

The Rise of the Home Enterprise.

Lessons from Australia's
Office Workers

Foreword

The way we work was already changing before COVID-19 hit us.

The digitisation of our workforce, the integration of flexible tools and practices, and the adoption of modern, agile attitudes both to work and to the office were all slowly evolving before COVID-19.

But many organisations have been forced to digitally transform as much in ten weeks as they had planned for the next ten years. The scale and immediacy of that change will create significant repercussions both for employees, their employers, and the very idea of how work is done in Australia.

That's why we wanted to understand what the impact of this disruption has been on Australia's office workers. We wanted to hear from them how their roles have adapted, which policies have succeeded and which need more focus, and what lessons Australian businesses can take from this crisis.

Because one thing is clear, the change felt by Australian workers is permanent. And that gives us an opportunity: when we go back to work, we can go back to better.

This report explores a new concept, The Home Enterprise - a new future of work in Australia based on the lessons learned from office workers over the past several weeks and months.

No longer should the concept of work be tied to traditional ideas about the office, about working hours, or even about desks.

At DocuSign we are at the forefront of empowering businesses to make those changes. By simplifying, digitising, and automating the agreement process, we have helped thousands of customers survive and thrive even while many of them are working from dinner tables, spare rooms, or hastily assembled desks.

I look forward to hearing your insights and ideas on these topics as we chart our course to the future of work.



Brad Newton, Vice President & General Manager
DocuSign Asia Pacific

Executive summary

To uncover insights into how COVID-19 has changed attitudes toward the future of work, DocuSign surveyed 2,008 office workers across Australia.

What they told us about their current experience, and their demands for what happens next, heralds a new era in how Australian businesses approach the concept of work.

Australian business reacted strongly to the challenges of COVID-19

The reaction of Australia's business community to the COVID-19 has been declared a success by its employees

The impact of sweeping change disproportionately affects specific demographics

Yet, there are vast differences in terms of experience based on age, gender, and income

Despite reactive success, there is less confidence in proactive planning

But, while office workers are generally happy with how their employers have done so far, there isn't the same confidence that their companies are planning for what comes next.

We won't go back to the way we worked before. The opportunity is to go back to a better way of working

Australian office workers see the changes COVID-19 has wrought as permanent. That means every organisation has the opportunity to define a better future of work for all staff, right now.

The future of work is The Home Enterprise

Empowered by digital technologies and new, hybrid ways of working, Australian businesses can become 'home enterprises' by embracing:

Working strong: Creating resilience by dealing with motivational and equipment challenges

Working anywhere: Creating flexibility by driving the option, not the mandate, to work from home

Working smart: Driving ongoing productivity by empowering people who are actually working harder at home

Working through disruption: The Australian office worker experience

The first time most Australian workers understood the scale of the impact of COVID-19 was likely around the second week of March 2020. By the end of March, the majority of Australian offices were closed, states were shut down, and borders were closed. We were living in a new reality.

We asked Australian office workers about their experiences and how their employers had dealt with the challenges posed by COVID-19 as Australia's workforce transitioned to work remotely.

Flexible work was possible for most people already

We found the majority of Australian office workers were relatively prepared for the initial impact of the lockdown.

Almost three in five (59%) workers noted they were able to work from home or work remotely even before the COVID-19 outbreak.

Yet, that ability to define your own workspace wasn't distributed equally across demographics.

While some differences may be attributable to family situations - for example, 63 per cent of workers with children in their household being able to work from home, as opposed to 55% without - others are harder to explain.

Men are significantly more likely to have been able to work from home (65%) before COVID-19 than women (53%). And younger or less well paid employees are also much less likely to have been able to work remotely, potentially because of traditional attitudes toward presence in offices, a lack of trust, and a focus on in-person training and team-building.

But, whereas working from home may once have been a luxury for some, it is now enforced for the majority. Working from home has now been mandated for 80% of Australian office workers by their employers.

'I was able to work from home or work flexibly prior to the COVID-19 outbreak'

Total
59%

Male **65%** Female **53%**

Age: <45 years old

Male **69%** Female **54%**

Age: >45 years old

Male **60%** Female **50%**

Age bracket

18-45 **50%** 25-39 **64%**

Children at home?

Yes **63%** No **55%**

Income

<80k **53%** 80k+ **61%**

(Q: 'Looking at your current working situation, which of the following would apply to you: I was able to work from home or work flexibly prior to the COVID-19 outbreak')

Are Australian workers satisfied with their company's reaction?

