



UAE

Employees in the United Arab Emirates are moving to more modern working conditions, but having some lingering workplace traditions that may be holding some employees back.

Most UAE employees still use desktops, yet many, who work in multiple locations in and outside of the office, would prefer to use laptops. Office environments are shifting to more open floor plans, which are conducive to productivity, but some are feeling inhibited by the technology they have available to do their jobs. Perceptions by the majority remain that at home workers are less productive, yet many employees are now working from home, during and after business hours.

As employees look to being more mobile, working from many locations and working at all hours, the provision of quality technology by employers has to be an increasing priority.



One Size Doesn't Fit All



The desktop is the top device for getting work done in the office in the United Arab Emirates as it is globally with just over three-fourths of employees currently using it for work. Only about half as many who use it identify it as their most preferred device. Most employees, 76%, would actually prefer to use the laptop.

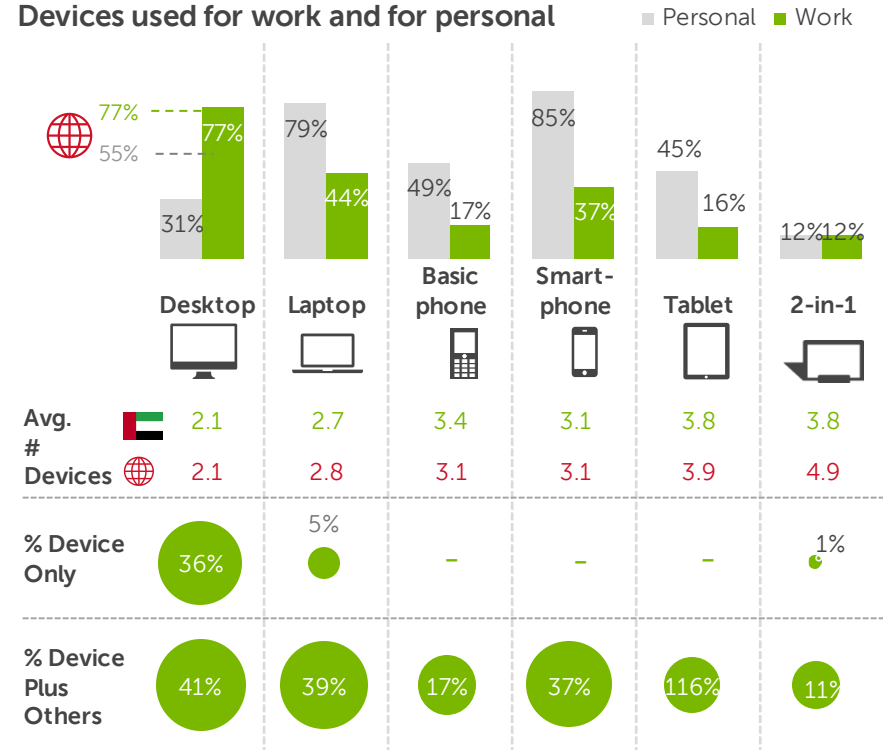
Becoming more mobile is appealing to those in UAE. The laptop holds the greatest appeal, and workers and employers have not yet adopted other available devices for business purposes, such as tablets and 2-in-1s. However, there is clear evidence of employees using multiple devices, not just one, to complete their work responsibilities.

When thinking about their work device, employees are most looking for performance. It is the number one consideration and could be a perceived deterrent for using an alternative device, such as a tablet, for work. Battery life also holds importance to UAE employees as it is a necessity for mobile devices.

Also shaping employee perceptions of which work device they would like to use are their personal habits. Workers tend to use laptops more often than desktops (79% vs. 31%) in their personal lives and also show high personal smartphones usage (85% vs. 35% for work use).

As people are shifting to more tablets use in their personal lives, currently at 45%, and using touch interface for work becoming more of a priority, tablet adoption in the United Arab Emirates workplace may be growing in the future.

Devices used for work and for personal



The Office is King, but it's a Jungle Too



Most work in the UAE is being done in the office of an employer, and nearly all employees spend at least some time there. Although this is seemingly very traditional, it is not, with only one-third spending at least 75% of their time there as compared to more than half of employees globally.

Employees in the UAE spend 58% of their working hours in the office, 18% at home, 15% at external locations, such as a client's office, and 9% in public places, making the workplace for the UAE employee virtually anywhere.

With this movement to working in a variety of locations, employees still admit that it's also the most conducive to their effectiveness. 72% of workers say they do their best work in the office (compared to only 12% who say they do their best work at home).

The office environment itself is also changing away from the traditional. The majority of employees in the UAE have office layouts that are a mix of some offices and some open space, and they have far fewer traditional offices and cubicles than in other countries globally. Those who are in the more modern, open floor plans indicate at slightly higher levels that their office layout increases their productivity and effectiveness.

Personal interactions are generally preferred over more impersonal, technology-driven options.

In-person meetings win out over online meetings (5-to-2 in the UAE vs. 3-to-1 globally) and phone calls are preferred to instant messaging (5-to-2 in the UAE vs. 2-to-1 globally). In many other emerging markets, remote options such as instant messaging have greater preference. Despite the preference for personal communication methods, employees in the UAE do admit to frequently using email and IM with those physically located close to them (63%) albeit at lower levels than other emerging country counterparts.



