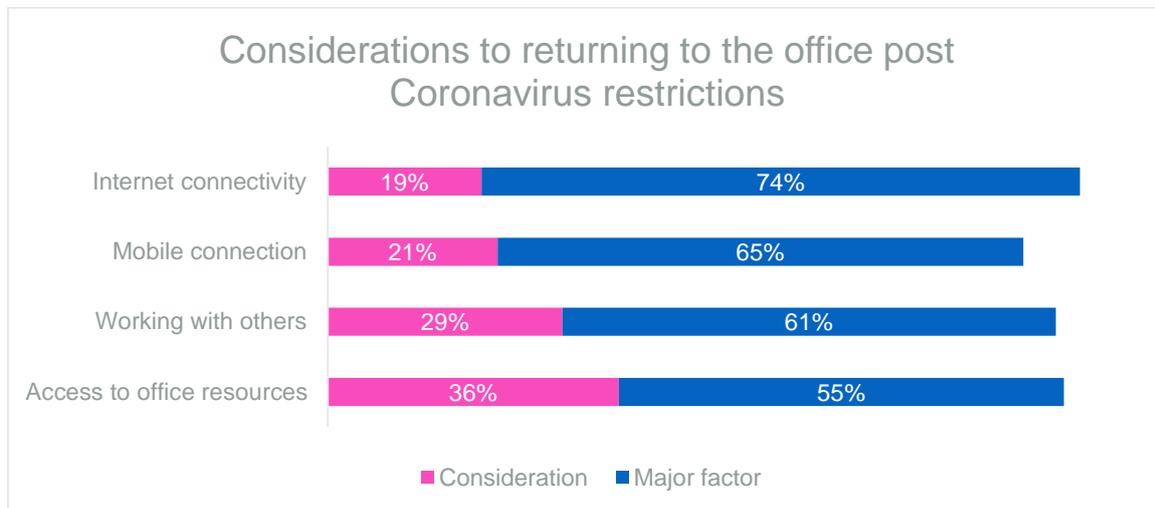
Four fifths have experienced connectivity issues working from home

As with working in the office, those who have worked from home, report good quality internet (81%) and mobile connection (80%) whilst at home. However, whilst connection is overall good, four fifths (83%) have experienced a connectivity issue since the start of the pandemic. Fortunately, over two fifths (45%) have only experienced this once a month or less frequently, however a fifth (21%) have been experiencing this once a week or more frequently.

Internet connectivity is most important in a good working environment

Thinking as to what will be most important to them when considering a good working environment once the Coronavirus pandemic is over, internet connectivity came out top (58%). This is followed by air quality (48%), office equipment (39%) and being around other colleagues (30%). Mobile coverage is seen as least important with just 21% naming this as a priority.

This is supported by what will be considered when deciding whether or not to return to the office once Coronavirus restrictions have been lifted. 94% say internet connection will be a consideration, with 74% mentioning this will be a major factor in their decision. The full fallout of this is:



Reliance on connectivity is unsurprising after the years events, going forward over half of Italian office workers (58%) think they will be increase in talking to colleagues and clients who are working remotely that before the pandemic, and 88% mention that having a reliable digital connection enable them to be more productive.

Even when looking for a brand new office quality of digital connection remains a top priority coming joint first with location (both 48%). The top consideration when looking for a new office space are:

- Location – 48%
- Quality of digital connectivity – 48%
- Accessibility – 29%
- Mobile coverage – 26%
- Building sustainability - 23%

About Opinium

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