

MATCHOFFICE COVID-19 SURVEY REPORT

2020

53 countries
1172 workspaces

In this report, we collected insights from operators all over the world on how the COVID-19 breakout influenced the physical structures of their workspace, their practices of homeworking, their finances, employment rate, and future lease terms.

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The MatchOffice COVID-19 Survey

In 2020, the world faced with a never-before-seen pandemic which, out of the many spheres, had an immense impact on the commercial real estate industry. The lockdown and requirement for social distancing put a toll on the functioning of flexible offices and conference facilities. With businesses being on the brink of survival, in many cases it became impossible for companies to make rental payments.

In the [MatchOffice Industry Survey 2020](#) we touched upon the influence of COVID-19 on the Industry. In the present survey, we decided to gather some more insights regarding the workspace re-organization, the way operators' employees are working, and impact of the pandemic on the future lease terms.

We would like to thank our partners for participating in the MatchOffice COVID-19 Survey. We sincerely hope that the situation will improve soon, and we will be able to make up for the losses.



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Europe

Over 50% of workspaces felt significant negative effect on their business finances.

As COVID-19 hit Europe, most of us shifted to homeworking due to the lockdown and requirement for social distancing. All these limitations, unfortunately, put the growth of the market on pause. Now operators have to adjust to the “new normal” and re-organize their workspaces to meet the new requirements. The majority of our respondents state, that they had to make some alterations to their spaces because of the pandemic.

The number of people working remotely increased tremendously because of the outbreak over the last few months. According to the results of our survey, it looks like the quarantine did not bring dramatic changes to the employers' views on homeworking. With the incremental re-opening after the decline of the pandemic, most respondents still support the idea of their employees working remotely.

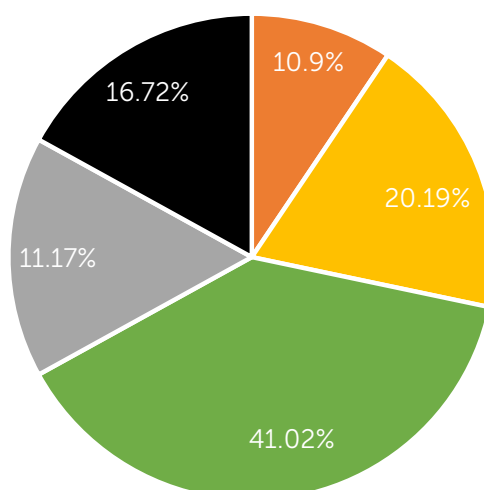
There was a drastic decline in the revenues, generated by the flexible working spaces during these months. More than half of our respondents experienced strong negative effect on their business finances. Although, the crisis did affect the employment rate of most operators, only the minority of almost 8% were affected to a very high degree.

As now clients are not able to make long-term commitments, most of the workspaces had to reconsider their future lease terms.



1

To which extent has the COVID-19 meltdown altered the physical structures of your office space?

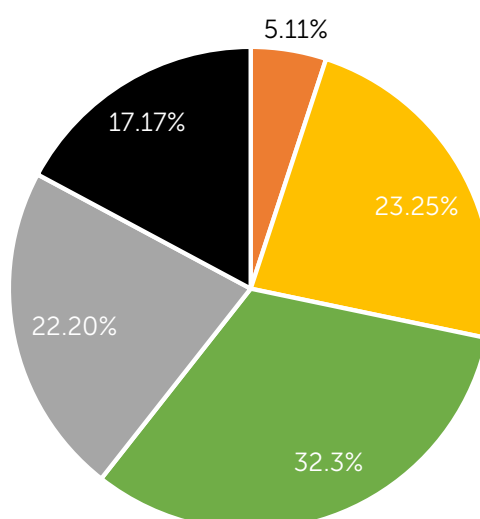


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

According to the majority of our respondents in Europe, there have been some alterations to the physical structure of their workspace due to the pandemic. 20.19% had to considerably alter their workspaces. 11.17% reported small changes, and 10.9% had to alter their working space to a very high degree.

