

'Blurred World' Survey

Key Takeaways [Belgium]

Belgium is less positive than its neighbours about the impact of mobile technology



32% think mobile technology has had a positive impact on the workplace (15% think it's negative)

↓ EU average: 50%



24% feel more engaged at work than 5 years ago thanks to recent advancements in mobile tech

↓ EU average: 40%



41% think that it has made them more efficient at work

↓ EU average: 55%



40% think they're able to more easily collaborate with colleagues who are based in other locations

↓ EU average: 51%

+ 57% don't think they're reliant on mobile technology to do their job effectively

↑ EU average: 38%

Respondents are very conscious about maintaining a boundary



46% don't think technology makes it hard to switch off from work

↑ EU average: 33%



48% don't make themselves available for work, incl. outside the office and of normal office hours

↑ EU average: 32%



35% don't think technology has made them too accessible to co-workers and clients

↑ EU average: 21%



□ **14pts** less likely than the pan-European average to have met most of their friends through work

□ **16pts** less likely to share more personal information and feelings with colleagues than they used to

□ **15pts** more likely to not be connected with most of their colleagues on social media

They are less enthused but also less stressed by the removal of boundaries



64% disagree that it's made them happier

↑ EU average: 41%



44% disagree that it's allowed them to bring the things that excite or inspire them outside of work into the workplace

↑ EU average: 30%



43% disagree mobile tech has improved their work/life balance

↑ EU average: 24%



Yet only **27%** wish there were more boundaries at work

↓ EU average: 41%



39% don't think it's made them more stressed (33% disagree)

↑ EU average: 29%

They see little flexibility as a result of mobile technology



57% don't believe mobile technology gives them more flexibility in their work

↑ EU average: 46%



69% don't think they work from home or remotely more often as a result of mobile technology

↑ EU average: 58%

SMEs embrace the blurred world

→ **10pts** more likely than Large enterprises to make themselves available for work

→ **7pts** less likely to think it makes them too accessible to clients and co-workers

→ Yet also **11pts** more likely to agree that it makes it hard to switch off from work

→ **12pts** more likely to have more flexibility to choose their start and finish time

→ **9pts** less likely take steps to ensure their work and personal life are separate

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Key Takeaways [Belgium]

Working remotely

17% agree mobile technology has led them to work remotely more often

Time spent - per week on average



29.7 hours
working in a physical work location
• 1.7 hours > EU average



0.8 hours
working on a commute
• 101-249 employees: +2.1 hours



7.2 hours
working from home
• 1.4 hours > EU average



0.3 hours
working in a café/restaurant



0.3 hours
working in a park/outdoor space



1.4 hours
working in a co-working space
• 2.6 hours < EU average

Productivity



73% find they are most productive at their physical work location

- ↑ 75% of SMEs
- ↓ 71% of Large enterprises
- ☰ EU average: 73%



18% find they are most productive working from home

- ↑ 19% of Large enterprises
- ↓ 17% of SMEs
- ☰ EU average: 18%



48% think flexible and agile working makes people more productive

- ↓ EU average: 58%

🕒 Start time

43% start between 08:00 - 09:00
↑ EU average: 36%

29% start between 7-8am (6pts above the EU average)

🕒 Finish time

27% finish between 05:00 - 06:00
↑ EU average: 22%

25% finish between 4pm-5pm (7pts above the EU average)

Large enterprises 12pts more likely than SMEs to start between 7-8am and 7pts to finish between 4-5pm

Understanding of GDPR



72% had heard of it
(EU average: 82%)



28% think they have a good understanding
(EU average: 39%)



Between 87%-96% agree with most statements about GDPR



Only 43% agree that GDPR is going to affect the way they use mobile technology at work

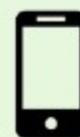
Awareness of mobile security

32% always or often think about data security on work devices (lowest in EU)

26% rarely or never do
(EU avg: 17%)



21% think they have a good understanding of how to secure data on work devices
↓ EU average: 44%



0.7 hours a day on average using mobile for personal reasons (EU avg: 1.6)

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Key Takeaways [Belgium]

Belgium is the least positive across Europe about the impact of mobile technology

- 32% think mobile technology has had a positive impact on the workplace (18pts below the EU average) - 15% think it's been negative (8pts above average);
- 41% think it's made them more efficient at work (14pts below average) - 33% disagree;
- 43% disagree it allows them to strike a better work/life balance (19pts above average);
- 24% feel more engaged at work compared to five years ago as a result of mobile technology advancements (the lowest figure, 16pts below the EU average);
- Belgians are also the least likely to work remotely more often as a result of mobile technology (17%), while 40% acknowledge they're able to more easily collaborate with colleagues who are based in other locations (the lowest figure, 11pts below average).

A majority don't believe it has supported flexibility

- 69% disagree that they work remotely more often as a result of mobile technology
- 57% don't think they have more flexibility to choose when and from where they work, or what time their work day start and finishes (11pts higher than the EU average).

Belgian respondents are unenthusiastic yet widely unmoved by the 'Blurred World'

- 64% disagree the removal of boundaries has made them happier (23pts above average);
- 44% disagree that it's allowed them to bring hobbies/interests etc. into the workplace
- However, perhaps because they are more conscious of maintaining a boundary between their work and personal life...
 - ❑ 48% don't make themselves available for work, including outside the office and of normal office hours - 16pts higher than the EU average
 - ❑ They socialise and share less with their colleagues (14pts less likely to meet friends through work and 16pts less likely to share more personal information and feelings)
- ...they are less likely to feel that technology has made them too accessible to clients and co-workers (37% compared to 50% across Europe), that it makes it hard to switch off from work (13pts less likely), that there needs to be more boundaries (14pts less likely). They are also 10pts more likely not to feel stressed by the blurring of boundaries.

They start and finish earlier than the European average

- They spend 7.2 hours per week on average working from home - 1.4 hours higher than the pan-European average. However, they're less likely to use co-working spaces (2.6 hours less than average) and to work remotely from cafes, parks, or whilst commuting;
- They are 7pts more likely to start between 8-9am and to finish between 4-5pm than the EU average, and 6pts more likely to start between 7-8am. Meanwhile, they are 7pts less likely to start between 9-10am and 6pts less likely to finish after 6pm.

Security awareness is by far the lowest in Europe

- Less than a third (29%) of office workers always or often think about data security on their work devices (18pts below EU average), and less than a quarter (21%) think they have a good understanding of how to keep data and information secure (25pts below average);
- 54% don't think GDPR is going affect how they use mobile technology in the workplace.

Office workers are slightly more positive about the impact of mobile technology

- 46% of office workers think mobile technology has made them more efficient and 35% believe it's had a positive impact on the workplace (5pts above the Belgian average);
- 45% think people take advantage of flexible working hours (+5pts) and 36% believe they have much more flexibility to choose when to start and finish their work (+9pts);
- 49% say they're able to more easily collaborate with colleagues in other locations (+9pts);
- They are widely similar to the country average in their perception of the 'blurred world'. However, they're 6pts more likely to think the 'work wardrobe' no longer exists (49%) and that flexible and agile working makes people more productive in their work (54%).
- They are also a lot more likely to finish between 4-6pm (+15pts).