



South Africa

Employees in South Africa are showing movement to more contemporary work lives, but many behaviors and perceptions are still based in tradition.

Most use desktops for work, say they are more productive when working from an office, and prefer to communicate with personal interaction. But advances in technology are leading to clear benefits by enabling employees to work from the office less often, increasing their productivity and enabling faster communication with others. However, South Africans are frequently interrupted while working at their desk, which may be a detriment to their overall productivity while at the office.

During their personal time, South Africans are nearly constantly connected to work yet feel that mobile technology is an enabler rather than a barrier to spending time with their families. They also feel less stress when working from home. But the perceptions of home-based workers has not yet fully shifted in South Africa whereby a third still think those who work from home are less productive than those working in the office.

With all of the benefits South Africans experience from the advancement of technology, there are still some concerns. South African employees are more likely than employees in nearly all other countries to agree that technology is advancing faster than we can keep up with it. And about half of South African employees agree that that technology will hit a limit on the ability to improve productivity.



One Size Doesn't Fit All



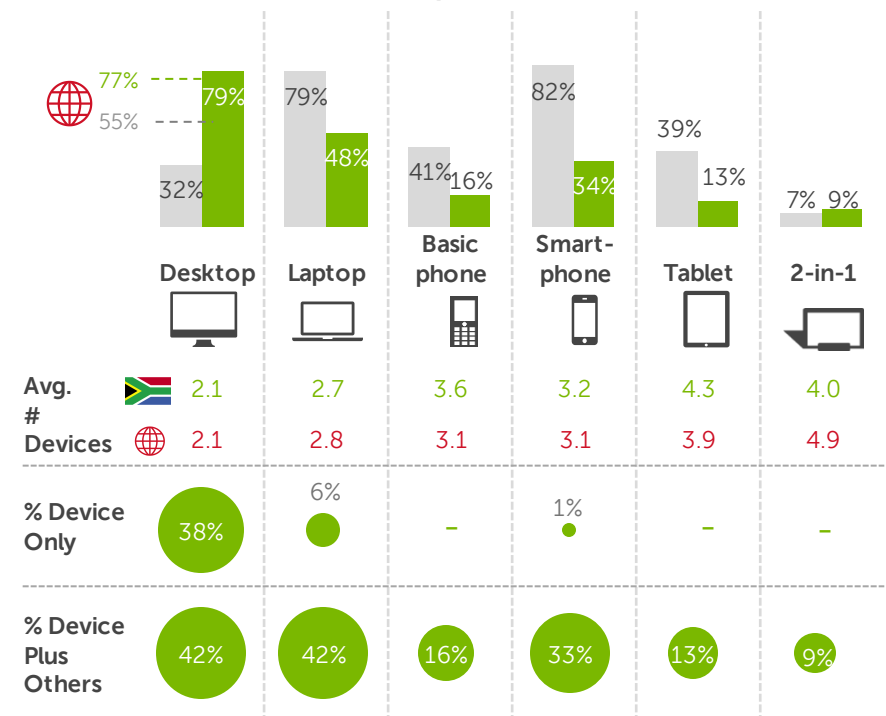
The desktop is still number one for getting work done in the office in South Africa. Eight-in-ten employees use it for work, however, only about half as many identify it as their most preferred. Laptops are preferred equally to desktops, though a much lower proportion of employees use them for work. Even though desktops and laptops dominate for work, it is apparent that workers in South Africa are also using other devices in conjunction with their desktop or laptop, most notably is the smartphone.

Tablets are gaining momentum in South Africa with relatively low current usage, but clear desire by nearly a third of employees who would prefer to use the tablet for work. 2-in-1s are used rarely for business purposes in South Africa, even below the usage levels of other emerging markets.

While performance is the most important attribute people look for in a work device globally, it is the same for South Africa. Performance is followed by software compatibility, which is typically rated lower than battery life in other emerging markets.

Despite high usage of desktops for work purposes, when it comes to personal purposes, laptops (79%) are used more often than desktops (32%), as are smartphones (82%) and tablets (39%) indicating a shift in desire toward more mobile computing form factors for personal purposes that are beginning to spill over into work preferences.

