

# INTERCALL STUDY:

Technology In the Workplace - April 2010



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## Methodology

The survey was conducted online among a national sample of 2500 Americans 18+ and was weighted to census representation, based on the 2009 Current Population Survey. The results detailed below reflect only respondents who use technology (i.e., computer, email, telephone conferencing, web and video conferencing or Blackberry/mobile devices) in their everyday work, with this sample including 1924 American workers. Fielding took place in March 2010 using the online omnibus field services of Taylor Nelson Sofres (TNS).

The survey has a margin of error of  $\pm 2.2$  at the 95% confidence level for American workers who use technology in their everyday work (1924). This means that if the study were replicated, the study findings would not vary by more than 2.2 percentage points in either direction 95 times out of 100.

## Highlights

### The economic downturn is putting pressure on American workers:

One in two American workers report being constantly required to do more with less, while one in three report that they've been doing the job of two people because of the impact of the economic recession on their company. These sentiments are even more pronounced among workers with children under 18 in their household.

### Work is increasingly affecting American workers' ability to enjoy their time away from work:

One in two workers say that taking time off of work is increasingly challenging, while one in three workers say that they feel like they need to stay connected to their work 24/7. Gen Y and workers with children in their household are especially feeling the current tough conditions of the workplace.

### American workers are feeling the anxieties associated with a lack of job security:

A full quarter of respondents report feeling that their job security is partially dependent on their supervisor seeing them connected to work even after hours.

### Technology is a great ally in tough economic times:

The majority of American workers say that technology helps them be

efficient and productive at work and that job morale/job satisfaction improves when their employers provide them with technology to help them do their job better and faster.

## Detailed Findings

### Workers are feeling stretched: The tough economic environment is putting pressure on Americans to manage an increased workload.

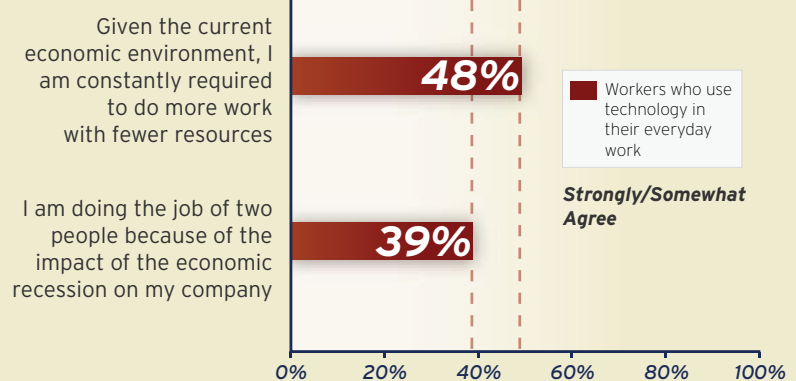
- One in two American workers who employ technology in their everyday work agree that given the current economic environment, they are constantly required to do more work with fewer resources (48%).

- Male workers are more likely than female workers to agree with this statement (51% vs. 46%).

- Compared to those without children under 18 in the household, workers with children under 18 in their household are significantly more likely to report that given the current economic environment, they are constantly required to do more work with fewer resources (54% vs. 46%).

- Two in five American workers report that they are doing the job of two people because of the impact of the economic recession on their company (39%).

## Many workers are feeling the pressures of the precarious economic environment



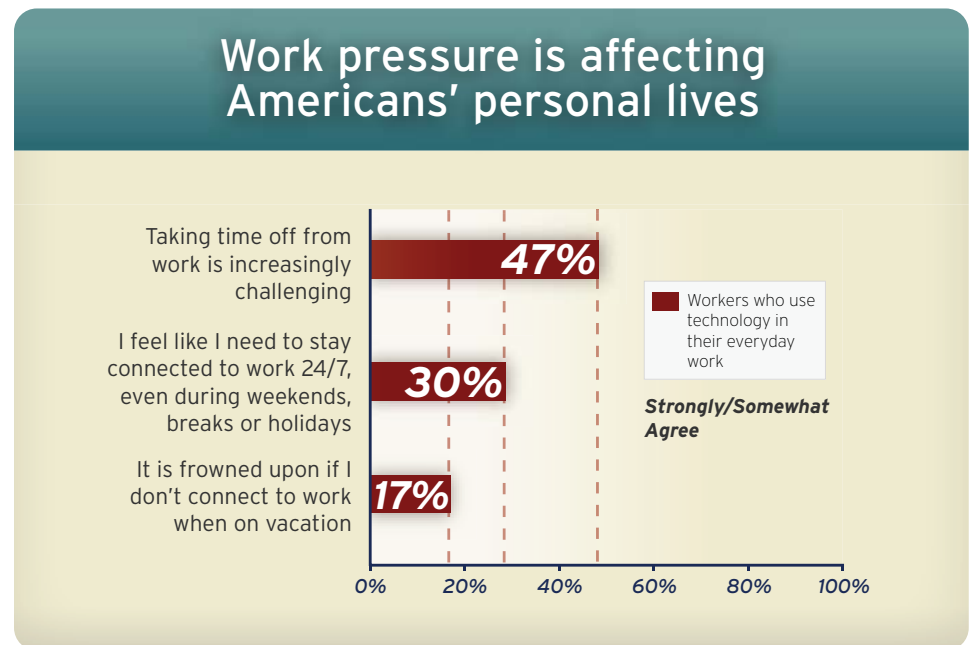
For the following statement please indicate if you strongly agree, somewhat agree, somewhat disagree, strongly disagree.

