

Pre-analysis Plan

The Role of Monthly Office Days in a Fully Remote Work Model

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1. Introduction

Remote work has become a central aspect of the modern work environment, driven by health concerns and technological advancements. The sudden transition to remote work during the pandemic offered a large-scale, real-time experiment on its impacts. While many employees have appreciated the flexibility, concerns about decreased productivity and diminished job satisfaction persist. Understanding how to optimise remote work arrangements is crucial for both employees' well-being and organisational efficiency.

This study aims to fill this gap by investigating whether incorporating monthly office visits into a fully remote work model improves productivity and job satisfaction among call center agents in Şanlıurfa, Turkey. By employing a randomised control trial, the study will compare a treatment group with monthly office visits to a control group that remains fully remote. Key variables include productivity metrics, job satisfaction scores, and retention rates, measured over a nine-month period with follow-up surveys for long-term effects. The findings aim to inform organizational policies, enhancing both employee satisfaction and productivity in remote and hybrid work settings.

2. Experimental Strategy

Randomization and Treatment:

Call centre agents will be randomly assigned to either a treatment group or a control group based on their employee ID numbers. Those with odd-numbered IDs will join the treatment group and attend monthly office visits. Those with even-numbered IDs will be in the control group and work fully remotely. The company will monitor productivity and performance through its existing tracking systems. Regular surveys will collect data on job satisfaction to understand any differences between the two groups. This data will help assess the impact of office visits on employee well-being, productivity, service quality, retention, and job satisfaction.

Treatment 1 (Monthly Office Visits):

Agents will visit the office once a month. On these days, they will work in a room with colleagues under the supervision of a team leader. In addition to their daily responsibilities, they will have coffee and lunch breaks together as well as take part in a training session.

Control Group:

Agents in the control group will work fully remotely without any office visits.

3. Hypotheses

This section briefly sketches our hypotheses on how coming to the office once a month will affect workers' outcomes.

H1. Monthly office visits will enhance employee job satisfaction, leading to improved retention rates.

H2. Monthly office visits will enhance productivity and service quality.

H3. Monthly office visits will enhance communication between agents and team leaders.

Overall, we hypothesise that the integration of monthly office visits into a remote work model will lead to improvements in productivity, job satisfaction, and retention.

4. Empirical Strategy

4.1 Outcome Variables:

We will study to what extent the treatments affect respondents' outcomes. The key outcome variables are as follows:

Primary Outcomes:

- Productivity metrics (e.g., number of calls handled, average handling time)
- Service quality
- Job satisfaction

Secondary Outcomes:

- Employee retention
- Communication networks

4.2 Covariates:

Analyses will include control variables such as experience, education level, and household characteristics.

4.3 Sample and Sample Size:

The study will involve 250 agents, with 125 in the treatment group and 125 in the control group.

4.4 Estimation Method:

The effect of monthly office visits on the outcome variables will be estimated using difference-in-differences models:

$$Y_{ict} = \beta_0 + \beta_1 X_{it} + \beta_2 treatment_{it} + \alpha_i + \alpha_c + \alpha_t + \varepsilon_{it}$$

Where:

- Y_{it} : is the outcome of individual i in calendar date t
 X_{it} : is the time-varying characteristics of individual i in time t
 α_i : individual fixed effects
 α_c : Team fixed effects
 α_t : calendar date fixed effects
 ε_{it} : clustered at the level of the agent.

4.5 Heterogeneity:

We will study the heterogenous effects along various dimensions such as gender, education level (college/no college), tenure, and household conditions.

5. Timeline

The experiment will start on 1 July 2024 and end on 31 March 2025. A baseline survey will be conducted prior to the experiment, with follow-up surveys conducted several months after the intervention to measure long-term effects.