Devices used for work and for personal ■ Personal ■ Work



29% would prefer to use tablets for work
 Compared to:
 16% Emerging
 14% Developed

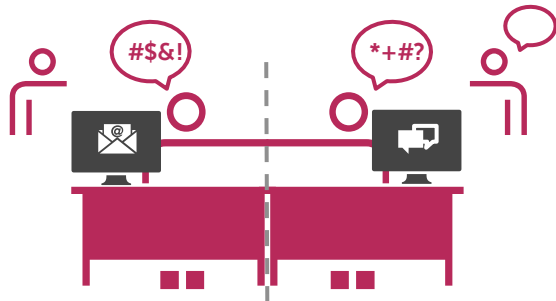


The Office is King, but it's a Jungle Too



Ninety-nine percent of all employees in South Africa spend at least some of their working time in their employer's office. Just over half, 56%, spend at least three-fourths of their time there (which is higher than most other emerging markets, 43%).

With such high office attendance, most South African workers (68%) say they do their best work in the office (compared to only 16% who say they do their best work at home). However, South Africans agree that they are frequently interrupted while working at their desk, which may be some of the reason not everyone does their best work in the office. **South Africans report more interruptions than all other emerging markets** despite the fact that their office layouts are similar.

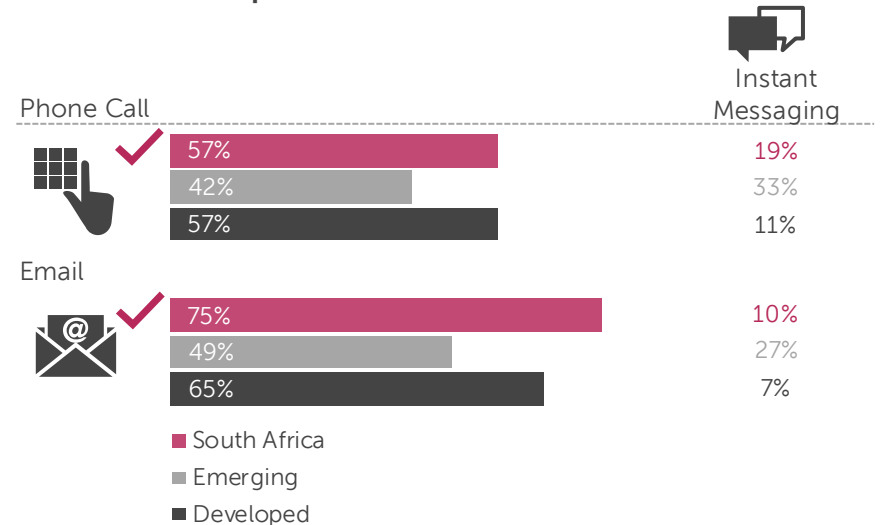


62% are frequently interrupted while working at desk
 Compared to:
 45% Emerging
 50% Developed

71% use email or IM to communicate with other people located nearby
 Compared to:
 67% Emerging
 37% Developed

Communication methods that are more personal are generally preferred over other options, with exception of email. In-person meetings win out over online meetings (6-to-1 in South Africa vs. 3-to-1 globally) and phone calls are preferred to instant messaging (6-to-2 in South Africa vs. 2-to-1 globally), Email is preferred to both phone and instant messaging, but the preference is more pronounced versus IM. In many other emerging markets, instant messaging shows higher preference.

Communication preference



Work Life + Personal Life = Life



Just over half of South African employees say they spend some of their working hours from home. But, about two-thirds of employees indicate they take work calls or check work email after hours showing a clear intrusion from work on their personal time.



65%

check work email



Emerging 83%
Developed 58%

69%

take work calls



Emerging 81%
Developed 27%

while at home (outside of business hours)

Two-thirds of workers are authorized by their employers to use personal devices for work (a lower proportion than other emerging markets). Many are using personal devices for work, but only half of those have been secured by their company's IT department. About half of those that aren't authorized, use personal devices without their company's knowledge (again, a lower proportion than most other emerging markets).