**Many American workers report feeling pressured to stay connected to work, even during their free time.**

- One in two American workers report that taking time off from work has become increasingly challenging (47%).
  - Workers with children under 18 in their household are more likely to report having problems taking time off from work than those without children present (53% vs. 45%).
  - Gen Y workers are more likely than their older counterparts to report that taking time off from work is increasingly challenging (Gen Y, 62%; Gen X, 53%; Baby Boomers, 48%; Silent Generation, 28%).
- In fact, nearly a third of workers say that they feel like they need to stay connected to work 24/7, even during weekends, breaks or holidays (30%).
  - Male workers are more likely than female workers to say that they feel like they need to stay connected to work even during their time off (32% vs. 28%).
  - This sentiment is even more pronounced among workers with children in their household, compared to those without children in their household (36% vs. 28%).

- One in five Americans report that it is frowned upon if they don't connect to work when on vacation (17%) and approximately one in six American workers plan to attend at least one work-related call or web meeting during the next vacation they will take (15%).
  - Male workers are more likely than female workers to agree with this statement (17% vs. 13%).
  - Workers with children under 18 in their household are also more likely than their counterparts to share this sentiment (18% vs. 14%).
- A quarter of American workers say that their job security is partially dependent on their supervisor seeing they are connected to work

- even after hours (25%)
  - Male workers are more likely than female workers to say that their job security depends on being connected to work even after hours (32% vs. 28%).
- In fact, one in four workers worry that if they don't stay connected to their work during their time off they may be seen as less committed to their jobs (24%).
  - Male workers are more likely than female workers to agree with this statement (26% vs. 22%).
  - Workers with children under 18 in their household are more likely than their counterparts to share this sentiment (30% vs. 22%).

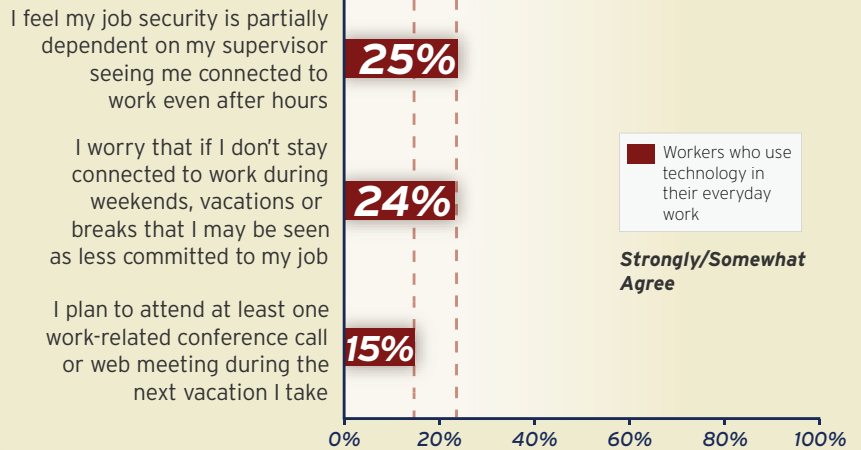


For the following statement please indicate if you strongly agree, somewhat agree, somewhat disagree, strongly disagree.

Despite this pressure, Americans view technology as an important resource and value the role it plays in the workplace.

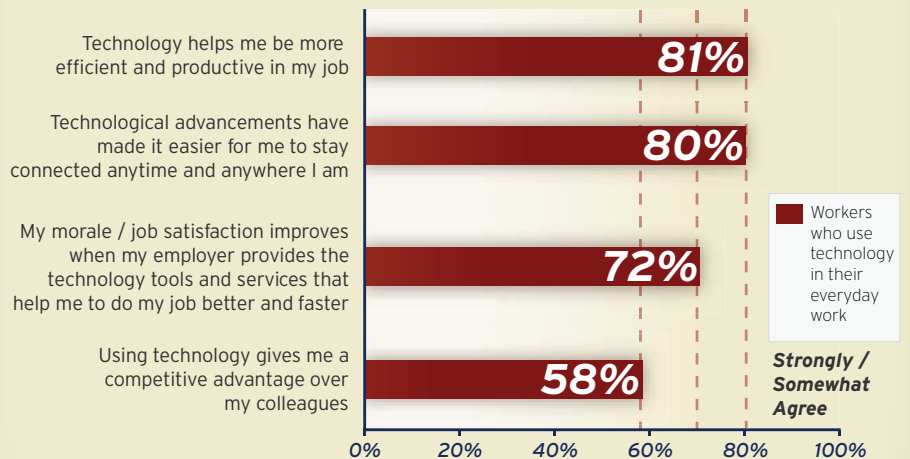
- Seven in 10 workers report that their morale and job satisfaction improves when their employer provides the technology tools and services that help them do their job better and faster (72%).
- Moreover, more than eight in 10 American workers say that technology helps them be more efficient and more productive at work (81%).
- Technological advancements have made it easier for most American workers to stay connected anytime and anywhere they want (80%).
  - Men are more likely than women to agree with this statement (82% vs. 78%).
- Three in five Americans say that technology gives them a competitive advantage over their colleagues (58%).
  - Men are more likely than women to agree that technology gives them a competitive advantage over their colleagues (61% vs. 55%).

