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THE SATISFACTION OF WOMEN WORKING FROM HOME DURING  
COVID-19 PANDEMIC

LA SODDISFAZIONE DELLE DONNE CHE LAVORANO DA CASA  
DURANTE LA PANDEMIA COVID-19

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## Astratto

La pandemia di COVID-19 ha influenzato il modo in cui viviamo e lavoriamo. Questo è stato il motivo principale per cui ho deciso di condurre questo studio per saperne di più sui cambiamenti nelle condizioni professionali che le donne lavoratrici con almeno un bambino in età scolare hanno vissuto durante la pandemia. Perché la società patriarcale domina ancora in Kosovo, dove ci si aspetta che le donne lavorino mentre si prendono cura dei propri figli e, a causa della pandemia, la maggior parte di loro è obbligata a lavorare da casa mentre si prende cura dei propri figli. Le madri con almeno un bambino in età scolare sono state le più colpite da questa situazione. Questo perché richiedono più attenzione della madre rispetto ad altri bambini più grandi. Unirò fonti primarie e secondarie per condurre ricerche per la tesi di questo master. Utilizzerò libri e rapporti di ricerca sull'argomento del lavoro da casa durante la pandemia di COVID-19 come secondi dati. In termini di fonti primarie, utilizzerò i dati di un'indagine di ricerca sulle donne che lavorano durante la pandemia di COVID-19 che ha almeno un figlio nella scuola primaria. Ho deciso di scegliere una scuola elementare nel centro di Pristina, in Kosovo. Il gruppo target sono le donne che lavoravano da casa durante la pandemia di COVID-19 e che hanno almeno un figlio nella scuola primaria, di età compresa tra 6 e 11 anni.

## Abstract

COVID-19 pandemic has affected the way we live and work. This was the main reason I have decided to conduct this study to learn more about the changes in professional conditions that working women with at least one primary school-aged kid experienced throughout the pandemic. Because patriarchal society still dominates in Kosovo, where women are expected to work while caring for their children, and because of the pandemic, the majority of them are required to work from home while caring for their children. Mothers with at least one elementary school-aged child have been struck the hardest by this situation. This is because they require more of the mother's attention than other older children. I will combine primary and secondary sources to conduct research for this master's thesis. I'll utilize books and research reports on the subject of working from home during COVID-19 pandemic as second data. In terms of primary sources, I'll use data from a research survey of working women during COVID-19 pandemic that has at least one child in primary school. I have decided to choose one primary school in the city center of Pristina, Kosovo. The target group are women that used to work from home during the COVID-19 pandemic and have at least one child in primary school, between 6-11 years old.

Keywords: Working from home (WFH), COVID-19 pandemic, Satisfaction, Women, Work-life balance, Childcare and home office.

## List of Terminology

WFH- Working from home

ASK- Kosovo Agency of Statistics

MHK- Ministry of Health of Kosovo

WHO- World's health organization

MP- Municipality of Pristina

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## 1. Introduction

The way individuals operate has changed as a result of COVID 19. The World Health Organization (WHO) declared the coronavirus SARS-CoV-2 outbreak a pandemic in March 2020. COVID-19 is the name of the virus's illness (WHO, 2020a). More than 300 million cases of infection have been confirmed since then (WHO, 2020a). Lockdowns were enacted by governments all around the world to stop the virus from spreading and protect public health (Johns Hopkins University, 2022). Since the outbreak of the pandemic, a number of lockdown methods have been implemented.

Since the COVID 19, everything about the job has altered dramatically. Working from home (WFH) was the sole option for most businesses and organizations all around the world during the epidemic to help stop the spread of COVID 19. Companies have been challenged to operate remotely from the beginning of 2020, and this circumstance has caused them to reconsider and reorganize their work processes. Prior to the epidemic, the majority of employees and employers had little experience performing office duties online. Being productive all of the time in a remote work setting is difficult enough.

Working from home was thought to help with work-life balance. This one included everyone, but particularly the parents. Moms, in particular, had to juggle paid work and

child care. A working mother's life is not easy. Working mothers are not only responsible for their careers; they are also responsible for their children's care.

Mothers were doing "another shift" at home after they finished their paid labor even before the lockdown. Women undertake more housework and childcare than males, according to decades of study, which is why women who work full-time are sometimes referred to as working "double shifts."

Women are more likely or occasionally obliged to participate in most domestic activities due to societal expectations, particularly in Kosovo. Previously, much of Kosovar work culture was based on a "traditional" approach. Men work outside the home, while women stay at home to raise their children. However, things have changed since the last battle in Kosovo. Even among middle-class families, it is now economically necessary for both parents who live in big cities and have more than one child to work for a living. Mothers, who are more inclined to be responsible than fathers, had to adjust to the COVID 19's adjustments. Mothers were already working "another shift" at home once the lockdown began.

Many schools are using remote learning as a result of the pandemic, and women are doing childcare distant learning jobs. The closing of schools and children's gardens was extremely painful for parents and children alike. They have to adjust to this new form

of learning; they require parental supervision, and it can be difficult for working mothers to balance work and helping their children with online classes.

Because so many schools in Kosovo were closed during the lockdowns, schooling and caring for children at home was extremely stressful for working moms who already had a lot of duties from their workplaces. According to the Bureau of Labor Statistics, three-quarters of women work, and a Pew Research Center research revealed that 56 percent of moms surveyed find it "somewhat/very challenging" to reconcile work and family duties.

Nonetheless, because to advances in technology and corporate culture in the post-COVID-19 period, parents, particularly women, may profit from the increased availability of WFH arrangements (Alon et al., 2020a).

## 1.1 Problem definition

## 1.2 The purpose of the research

Since the COVID-19 pandemic has changed the way we life and work, I wanted to do this research to understand the changes on professional situations that working women that has at least one child in primary school faced during the COVID-19 pandemic. Because patriarchal society still dominates in Kosovo, where women must work while

also caring for their children, and as a result of the pandemic, the majority of them are required to work from home while also caring for their children. Mothers with at least one child in elementary school have been the hardest hit by this circumstance. This is due to the fact that they require the mother's attention more than other older children.

### 1.3 Research questions

1. Are women that has at least one child in primary school more satisfied with their job now than before the COVID-19 pandemic?
2. What are the main barriers that working women faced while working from home
3. Do they prefer to continue to work from home after COVID-19 pandemic ends?
4. What are the reasons they prefer or not to work from home?
5. Was work-life balance one of the barriers from working women?

#### 1.4 Research hypothesis

1. The interviewed women are more satisfied with the job now than before the pandemic.
2. The majority of them never have worked from home before COVID-19 pandemic.
3. One of the barriers while working from home was childcare and home office at the same time
4. Working women would like to continue to work from home after COVID-19 ends because of the cost savings, work-life balance and family.

## 2. Literature review

Working from home has been often referred to in different ways. Especially in the past, the term “teleworking” was often used in this context, which, was not universally recognized (Alizaded, 2013). The Covid-19 pandemic provides a perfect opportunity for examining the implications of working from home in great detail. Nowadays working from home is becoming increasingly popular. The phenomenon has been studied under numerous, partially overlapping terms, such as telecommuting, telework, virtual office, remote work, location independent working, and home office. (Aczel B, Kovacs M, van der Lippe T, 2021). As a term, “working from home” generally refers to working from somewhere other than a designed area provided by an employer.

During the COVID 19 pandemic, many companies, schools, and community organizations around the world have asked their employees to start working from home. (Gottlieb, C., Grobovšek, J., & Poschke, M., 2020). This had and will have a very big impact on the satisfaction of both employers and employees. Before the COVID crisis, compared to the figures we have today, the number of working from home employees was smaller.

In Kosovo for example, the country which is the main target of this research, the number has changed a lot with the pandemic compared to the period before the

pandemic. In mid-March 2020, the Republic of Kosovo government implemented drastic measures to contain the COVID-19 pandemic. With the imposed restriction of freedom of movement and employment, public and economic life were reduced to a minimum. (Health, 2020). Working from home has suddenly become familiar to those who were previously unfamiliar with it. A few of the benefits of working from home are straightforward, such as not having to commute, being able to manage household duties and family demands easier, and experiencing fewer interruptions. (Kossek EE, Thompson RJ. 2016). There are several disadvantages of working from home, such as being disconnected from co-workers and feeling isolated due to the physical and social distance from team members. (Pinsonneault A, Boisvert M., 2001). In addition, homeworking employees were more difficult to switch off, and they worked longer hours than before. (Felstead A, Henseke G., 2017)

### [Working from home before the COVID 19 pandemic](#)

On 11 March 2020, the World Health Organization declared coronavirus to be a pandemic. The restrictions brought about by the pandemic have changed our relationship with technology, with many people relying on technology and the internet for core aspects of life including work, communication, and entertainment. (Feldmann,

A.; Gasser, O.; Lichtblau, F.; Pujol, E.; Poese, I.; Dietzel, C.;Wagner, D.;Wichtlhuber, M.; Tapiador, J.; Vallina-Rodriguez,, 2021)

According to the ONS, over 7.4 million people (nearly a third of those surveyed) said loneliness negatively affected their well-being in the first month after the lockdown began. (Statistics, 2020). Additionally, research from early in the pandemic found that people felt lower life satisfaction overall, with individuals WFH reporting lower life satisfaction than those in the office but higher life satisfaction than the individuals who completely stopped working. (Zhang, S.X.;Wang, Y.; Rauch, A.;Wei, F., 2020). Working from home is especially challenging for people with small children, but other family members, neighbors, and friends have all been identified as key working from home problems.