2

How much has the COVID-19 break altered the organization of your office employees?

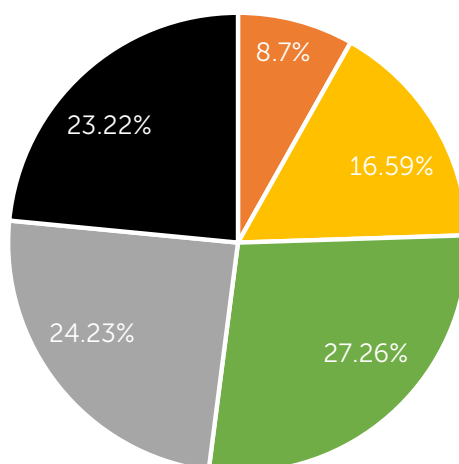


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

32.3% of operators report that with the pandemic they had to alter the organization of their office employees to some extent. 23.25% implemented considerable changes, and 5.11% had to greatly change the way they work.

3

To which extent has the corona pandemic changed your view on employees working from home?

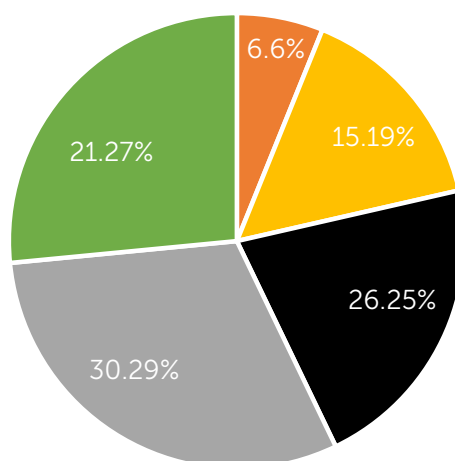


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

Most of our respondents report, that their view on employees working from home hasn't changed much. Generally, it looks like only a little over a quarter of operators require their employees to work full time at the office.

4

How much has the post-corona re-opening affected your practices of employee's homeworking?

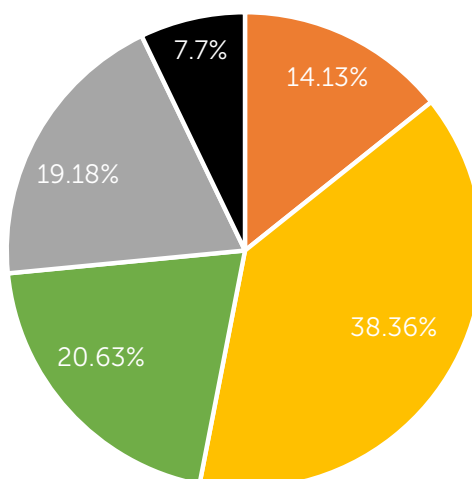


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

With the re-opening that came about after the decline of the epidemic, the absolute majority of our respondents are still okay with their employees working from home. Only 6.6% of operators put forward a demand for their employees to return to the office.

5

To which extent did the COVID-19 lockdown affect your business financials negatively?

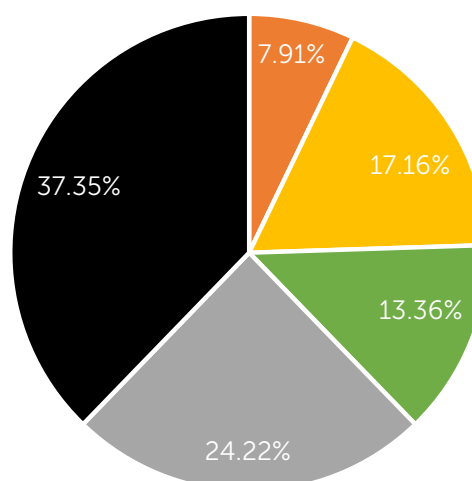


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

Unsurprisingly, most operators' finances were affected negatively at least to some extent. 19.18% of respondents report little negative effect. Only a mere 7.7% did not experience any affect on their finances whatsoever.

