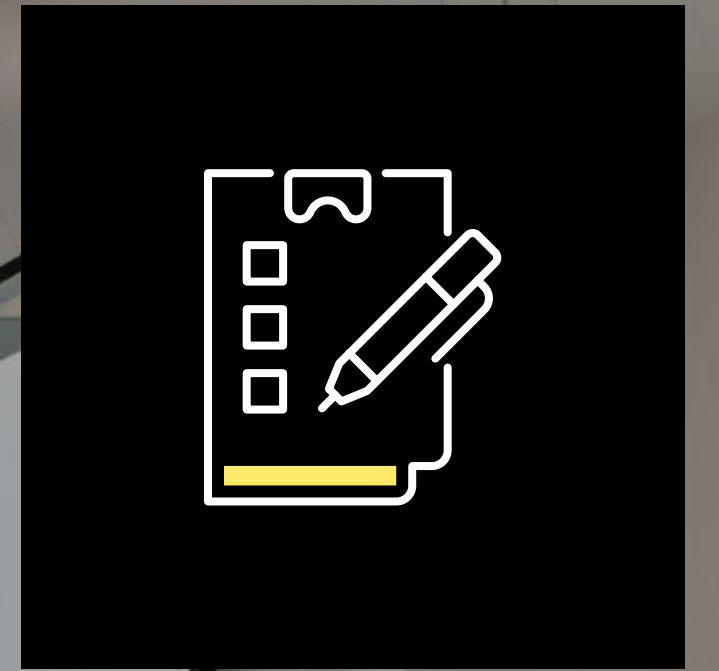


Morgan Lovell



Survey:

# Technology in the Workplace

What technology do offices need to get the best out of people?



The role of technology in the workplace has rocketed in the past few months as people used a wide variety of tools to collaborate and complete day-to-day tasks as they worked from home.

But as we return to the office, what role will technology play and what tech do organisations need to provide to get the best out of their people?

Morgan Lovell used OnePulse to poll more than 500 office workers to find out about the state of workplace technology in the UK.

# The findings

The survey revealed a sobering picture with 63% of people saying that their office technology was average at best.

Just over a third of employees (37%) felt their technology was good or cutting edge. A huge 41% reported the technology in their workplace was average and only just about helped them to get the job done. While a significant 22% said that the technology in their office was either mediocre or poor, often failed and was out of date with today's needs. Today's office workers are being let down by the technology on offer in their workplaces.

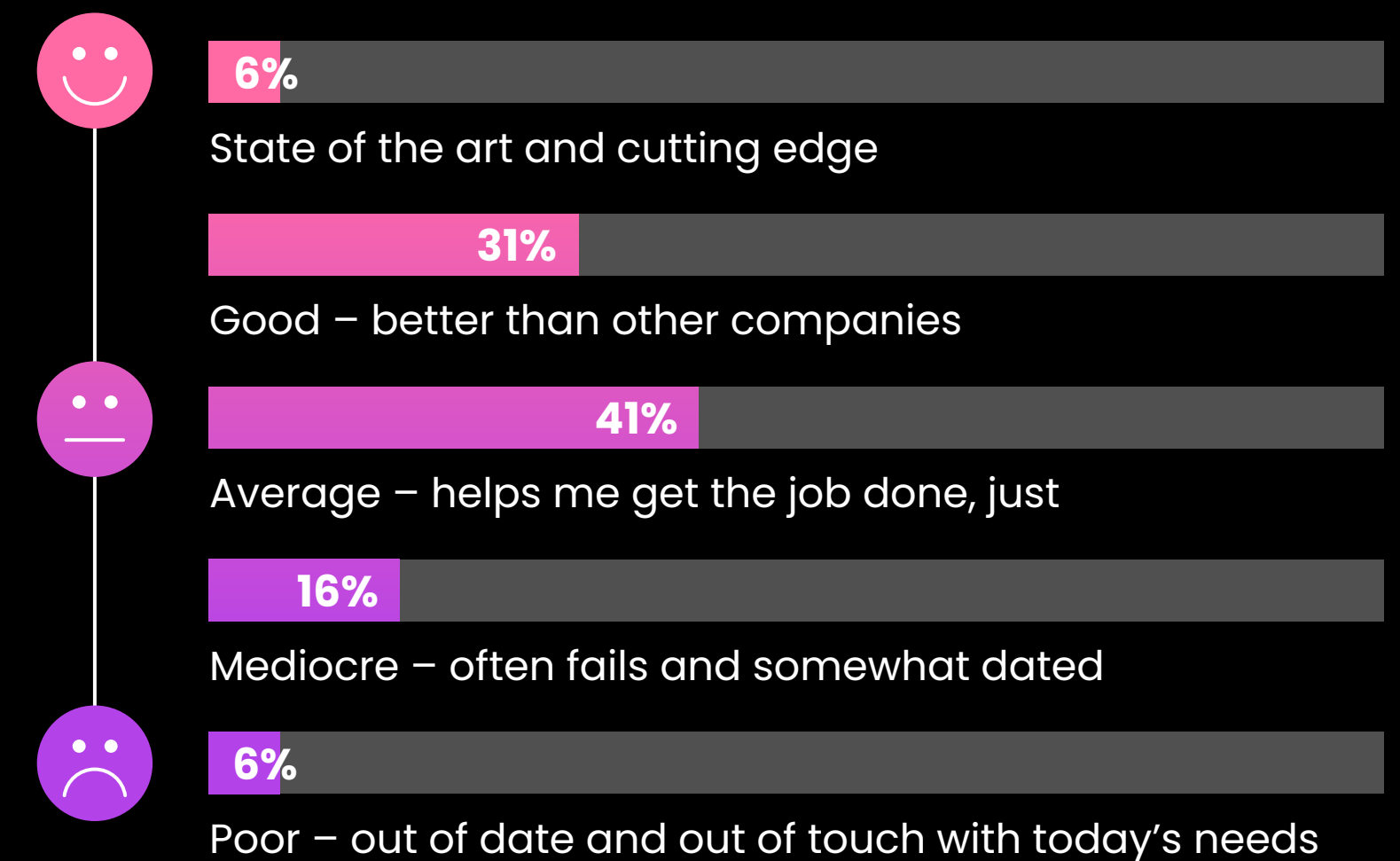
People working in the North East have the best workplace technology, with 21.4% describing it as state of the art or good. This is followed by the West Midlands (20.8%) and