In the early months of the pandemic, early studies in the United States, the United Kingdom, Australia, and Spain found that women were disproportionately affected by job loss, part-time work, and reduced working hours. (Farré L, Fawaz Y, González L, Graves J.). However, in Austria, unemployment and part-time work affected both men and women in the early weeks of the epidemic (March to May 2020), with male employment recovering faster than female employment in the second half of the year. (Bock-Schappelwein J, Huemer U, Hyll W.). Women work longer unpaid hours than

males all across the world. (J., 2019). Charmes (2019) finds that "women carry out three-quarters of unpaid care work, or more than 75 percent of the total hours provided" internationally, based on a collection of 133-time usage surveys conducted in 76 countries over the past 20 years. (J., 2019).

By transferring output from paid to unpaid employment, and therefore from market to non-market production, the COVID-19 lockdowns resulted in a significant increase in the volume of unpaid work. This had an especially negative impact on parents with small children. The shutdown of restaurants, canteens, and pubs means more time spent shopping for groceries and preparing meals at home. (Yerkes MA, André SC, Besamusca JW, Kruyen PM, Remery CL, van der Zwan R, et al., 2020).

By moving care nearly entirely to the home, the closure of childcare centers and schools increases the volume of unpaid work. This is exacerbated by contact limitations, which prevent domestic cleaning personnel and nannies from working. The support of grandparents, relatives, and friends was to be avoided in order to safeguard their health and save lives. (Xue B, McMunn A., 2021).

Most organizations had not implemented the work-from-method prior to the 2019 new coronavirus illness (COVID-19) epidemic. Every working day, employees were required to report to their offices. Individuals were recommended to keep social

distance during the COVID-19 pandemic and are still being urged to do so to reduce the risk of infection. (Tiwari A, So MKP, Chong ACY, Chan JNL, Chu AMY. 2021). Some countries and cities may need to use lockdown measures to limit citizens' activities in order to control the catastrophe. (Lau H, Khosrawipour V, Kocbach P, Mikolajczyk A, Schubert J, Bania J, et al., 2020)

### [Transition to working from home during the pandemic](#)

Over the past two years, the COVID-19 pandemic has caused a reckoning between family aspirations and career ambitions for many women, especially the mothers of young children. In addition to juggling a "double shift" of work and household responsibilities, they faced mental health challenges and found remote work challenging. The Kaiser Family Foundation found that 45 percent of Americans believe the COVID-19 crisis has adversely affected their mental health in 2020. During the pandemic, women--and mothers, in particular--are taking on even more work. Mothers are three times more likely than fathers to be responsible for most of the housework and caregiving.

The proportion of mothers who spend three or more hours per day on housework and childcare is 1.5 times as high as the proportion of fathers. For single mother, 10 percent more report doing three or more hours per day on housework and childcare. Compared with 11 percent of fathers, 24 percent of mothers say they fear their work performance is negatively affected because of their caregiving obligations.

People who telework say that working from home is a convenient option, but younger people are more likely to say that productivity barriers exist. The situation is different for working parents, where the majority of them who work from home say that they cannot work without being interrupted. Work-life balance has become increasingly challenging for working mothers because four-in-ten say it has become more difficult to balance work and family responsibilities.

### 1.3 Methodology

This section provides a general description of the methodological approach used in this study. The main goal of this analysis was to provide the satisfaction of women that worked from home during the COVID-19 pandemic that has at least one child in primary school in one target primary school in Pristina, Kosovo.

Moreover, we used literature review and comparative analysis of qualitative data as a combination of research techniques to provide the most comprehensive research results. The core data were collected through a survey including women who work and have at least one child in the primary school in Kosovo. To ensure that this research study produces representative data, the overall sample has included 105 respondents from one primary school in Pristina, Kosovo.

The study uses both qualitative and quantitative data which consist of a survey conducted in one primary school in the center of Pristina.

## Quantitative research (Survey)

Primary data were collected through a survey conducted with 105 women interviews that have at least one child in a primary school in Pristina.

Before the start of the survey, the questionnaire was tested by my supervisor in Italy, two professors in Vienna, and one Ph.D. Candidate in Vienna, and the Riinvest research team in Kosovo to ensure the efficiency of time and a logical sequence of questions. The sample unit in this survey were women that work during the COVID-19 pandemic and have at least one child in one primary school in Kosovo. Once collected, the data was encoded using the operating software specially designed for the purposes of the project. Next, the data were analyzed and pre-interpreted using SPSS to identify responses outside of expected ranges, including potential inconsistencies across variables. The research analyses in this report are predominantly based on descriptive statistics using cross-tabulation techniques. Once the data was tabulated and cross-tabulated, I have been engaged in interpreting and analyzing the findings.

Besides the survey, relevant studies and research reports have been utilized to complement on the primary research. Moreover, secondary research has been conducted in order to verify and consolidate the information received from the

questionnaires. Following the data collection, from both primary and secondary research, a detailed report has been prepared.

Once collected, the data was encoded by researchers using the operating software specially designed for the purposes of the project. Next, the data were analyzed and pre-interpreted using SPSS to identify responses outside of expected ranges, including potential inconsistencies across variables. Changes were made as appropriate. The research analyses in this report are predominantly based on descriptive statistics using cross-tabulation techniques.

## Findings

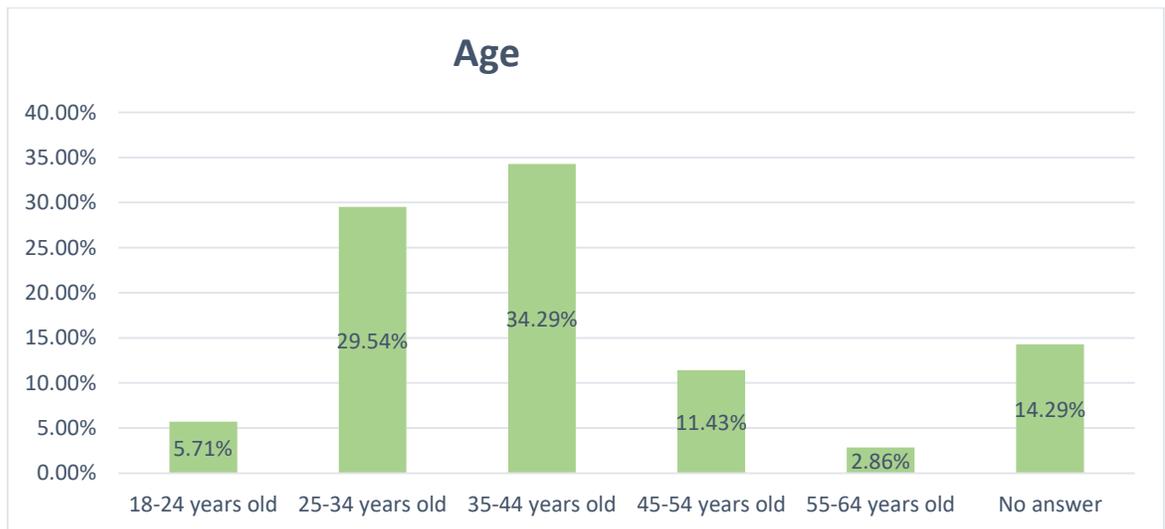
This section describes and analyses the output of the quantitative part of the study, the survey conducted with 105 women that work during the COVID-19 pandemic and have one child in the primary school in Kosovo. In this part, we will provide the main findings from the survey divided into three main sections. Subsection 1 portrays a general overview of the socio-economic nature of the surveyed sample. This subsection provides information on age, marital status, level of education, employment status, and

household members of those interviewed. In addition, several cross-tabulations are performed to analyze the findings in more detail and to see if specific factors such as education impact certain aspects. Subsection 2 provides a detailed picture of work-related issues before and during the COVID-19 pandemic pertaining to employed women with at least one child in primary school. Here for work schedule, the professional situation as a result of the COVID-19 pandemic, working from home, and a flexible job.

Results of work-related issues while working from home before and during COVID-19 pandemic are presented in the second part. Results of satisfaction of women while working from home during COVID-19 pandemic, and if they agree to work from home even after the pandemic are presented in the third part. Since our target group was women that have one child in primary school, 100% of the respondents are women.

## The age structure

As far as the age of respondents is concerned, figure 1 illustrates the proportion of each age group in the sample. From the data below, the majority (around 64 percent) of the interviewed women that has at least one child in primary school (6-12 years old) belongs to the group between 25 years old until 44 years old. And around 11 percent of them belong to the age group between 45-54 years old. Those data can tell us that that they can have only one child in primary school or they have children older than 12 years old too.



**Figure 1: Age of respondents**

### Education level

The educational attainment of the respondents is shown in figure 2. As illustrated, the majority of the interviewed women, around 64 percent of them have at least a Bachelor's or equivalent level, University-related teaching institution or college, a master or a PhD. Based on the data we can say that most of the interviewed women are educated and chances that they were working during the COVID-19 pandemic are high. Around 20 percent of them have only a high school or professional high school.

