Future Workforce Study

United Kingdom | 2016
United Kingdom

The majority of the UK workforce is happy with their jobs and technology plays an important part in their satisfaction with 1 in 5 of us ready to quit if our tech is not up to scratch. There is a concern that employers are not keeping pace with global or consumer technology trends.

Despite that focus on technology, we are still creatures of habit, with many of us preferring in-person interactions at work and keeping our work and personal lives separate.

Millennials, the future of the UK workforce, are keenly influenced by the technology available to them at work. That generation is more adept at working remotely, a trend that is closely linked to happiness at work, and has a greater propensity to contribute to the ‘sharing economy’.

There is a huge opportunity for UK businesses to empower and retain their employees through technology - augmented and virtual reality are cited as areas of keen interest by UK employees. If businesses can unlock the potential these technologies, the future is bright.
Key Findings
One fifth of the UK workforce would quit due to poor workplace technology.

20% of the UK workforce would quit due to poor workplace technology. 3 in 4 employees are satisfied with their current workplace technology and appreciate that it makes their job easier.
Remote and Millennial employees are more likely to quit a job due to substandard tech while a substantial 7 in 10 agree that tech influences their new job choices.

Few workplaces are early adopters of technology and nearly half of employees (47%) say their current workspace is not “smart” enough.

Most employees don’t anticipate working in a “smart” office environment in the next 5 years (43%).
A worker’s home technology is still more likely to be cutting edge.

36% of UK employees say their home technology is more cutting edge than their technology at work. UK employees think that future technologies will bring opportunities for productivity but, for now, home technology leads the way.
Very few British companies are seen as early adopters of innovative technology by their employees – regardless of size.
Half of UK employees would try augmented/virtual reality products at work.

Millennials (67%) and remote workers (66%) are the most willing to use AR/VR in a professional setting. Remote employees (50%) and Millennials (54%) are also most likely to agree that their jobs could be made easier through the use of AI — especially by eliminating complex repetitive tasks.
In particular, the idea of using AR/VR for problem solving/visualization (27%) and training opportunities (23%) most excite millennials.
Working outside of the office makes you happier.

While 4 in 5 UK workers are happy with their jobs, remote workers (87% happy) surface as the happiest subgroup. In good news for employers, over half of remote employees (63%) feel that they get the technology support they need to work remotely.
In contrast to the global trend, UK employees want to talk to their colleagues in person.

2 out of 3 UK employees prefer to speak face to face with their colleagues and 84% say that in-person communications are important for productivity. This is in contrast to the global trend when face to face communication is less desirable.
However, this trend may change – more British Millennials (18–34) than employees over 35 agree that remote teams and better communications technology will make face to face communications obsolete (44% vs. 35%).
UK employees want to keep their work and personal lives separate.

While split on whether they consider their job part of their identity (52%) or just something to pay the bills (48%), there’s a strong sense across the board that life begins at the end of the work day (70%).
British employees report keeping their personal and work lives mostly separate (80%).

Remote employees are more apt to integrate their personal and professional lives (30%).

Half of British employees say they don’t use their work devices for personal purposes.
Millennials are looking beyond the traditional workplace.

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While British employees overall say they do their best work at the office, Millennials are increasingly looking to remote locations for work — whether home or public places — 38% say they do their best work outside of the office. As such, they’re most likely to work regularly outside of the office.
Millennials are taking advantage of the sharing economy much more than older workers. 60% say they plan to buy and/or sell goods and services. However the understanding and enthusiasm for the sharing economy in the UK lags behind the global trend. A third of all British employees say they won't participate and a quarter say they don't know.
Millennials recognize that the sharing economy can make goods/services cheaper (36%) and offer additional choices (27%).
Key Supporting Slides
One fifth of the UK workforce would quit due to poor workplace technology.
Remote employees more likely to quit a job with substandard tech — 7 in 10 agree tech influences new job choice

- **Likely to quit a job with substandard tech**
  - Office: 22%
  - Remote: 36%

- **Workplace tech would have influence when deciding to take a new job**
  - Office: 58%
  - Remote: 71%
Three quarters of UK employees are satisfied with their workplace technology

And the majority agree that technology makes their jobs easier to perform.

How satisfied are you with the technology in your workspace?