6

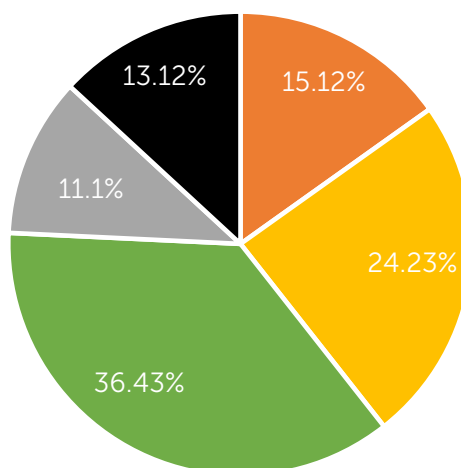
How much does the corona aftermath affect your employment rate?



■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

It is quite encouraging to see that 37.35% of our respondents did not experience negative effects on their employment rate. Although, the crisis did affect the employment rate of most operators, only the minority of almost 8% were affected to a very high degree.

To which extent will the global COVID-19 meltdown impact your future lease terms?



■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

With the new changing realia, it is understandable that most operators will change their lease terms. Most of the respondents reconsidered their lease terms to a considerable degree. Only 13.12% reported that their lease terms will remain unchanged.



Asia

Over 90% of operators changed their views on employees working from home.

Asia was the first to experience the consequences of the outbreak. With tenants moving away from the CBDs seeking safer solutions, operators were trying to adjust and overcome the fading of the industry. A mere 10.62% of our respondents made little, and 8.8% - no alterations to the structure of their workspaces.

Not only tenants, but workspaces themselves had to move their operations to homeoffice. Over a quarter reported that they are still working remotely, and only 16% have already fully returned to the office.

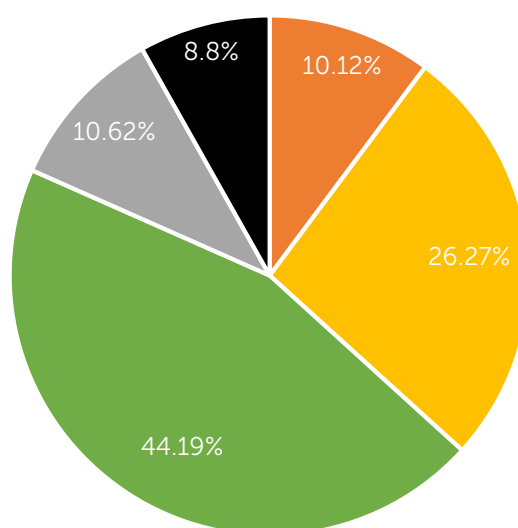
As tenants were struggling because of the crisis and moving out, the business financials of most workspaces were hit hard. Over 30% were affected to a considerable degree, and 37.35% of operators – to a very high degree.

Issues with funding brought about negative effects on the employment rate. Only up to 18% of our respondents felt no affect with regards to the latter. Unfortunately, it is not the same for the majority. 12.3% were affected to a considerable degree, and 13.45% - to a very high degree.

The COVID-19 pandemic was powerful enough to reshape the flexible office market in Asia. Workspaces are implementing new standards of operating to meet the requirements and make it in the “new normal”.

1

To which extent has the COVID-19 meltdown altered the physical structures of your office space?

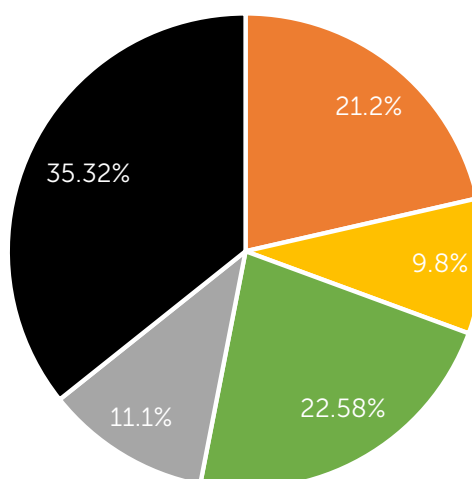


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

With the extending lockdown it is no wonder that most operators are willing to reorganize their spaces to meet the new requirements. Only 10.62% of our respondents made little, and 8.8% - no changes to their spaces.