The highest level of education	Percentage
High School	13.33%
Professional high school	7.62%
Bachelor's or equivalent level	29.52%
University-related teaching institution or college	8.57%
Magister/ Master/ Graduate Engineer/ University of Applied Sciences	20%
Doctor/PhD	5.71%
No answer	13.33%

**Figure 2: The level of education**

### Marital Status

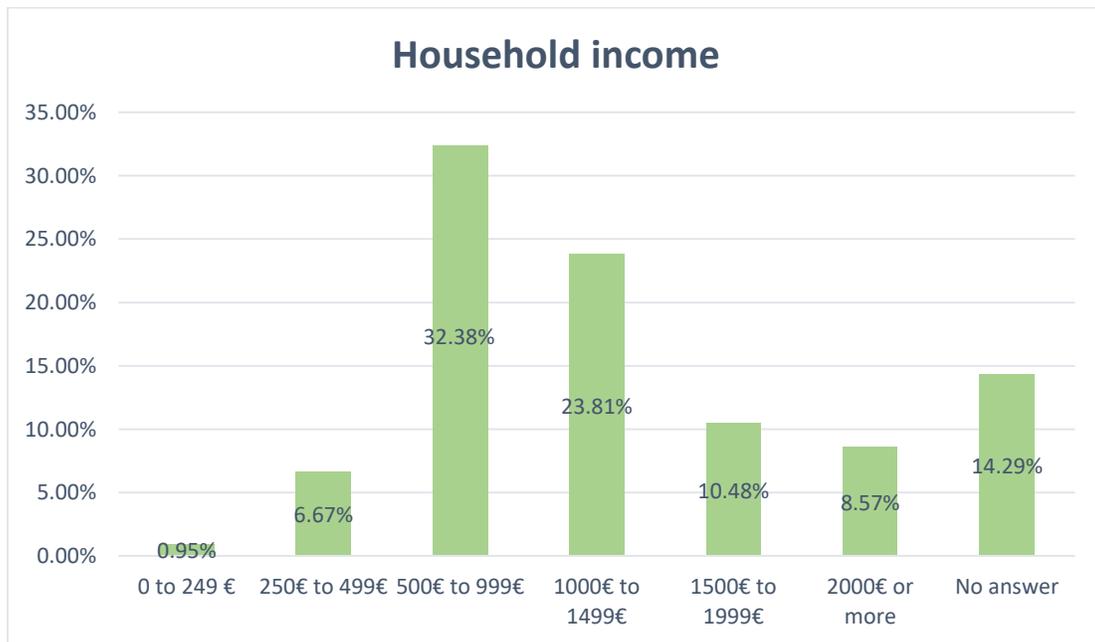
The survey data is 105 women that have at least one child in primary school. Nearly 70 percent of them are married. Just 0.95 percent of the interviewed women are widowed. Those data tell us that while working from home, they weren't alone but they were living with their partner.



**Figure 3: Structure of marital status**

### Household income

In terms of the total household income, including the interviewed women, more than 65 percent of them have a monthly income ranging from 500 to 1499 euros per month. The gross wage in Kosovo is 484 euro (ASK), tells us that the interviewed women live in the families where two or more adults work. Less than 1% have a household income lower than 249 euros per month, and these tells us that no one in their family of them work, but they receive benefits from the government. Around 14 percent have refused to give out details concerning their level of household income.

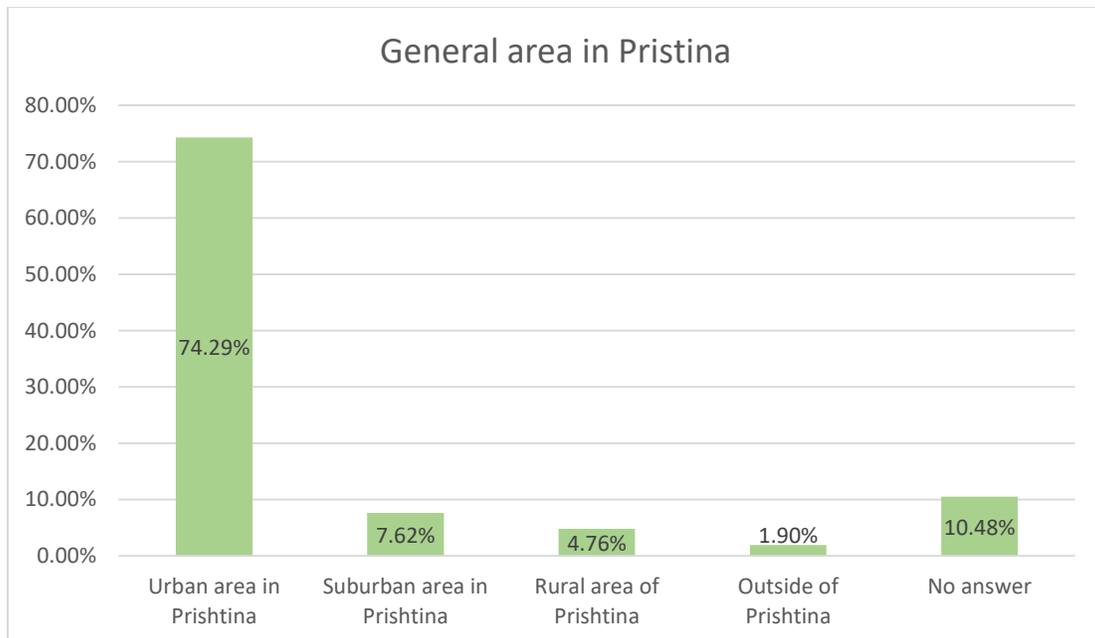


**Figure 4: Household income of interviewed women**

## General area in Pristina

The survey results reveal that the most common area of the interviewed women is the urban area. Almost 75% of them live in the urban area of Pristina. The chosen primary school in Pristina is located in the city center of Pristina, which makes sense that the majority of them live in the urban area of Pristina

Roughly 8% of them live in Suburban areas in Pristina and almost 5% of them in rural areas. While less than 2% of the interviewed women live outside of the city.



### **Figure 5: General area in Pristina where the interviewed women live**

#### Neighborhood

Regarding the neighborhood in the urban areas in Pristina, more than 26% of the respondents live in Tophane, and around 13% of them in Qendër (city center of Pristina). With around 7% of them live in Qyteza Pejton and the same percentage is also in Bregu I Diellit. The fifth most populated neighborhood with the largest percentage of interviewed women is Dardania with around 5%.

Neighborhood	Percentage
Tophane	26.67%
Qendër	13.33%
Qyteza Pejton	6.67%
Bregu i Diellit	6.67%
Dardania	4.76%

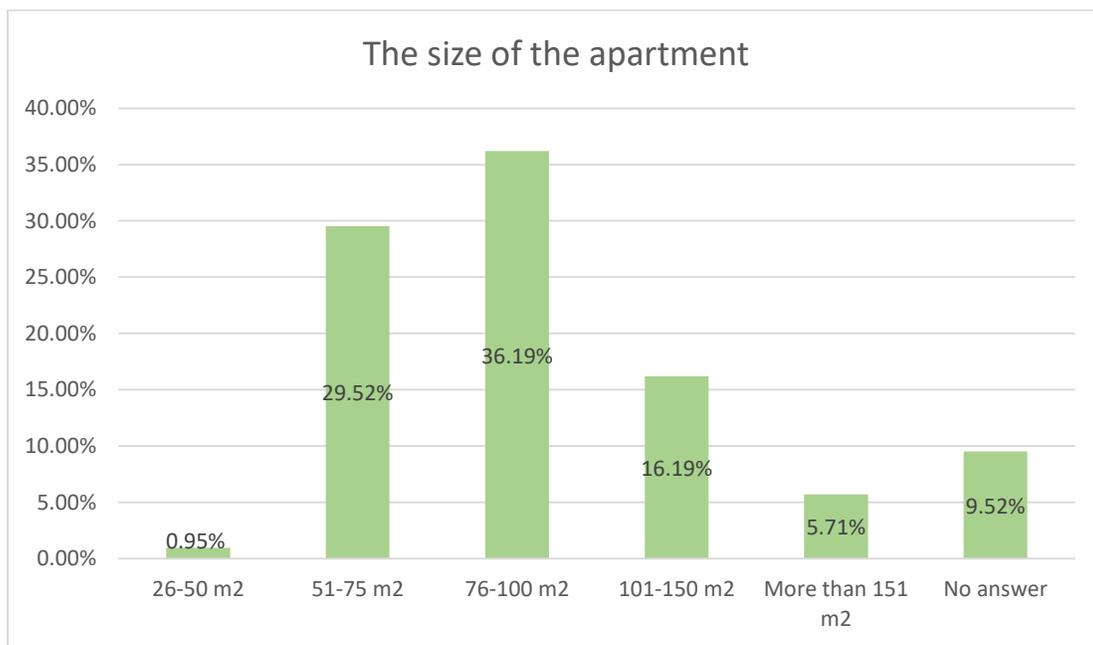
Source: Author's calculations

**Table 1: Top 5 neighborhoods with the largest percentage of interviewed women**

#### Apartment

In order to analyze the women's satisfaction working from home during COVID-19 pandemic, one of the questions in the survey was about how many square meters does

the apartment of the interviewer have, and to analyze if it was enough to place for them to work from home without interruptions. More than 36% of them have an apartment with 76-100 square per meter, while for around 30% of them, their apartment has between 51-75 square meters. On the contrary, less than 6% of the interviewed women have an apartment of more than 151 square meters, and less than 1% of them live in an apartment between 26-52 square meters.



**Figure 6: The size of the apartment**

### The structure of house/apartment

In order to see the satisfaction of women while working from home during the COVID-19 pandemic, one of the question asked in the survey was about the structure of the apartment in which they live. Because of pandemic, the majority of the people were forced to work from home. One of the reason that affected the satisfaction of the interviewed women was also the adequate place for working. The majority of the interviewed women have separated bedroom (around 92 percent), and nearly 63% of them have separated living room. Less than 22 percent of them has a working room, but this percentage can be a factor on the satisfaction of the women.