By and large, the majority of Australian office workers feel that their employers were able to react well to the obstacles that COVID-19 and the sudden shut down created.

More than nine in ten workers (91%) said that they were happy with the job their company did to adapt to the challenges of COVID-19.

That satisfaction is borne out by the fact that the vast majority of Australian workers are both able to do their jobs effectively (82%) and are able to maintain a healthy work-life balance while working from home (81%).

Age plays a significant role in these attitudes. Our research reveals it is significantly harder for younger staff to maintain a healthy work-life balance than for older staff. While as many as 88 per cent of workers over the age of 55 said they could maintain a healthy work-life balance, the youngest employees (aged 18-24) are 17 points (71%) less likely to agree.

Workers' happiness seems to be driven by the speed with which changes were enacted and their ability to get working quickly.

Our research found:

- 75% agree their company acted quickly and decisively
- 71% agree their company is well set up to work from home
- 71% agree their company organised the right equipment for them to work from home
- 79% agree their company organised ways to stay connected with their colleagues

While Australian businesses get good marks for being reactive, there remains work to do to create and communicate a plan for the future.

'Looking at your current working situation, which of the following would apply to you?'

'I am able to maintain a healthy work-life balance while working from home'

81%

'I am able to do my job effectively while working from home'

82%

'I am happy with the job my company did to adapt to the challenges of COVID-19'

91%

(Q: 'Looking at your current working situation, which of the following would apply to you?')

“Traditional opinions on the ability of individuals to be effective from home have been tested - and the proof points are clear. Our capabilities, levels of motivation, and outputs are much the same for remote working scenarios, for all team members. That's why the future of work in Australia will see a much broader acceptance of remote participation in day-to-day activities.”

Paulette Hogan, APAC Delivery Director, Appirio

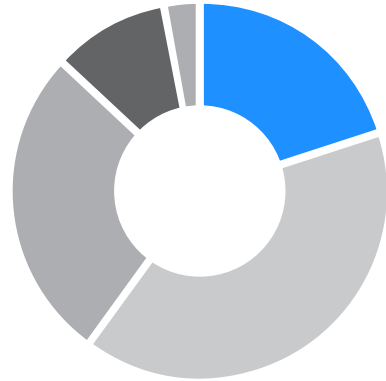
Only 20 per cent of Australian office workers strongly agree that their companies have a plan for a post-COVID-19 future. And as many as four in ten workers don't agree their company has a plan, underlining the need for a focus on the future from all Australian businesses.

COVID-19 has changed the world of work permanently.

Australian office workers are looking to the future because they inherently understand that the changes wrought by COVID-19 are permanent.

In fact, three quarters of respondents (75%) said that COVID-19 would change the way they work for good. And 71 per cent went further to state that they would use this period to redefine how they work in the future. And workers believe their companies should embrace these changes. As many as 85 per cent say new styles of working have a positive impact on how their business operates.

'My company has a plan for the post-COVID-19 future'



- 20% Strongly agree**
- 40% Somewhat agree**
- 27% Neutral**
- 10% Somewhat disagree**
- 3% Disagree**

(Q. 'When considering the company you work for, to what extent does each of the following statements apply to you: My company has a plan for the post-COVID-19 future')

“There will be pressure from workers to keep some of the flexibility they have now once the self-isolation has ended’ ... ‘deliberate steps to switch the trend away from ‘facetime’ in the office to more flexible working’ ... Post-isolation society will need to ‘deliberately work to bake this new capacity into the employment market permanently’.”

Salesforce Insurance Report, 2019

Lessons for the future of work

Working strong

Australian organisations must focus on creating resilience by dealing with the key motivational and equipment challenges that new circumstances have created.

Eight in ten workers believe this period shows working from home is possible for a majority of jobs. Maintaining and improving the ability to do that effectively is critical.

Working anywhere

Australian organisations must embed mobility into their business - empowering flexibility by driving the option, not the mandate, to work from home for all staff.

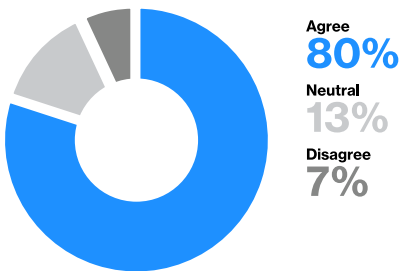
More needs to be done to make flexibility the norm for Australian workers. Today, less than a third of workers (32%) think they're better connected to colleagues when working from home than in the office.