2

How much has the COVID-19 break altered the organization of your office employees?

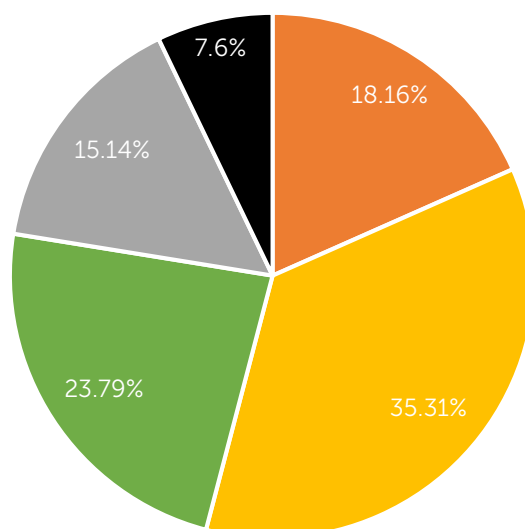


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

Unlike Europe, where the pandemic brought about changes in the organization of employees, over 35% of our Asian respondents had no changes whatsoever. A little over 20% reported to have changed their organization to a very high degree.

3

To which extent has the corona pandemic changed your view on employees working from home?

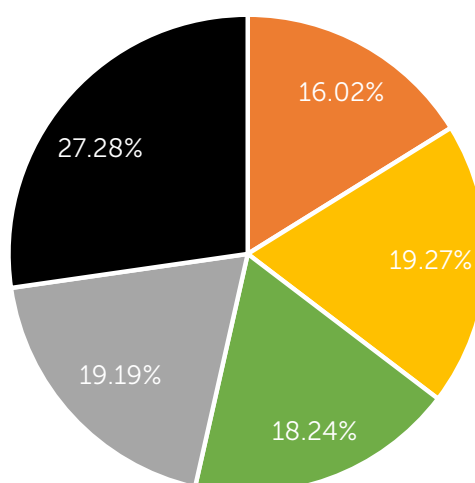


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

As can be seen, the pandemic changed the views of most of our respondents on their employees working from home. 18.16% reported to have reconsidered this practice to a very high degree. A mere 7.6% still think it is better to work full day at the office.

4

How much has the post-corona re-opening affected your practices of employee's homeworking?

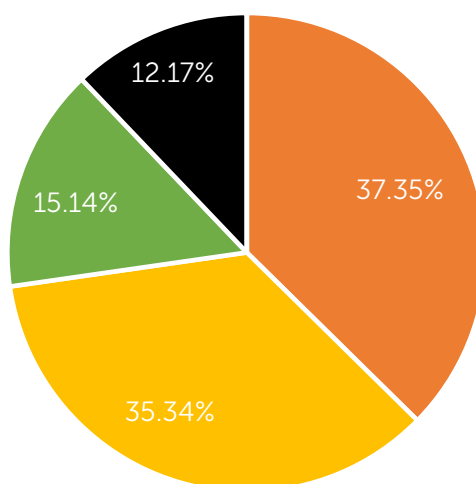


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

More than a quarter of our respondents say that their employees are still working from home after the re-opening. Almost 20% are slowly returning to the offices. 16.02% have already renewed full operation at their workspace.

5

To which extent did the COVID-19 lockdown affect your business financials negatively?

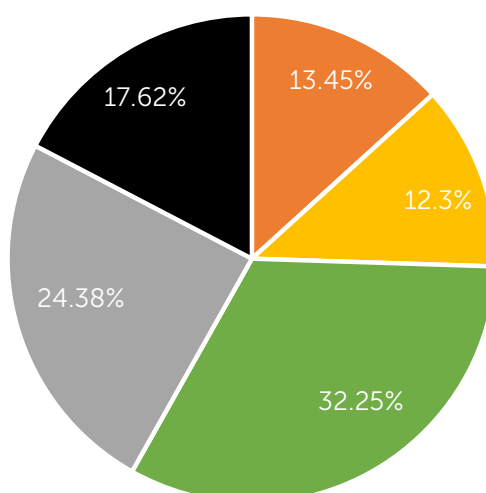


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

The industry in Asia, just like in other parts of the world, was vulnerable to the crisis brought about by the lockdown. Over 30% were affected to a considerable degree, and 37.35% of operators – to a very high degree.