75% Very/somewhat satisfied

20% Not too satisfied/not at all satisfied

Darker colors indicate stronger intensity of answer
Three quarters of UK employees are satisfied with their workplace technology
And the majority agree that technology makes their jobs easier to perform.

Does the technology you use at work make your responsibilities...

- 61% Much/somewhat easier to perform
- 20% Somewhat/much easier to perform
- 20% Somewhat/much harder to perform
- 5% Much/somewhat harder to perform

*Darker colors indicate stronger intensity of answer
*15% of Respondents said “It has no effect”
Britons are split on expectations regarding “smart” offices — 1 in 5 say they’re not at all likely to be in one in five years.

Whereas over half of the global workforce expects to be in a “smart” office within five years.

French (57%) and South African (63%) employees are in the majority optimistic that they’ll be in an IoT-enabled office in 5 years, while UK (43%) and German employees (36%) are less sure.
Britons are split on expectations regarding “smart” offices — 1 in 5 say they’re not at all likely to be in one in five years.

*16% of Respondents said “Don’t know”*
Half of UK employees say their workspace isn’t smart enough for them

While nearly no employees in the UK would describe their offices as too smart.

*When thinking about your current workspace, is it...?*

- **47%** Not smart enough
- **42%** As smart as I want it to be
- **5%** Too smart
Very few British companies are early adopters of innovative technology — regardless of size.

Half of employees of Small Businesses and Medium Businesses say their companies update their technology less than others.

As far as you know, would you say your workspace updates its technology... (Among)

- More than other workspaces: 7%, 14%, 15%
- Less than other workspaces: 50%, 55%, 41%
- Same as other workspaces: 32%, 24%, 32%
But, British workers aren’t sold on high-tech perks; unlike much of the rest of the global workforce.

As many British workers say they’d be happy with low-tech perks at work as high-tech ones.

Which of the following would you rather have in the workspace?

- **High-tech perks** like Internet of Things, augmented/virtual reality or AI-assisted features
- **Low-tech perks** like a ping pong table, free food or an office dog

34% of Respondents said “Don’t know”
A worker’s home technology is still more likely to be cutting edge.
Home technology is more cutting edge or on par with what UK employees have in their workspace.

Compared to the workspace, is the technology you use at home...

- 36% More cutting edge than at work
- 23% Less cutting edge than at work
- 34% On par with the technology I use at work

*7% of Respondents said “Don’t know”*
Very few British companies are early adopters of innovative technology — regardless of size.

Half of employees of Small Business and Medium Business say their companies update their technology less than others.

German employees are more likely to see their workspaces as keeping up with trends — 47% of Small Business, 38% of Medium Business and 43% of Large Enterprise say their workspace updates tech about the same amount as others.

French workspaces more likely to be early adopters: 22% of Small Business, 30% of Medium Business and 20% of Large Enterprise say their company updates tech more than others.
British employees think future technologies will bring opportunities for productivity

With the most excitement around faster Internet, cutting edge devices and better communications — not AI and AR/VR.

For each of the following technology advancements in the workspace, please say whether it would primarily lead to more...

- Faster Internet: 73% More Productivity, 6% More Procrastination, 11% No Impact
- Cutting edge devices: 68% More Productivity, 9% More Procrastination, 13% No Impact
- Better email/instant messaging: 59% More Productivity, 9% More Procrastination, 22% No Impact
- Artificial intelligence: 39% More Productivity, 11% More Procrastination, 21% No Impact
- Virtual/augmented reality: 30% More Productivity, 18% More Procrastination, 21% No Impact
Above all, smart workplaces are expected to have advanced security

In addition to security protections, UK employees are think energy efficiency and a more productive workplace are also very important.

Thinking about your ideal workspace, please rate how important you think it is for it to have...
(Showing % very important)

- Advanced security protections to detect and deal with cyber attacks: 47%
- Technology and design features that make the workspace more energy efficient: 34%
- Technology and design features that make the workspace more productive: 30%
- The ability to use my own devices (e.g., laptop, tablet, smartphone, etc.) for work: 20%
- Virtual-sharing that allows me to collaborate with colleagues remotely: 17%
- Smart offices that recognize you and know your ideal workspace environment, food preferences, work habits and daily schedule: 16%
- Virtual/augmented reality equipment to use in meetings, product development, etc.: 14%

More Productivity
More Procrastination
No Impact
Half of UK employees would try augmented/virtual reality products at work.
Half of UK employees would try augmented reality products at work — Millennials and remote employees are most interested.