Working smart

Organisations across Australia have to harness the energy and effort of their staff to make productivity improvements, even during a crisis.

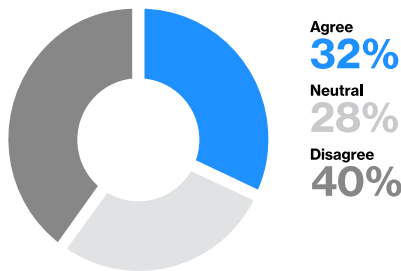
Despite the majority of workers saying that they are working harder during the COVID-19 shutdown, less than half (49%) agree they are more productive working from home. Our staff need help to optimise their effort.

'I think COVID-19 has shown remote working is possible for the majority of jobs'



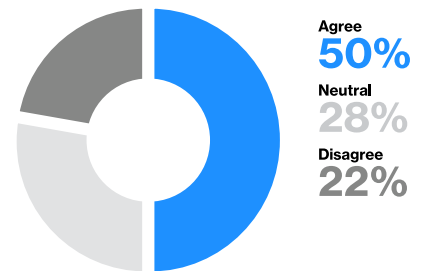
(Q: 'If you think about how you would like to work in the future, please indicate to what extent you agree with each of the following statements: I think COVID-19 has shown remote working is possible for the majority of jobs')

'I am more connected to my peers/colleagues while working from home'



(Q: 'If you think about how you would like to work in the future, please indicate to what extent you agree with each of the following statements: I have found I am more connected to my peers/colleagues while working from home')

'I have been more productive during this period'



(Q: 'If you think about how you would like to work in the future, please indicate to what extent you agree with each of the following statements: I have found I have been more productive during this period')

The world of work is always evolving.

Whereas once organisations used work-life balance to promote company culture, over time the way they spoke about work began to change. In some businesses even separating the two states became impossible, and ideas like work-life integration began to take hold.

Yet, there remained the assumption that an employee's ways of working were defined by the employer. That assumption may have changed, almost overnight. Future ways of working can now be defined from a place of equity.

In a post-COVID world, the genie is out of the bottle. Traditional misconceptions around cost, complexity or lack of desire to work flexibly have been rendered moot. The fact is, Australian workers are working harder now than ever - and actively want to work in this way.

We believe this period heralds the end of the 9-5, office-based work era. We're calling this 'the home enterprise'.

It is a way of working that understands that every employee has unique circumstances that impact their roles differently, across age, gender, income, family groups, and more.

It is a way of working enabled by digital transformation, with cloud applications and mobile devices empowering people to create the environment that works for them.

And it is a future where work remains the 'what', but the 'how', 'where', and 'when' are flexible.

Working strong

As employees and employers alike navigate their way through the COVID-19 crisis, building resilience is a core skill. The ability to adapt to quickly changing circumstances while maintaining productivity has been central to many organisations survival during a sharp economic shock.

But not only is this ability to work strong key to responding to the crisis today, but it will remain a central pillar of our capacity to recover and thrive in a post-COVID-19 world.

To understand more about how businesses in Australia could support and improve their resilience, we asked office workers about the challenges they had experienced while working through disruption.

Motivating Australia's remote workforce

One day hundreds of thousands of staff were working in offices around the country. The next they were at home.

This mass shift to remote working has had the effect of proving that wholesale remote working is no flight of fancy. As many as eight in ten (81%) office workers now agree that the majority of Australian office jobs can be completed remotely.

Yet, now that workers across Australia have proven they can effectively work from home, other challenges have arisen.

The most significant challenge Australian office workers have experienced working from home isn't technology or creating the right environment for work, it's motivation (44%).

Probably unsurprisingly, these challenges differ based on personal circumstances. Motivation remains the biggest challenge for 18-24 year olds, but they are feeling that challenge significantly more acutely than the general population (58% vs. 44%). Meanwhile, workers with one or more children find work-life balance their biggest challenge (45%), even beyond maintaining motivation.

“Many business leaders were complacent with rolling out digital tools prior to COVID-19. Suddenly they had no choice, which forced them to realise it takes five minutes instead of two hours. The mindset has shifted from thinking about what to do moving forward to constantly being more efficient and prepared, so that staff are stoic when the next crisis hits.”