Rooms in the apartment	Have it
Separated kitchen	60.95%
Separated living room	62.86%
Separated bedroom	91.43

Combined kitchen +living room	37.14
Combined room	6.67
Working room	21.9
Other room	40

**Table 2: Number of rooms in the house/apartment**

### Number of family members

Since our target group were the women that have at least one child in primary school, nearly 95% of them have one children between 6 to 11 years old. 83% of them live with other working adults in their house and less than 15% live with non-working adults. Those data tell us that chances are higher that they share the childcare and other home activities with the family members when they were working from home during the COVID-19 pandemic. It's important to mention that around 27% live with adults over 65 years old (retiring age in Kosovo is 65 years old).

Family members	YES
Children 0-5 years old	28.57%
Children 6-11 years old	94.29%
Children from 12-18 years old	43.81%
Working adults 18-65 years old	82.86%
Non-working adults from 18-65 years old	14.29%
Adults over 65 years old	26.67%

**Table 3: Number of family members**

### Sector of employment

Analyzing the different activities within the sectors reveals the most popular career choices among working women. It appears that interviewed women are engaged in the sector of information and communication with more than 11 percent. Second, in order is education with around 9 percent; third is the financial and insurance activities with

around 8 percent and fourth is the human health and social work activities with roughly 7%. Table 3 below depicts the 10 most common industries where interviewed women are engaged, according to data disaggregated at NACE 4-digit level.

<b>Industry</b>	<b>Percentage</b>
Information and communication	<b>11.43%</b>
Education	<b>8.57%</b>
Financial and insurance activities	<b>7.62%</b>
Human health and social work activities	<b>6.67%</b>
Other service activities	<b>4.76%</b>
Administrative and support service activities	<b>3.81%</b>
Professional, scientific and technical activities	<b>3.81%</b>
Water supply; sewerage, waste management, and remediation activities	<b>2.86%</b>
Real estate activities	<b>2.86%</b>

Accommodation and food service activities	2.86%
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Source: Author's calculations

**Table 4: Top 10 activities of operation among interviewed working women**

#### Professional work schedule in February 2020

Regarding the sector of employment, the majority of 21 percent of the surveyed women are employed in the national company/organization in the private sector and roughly 19 percent in the national public sector. 15 % of the interviewed women are self-employed, whereas the remaining are either employed in an international organization, unemployed, employed in a non-governmental organization (NGO), or on parental leave.

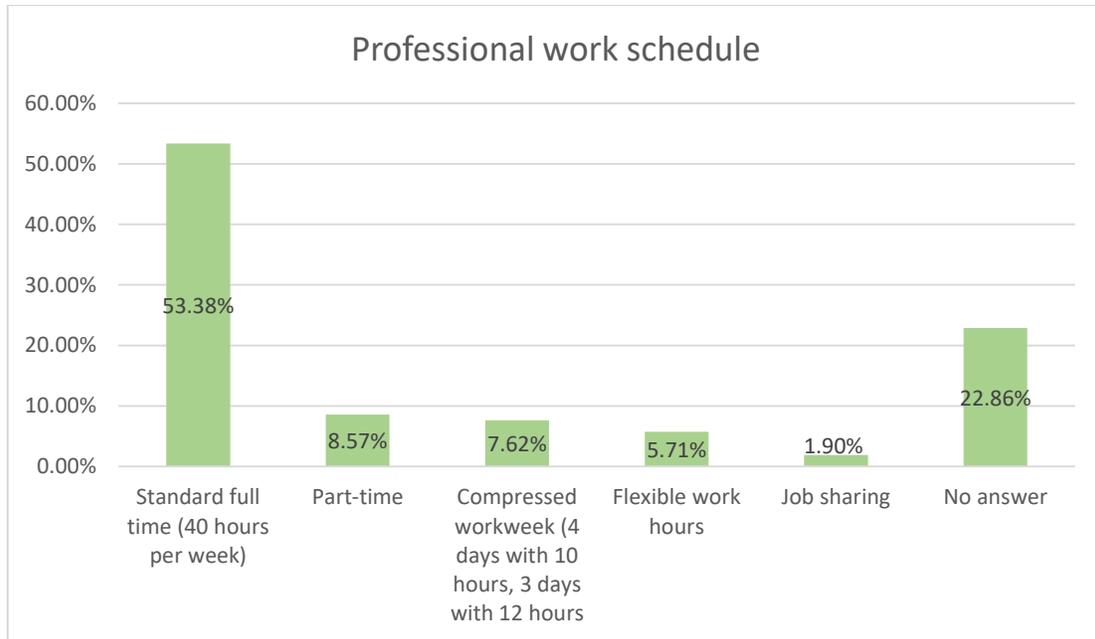
Employment	Percentage
Employed in national public sector	19.05%
Employed in national company/organization in private sector	20.95%
Employed in non-governmental organization (NGO)	8.57%
Employed in international organization	8.57%

Self-employed	15.24%
Unemployed	8.57%
Housekeeping/ Parent leave	4.76%
No answer	8.57%

**Table 5: Employment of interviewed women**

#### Professional work schedule

Regarding the professional work schedule, the interviewed women have been also asked about the number of working hours during the week. Approximately, 52 percent have declared that they work standard full time with 40 hours per week. While more than percent of them work part-time, around 8 percent of them belong to the group of a compressed workweek (4 days with 10 hours, 3 days with 12 hours) and less than 6% of the women have flexible work hours. Merely 2% of them belong to the group of job sharing.

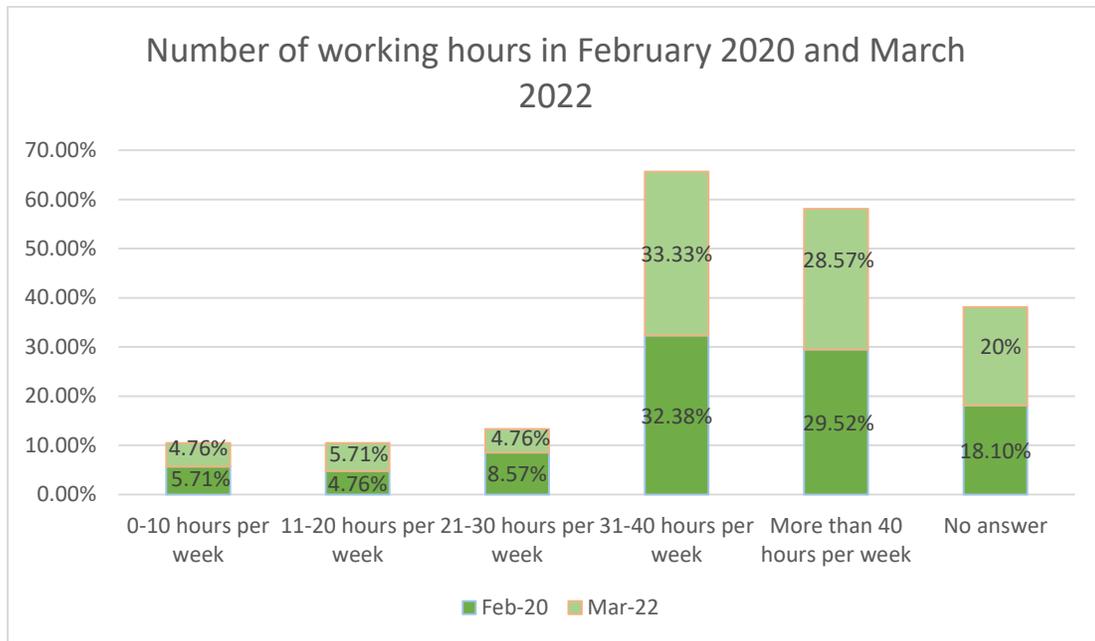


**Figure 7: Professional work schedule**

### Number of working hours –February 2020

In order to see how much the working style of the surveyed women has changed as a result of the covid-19 pandemic, including the number of hours they work, we asked how many working hours they worked during a week in February 2020 and how many working hours they worked in March 2022. Around 32 percent of the interviewed women have been working between 31-40 hours per week in February 2020 while in March 2022, we can see an increase of 1 percent, and more than 33% work between 31-40 hours per week. Around 30 percent of women have been working more than 40 hours per week and in March 2022 we can see a decrease with around 1 percent in the

working hours. More than 8 percent of them have been working between 21-30 hours per week (including overtime) and in March 2022 less than 5%.

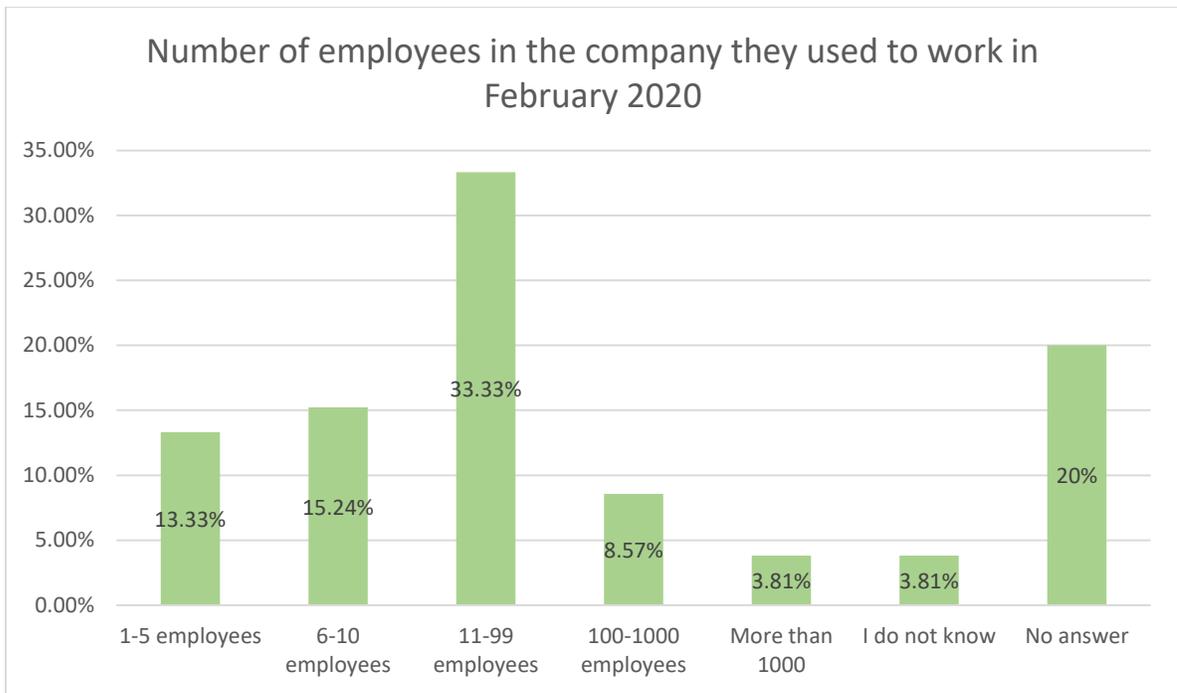


**Figure 8: Number of working hours in February 2020 and March 2022**

### Number of employees in February 2020

In order to understand the satisfaction of women while working from home during COVID-19 pandemic, one of the questions in the questionnaire was about the number of employees in the company they used to work in February 2020. We asked this