1 in 3, however, are not willing to do so.

Most willing to use AR/VR:
- Millennials (18–34) – 67%
- Remote Workers – 66%
Half of UK employees would try augmented reality products at work — Millennials and remote employees are most interested

How willing would you be to use augmented/virtual reality products in your professional life?

- Very/somewhat willing: 50%
- Somewhat/not at all willing: 35%

11%

*Darker colors indicate stronger intensity of answer
*14% of Respondents said “It has no effect”
Training and problem solving are most exciting opportunities to use AR/VR — especially for Millennials.

Millennials are 3x more likely to be excited to use AR/VR at work than older employees.

What aspects of your work would you be most excited to use augmented/virtual reality for?

- Training on new skills in realistic virtual environments: 23% (Millennials), 25% (Non-Millennials)
- Solving problems or coming up with new ideas through 3D visualization: 27% (Millennials), 11% (Non-Millennials)
- Presenting to clients using immersive technologies to showcase things, places, ideas: 11% (Millennials), 11% (Non-Millennials)
- Collaborating and communicating with colleagues using virtual objects or meeting spaces: 10% (Millennials), 9% (Non-Millennials)
- Non-work socializing with colleagues: 8% (Millennials), 5% (Non-Millennials)
- None of the above: 24%

*29% of Respondents said “Don’t know”
Remote employees and Millennials (18–34) are the most likely to agree their jobs could be made easier through the use of AI.

Thinking about your own job, do you agree or disagree that it could be made easier with the assistance of artificial intelligence?

- **UK Employees**: 36%
- **Men**: 40%
- **Women**: 33%
- **18–34**: 54%
- **35+**: 32%
- **Office**: 39%
- **Remote**: 50%
AI’s benefit lies in eliminating complex repetitive tasks from work — but 1/4 can’t say what they’re excited about

When thinking about the future implications of artificial intelligence, what excites you the most?

- A digital helper that learns and repeats complex repetitive tasks (31%)
- Automating simple tasks like booking a meeting (18%)
- A proactive agent that knows my priorities and helps with work productivity (12%)
- An advisor with access to all of the latest information who can make recommendations to help with decision making (12%)

*25% of Respondents said “Don’t know”
AI’s benefit lies in eliminating complex repetitive tasks from work — but 1/4 can’t say what they’re excited about

<table>
<thead>
<tr>
<th>A digital helper that learns and repeats complex repetitive tasks</th>
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<th>DE</th>
<th>ZA</th>
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<tr>
<td>Automating simple tasks like booking a meeting</td>
<td>31</td>
<td>30</td>
<td>31</td>
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<tr>
<td>A proactive agent that knows my priorities and helps with work productivity</td>
<td>18</td>
<td>22</td>
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<tr>
<td>An advisor with access to all of the latest information who can make recommendations to help with decision making</td>
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<tr>
<td>Other</td>
<td>2</td>
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<td>2</td>
<td>1</td>
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<tr>
<td>Don’t know</td>
<td>25</td>
<td>12</td>
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</table>
Top worries for AI are that robots will take jobs and integrate too much into the military and everyday life.

Millennials and women are most concerned that they could lose their job to robots.

A robot will take my job:
- Male – 19%
- Female – 26%
- Millennials – 28%
- 35+ – 20%
Top worries for AI are that robots will take jobs and integrate too much into the military and everyday life

When thinking about the future implications of artificial intelligence, what excites you the most?

- 22% A robot will take my job
- 20% Robots will play a bigger role in the military
- 19% I won’t be able to get through a day without relying on robots
- 5% My friends will date robots
- 5% Other

*29% of Respondents said “Don’t know”*
Working outside of the office makes you happier.
4 in 5 British workers are happy with their jobs

Remote workers (87% happy) surface as the happiest subgroup.

Female employees in the UK are happier (85%) than male employees (78%)
4 in 5 British workers are happy with their jobs

When thinking about your job, would you describe yourself as...

- Very/somewhat happy: 81%
- Not too happy/not happy at all: 18%

*Darker colors indicate stronger intensity of answer*
Remote employees feel like they’re getting the support they need to work remotely

How much do you agree or disagree with the following statement?

While I’m travelling or working remotely, I feel like my employer will help me resolve any technology need I have in order to do my job.