London (19.8%). The lowest ranking regions are Scotland (15.9%), the North West (15.6%) and the East Midlands (15.3%).

Older people tended to feel their workplace technology is better than their younger counterparts, possibly because younger people may use a wider variety of technology at home or be more aware of the technology on offer and therefore be more critical of their workplace provision. A third (33%) of 21-44 year olds felt their workplace technology was either good or cutting edge compared to 45% of 45-65+ year olds.

Women were also less impressed than men by their workplace technology. Just 16% of women reported it being state of the art or good, while 22% of men said the same.

## How would you rate the technology in your workplace?



**63% of people said their office technology was average at best**

## The option to bring your own devices from home to use at work is provided by a quarter (25%) of organisations

Digital communication tools like video conferencing, messaging apps, portals and secure file sharing software are the most widely offered workplace technology, provided by 53% of workplaces. This is followed by smart devices or web-based apps that enable you to work anywhere, anytime which are offered by 39% of organisations. The option to bring your own devices from home to use at work is provided by a quarter (25%) of organisations. Less popular are office collaboration tools like digital whiteboards and touch-screen technology, cited by only 17% of respondents, tech and video-enhanced spaces, from board rooms to quiet pods, that allow you to meet with people across multiple locations (16%) and individual control of the temperature and light levels around you (8%).

Other workplace technology mentioned by respondents included desk sensors and surveillance cameras, treadmills with laptop stands so you can walk and work, and multiple screens. Despite London ranking third in terms of respondent's perception of workplace technology provided, it came out highly when people reported the type of technology with large numbers of digital communication tools, office collaboration tools, tech and video-enhanced spaces and smart devices. Also ranking highly was Northern Ireland with strong digital communication tools and the ability to bring your own device.

## What technology does your workplace offer that helps you to be productive?



The ability to collaborate with others was seen as the main benefit of the workplace technology, cited by more than half (56%) of respondents. Automating time-consuming but routine tasks was also important (40%), as was supporting people in finding their colleagues or the best place to work in the office (29%). Less important was improving wellbeing such as sit-stand desks or apps which remind people to stand up or meditate (23%), the ability to stay safe through contactless or voice-activated technology (20%) and maintaining focus through anti-distraction technology (19%). Also mentioned was the increasing productivity, allowing people to multi-task and checking the accuracy of work.