question to understand more about their social life before and while working from home during COVID-19 pandemic. More than 49 percent of them, were working in a company between 6 to 99 employees. Those data can tell us that the interviewed women were used to work in environments with other employees.



**Figure 9: Number of employees in the company the women have been working in February 2020**

## Changes on professional situation

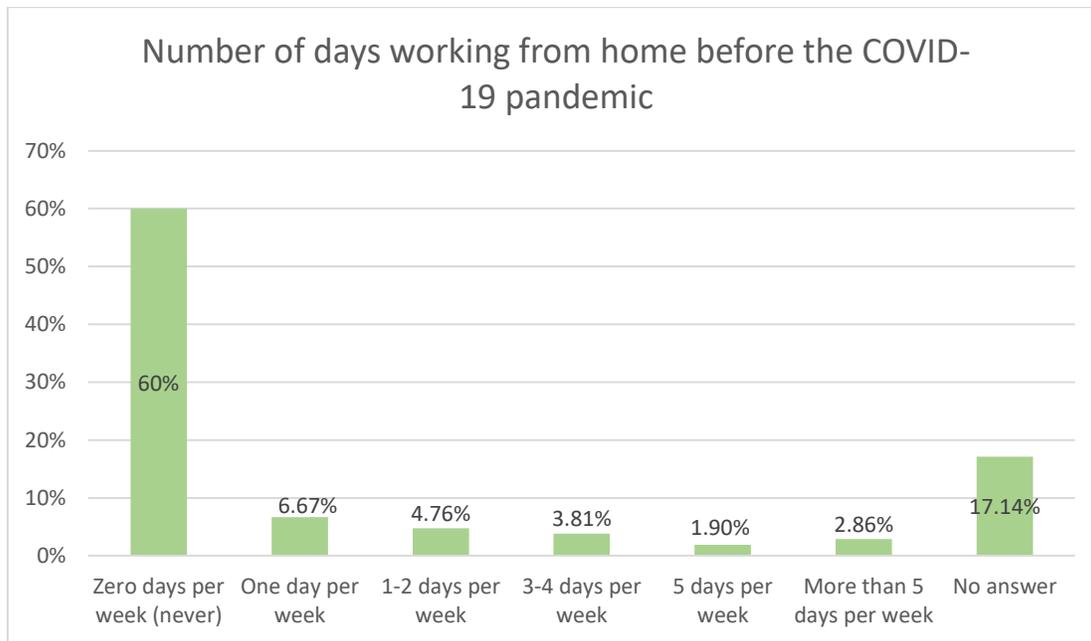
In order to analyze the impact that the COVID-19 Pandemic had on the professional situation of the interviewed women, we asked them if the professional situation has changed compared to the period before COVID-19 pandemic. Around 50 percent of them responded that there is no change in their professional situation before and after the COVID-19 pandemic, while around 13 percent of them said that they are still in the home office and 4 percent of them have an increased in working hours. Less than 4 percent of them are in a full home office and less than 2 percent of them have a decrease in working hours by about 30 hours. Less than 1 % of them receive unemployment benefits and less than 1 percent get social benefits (minimum income, emergency).

No change	49.52%
I am in a partly home office	13.33%
I have an increase in working hours	5.71%
I am in fully home office	3.81%
I have a decrease in working hours about 30 hours	1.90%
I receive unemployment benefits	0.95%
I get social benefits (minimum income, emergency)	0.95%
I have a decrease in working hours about 20 hours	0.95%
I have a decrease in working hours about 10 hours	0.95%
No answer	20.95%

**Table 6: The changes of professional situation because of COVID-19 pandemic**

## Working from home before COVID-19 pandemic

In order to understand and know how the work situation has changed because of the COVID-19 pandemic, one of the questions in the questionnaire was about the number of days the interviewed women worked from home before February 2020 (when COVID-19 pandemic has started). Of the total of 105 women surveyed, roughly 64 percent have never worked from home before. Only 7 percent of them have worked one day per week from home, less than 5 percent have worked 1-2 days per week from home before February 2020, less than 4 percent have worked 3-4 days from home and around 2 percent of them have worked 5 days per week from home before COVID-19 pandemic (February 2020).

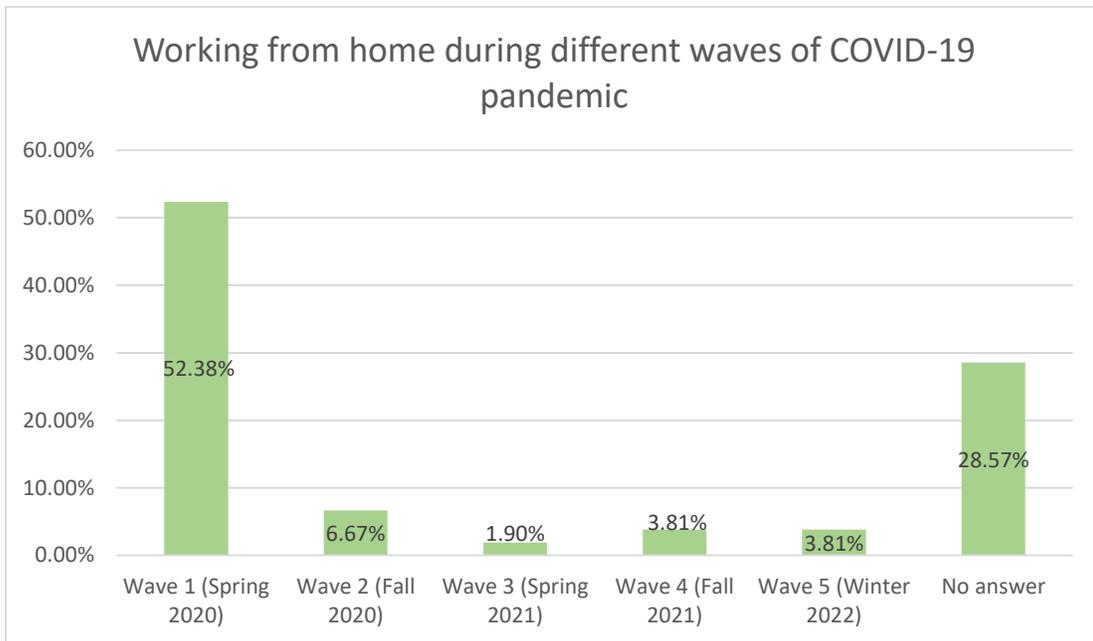


**Figure 10: Number of days working from home before the COVID-19 pandemic**

#### Working from home in different waves of covid-19 pandemic

COVID-19 has changed the way we live and work. In Kosovo, during the first wave of COVID-19, the majority of the people were forced to work from home. This is the reason why the majority of the surveyed women were working from home during the first wave of COVID-19 pandemic, in spring 2020 (around 52 percent). Nearly 7% of them, for different reasons continues to work from home in the second wave too, in fall

2020. Only 4% of them were working from home in the last COVID-19 wave, in winter 2022.

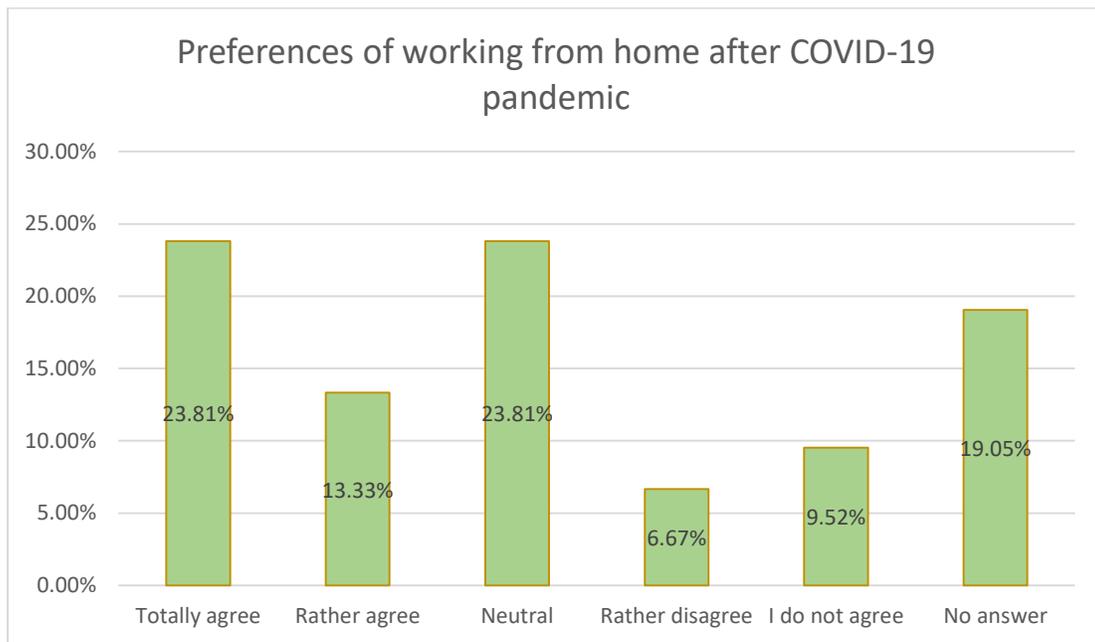


**Figure 11: Working from home during different waves of COVID-19 pandemic**

#### Preferences after COVID-19 pandemic

In order to understand the satisfaction of women working from home during the COVID-19 pandemic, we asked them if they would prefer to work from home after the COVID-19 pandemic ends. Roughly 24 percent of them totally agree to work from home after the pandemic, the same percentage is that they are neutral about working

from home or not after the COVID-19 pandemic ends. More than 13 percent rather agree and around 7 percent of them rather disagree to continue to work from home after the COVID-19 pandemic ends.