Open plans

(26% open plans and 62% say it increases their productivity and effectiveness)



In-person meetings

are preferred to online meetings (5-to-2 in UAE vs. 3-to-1 globally)

Work Life + Personal Life = Life

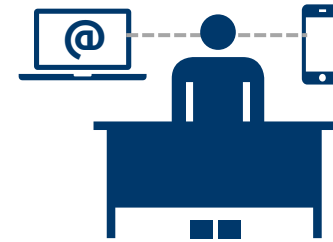


With two-thirds indicating they spend some of their working hours from home, many more, take calls for work or check their work email after hours. In fact, 45% of employees in the UAE check work email 5 or more times a day after working hours, and 35% take work calls 5 or more times a day after working hours, more than nearly all other emerging markets.

It is clear that workers in UAE have a great obligation to stay connected to their work during personal time, but they also have a great need to stay connected to their personal relationships while working.

All the work put in after hours may be why 94% of employees indicate they use technology for personal purposes while at work. Nearly one-third of employees indicate making video calls from their laptops and smartphones, either personal or employer provided devices, and almost as many video chat with spouses/significant others while traveling for business and use video to check in on their children while working.

With such a great need for personal and business connectivity, nearly three-fourths of employees are authorizing the use personal devices for work. Almost everyone, 86%, with permission for BYOD take advantage of it. Undeterred by policy, about half of use personal devices without their company's knowledge. By secretly using personal devices, these employees are unwittingly putting their companies at risk of security breaches and this tactic is seemingly unwarranted with such broad allowance of BYOD by companies in the United Arab Emirates.



45%

check work email

35%

take work calls

while at home (outside of business hours)



49%

make video call from a laptop/notebook/netbook



59%

make video call from a smartphone



13%

of employees with children call home 5 times a day or more!

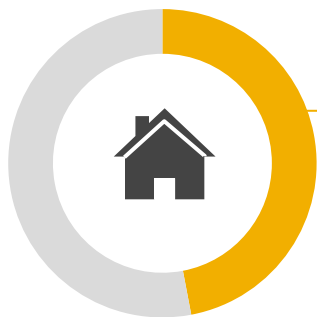
The Productivity Debate: Office Workers vs. Remote Workers



Another facet of employee life in UAE that is still very traditional is that almost half of employees think that those working from home are less productive than those in the office. It is somewhat unexpected that this mindset has not vastly deviated from the traditional given that we now see many more people working at home. However, this perception may be shifting in the future as some, 27%, believe home workers are more productive than those in offices.

Clearly for UAE employees, there is still value in having a company office to go to for work and for personally engaging with other employees and management. There is no expectation of shifting to fully remote workforces in the near future as 60% believe the central office will continue to exist at least in their lifetime.

Perceived productivity of people working from home



47%

Employees who think people working at home are **less productive** than those in offices

Working from home is very much perceived as a benefit to employees and is not an expectation for employers to offer it. With the perception held by the majority that home workers are less productive, this should be no surprise.

8-in-10

view it as an **extra benefit**



The Secret to Happy Employees? Technology



Having the latest and greatest technology for work is extremely or very important to the majority of employees in the UAE. The technology provided by employers has a lot influence on 44% of the workforce for taking a new position and may contribute to another 43% leaving their current job.

While more than nine-in-ten employees feel that technology has had an influence on the way they work in the past year, nearly a third indicate the work technology they have available holds them back or keeps them from being productive. Additionally, one-in-five believe that technology has hindered their career growth.



Important to have the latest and greatest technology at work



Available technology at work prevents productivity



Technology has hindered my career growth



- UAE
- Emerging
- Developed

The Future of Tech in the Workplace is Bright, but Not Fully Automated



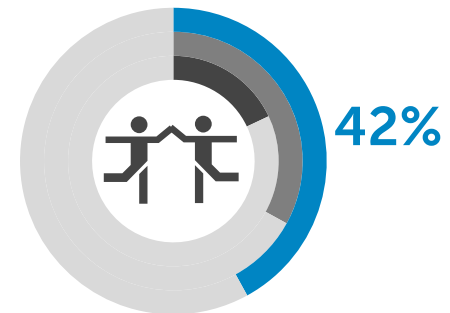
It is evident in the UAE that employees believe that technology will continue the trend toward mobile. Despite low current work use of tablets, two-thirds expect tablets to completely replace laptop computers in their lifetime.

While there is generally optimism employees have about the future of technology in the workplace, there are some lingering concerns.

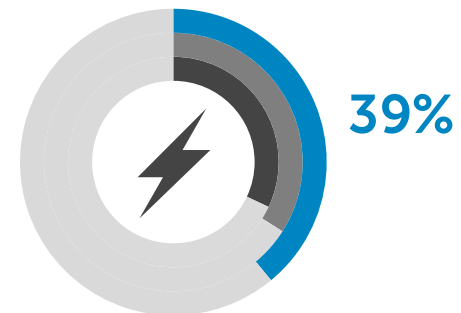
- Forty-two percent feel technology brings people together, but still 14% feel technology separates people.
- Another 42% feel that most problems can be solved with technology, but 39% perceive that technology is advancing faster than we can keep up with it.
- Furthermore, about half do not think that technology will hit a limit on the ability to improve productivity, but half also feel that their jobs will be fully automated in their lifetime.

Companies who don't invest in updated technology and don't demonstrate how this technology can benefit the employee not only risk a loss of productivity, they also put themselves at a disadvantage for attracting, motivating, and retaining the talent needed to promote growth now and in the future.

Technology brings people together



Technology is advancing faster than we can keep up with it



- UAE
- Emerging
- Developed