

IAP Study

«Human Factors and the Future of Work» – Part 1

Selected Results of the Quantitative Survey

Digital transformation influences and changes our working environment. The Institute of Applied Psychology (IAP) has interviewed specialists and executive staff in Switzerland on how they experience and evaluate this trend. Out of the 629 people interviewed, a third stems from small and medium-sized enterprises and two thirds from big companies. Two thirds of the participants hold managerial functions and 70 per cent hold at least a polytechnic degree. 45 per cent of the respondents are male and 55 per cent female. The average age is 45 years.

Digital Transformation



Most of the respondents understood digitalisation as increasingly digital work processes and contents. However, **there was no unilateral consensus**. Some understand the term to mean automation and acceleration, others mobile and flexible forms of work, even others as paperless workplaces. Still others think of social media, industry 4.0, big data, robotics, or artificial intelligence.

The majority of the respondents **perceive the changes caused by digitalisation as positive**. Due to digitalisation, they perceive their work as more diverse and they feel it offers them more autonomy. However, concerning job security and changes in their job profile, many of those interviewed experience a dilemma.

78% feel that their jobs will **not be replaced by machines** in the future.

Leadership and Team Communication

Digitalisation affects leadership behaviour: it leads to **more self-guiding**. **Leadership generally takes place more spatially independent**. Furthermore, leadership is exerted more via identification with the organisation and goal-setting.

72% of respondents say that their supervisors created a work **climate conducive to learning**, in order for their employees to further **advance their digital skills**.

29% of team communication takes place **via e-mail**. **28%** communicate through meetings and **17%** through informal agreements. Newer digital channels, such as Skype or Slack, but also phones, are used sparsely.

79% feel **better informed** thanks to digital media. However, the majority states that yet they do not work more efficiently. Additionally, the feeling of belonging to a team has not increased thanks to digitalisation.





Mobile and Flexible Workplace

83% of respondents are able to work in a **mobile and flexible way**. Out of all forms, home-office and flexible working hours are the two forms organisations tend to facilitate the most. 48% have the option of using mobile workspaces within their organisations. **75%** perceive flexible work as **positive**.

74% are **able to decide for themselves** when they want to work and how much. 38% have guidelines with regards to their work schedule. 85% wish those guidelines were less strict.

80% have their **own workspace**. However, 57% suspect that this will change over the next five years and are therefore neutral in their evaluation of this aspect.



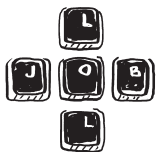
Personnel Development and Learning within Organisations

63% indicate that their organisations **make use of social media for the recruiting process**.

24% state that **digital skills are required in the job specifications** for any new positions.

In the field of personnel development, **online training as well as video tutorials have emerged** within around 50 % of the organisations involved in this IAP Study.

55% stated that they wish to receive further training within a **blended-learning format** where in-class courses are coupled with digital forms of learning.



Digital Connectivity and Health

In the digital age, the boundaries between work and private life become increasingly blurred.

Nevertheless **67%** of the respondents evaluated the **separation of work and private life as crucial**. 80% stated that they managed to separate the two most of the time or at least frequently.

54% of respondents are **reachable for their employers** through digital channels even **outside of working hours**. On the other hand, 28% are online in a private capacity during working hours.

The constant digital connectivity **influences** our health. Half of the participants stated that their **health and sleeping patterns have deteriorated** because of this.

41% say **going offline relaxes them**, whereas 24% become nervous when they are not online.

Download the full IAP Study at zhaw.ch/iap/studie

info.iap@zhaw.ch
+41 58 934 83 33
>> zhaw.ch/iap



blog.zhaw.ch/iap