**Figure 12: Preferences of working from home after COVID-19 pandemic**

I prefer to work from home after COVID-19 pandemic declaration

During the first wave of Covid-19 pandemic workers in Kosovo were forced to work from home in order to not spread the virus. Different people with different tastes and situations enjoyed or not working from home during COVID-19 pandemic. The top three main reason why working women prefer to work from home after COVID-19

pandemic are: cost savings (31 percent), work-life balance (27 percent) and family (26 percent).

Cost savings	31.43%
Work-life balance	26.67%
Family	25.71%
No answer	24.76%
Time savings	23.81%
Commute stress	12.38%
Avoiding exposure to illnesses (COVID-19, the flu, common cold)	8.57%
Avoiding office politics and distractions	4.76%
Other	1.9%

Table 7: Reasons they agree to work from home

## I prefer to work from home after COVID-19 pandemic declaration

During the first wave of Covid-19 pandemic workers in Kosovo were forced to work from home in order to not spread the virus. Different people with different tastes and situations enjoyed or not working from home during COVID-19 pandemic. The top three main reason why working women do not prefer to work from home after COVID-19 pandemic are: Inappropriate computer infrastructure at home (10 percent), unclear or unachievable goals (9 percent) and inability to delegate work (9 percent).

Inappropriate computer infrastructure at home	9.52%
Unclear or unachievable goals	8.57%
Inability to delegate work	8.57%
Unstructured and inefficient workflows	7.62%
Work-life balance	7.62%
Slow or unstable internet connection at home	6.67%
Lack of automation for routine task	6.67%

Other reason:	2.86%
No answer	41.9%

Table 7: Reasons they do not agree to work from home

### Sharing the home activities with other family members

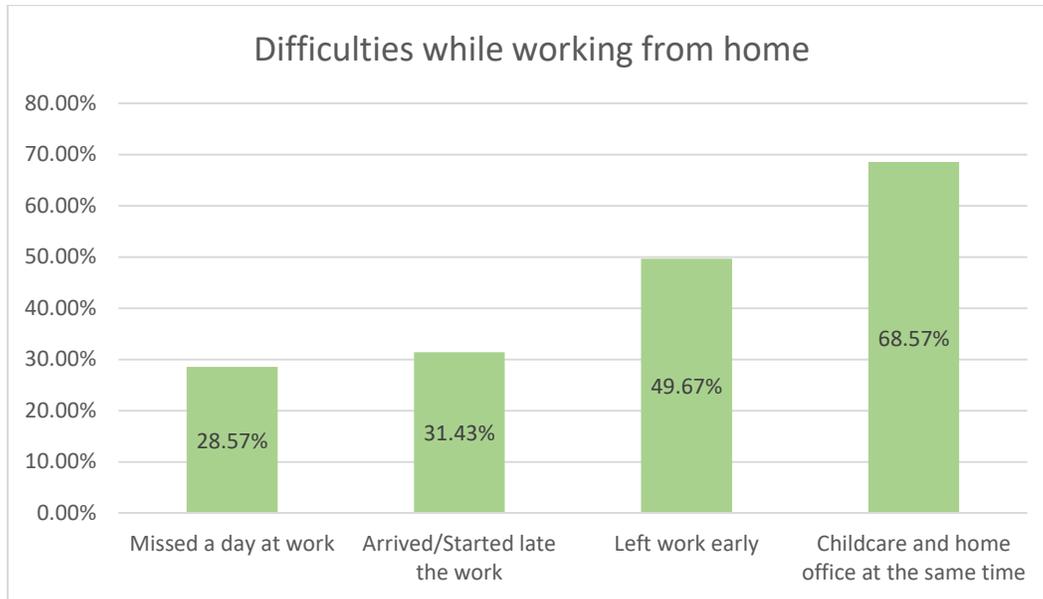
The COVID-19 pandemic was a new situation for everyone, not only in Kosovo but in the whole world. During the first wave of COVID-19 pandemic, in spring 2020, people were forced to do all the activities at home. In order to see the satisfaction of working women during COVID-19 pandemic, we asked them if it happened to share the house activities with other family members (they live/lived with them during COVID-19 pandemic). The majority of them, more than 70 percent said that they share the childcare and house repairs with other family members. More than 60 percent of them, agreed that they shared the following activities with other family members like: gardening, grocery shopping, helping children with homework, caring for elderly/other people. The two activities that around 40 percent of them do not share with other family members are: cleaning the house and washing clothes.

Activities	Sharing them with other family members
Childcare	70.48%
House repairs	70.48%
Gardening	67.1%
Grocery shopping	65.72%
Helping children with homework	62.86%
Caring for elderly/other family member	60%
Cleaning the house	40.95%
Washing clothes	40%

**Table 9: Home activities**

#### Difficulties while working from home

While working from home, because COVID-19 pandemic, working women with at least one child in primary school faced different difficulties. To a lot of them, happened situations that never happened before. The majority of them (69 percent) were doing childcare and home office at the same time). And nearly 50% of them left work early because of the child while they were working from home. Around 29 percent of them missed a day at work during COVID-19 pandemic.



**Figure 13: Difficulties while working from home**

### COVID -19 and Vaccination

COVID-19 pandemic changed the way we live and work. During different waves of COVID-19 pandemic, people were infected with the virus. One of the question we asked on the survey was about the infection of COVID-19 in different waves. First wave was on spring 2020, second one on fall 2020 while the third one in spring 2021. Those three waves of COVID-19 pandemic were most dangerous and larger number of

people were infected. The majority of the interviewed working women were infected with the COVID-19 virus between fall 2020 and spring 2021 with around 57 percent. Similar percentage was about the partner of the interviewed women where roughly 54 percent of their partner were infected between fall 2020 and spring 2021. From the data below we can see that their children were not infected in the same percentage as their family members

Different waves of COVID-19 pandemic	Spring 2020	Fall 2020	Spring 2021
I had COVID- 19	11	22.86%	24.76%
My partner had COVID-19.	11.43%	22.86	21.9
One/some of my children had COVID-19. (0-5 years old)	1.9	0.95	1.9
One/some of my children had COVID-19. (6-11 years old)	2.86	5.71	5.71
One/some of my children had COVID-19. (12-18 years old)	0.95	3.81	3.81
Other family members had COVID-19.	4.76	15.24	6.67

#### Vaccination against COVID-19 pandemic

In order to stop the spread of the COVID-19 pandemic, World Organization of Health (WHO), made the vaccination mandatory for people above 18 years old. In other countries of Europe, the vaccination process started earlier, while in Kosovo, the process started at the end of the summer 2021 and the beginning of fall 2021. The majority of the interviewed women took the first dose of vaccine in fall 2021. (57

percent of them). While more than 59 percent of their partner, took their first dose of vaccine in fall 2021. Nearly 37 percent of other family member above 18 years old of the interviewed women took their first dose of vaccine in fall 2021.

Wave of COVID-19 pandemic	Fall 2021
When did you get your first dose of vaccine?	57.03%
When did your partner get the first dose of vaccine?	59.12%
Other family members above 18 years old get the first dose of the vaccine.	36.52%

Table: Vaccination against COVID-19 pandemic

### Contact quarantine

During different waves of COVID-19, the government of Kosovo, made regulations about the contact quarantine for at least 14 days. The interviewed women were the most in contact quarantine because of non-family members in the first wave of COVID-19 pandemic, in spring 2020 with around 15 percent. This can be a reason that in that period of time, people were scared because they weren't a lot of information about COVID-19 in general. The same situation happened for the partner of the interviewed

women, children from 0 to 5 years old, children from 6-11 years old and children between 12-18 years old. They were in contact quarantine the most during spring 2020.

	Spring 2020	Fall 2020	Spring 2021
I was in contact quarantine because of non-family members.	15.24	5.71	10.48
My partner was in contact quarantine because of non-family members.	16.19	8.57	6.67
My children were in a contact quarantine because of non-family members (0-5 years old)	9.52	0.95	5.71
My children were in a contact quarantine because of non-family members (6-11 years old)	13.33	4.76	5.71
My children were in a contact quarantine because of non-family members (12-18 years old)	9.52	0.95	5.71
Other family members were in a contact quarantine because of non-family members.	14.29	3.81	10.48

Table 10: Contact quarantine

## BARRIERS DURING WORKING FROM HOME

Overall, most of the interviewed women, agreed that they had different types of barriers to working from home. Around 64% of the women surveyed see the increased stress as the main barrier while working from home. More than half of them face sickness during working from home. Nearly half of the women claim that insufficiency of social life is a barrier they face while working from home during the COVID-19 pandemic.