6

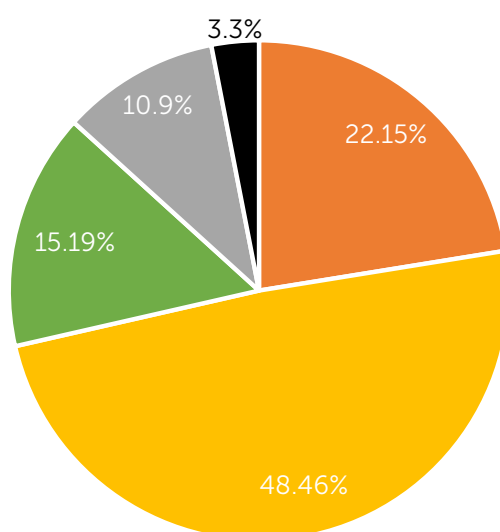
How much does the corona aftermath affect your employment rate?



■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

Only 17,62% of our respondents felt no affect of the crisis on their employment rate. Unfortunately, with the aftermath of the pandemic, the majority were affected by the fading of the industry. 12.3% were affected to a considerable degree, and 13.45% - to a very high degree.

To which extent will the global COVID-19 meltdown impact your future lease terms?



■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

With the drastic consequences of the lockdown, most of our respondents had to reconsider their lease terms. The former business models might not be compatible with the new post-COVID reality. 48.46% implemented considerable changes, whilst 22.15% were impacted to a very high degree.



North America

40% of our respondents continue handling operations from home after the re-opening.

The breakout of the COVID-19 brought about changes to the flexible workspace market in the USA. Around 80% of our respondents had to alter the physical structure of their office space to meet the regulations and offer safety to tenants.

Unlike Europe and Asia, in North America we could see that our respondents divided into two camps: the ones that either did not alter the organization of their office employees or made very few alterations and those who altered their organization to a great deal.

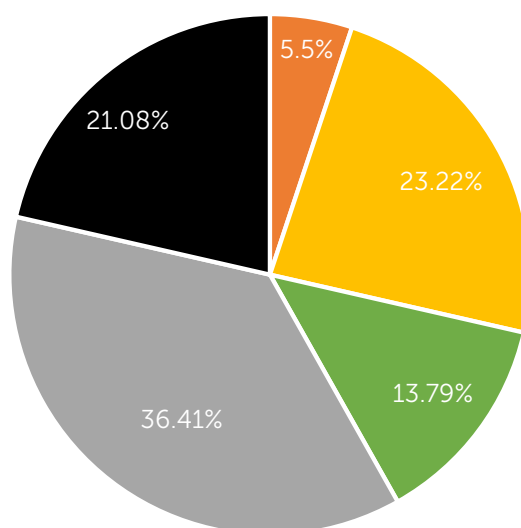
As quarantine began, occupancies fell drastically, and workspaces were struggling to stay afloat. A quarter of operators reported that their finances were affected to a very high degree. Only 4.4% managed to avoid the negative effects of the crisis. The good news is that nearly half of operators did not face problems with their employment rate.

Operators are in search of their model of choice that will work in the "new normal". Over 13% of workspaces will almost completely change their future lease terms. Flexibility will undergo significant modifications to survive in the post-corona reality.



1

To which extent has the COVID-19 meltdown altered the physical structures of your office space?