Amanda Rose, Founder, Small Business Women Australia

'In your opinion, what has been the biggest challenges when remote working during COVID-19'

44%

Maintaining motivation

41%

Ensuring work-life balance

34%

Feeling part of a team

(Q: 'In your opinion, what has been the biggest challenges when remote working during COVID-19?')

'What actions has your company completed to help your transition to remote work during COVID-19?'

'Provided IT software (Cloud-based collaboration and productivity software etc.)'

75%

'Provided IT hardware (laptops/monitors etc.)'

67%

Updated or trained employees on new ways of working

53%

(Q: 'In your opinion, what has been the biggest challenges when remote working during COVID-19?')

Digital tools have met to the challenge - but there's more to do

Despite Australian business' speedy response to setup remote working for the majority, technology is still a problem for more than a quarter of Australian office workers. This includes getting the right set-up in their home office (26%) and setting up the right technology (22%).

The positive news is that these problems have been largely mitigated by employers.

Three quarters (75%) of Australian companies have provided IT software, like cloud-based collaboration, to help their remote staff, while more than two thirds (67%) also helped out with hardware like laptops or monitors.

Yet, there remains work to do. Almost half of Australian office workers reported that their company had not updated or trained staff on new ways of working - including a majority (56%) of workers aged over 55.

Office workers miss other office workers, not the office

When we asked what office workers missed most from their offices, it was clear that workers miss other workers.

The most missed factor from the office for Australian employees is team camaraderie (45%) and the social life of the office (41%).

'When you think about what it was like working in your office, what are the things you miss the most?'

41%

Social life

39%

In-person meetings

30%

Ability to work without constant interruptions/distance

21%

Office perks (free food, drinks, gym, etc.)

22%

Setting up the right technology

(Q: 'When you think about what it was like working in your office, what are the things you miss the most?')

"I was surprised at how we adapted to working from home. It took minutes for our technology to get organised, but adapting to not working in close proximity to our team took weeks. Things that previously happened informally in our office - discussions around designs or solutions, questions and feedback - needed a structure behind them because we are all remote."

Bryan Dobson, Bower House Digital

Interestingly, there are large discrepancies in results on these factors based primarily on age. Only 35 per cent of 18-24 year olds missed team camaraderie, compared to 58 per cent of over 55's. For those younger workers, office social life was more important (51%), while it was much less missed by over 55 workers (33%).

Similarly, only 39 per cent of Australian workers miss in-person meetings, potentially driven by the enormous uptake of new digital collaboration tools.

The concept of the office is due a reappraisal

Virtual offices and digital collaboration are not new, with tools to connect people wherever they are in the world available for some time prior to COVID-19. But the results of the enforced mass shift to remote working - and the realisation of what is important about those workspaces - may demonstrate that the idea of a traditional office is becoming outdated.

When we asked Australian office workers what they missed from their office, it became clear that what workers want from an office is the ability to facilitate work - rather than being a space dedicated to it.

It may seem counter-intuitive, especially to anyone who has overseen an office desk move, but more Australian office workers miss having access to office equipment (44%) than having a dedicated space of their own to work in (34%). And as more digital tools become available to enable paperless remote working, the office may become the last refuge of printers, scanners, and other similar technology.

Considered alongside the finding that Australian office workers are significantly more affected by missing their colleagues in terms of team camaraderie or social life, we can begin to envisage a new type of flexible office, eschewing desks for a more flexible environment.

What Australian businesses can do:

- Empower Gen-Z workers by boosting collaboration and communication
- Recognise that people's performance and motivation is dependent on their remote working environment
- Place a stronger emphasis on training older employees on new ways of working so they learn how to use technology and feel engaged, no matter where they're working from
- Evaluate the necessity of your traditional office and the equipment it provides. With the correct technology in place, employees will feel empowered to work from their virtual office just as they would in the physical office.

In your opinion, what has been the biggest challenge when remote working during COVID-19?

Having access to office equipment like printers, scanners, etc



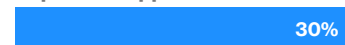
A full desk set-up



Having a dedicated place to work



In-person support staff



(Q: 'In your opinion, what has been the biggest challenge when remote working during COVID-19?')