- Office Employees: 13% Somewhat Agree, 36% Strongly Agree
- Remote Employees: 21% Somewhat Agree, 42% Strongly Agree
In contrast to the global trend, UK employees want to talk to their colleagues in person.
2 in 3 Britons prefer face to face conversations, 7 points higher than globally

And would you rather exchange conversation with a colleague face to face or remotely?

UK
- Face to Face: 64%
- No Preference or Remote: 32%

Global
- Face to Face: 57%
- No Preference or Remote: 41%
While face to face communications are preferred, most in the UK communicate at work remotely and in-person.

Though remote conversations are generally shorter — 60 minutes or less — than in-person ones.

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On an average day at work, approximately how many minutes of conversation do you exchange with colleagues?

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<thead>
<tr>
<th>Time Interval</th>
<th>Remote</th>
<th>In-Person</th>
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<tr>
<td>Less than 30 minutes</td>
<td>39%</td>
<td>15%</td>
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<tr>
<td>30 – 60 minutes</td>
<td>22%</td>
<td>28%</td>
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<td>60 – 90 minutes</td>
<td>8%</td>
<td>21%</td>
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<td>90 – 120 minutes</td>
<td>6%</td>
<td>10%</td>
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<tr>
<td>More than 120 minutes</td>
<td>6%</td>
<td>19%</td>
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<tr>
<td>None</td>
<td>15%</td>
<td>2%</td>
</tr>
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</table>

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Most say in-person communications are important for productivity

Which of the following is closer to your view?

84%: In-person interactions with colleagues are necessary to foster a productive and professional work environment

10%: In-person interactions with colleagues at work are unnecessary and inefficient

6%: Don’t know
British employees are significantly less likely to agree that face to face communications will become obsolete in the future than global employees. France (49%) and South Africa (61%) are most likely to see remote employees making face to face communications obsolete.
British employees are significantly less likely to agree that face to face communications will become obsolete in the future than global employees.

*10% of UK Respondents said “Don’t know”*
Millennials are both more likely to see the value of tech in collaboration — and recognize difficulties of face to face meetings.

**Which of the following plays the biggest role in making it easier to collaborate with your colleagues?**

- Having technology to that allows me to communicate with my colleagues.

25% of Millennials and 13% of Non-Millennials chose this option.
Millennials are both more likely to see the value of tech in collaboration — and recognize difficulties of face to face meetings.

Which of the following is closer to your view?

In-person interactions with colleagues at work are unnecessary and inefficient.

- Millennials: 18%
- Non-Millennials: 7%
Millennials are 3x more likely to prefer to interact with colleagues over phone or video as Non-Millennials.

And would you rather exchange conversation with a colleague face to face or remotely?

- **Face to face**
  - Millennials: 53%
  - Non-Millennials: 67%

- **Remote**
  - Millennials: 21%
  - Non-Millennials: 7%

- **No preference**
  - Millennials: 21%
  - Non-Millennials: 23%
UK employees want to keep their work and personal lives separate.
While jobs are important to UK employees, personal and professional lives are largely separate.

Which of the following is closer to your view?

- My job is a core part of my personal identity: 52%
- My job is just something I do to pay bills: 48%
- Work is life: 30%
- Life begins at the end of the work day: 70%
- Work is a key part of my social life: 20%
- My work life and social life are mostly separate: 80%
Half of British employees say they don’t use their work devices for personal purposes

Millennials are most likely to use a work device for online purchases and payments, and social media.

Have you used a work device to do any of the following? Please select all that apply.

- Make online purchases or bill payments: 32%
- Visit social media sites for personal purposes: 25%
- Talk about a colleague or employer behind their back: 11%
- Download or stream videos/music/photographs for personal purposes: 9%

*48% of Respondents said “None of the above”
Half of British employees say they don’t use their work devices for personal purposes

<table>
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<tr>
<th>Activity</th>
<th>Male</th>
<th>Female</th>
<th>18–34</th>
<th>35+</th>
<th>SB</th>
<th>MB</th>
<th>LE</th>
<th>Office</th>
<th>Remote</th>
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<tr>
<td>Make online purchases or bill payments</td>
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<td>Visit social media sites for personal purposes</td>
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<td>Talk about a colleague or employer behind their back</td>
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<td>12</td>
<td>20</td>
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<tr>
<td>Download or stream videos/music/photographs for personal purposes</td>
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<td>6</td>
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<td>13</td>
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<td>10</td>
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<tr>
<td>None of the above</td>
<td>43</td>
<td>53</td>
<td>37</td>
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<td>44</td>
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</table>
Remote employees are more apt to integrate their personal and professional lives.