## One in four American workers feel that their job security is dependent on how connected they are to their work



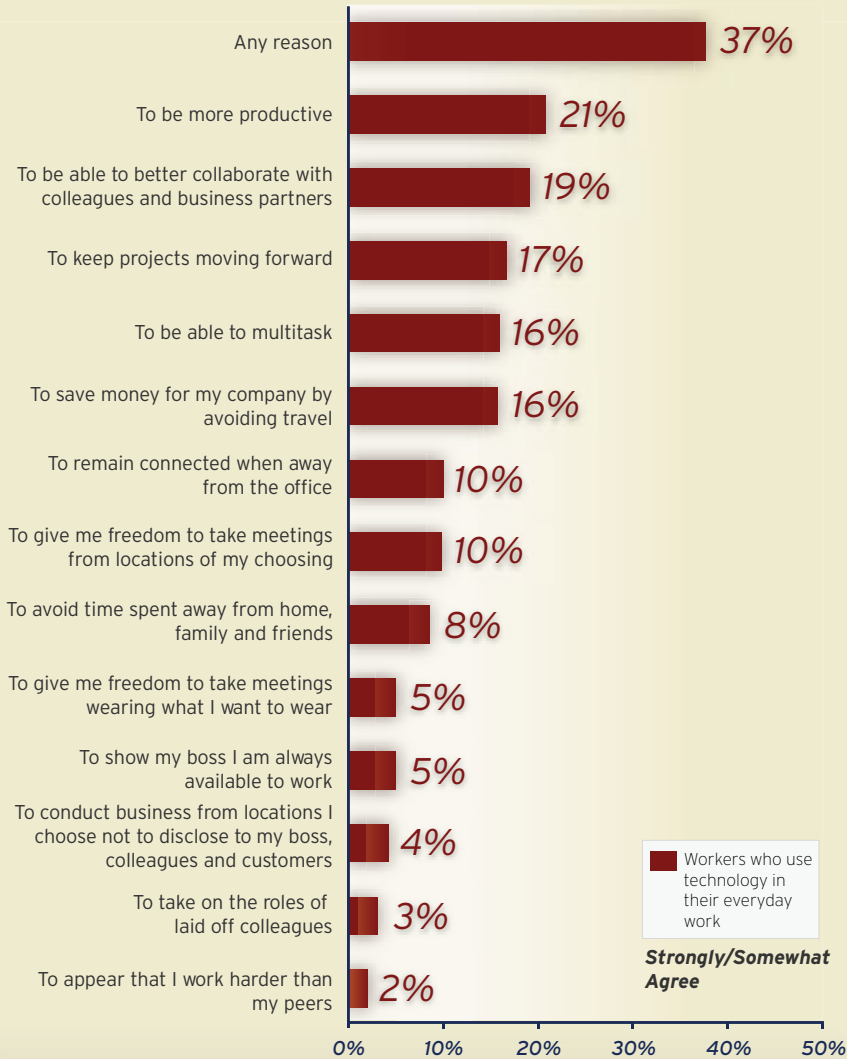
For the following statement please indicate if you strongly agree, somewhat agree, somewhat disagree, strongly disagree.

## American workers value technology's impact on work productivity



For the following statement please indicate if you strongly agree, somewhat agree, somewhat disagree, strongly disagree.

## Reasons for using audio, web or video conferencing at work



For the following statement please indicate if you strongly agree, somewhat agree, somewhat disagree, strongly disagree.

- The most frequently cited reasons for using audio, web and video conferencing at work are: to be more productive (21%), to be able to better collaborate with colleagues and business partners (19%) and to keep projects moving forward (17%).
- Workers also report using audio, web and video conferencing at work to be able to multitask (16%), to save money for their company by avoiding travel (16%), to remain connected even when away from the office (10%) and to give them the freedom to take meetings from locations of their choosing (10%).
- Less frequently cited reasons include:
  - To avoid time spent away from home, family and friends (8%)
  - To give me freedom to take meetings wearing what I want to wear (5%)
  - To show my boss I am always available to work (5%)
  - To conduct business from locations I choose not to disclose to my boss, colleagues and customers (4%)
  - To take the role of laid off colleagues (3%)
  - To appear that I work harder than my peers (2%)



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