“Setting up a continuity plan will improve staff culture and ensure the entire organisation is on the same page. When a routine is set in place, people know what to expect. They’re given an element of stability so that when things change, people aren’t shocked.”

Tom Hyde, Head of Commercial Business, DocuSign

Working anywhere

Australian office workers have been able to experience true flexibility and mobility during the enforced lockdown of COVID-19 - and it's clear there is a strong desire to be equally empowered in the future.

While organisations may have been able to argue flexible or remote working wasn't practical, effective, or even possible before, office workers have realised that there is now no excuse during the era of the home enterprise.

The future is flexible

It is clear that employers cannot put the genie back in the bottle. Flexible, digitally enabled working is only going to be more valued by employees from here on out.

The sudden dependence on digital infrastructure - from online documents to collaboration - has changed work as we know it for three quarters of workers.

And because of that shift in perception, only five per cent of respondents to our survey said they thought recent disruption would not accelerate more digitisation or more flexibility within their jobs.

Realising the benefits of flexible working

This heightened preference for flexible working may be attributed to the immediate benefits seen by office workers. We asked office workers to compare their flexible working situation during a period of disruption with their typical office-based activities.

'The pandemic and subsequent recovery will accelerate the ongoing digitalisation and flexibility of work'



Agree **77%** Neutral 17% Disagree 5%

(Q: 'Thinking about the way your workplace and industry has adapted to working from home, to what extent do you agree with these statements?')

'Our sudden dependence on the expansion of digital infrastructure, from digital documents to WiFi, in order to work remotely, will change work as we know it'



Agree **75%** Neutral 19% Disagree 6%

(Q: 'Thinking about the way your workplace and industry has adapted to working from home, to what extent do you agree with these statements?')

“It’s important to remove all friction so that the focus is on what makes your business unique. This is achieved by embracing new tools and processes.”

Josh Callaghan, Chief Operating Officer, Real Estate Institute of Queensland

The results were stark. More than three quarters of office workers (76%) enjoyed having more time back in their day as a result of not having a commute, and over half (51%) saw increased team morale and empathy resulting in more fluidity in working hours.

It is also important to understand that each flexible working experience is unique.

By and large, the views of an older, male demographic seems to prefer in-person, office-based working style. Younger, female workers are more likely to benefit from - and want more of - flexible workstyles.

Not having to commute has given me time back in the day	Women >45 83%	Men <45 70%
Increased flexibility has improved team morale and empathy	Women <45 57%	Men >45 39%
Will request their company re-evaluates working from home policy	Women <45 62%	Men >45 48%

“I think we will likely shift to a remote first operation. There is a big difference between having a team member work from home and being able to work from anywhere. We will also make more time for mental health - using personal check-ins to look after people and give them an outlet outside of work meetings.”

Damien Gooden, HR Central

The unlamented end of the office commute?

Those results also shine a light on another part of the traditional work experience - the office commute. While commuting has always been a part of the working day, it's also mostly unproductive and unpaid time. It's no surprise that it is due a reappraisal.

When we asked what Australian office workers saw as the biggest benefits of their current working circumstances, the most popular answer was gaining commute time back into your day, only followed by using more flexible hours.

‘Our sudden dependence on the expansion of digital infrastructure, from digital documents to WiFi, in order to work remotely, will change work as we know it’



1. Equipment such as a proper desk, monitors, keyboard, etc.
 2. Applications such as Zoom, Dropbox, Slack, etc.
 (Q: Whether you're working harder or not at home, when you think about your work from home environment, what factors have most impacted your work levels?)

Flexibility as an option, not an obligation

Yet, there remains a latent desire for in-person work environments.

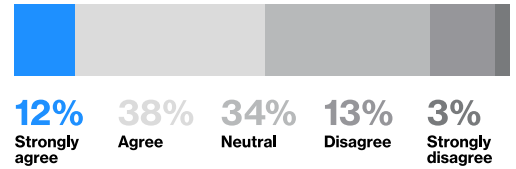
Despite the benefits of remote working that are being felt, more than half of Australian workers (52%) say they prefer the structure and stability that comes with full-time office hours and teams who are physically present.

The key for businesses will be empowering each individual employee to work in the best way for them - not enforcing either home or office-based working, but providing the option. We found more than six in ten workers (61%) believe they should have the ability to work from home when required in a post-COVID-19 world.