Which of the following is closer to your view?

- My job is a core part of my personal identity: 53% (Office Employee), 66% (Remote Employee)
- My job is just something I do to pay bills: 47% (Office Employee), 34% (Remote Employee)
- Work is life: 31% (Office Employee), 44% (Remote Employee)
- Life begins at the end of the work day: 69% (Office Employee), 56% (Remote Employee)
- Work is a key part of my social life: 20% (Office Employee), 30% (Remote Employee)
- My work life and social life are mostly separate: 80% (Office Employee), 70% (Remote Employee)

Office Employee
Remote Employee
Millennials are looking beyond the traditional workplace.
Overall, UK employees say they do their best work at office desks

38% of Millennials do their best work not in the office — whether at home, in public or outside
Overall, UK employees say they do their best work at office desks.

Where do you do your best work?

- **52%**: Office desk
- **15%**: Home
- **12%**: Shared office space
- **6%**: Public space
- **5%**: Outdoors

*6% of Respondents named “Other” places, and 5% said “Don't know”*
But, Millennials are most likely to say they work regularly outside the office — either at home or in public

**How often, if at all, do you work from the following locations?**
(Showing every day + a few times a week)

- **An office**: 81% (UK All), 80% (Millennials)
- **Public places**: 16% (UK All), 25% (Millennials)
- **Home**: 24% (UK All), 36% (Millennials)
Millennials are taking advantage of the sharing economy much more than older workers.
Only 42% of UK employees will participate in the sharing economy by next year

While half either don’t plan to participate, or aren’t sure.

_How, if at all, do you plan on participating in the sharing economy in 2017?_

- 18% Both by consuming and selling goods or services
- 15% By consuming goods or services
- 9% By selling goods or services
- 33% I won’t participate in the sharing economy

*25% of Respondents said “Don’t know”*
Only 42% of UK employees will participate in the sharing economy by next year.

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<td>Both by consuming and selling goods or services</td>
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<tr>
<td>By consuming goods or services</td>
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<td>By selling goods or services</td>
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<td>I won’t participate in the sharing economy</td>
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The sharing economy is an opportunity for cheaper goods and services

Millennials are most likely to agree that the sharing economy will make things cheaper.

*In your opinion, what are the two primary benefits of the sharing economy?*

<table>
<thead>
<tr>
<th>Benefit</th>
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<tbody>
<tr>
<td>It makes goods and services cheaper</td>
<td>25%</td>
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<td>It gives me more choices</td>
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<tr>
<td>It allows for greater flexibility</td>
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<td>It allows me to borrow instead of own</td>
<td>14%</td>
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<tr>
<td>It encourages entrepreneurship</td>
<td>14%</td>
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<tr>
<td>It is easier to assess quality and value</td>
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<td>It is more likely to be cutting edge and innovative</td>
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*6% of Respondents said there are no benefits of the sharing economy, and 25% said “Don’t know”*
The sharing economy is an opportunity for cheaper goods and services

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<td>It is easier to assess quality and value of what I am paying for</td>
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<td>8</td>
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<td>10</td>
</tr>
<tr>
<td>It is more likely to be cutting edge and innovative</td>
<td>11</td>
<td>6</td>
<td>10</td>
<td>9</td>
<td>9</td>
<td>10</td>
<td>8</td>
<td>8</td>
<td>12</td>
</tr>
</tbody>
</table>
Unlike the majority of global employees, UK employees aren’t sold on the sharing economy.

German employees are least likely to participate, with 33%, and South African employees most likely (76%).
Unlike the majority of global employees, UK employees aren’t sold on the sharing economy

Do you plan on participating in the sharing economy in 2017?