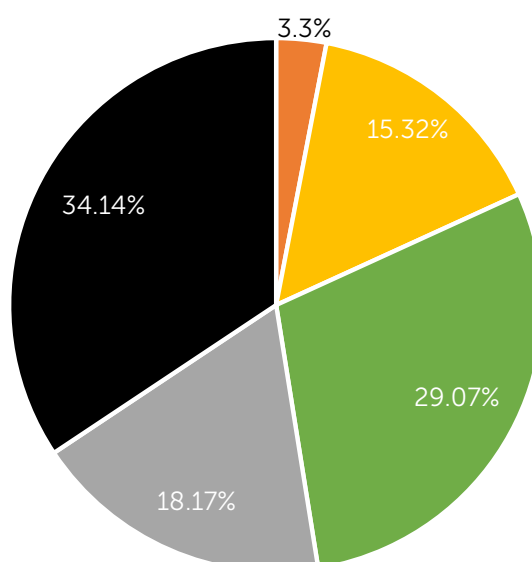


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

Although, most workspaces had to alter their physical structures to abide by the new regulations and avoid becoming a thing of the past, 21.08% made no changes at all. Only 5.5% altered their workspace to a very high degree.

2

How much has the COVID-19 break altered the organization of your office employees?

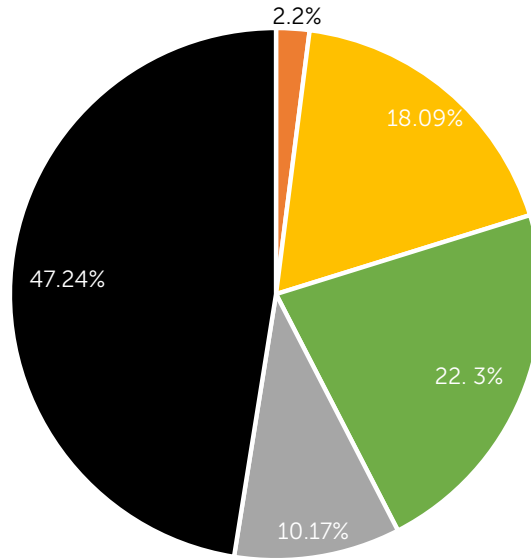


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

We can spot an interesting situation where half of our respondents either did not alter the organization of their employees at all or made little alterations. On the other hand, the other half considerably altered their organization, with 3.3% making great changes.

3

To which extent has the corona pandemic changed your view on employees working from home?

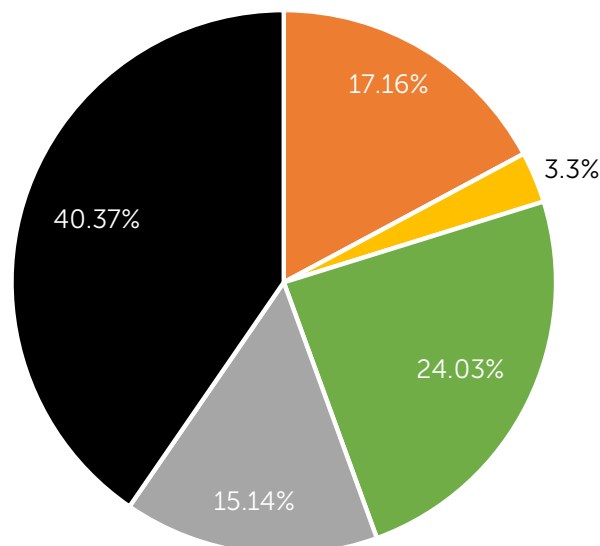


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

Over 47% of our respondents did not change their views on their employees working from home. 22.3% reconsidered these practices to some extent. Only 2.2% changed their views of homeworking to a very high degree.

4

How much has the post-corona re-opening affected your practices of employee's homeworking?