Company allows use of personal tech devices for work purposes

66%

Personally owns device used for work

77%

Uses personal device for work without company knowing

49%

Secured personal devices by company's IT department

40%

Many South African employees feel the benefits of using mobile technology, whether personal or employer-provided, for managing work/life balance. 30% strongly believe that having mobile technology that allows them to work from anywhere gives them the freedom to leave work and be more involved with their family while not ignoring their work responsibilities as compared to 24% in emerging markets and 7% in developed countries.

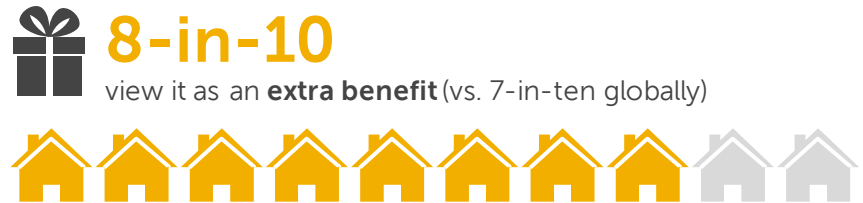
The Productivity Debate: Office Workers vs. Remote Workers



South Africans are nearly evenly split into thirds between believing those who work from home are more, less, or just as productive as those in the office despite 56% spending one hour or more from home and 16% indicating they do their best work from home,

Regardless of the benefits of working remotely, working in the office seems to still be expected in this country given the high numbers of employees spending at least some time in the office. Further supporting this, the South African workforce believes there will always be a role for the central office.

South Africans, more so than other emerging market counterparts, see working from home as a benefit rather than an expectation that employers may provide to their staff.



But those who do get to spend any time working from home are reaping some personal rewards.



60%
Feel less stressed
49% Emerging



43%
Drive less
39% Emerging

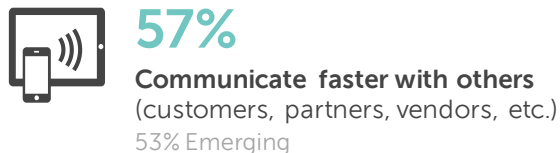
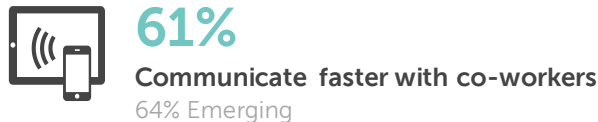
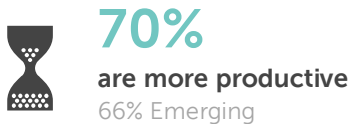
At least some of this relief may be due to avoiding the commute into the office.

The Secret to Happy Employees? Technology



Most South Africans feel that technology has had an influence in the way they work in the past year. Employees state working from the office less often, increased productivity and faster communication as key areas in which current technology has had some impact.

Influence of technology on work



There is a high priority placed on having the latest technology at work as just under three-fourths of South African workers consider it important (vs. two-thirds of the global workforce/two-fifths of developed markets).

Be that as it may, only 26% would leave their job if the technology does not meet their standards, and yet, 78% say that the quality of the available technology would have at least some influence on their decision to accept a new position. Technology may not be fundamental for retaining existing staff in South Africa, but should be considered by employers when trying to attract new talent.

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



South Africans have a positive attitude toward technology and the improvements associated with new advances. They generally believe technology brings people together rather than separating them, and that technology is the key to improving life as we know it.

With the future comes increased mobility and enhanced software as nearly half employees believe that tablets will completely replace laptop computers and auto-correct technology will be standard in productivity software before they retire.



Nearly **Half** Believe tablets **will completely replace laptop computers** before they retire

About half of South African employees agree that technology won't ever reach a limit on the ability to improve productivity, but similar numbers of South African employees are more likely than employees in nearly all other countries to agree that technology is advancing faster than we can keep up with it.

