

What financial services employees say about hybrid work models



Kyndryl surveyed 300 managers and staffers at large financial services companies around the world to understand their perceptions of productivity, collaboration, culture, and inclusivity in hybrid work settings.

In a line, they said: get hybrid, get results.

[Read our report](#) on the survey findings and proposed action steps for financial services leaders.

This document summarizes the five key takeaways.

1

Hybrid work models overwhelmingly preferred by employees in financial services

- 86% of respondents say it's important or extremely important to work remotely at least some of the time.
- 75% would at least consider looking for other roles if they weren't able to work remotely some of the time.
- 72% would prefer to have the option of working remotely at least three days per week.

2

Hybrid work models fuel productivity

- 83% of respondents agree or strongly agree the arrangements enable them to get more work done.
- 83% agree or strongly agree hybrid work models make it easier to meet deadlines.
- 79% say having a hybrid work schedule also enables their colleagues to get more done.

3

Hybrid work models increase collaboration

- 64% of respondents agree or strongly agree that hybrid work models enable their teams to be more collaborative.
- 61% agree or strongly agree they are more likely to seek input on work from teammates when working remotely.
- 78% agree or strongly agree that having a hybrid work schedule makes them more engaged on days working in the office with their teams.

4

Hybrid work models may enhance diversity, equity, and inclusion programs

- 67% of respondents say virtual meetings are an easier environment than in-person meetings to contribute ideas.
- 64% agree or strongly agree with the statement, “I am more likely to contribute ideas in a virtual meeting.”
- 58% agree or strongly agree with the statement, “Virtual meetings make it less likely that a single person will do most of the speaking than in-person meetings.”
- 78% agree or strongly agree with the statement, “I am just as empowered to advance my career when working in a hybrid setting as I was working in office full time.”

5

Hybrid work models improve work culture

- 85% agree or strongly agree that working in a hybrid environment makes a positive impact on their company’s work culture.
- 87% agree or strongly agree that having a flexible work arrangement has a positive impact on their daily employee experience.
- 91% agree or strongly agree with the statement, “My manager trusts me to get my work done remotely.”
- 74% agree or strongly agree with the statement, “My manager would say that hybrid work environments enable members of my team to be more productive/effective.”

How we got the data

Kyndryl engaged a third-party research firm to survey 300 employees in the financial sector who work remotely at least part of the time. Responses were collected online from March 30 to April 19, 2023.

Respondent demographics:

- Individual contributors and managers (i.e., non-director level) of large enterprises (i.e., 1,000+ employees)
- 5+ years professional experience, including experience working in person
- Primary location in Europe, India, Japan, or North America
- Financial services: 35% of respondents
- Banking: 31% of respondents
- Insurance: 34% of respondents

Read the full report



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