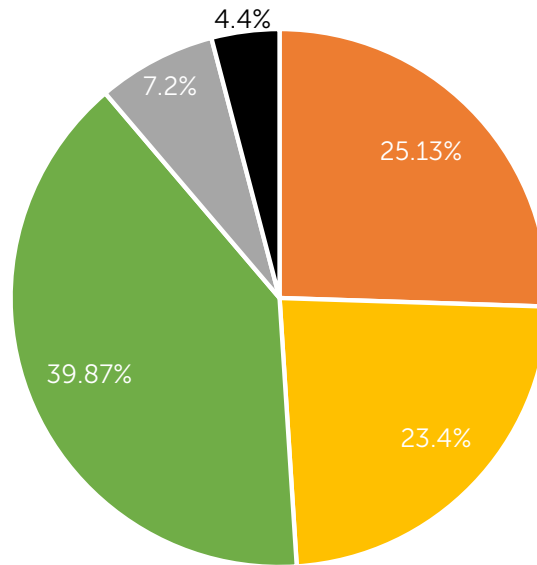


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

40% of our respondents continue handling operations from home after the re-opening. A little over 15% are partially returning to the office. 17.16% Have fully resumed their work from the office.

5

To which extent did the COVID-19 lockdown affect your business financials negatively?

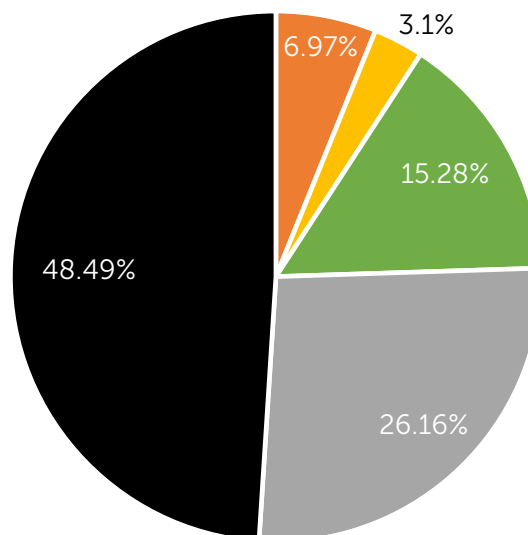


■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

This year's pandemic had a devastating effect on the business. Only 4.4% felt no negative affect on their business finances. Nearly 40% were affected to some extent, and a quarter of operators – to a very high degree.

6

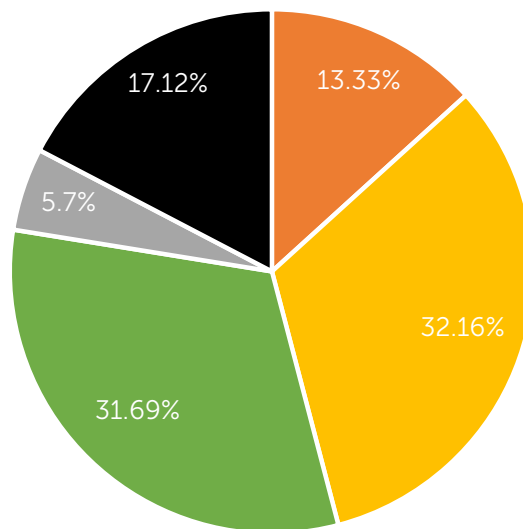
How much does the corona aftermath affect your employment rate?



■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

About a half of our respondents felt no negative effects on their employment rate. 26.16% report little affect, and only about 7% were affected by the corona aftermath to a very high degree.

To which extent will the global COVID-19 meltdown impact your future lease terms?



■ To a very high degree ■ To a considerable degree ■ To some extent ■ A little ■ Not at all

Workspaces are now searching for new working models of choice to still be able to maintain flexibility that is appropriate in the new realia. Still 17.12% report no impact on their future lease terms. 32.16% will considerably change their terms and 13.33% will almost completely change their model.



Global player in the sphere of commercial leases

MatchOffice is Europe's top portal specializing in commercial lease since 2003. Over 9,000 workspaces globally trust us to find quality leads for their vacant offices and workstations.

With your success in mind, we constantly strive to improve our services. MatchOffice is always there for you to help promote your workspace and give valuable recommendations for a faster rental.

We continue to develop the features of our platform and grow our network to better the customer experience and provide the widest choice possible. Join us today and start experiencing all the benefits already now!

MatchOffice shows support for networking with like-minded professionals by sponsoring the Coworking Europe Conference for the fifth consecutive year. This year's assembly will take place on November 25-27 in Vienna.

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MatchOffice

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