“What’s certain, is that a lot will change, and we’ll probably never go back to the old normal. Many companies have offices that resemble production lines when we know this isn’t how creative knowledge work thrives. We have now lived through an experiment that has highlighted, if you put in the proper constructs, knowledge worker industries can work effectively from home.”

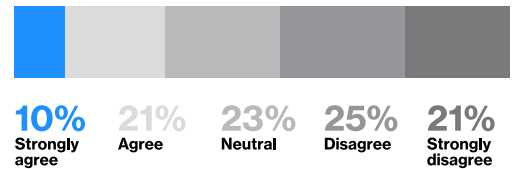
Dominic Price, Work Futurist, Atlassian

‘The increased flexibility in working hours that comes with the current work from home scenario has improved team morale and empathy’



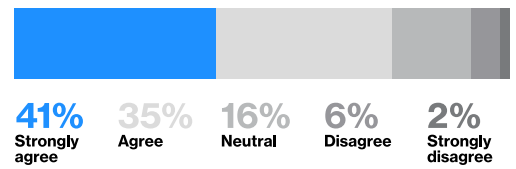
(Q: ‘To what extent do you agree with the following statements?’)

‘I will request to work from home on a full-time basis post-COVID-19’



(Q: ‘To what extent do you agree with the following statements?’)

‘Not having a commute to work has enabled me to have time back in my day’



(Q: ‘To what extent do you agree with the following statements?’)

What Australian businesses can do:

- Foster a culture of trust, which promotes the idea that employees will complete their work, even if they are not in the office
- Empower employees to work from home when required -- so long as they communicate their needs openly with their teams
- Enable employees with access to digital tools that allow them to work efficiently, no matter where they are

Working smart

The future of work will require a central focus on enabling productivity among a disparate workforce to ensure continued success.

That means working smart - enabling office workers who are actually working harder at home than they were in the office.

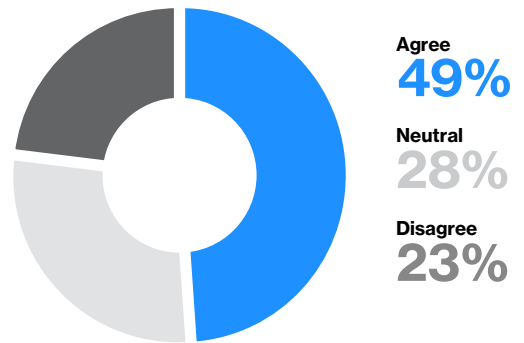
Australians are working harder at home

Far from hurting productivity, 80 per cent of Australian office workers are working as hard, or harder, at home than they would in the office.

In fact, one in six workers go as far to say they are working significantly harder out of the office.

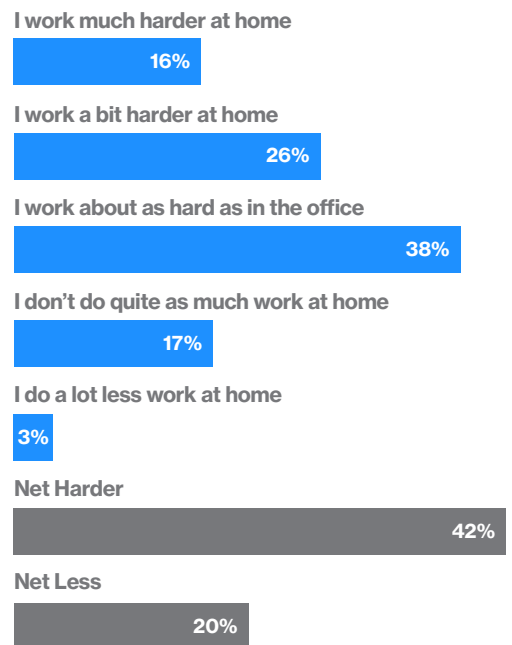
Age and family play a role in the intensity of remote work. Younger workers, between 18 and 24, show a higher likelihood of doing less work at home than the average (34% as against an average of 20%), while parents are more likely to be working harder. Forty seven per cent of workers with one child or more say they're working harder, against an overall average of 42 per cent.

'I have been more productive during this period'



(Q: 'If you think about how you would like to work in the future, please indicate to what extent you agree with each of the following statements: I have found I have been more productive during this period?')

'How has working from home impacted your work levels?'



(Q: 'How has working from home impacted your work levels?')

