



# Describing demand for home office solutions

## What is the GSA priority?

The General Services Administration (GSA) launched Workplace 2030 (WP2030) to lead and support the federal government through developing the future of work. GSA develops and deploys customer-driven solutions to enable agencies to align people, processes, and tools. It is important to assess initial demand for these pilot solutions to inform future investment in developing the solution as a wider service to other agencies. Examining demand for WP2030 potential offerings also allows us to make progress in addressing GSA's Learning Agenda priority question: *What technologies and solutions does the federal workforce need to additionally improve effectiveness in a more responsive remote work setting?*

## What did we evaluate?

Home Office Solutions (HOS), one of the potential emerging services identified in WP2030 strategy, was intended to provide teleworkers and remote workers non-IT products (e.g., chair, standing desk) to work more effectively from home. HOS was piloted with GSA employees prior to plans for rollout with federal customers.

We partnered with the Public Buildings Service (PBS) project team and the Office of Customer Experience (OCE) to describe remote employee demand for non-IT products in home office environments as

well as logistical considerations for product assembly and installation.

## How did the evaluation work?

The sample for this descriptive cross-sectional study was Category 3 (i.e., remote) GSA employees. We administered a survey to 3,603 Category 3 GSA employees from October 12 to October 26, 2022 to assess demand for certain types of non-IT products and preferences for delivery and set up. We used descriptive statistics, measures of frequency to describe how often employees selected a given survey response.

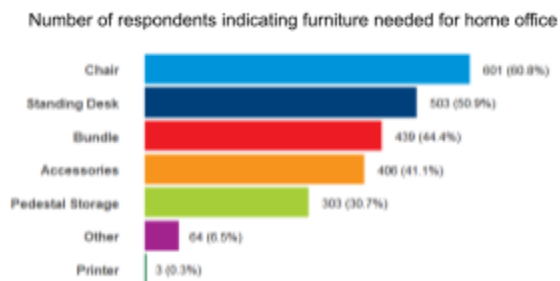
## What did we learn?

A total of 988 Category 3 GSA employees (27.4% of those sent the survey) completed the survey and expressed interest in participating in the HOS pilot. Figure 1 shows that most respondents were interested in ergonomic seating and adjustable work surfaces.<sup>1</sup>

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<sup>1</sup> N = 988; Respondents could select all choices that applied.

**Figure 1. Most GSA remote employee respondents request chairs and a standing desk**



The most commonly requested item overall was an ergonomic task chair (60.8%), but most participants (55.8%) requested both an ergonomic chair and work surface, whether as individual components (chair/desktop riser or chair/6' adjustable height table) or within a furniture bundle.

Most respondents anticipated few delivery and installation constraints. The vast majority of respondents (99.1%) expressed a preference for office products to be shipped directly to their home, and most (92.2%) did not anticipate any special considerations for delivery. Furthermore, 84.9% of respondents expected that they would be able to assemble furniture without assistance.

### **What do we recommend?**

Although the HOS pilot was discontinued in Q1 FY23, we recommend that GSA consider exploring low-cost options to help remote employees make their home office spaces more ergonomic. Insight gained into high demand for non-IT products in home office environments can be used to support GSA employees in future workplace initiatives.