Another issue for women is the negative mental health impact. In order to identify the barriers, in the survey of 105 women with at least one child in the primary school, we have listed 11 potential difficulties for women while working from home during the COVID-19 pandemic. Surveyed women were asked to select all the difficulties that they faced while working from home during the COVID-19 pandemic. The top 3 ranked difficulties by women surveyed are increased stress, sickness, and insufficiency of social life. More than 50 percent of the surveyed women faced three of the above difficulties while working from home during the COVID-19 pandemic. Around 44 percent of them answered that one of the difficulties was also the negative mental health impact and 43 percent of them agreed that they had a lack of office equipment while working from home. Nearly 41 percent of them faced a slow or unstable internet connection at home which they considered a difficulty while working from home. From the 11 potential difficulties that we mentioned in the questionnaire, the less 3 ranked difficulties by women surveyed are abstinence of motivation to work, security risks/issues, and lack of digital competence.

<b>Barriers while working from home</b>	<b>Percentage</b>
Increased stress	63.81%
Sickness	62.86%
Insufficiency of social life	49.52%
Negative mental health impact	43.81%
Lack of office equipment	42.86%
Slow or unstable internet connection at home	40.95%
Loss of productivity because of distractions	36.19%
Absence of motivation to work	32.38%
Security risks/issues	30.48%
Lack of digital competence	20%

**Table 11: Barriers while working from home**

## Equipments

During the first wave of COVID-19 pandemic, on spring 2020, the government of Kosovo forced all the employees to work from home, in order to stop the spread of the virus. In order to understand the satisfaction of surveyed women while working from home, we asked a question about the equipment they changed during different waves of COVID-19 pandemic. The top three equipment, surveyed women changed while working from home in the first wave of COVID-19 pandemic are: 52 percent of the changed internet at home, 41 percent of them bought one of them video conferencing programs such as Skype, Microsoft Teams and Zoom. While nearly 34 percent of them invested in a proper lighting. But about the three less investment on the equipment, the surveyed women did were in: less than 2 percent of them invested in a scanner, around 8 percent in a printer and nearly 11 percent in external mouse.

	Spring 2020
Internet	52.38%
Computer (laptop or desktop)	14.29%
Tablet	25.71%
Smartphone	16.19%

Headphone, headset or microphone	29.52%
Webcam	21.9%
External keyboard	14.29
External mouse	11.43%
Printer	7.62%
Scanner	1.9%
A standing desk or other suitable office table	14.29%
Ergonomic office chair or back support	16.19%
Monitor/Laptop stand	16.19%
Proper lighting	34.29%
Video conferencing programs (Skype, Microsoft Teams and Zoom)	40.95%

Table 12: Equipments during different waves of COVID-1

## Declaration about job now and before

COVID-19 has changed the way we live and work. Even today, after 2 years, we do not do the things in the same way we used to do them before COVID-19 pandemic. Based on the above data, some of the interviewed women with at least one child in the primary school agree to continue to work from home after COVID-19 pandemic ends, but the other parts do not like to do that after this pandemic. They have this opinion because of the different situations they faced while working from home during COVID-19 pandemic. In order to understand the satisfaction of them while working from home, and also in order to understand the professional situations before COVID-19 pandemic and now, we asked them if they agree with the following declarations.

Around 40 percent of them agreed that they are more satisfied with their job now than before. Nearly 40 percent too said that they are more productive at work now than before. 36 percent of them said that they are working more hours now than before, 35 percent of them agreed that they have more the flexibility to choose the working hours now. Around 35 percent of them said that they have more income now than before, and 28% percent of them declared that they have more opportunities for advancement at work now than before COVID-19 pandemic.

Declaration	Do you agree with the declaration below?
I am more satisfied with my job now than before	40%
I am more productive at work now than before	40%
I am working more hours now than before	36.19%
I have more the flexibility to choose the working hours now	35.23%
I have more income now than before	35.23%
I have more opportunities for advancement at work now than before	25.71%

**Table 13: Declaration about job now and before**

#### CONCLUDING REMARKS AND RECOMMENDATIONS

This report analyzes the satisfaction of women working from home during the COVID-19 pandemic that has at least one child in primary school in Kosovo. To our understanding, there are very few studies of this kind in Kosovo, which have not been published yet.

The key findings of this study are summarized as follows:

- 40 percent of the interviewed women are more satisfied with their job now than before
- 40 percent of the interviewed women are more productive at work now at before

- The top three equipment, surveyed women changed while working from home in the first wave of COVID-19 pandemic are: internet, Video conferencing programs such as Skype, Microsoft Teams and Zoom, and proper lighting.
- The top three barriers of interviewed women while working from home during COVID-19 pandemic are: increased stress, sickness, insufficiency of social life
- More than 60 percent of the interviewed women took their first dose of vaccine in fall 2021.
- While working from home, the top three situations that happened the most to the interviewed women were: childcare and home office at the same time,
- Interviewed women faced top two difficulties such as: childcare and home office at the same time, left work early because of the children and
- Three main reasons why interviewed women prefer to work from home after COVID-19 pandemic ends are: cost savings, work-life balance and family.
- Top three activities that working women shared the most with other family members while working from home are: childcare, house repairs and gardening.
- The majority of the surveyed women were working from home during the first wave of COVID-19 pandemic, in spring 2020(around 52 percent).

- Of the total of 105 women surveyed, roughly 64 percent have never worked from home before
- Nearly 50 percent of the interviewed women had no change in their professional situations because of COVID-19 pandemic.

## Conclusion

COVID-19 has changed the way we live and work. Based on the data from the questionnaire with 105 working women during COVID-19 pandemic that has at least one child in primary school, we can say that the majority of them are more satisfied with the job than before COVID-19 pandemic. They also consider themselves more productive at work now than before. It's very interesting to mention that the most of them never have worked from home before pandemic. But the main reason why they would like to continue working from home after the pandemic ends are: cost savings, work-life balance and family. Even though working from home with at least on child in primary school was difficult for them because a lot of times they had to do home office and childcare at the same time, most of the activities that usually they did at

home, they shared with other family members. Nearly 52 percent of them, based on the questionnaire were working from home during the first wave of COVID-19 pandemic (spring 2020). But we can conclude that in general, the interviewed women had no change in their professional situation because of the COVID-19 pandemic, they prefer to continue to work from home after the pandemic ends even though the majority of them never have worked from home before this pandemic.

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## Annex A: Questionnaire

**Research Title:** *The satisfaction of women working from home in Kosovo with at least one child in primary school*

Dear Participants,

I am inviting you to participate in this research by completing the following survey. The aim of this research is to investigate the satisfaction of women working from home in Kosovo with at least one child in primary school. The following questionnaire will require approximately T 10 minutes to complete. Thank you for taking your time in assisting me with this research. Under no circumstances are you obliged to answer any of the questions, however, in doing so will greatly assist me in completing my research and enhancing the understanding of this research focus. The data collected will remain confidential and used solely for academic purposes.

Thank you for your time!

Sincerely,

Rona Ramadani

## Block A: Warm-up/ Screening

**Note: Only mothers with at least one child in primary school should fill out this questionnaire!**

Please answer a few general questions at the beginning:

**1. What is your gender? (Single mention)**

- a) Male
- b) Female
- c) Diverse
- d) No answer [99]

**2. What is your age? (Single mention)**

- a) 18-24 years old
- b) 25-34 years old
- c) 35-44 years old
- d) 45-54 years old
- e) 55-64 years old
- f) Over 65 years old
- g) No answer [99]

**3. What is the highest level of education or training you have achieved? (Single mention)**

- a) Primary school or less
- b) High school
- c) Professional high school
- d) University-related teaching institution or college
- e) Bachelor's or equivalent level
- f) Magister/ Master/ Graduate Engineer/ University of Applied Sciences
- g) Doctor/ PhD

h) No answer [99]

**4. What best describes your marital status? (Single mention)**

- a) Married
- b) Living with my partner
- c) Separated/divorced
- d) Widowed
- e) No answer [99]

**5. Including yourself, what is your total household income? (Single mention)**

- a) 0 to 249€
- b) 250€ to 499€
- c) 500€ to 999€
- d) 1000€ to 1499€
- e) 1500€ to 1999€
- f) 2000€ or more
- g) No answer [99]

**6. Which of these best describes the general area in Prishtina where you live? (Single mention)**

- a) Urban area in Prishtina
- b) Suburban area in Prishtina
- c) Rural area in Prishtina
- d) Outside of Prishtina
- e) No answer [99]

**7. If you live in an urban area in Prishtina, can you specify the neighborhood? (Single mention)**

- a) Arbëri
- b) Bregu i Diellit

- c) Dardani
- d) Kalabria
- e) Kodra e trimave
- f) Lagjja e spitalit
- g) Lakrishte
- h) Matiqan
- i) Qendër
- j) Qyteza Pejton
- k) Sofali
- l) Taslixhe
- m) Tophane
- n) Ulpianë
- o) Velania
- p) Other (Please specify): \_\_\_\_\_
- q) No answer[99]

**7. How many square meters does your apartment/house have? (Single mention)**

- a)  $0-25m^2$
- b)  $26-50 m^2$
- c)  $51-75m^2$
- d)  $76-100m^2$
- e)  $101- 150m^2$
- f) More than  $151m^2$
- g) No answer [99]