“The future of work in Australia will see more flexibility in working arrangements and online collaboration. That means even more utilisation of technology and less fear about trying new ideas and working practises in work cultures.”

Kristina Testore, Royal Institute for Deaf and Blind Children

Working hard, but hardly working?

Yet, despite Australian office workers doing more work, they are not necessarily being more productive.

49 per cent of Australian office workers say they are more productive working from home, while more than one in six workers (17%) strongly disagree they're more productive.

Smart technology, smarter work

Technology plays a key role to turn more work into more outcomes for Australian businesses.

More than a quarter of office workers agree that having access to the right office equipment - such as DocuSign, Slack and Zoom - fosters higher productivity.

Similarly, access to the right office equipment has empowered 28 per cent of staff to improve work levels.

Those considerations also impact what office workers want to take with them into the post-COVID-19 world. Top of the list is the ability to work from home when required, but there is also strong support for continued trust in employees to complete work remotely (44%), video meetings (30%) and more digital processes (26%).

Investment in new skills

Finally, our younger generations of workers are taking advantage of this period to turn toward personal learning and development while working from home.

While more than half (52%) of all office workers are using this period as an opportunity to learn new skills, this is especially true for employees at the outset of their careers.

More than two thirds (67%) of 25-39 year olds and 57 per cent of 18-24 year olds have found themselves investing time in learning new skills to use in the future.

“The quicker you are to adapt to and be decisive with new technology, the more likely you are to stay ahead of competition. Tools like Zoom are great – but how do we make the most of them? When work returns to ‘normal’, your team will have a cascade of new digital skills that they’ve learnt as a result of this mindset.”

Amanda Rose, Founder, Small Business Women Australia

‘When you think about your current working from home experience, what are the things you think should continue in a post-COVID-19 world?’

Ability to work from home when required

61%

Ability to define flexible working hours

50%

Trust in employees to complete work¹

44%

Prioritising work life balance

42%

Video meetings

30%

More digital processes

26%

(Q: ‘When you think about your current working from home experience, what are the things you think should continue in a post-COVID-19 world?’)

1. ...even if you’re not in the office

What Australian businesses can do:

- Develop a focus on empowering productivity - not longer hours. Wellbeing and recognition are critical, as well as a focus on enabling smarter working practices and tools
- Create a reward system for employees who do outstanding work, as this will increase morale and productivity, especially among Gen-Z
- Provide upskilling opportunities for employees on a monthly or quarterly basis

The time is right to empower the future of work in your business

Australia's office workers have spoken clearly. They told us that a period of significant disruption has occurred and that they have adapted and adopted the changes that have been enforced upon them.

The traditional assumptions we have of how we work - commuting to an office, sitting at an assigned desk, using wired, corporate owned technology, inflexible hours and roles - have been upended. And now that employees have seen there is another way, they have been empowered to expect more from our organisations. There is absolutely no excuse not to approach work in a new, mobile, flexible way.

Back to better

The opportunity for all Australian organisations is to understand that there will not be a return to normal, but instead work to optimise our businesses so we can go back to better.

We believe the key to realising that opportunity is to adopt the tenets of a home enterprise. That means understanding that every employee has unique circumstances that impact their roles differently. It means adopting digital and cloud solutions to enable flexible, paperless, remote working. And it means defining the policies and processes of work in partnership with your staff - not mandating them.

Some specific ways we believe we can do that are by:

- Empowering younger works by boosting collaboration
- Training older workers so they know how to use technology and feel engaged
- Recognising that people's performance is dependent on their remote working environment, and rewarding exceptional work
- Fostering a culture of trust, which supports the idea that employees don't need to be in the office to complete their work
- Providing digital solutions that allow employees to easily facilitate remote work

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Methodology

DocuSign commissioned Decibel Research, an independent research services provider, to script and host an online quantitative survey of respondents in May 2020.

The research is based on a representative sample of the Australian professional workforce (aged over 18 years) and was selected by the research panel provider, Pureprofile. The sample comprised 2,008 respondents, distributed across metro, regional, and rural areas of Australia. Respondents were qualified to ensure they were primarily office-based workers and are working from home due COVID-19.

Where attributed, the quotes and the opinions portrayed reflect the individual's personal comments and do not always reflect the views of the entire department or organisation they represent.

About DocuSign

DocuSign helps organisations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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