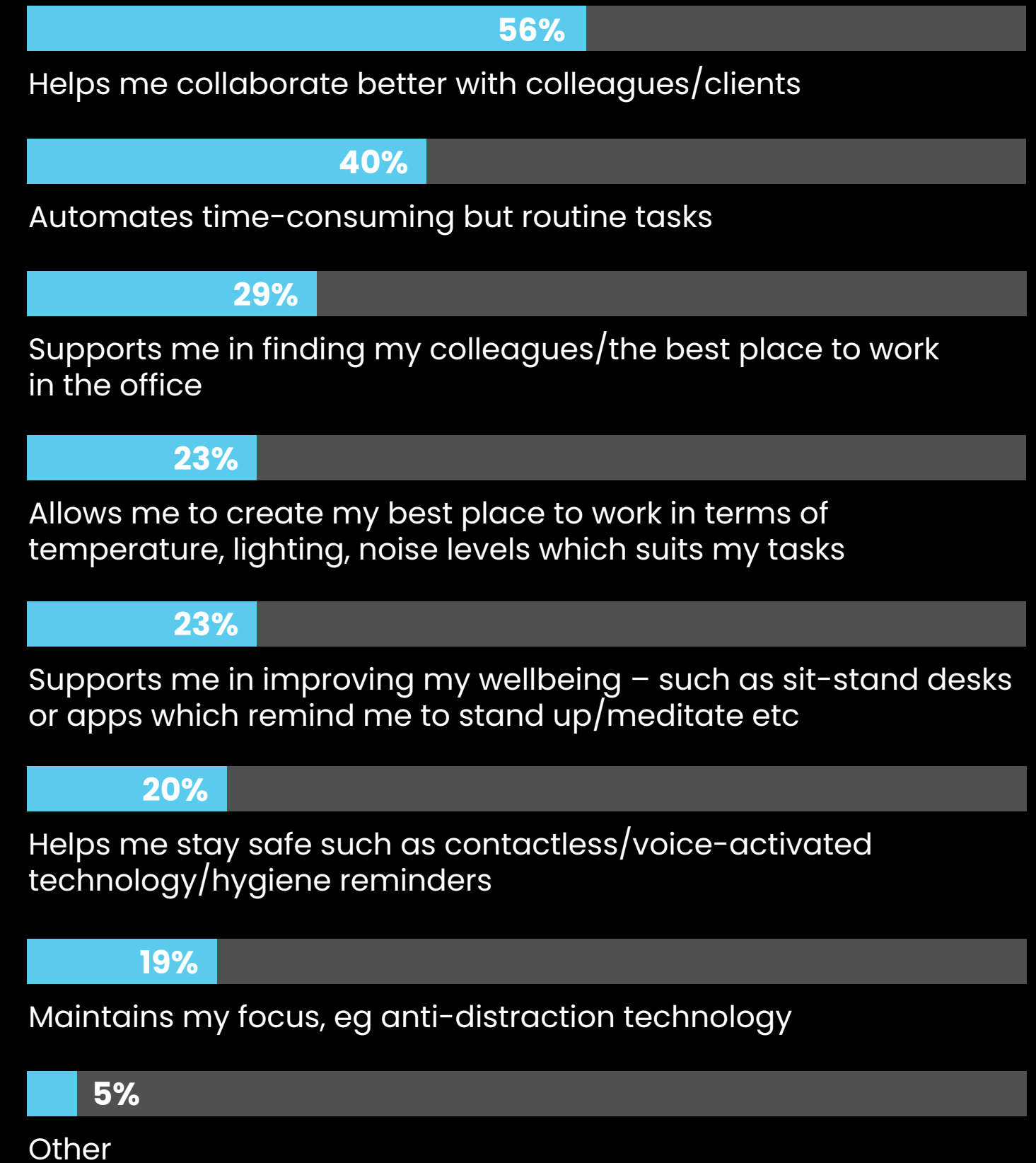
Older and younger employees have quite different perceptions of the benefits workplace technology bring to their working

lives. Collaborating with colleagues is seen as the main benefit for all ages. But those aged 45 and over are keener on technology's ability to automate time-consuming but routine tasks – 45% cited it as a key benefit compared to just 39% of those under 45. While the wellbeing benefits of technology was more recognised by those under 45.

(25% against 18%), the ability to use technology to stay safe such as contactless or voice-activated technology was much more important to older people – cited by 34% of those aged 45 and over compared to 17% of those under 45. There is also some differences between the sexes when it comes to understanding the benefits of workplace technology. Women enjoy the collaborative nature of technology more than men, while men are more appreciative of the automation that technology can offer.

**Collaborating with others was seen as the main benefit of the workplace technology (56%)**

## What do you consider to be the main benefits of workplace technology?



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# The conclusion

Overall this research shows a mixed picture of the workplace technology on offer in the UK's workplaces. More than 63% of respondents said their technology was average or below average and was either just about allowing them to do their jobs or actually hampering their productivity.

As the UK returns to the workplace, businesses need to make sure that their employees are supported with the right tech that helps them get their job done and enhances their wellbeing.

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