UK
- Participate: 42%
- Won’t Participate: 33%

Global
- Participate: 63%
- Won’t Participate: 21%

*25% and 16% of Respondents said “Don’t know”
Non-Millennials appreciate the productivity and quality of life benefits to flexible work opportunities

*In your opinion, what are the two primary benefits of being able to choose whether you work in an office or elsewhere?*

**Productivity Benefits**

- **It allows me to concentrate better**
  - Millennials: 27%
  - Non-Millennials: 31%

- **It allows me to get more work done since I don’t have to commute**
  - Millennials: 21%
  - Non-Millennials: 26%

- **It allows me to take care of my dependents**
  - Millennials: 12%
  - Non-Millennials: 13%
Non-Millennials appreciate the productivity and quality of life benefits to flexible work opportunities

*In your opinion, what are the two primary benefits of being able to choose whether you work in an office or elsewhere?*

**Quality of Life Benefits**

- **It allows me to achieve a healthier work-life balance**
  - Millennials: 29%
  - Non-Millennials: 35%

- **It allows me to feel like my life isn't completely dominated by work**
  - Millennials: 23%
  - Non-Millennials: 19%

- **It feels less dull than working only in an office**
  - Millennials: 24%
  - Non-Millennials: 12%
Methodology
Penn Schoen Berland (PSB) conducted 400 online interviews in the United Kingdom between April 27–May 7, 2016 among United Kingdom employees. The report primarily analyzes the following groups:

<table>
<thead>
<tr>
<th>Audience</th>
<th>Definition</th>
<th>N</th>
<th>MoE (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK Employees</td>
<td>UK adults who work more than 35 hours a week and work in one of seven target industries: Education, Government, Financial Services, Healthcare, Manufacturing, Media &amp; Entertainment, and Retail</td>
<td>400</td>
<td>±4.90</td>
</tr>
<tr>
<td>Men</td>
<td>Male UK Employees</td>
<td>229</td>
<td>±6.48</td>
</tr>
<tr>
<td>Women</td>
<td>Female UK Employees</td>
<td>171</td>
<td>±7.49</td>
</tr>
<tr>
<td>Millennials (18–34)</td>
<td>UK Employees Age 18–34</td>
<td>85</td>
<td>±10.63</td>
</tr>
<tr>
<td>Non-Millennials (35+)</td>
<td>UK Employees Age 35+</td>
<td>315</td>
<td>±5.52</td>
</tr>
<tr>
<td>Small Business</td>
<td>UK Employees who work for a company or organization with less than 100 people</td>
<td>91</td>
<td>±10.27</td>
</tr>
<tr>
<td>Medium Business</td>
<td>UK Employees who work for a company or organization with between 100 and 5,000 people</td>
<td>184</td>
<td>±7.22</td>
</tr>
<tr>
<td>Large Enterprise</td>
<td>UK Employees who work for a company or organization with more than 5,000 people</td>
<td>125</td>
<td>±8.77</td>
</tr>
<tr>
<td>Office Employee</td>
<td>UK Employees who work in an office at least a few times a week</td>
<td>322</td>
<td>±5.46</td>
</tr>
<tr>
<td>Remote Working Employee</td>
<td>UK Employees who work either at home or in a public place at least a few times a week</td>
<td>128</td>
<td>±8.66</td>
</tr>
<tr>
<td>Key Difference</td>
<td>Data</td>
<td></td>
<td></td>
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<tr>
<td>---------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
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</tr>
<tr>
<td>Tech impacts job retention and selection</td>
<td>30% of Millennials (18–34) would be likely to quit a job with substandard tech (vs. 18% of 35+), and 70% say that a new job’s available technology impacts on their decision whether or not to take the job (vs 51% of 35+)</td>
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</tr>
<tr>
<td>Collaboration is on the rise</td>
<td>Millennials (18–34) are most likely to recognize that collaboration in the workplace is growing — 69% say that the workspace is more collaborative than it was (vs. 58% of 35+)</td>
<td></td>
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</tr>
<tr>
<td>Face to face communication is on the decline</td>
<td>More British millennials (18–34) than employees over 35 years old agree that remote teams and better communications technology will make face to face communications obsolete (44% vs. 35% of 35+)</td>
<td></td>
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</tr>
<tr>
<td>Work devices aren’t just for work</td>
<td>British Millennials use their work devices to visit social media sites (38%), online shop/pay bills (37%), talk about colleagues (13%) and download or stream music/videos (11%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Robots are coming for their jobs</td>
<td>More British Millennials say they’re most worried that robots will take their job (28%) than British non-Millennials (20%)</td>
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</tr>
<tr>
<td>Workplaces of the future will be “smart”</td>
<td>Most British Millennials (56%) expect that they’ll be working in a “smart” workplace that uses IoT in the next five years, vs. 38% of 35+</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>