**8. How many rooms are in your apartment/house? Select all that apply.**

- a) Separated kitchen: < \_\_\_ >
- b) Separated living room: < \_\_\_ >
- c) Separated bedroom: < \_\_\_ >
- d) Combined room (kitchen, living room): < \_\_\_ >

- e) Combined room (kitchen, living room, bedroom): < \_\_\_ >
- f) Working room: < \_\_\_ >
- g) Other rooms: < \_\_\_ >
- h) No answer [99]

### Block B: Household structure and professional situation

**9. If you include yourself, how many people live in your apartment/house? Please classify them in the categories given below. (Multiple choices, numerical entry)**

- a) Children from 0-5 years old: < \_\_\_ >
- b) Children from 6-11 years old < \_\_\_ >
- c) Children from 12-18 years old < \_\_\_ >
- d) Working adults (from 18-65 years old): < \_\_\_ >
- e) Non-working adults ( from 18-65 years old): < \_\_\_ >
- f) Adults over 65 years old: < \_\_\_ >
- g) No answer [99]

**10. If you assign yourself: In February 2020, which of the following groups do you belong to? (Single mention)**

- a) Employed in national public sector
- b) Employed in national company/organization in private sector

- c) Employed in non-governmental organization (NGO)
- d) Employed in international organization
- e) Self-employed
- f) Unemployed
- g) Housekeeping/ Parent leave
- h) Retired
- i) Other: \_\_\_\_\_
- j) No answer [99]

**11. Which best describes your professional work schedule? (Single mention)**

- a) Standard full time (40 hours per week)
- b) Part-time
- c) Compressed workweek (4 days with 10 hours, 3 days with 12 hours)
- d) Job sharing
- e) Flexible work hours
- f) No answer [99]

**12. In which industry are you active? (Single mention):**

- a) Agriculture, forestry and fisheries
- b) Mining and quarrying
- c) Manufacturing industry/production of goods
- d) Energy supply
- e) Water supply; sewerage, waste management and remediation activities
- f) Construction industry/ building
- g) Wholesale and retail trade, repair of motor vehicles
- h) Transportation and storage
- i) Accommodation and food service activities
- j) Information and communication
- k) Financial and insurance activities
- l) Real estate activities

- m) Professional, scientific and technical activities
- n) Administrative and support service activities
- o) Public administration and defense
- p) Education
- q) Human health and social work activities
- r) Arts, entertainment and recreation
- s) Other service activities
- t) Activities of households as employers, undifferentiated goods and services producing activities of private households for own use
- u) Activities of extraterritorial organizations and bodies
- v) Others: \_\_\_\_\_
- w) No answer [99]

### Block C: Work and income

**13. How many hours (including overtime) did you work in your professional job(s) in an ordinary week in February 2020. (Single mention)**

- a) 0-10 hours per week
- b) 11-20 hours per week
- c) 21-30 hours per week
- d) 31-40 hours per week
- e) More than 40 hours per week
- f) No answer [99]

**14. How many hours (including overtime) do you work now in your professional job(s) in an ordinary week in March 2022 (Single mention)**

- a) 0-10 hours per week
- b) 11-20 hours per week
- c) 21-30 works per week
- d) 31-40 hours per week
- e) More than 40 hours per week

f) No answer [99]

**15. How many employees (including yourself) did the company have where you worked in February 2020? (Single mention)**

- a) 1-5 employees
- b) 6-10 employees
- c) 11-99 employees
- d) 100- 1000 employees
- e) More than 1000
- f) I don't know [88]
- g) No answer [99]

**16. Has your professional situation changed as a result of the COVID-19 crisis? Please select all of the options that apply. (Multiple choice, randomized answer items)**

- a) I have an increase in working hours
- b) I have a decrease in working hours to about 30 hours
- c) I have a decrease in working hours to about 20 hours
- d) I have a decrease in working hours to about 10 hours
- e) I am in fully home office
- f) I am in partly home office

- g) I have been dismissed
- h) I receive unemployment benefits
- i) I get social benefits ( minimum income, emergency)
- j) No change
- k) No answer [99]

**17. How many days had you worked from home before February 2020?  
(Single mention)**

- a) Zero days per week (never)
- b) One day per week
- c) 1-2 days per week
- d) 3-4 days per week
- e) 5 days per week
- f) More than 5 days per week
- g) No answer [99]

**18. During which COVID-19 pandemic wave did you work the most days  
from home? (Single mention)**

- a) Wave 1 (Spring 2020)
- b) Wave 2 ( Fall 2020)
- c) Wave 3 (Spring 2021)
- d) Wave 4 (Fall 2021)
- e) Wave 5 (Spring 2022)
- f) No answer [99]

**19. Would you prefer to work in home after the COVID-19 pandemic ends?  
(From 1-5, where 1= I don't agree and 5=strongly agree).**

- a) Totally agree

- b) Rather agree
- c) Neutral
- d) Rather disagree
- e) I do not agree
- f) No answer [99]

**20. If you strongly agree, why do you want a job with flexible work options?**

**Select all that applies.**

- a) Family
- b) Commute stress
- c) Time savings
- d) Cost savings
- e) Work-life balance
- f) Avoiding exposure to illnesses (COVID-19, the flu, common cold)
- g) Avoiding office politics and distractions
- h) Other: \_\_\_\_\_
- i) No answer [99]

**21. If you disagree, why don't you want a job with flexible work options?**

**Select all that apply.**

- a) Slow or unstable internet connection at home
- b) Inappropriate computer infrastructure at home
- c) Unstructured and inefficient workflows
- d) Unclear or unachievable goals
- e) Lack of automation for routine task
- f) Inability to delegate work



**23. Since the beginning of COVID-19 pandemic, how often did it happen that you...**

		Very often	Often	Sometimes	Rarely	Never	Not applicable	I don't know	Refuse
<b>23.a</b>	Missed a day of work								
<b>23.b</b>	Arrived/Started late the work								
<b>23.c</b>	Left work early								
<b>23.d</b>	Childcare and home office at the same time								
	<b>Other:</b>								

**Block E: COVID 19 and vaccination:**

**24. In different waves of COVID-19 pandemic, which of the following statements do you agree with? Select all that apply.**

		COVID-19 Pandemic Waves					
		Spring 2020	Fall 2020	Spring 2021	Fall 2021	Spring 2022	Not applicable
24.1.1	I had COVID-19. (How many times)						
24.1.2	My partner had COVID-19. (How many times)						
24.1.3	One/some of my children had COVID-19. (0-5 years old)						
24.1.4	One/some of my children had COVID-19. (6-11 years old)						
24.1.5	One/some of my children had COVID-19. (12-18 years old)						

24.1.6	Other family members had COVID-19.						
24.2.1	When did you get your first dose of vaccine?						
24.2.2	When did your partner get your first dose of vaccine?						
24.2.3	Other family members above 18 years old get the dose of vaccine						
24.3.1	I was in contact quarantine because of non-family members						
24.3.2	My partner was in contact quarantine because of non-family members.						
24.3.3	My child/children were in a contact quarantine because of non-family members. (0-5 years old)						
24.3.4	My child/children were in a contact quarantine because of non-family members. (6-11 years old)						
24.3.5	My child/children were in a contact quarantine because of non-family members. (12-18 years old)						
24.3.6	Other family members were in a contact quarantine because of non-family members.						

**25. During the COVID-19 pandemic lockdown, which of the following difficulties did you face? Select all that apply.**

		Yes	Neutral	No	No answer [99]
25a	Lack of digital competence				
25b	Slow or unstable internet connection at home				
25c	Lack of office equipment				
25d	Security risks/issues				
25e	Lack of community and teamwork				
25f	Loss of productivity because of distractions				
25g	Sickness				
25h	Absence of motivation to work				
25i	Insufficiency of social life				
25k	Increased stress				
25l	<b>Negative mental health</b> impact				
<b>Other:</b>					

Block F: Working from home

**26. During the different waves of COVID-19 pandemic, which of the following essential tools did you utilize when working from home? Choose all that apply.**

COVID-19 Pandemic Waves							
		Spring 2020	Fall 2020	Spring 2021	Fall 2021	Spring 2022	Not applicable
	<b>Hardware</b>						
<b>a.</b>	Internet						
<b>b.</b>	Computer (laptop or desktop)						
<b>c.</b>	Tablet						
<b>d.</b>	Smartphone						
<b>e.</b>	Headphone, headset or microphone						

<b>f.</b>	Webcam						
<b>g.</b>	External keyboard						
<b>h.</b>	External mouse						
<b>i.</b>	Printer						
<b>j.</b>	Scanner						
	<b>Furniture</b>						
<b>k.</b>	A standing desk or other suitable office table						
<b>l</b>	Ergonomic office chair or back support						
<b>m</b>	Monitor/laptop stand						
<b>n</b>	Proper lighting						
	<b>Software</b>						
<b>o</b>	Video conferencing programs (Skype, Microsoft Teams, and Zoom etc.)						
<b>Other:</b>							

**27. How much do you agree with the following declaration since you worked from home during the COVID 19 pandemic?**

		<b>I strongly agree</b>	<b>I agree</b>	<b>Neutral</b>	<b>Rather disagree</b>	<b>I do not agree</b>	<b>No answer [99]</b>
27.1	I am more satisfied with my job now than before.						
27.2	I am more productive at work now than before.						

27.3	I am working more hours now than before.						
27.4	I have more flexibility to choose the working hours now than before.						
27.5	I have more opportunities for advancement at work now than before.						
27.76	I have more income now than before.						
<b>Other:</b>							

**28. Could you please add any additional comments on your work experience and satisfaction as a result of the COVID-19?**

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Thank you so much for taking the time to participate!