

'Blurred World' Survey

Key Takeaways [Spain]

Mobile technology has improved efficiency



56% think mobile technology has had a positive impact on the workplace

⬆️ EU average: 50%



44% feel more engaged at work than 5 years ago thanks to recent advancements in mobile tech

⬆️ EU average: 40%



51% think that it has made them more efficient at work

⬇️ EU average: 55%



47% are able to more easily collaborate with colleagues who are based in other locations

⬇️ EU average: 51%



45% say mobile technology has improved their work/life balance

⬆️ EU average: 43%

Yet it can infringe on personal life



51% think technology makes it hard to switch off from work

⬆️ EU average: 39%



47% make themselves available for work, including outside of the office and of normal office hours

⬆️ EU average: 45%



56% think technology has made them too accessible to co-workers and clients

⬆️ EU average: 50%



59% take steps to ensure their work and personal life are separate



They're **5pts** more likely than the pan-European average to share more personal information and feelings with colleagues than they used to

Spanish respondents are somewhat wary of the 'Blurred World'



50% wish there were more boundaries at work (15% don't)

⬆️ EU average: 41%



36% disagree the removal of boundaries has made them happier (32% think it has)

⬇️ EU average: 41%



42% think it's made them more stressed (25% disagree)

⬆️ EU average: 38%



However, **39%** think it's allowed them to bring the things that excite or inspire them outside of work into the workplace

⬆️ EU average: 35%

They see little flexibility as a result of mobile technology



More than half don't believe mobile technology gives them more flexibility in their work

⬆️ EU average: 46%



56% don't think they work from home or remotely more often as a result of mobile technology

⬇️ EU average: 58%

Large enterprises are less affected by the 'Blurred World'

→ **19pts** more likely than SMEs to not make themselves available for work

→ **10pts** more likely to disagree mobile tech makes it hard to switch off from work

→ **8pts** more likely to disagree it's improved their work/life balance + **10pts** more likely to not be happier with removal of barriers

→ **18pts** more likely to not have more flexibility to choose their start and finish time

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Working remotely

27% agree mobile technology has led them to work remotely more often
→ **30%** of SMEs vs. **23%** of Large enterprises

Time spent - per week on average



29.3 hours
working in a physical work location
• 1.3 hours > EU average



1.6 hours
working on a commute
• 101-249 employees: +3.4 hours



4.6 hours
working from home
• 1.2 hours < EU average



0.8 hours
working in a café/restaurant



0.5 hours
working in a park/outdoor space



2.5 hours
working in a co-working space
• 1.5 hours < EU average

Productivity



78% find they are most productive at their physical work location



85% of Large enterprises



74% SMEs



EU average: **73%**



13% find they are most productive working from home



15% of SMEs



11% of Large enterprises



EU average: **18%**



68% think flexible and agile working makes people more productive



EU average: **58%**



Start time

38% start between

08:00_{am} - 09:00_{am}



EU average: **36%**

25% start between

9-10am (7pts above the EU average)



Finish time

41% finish later than

06:00_{am} (29% past 7pm)



EU average: **31%**

23% finish between

3-4pm (10pts above the EU average)

Large enterprises **14pts** more likely than SMEs to start between 7-8am and **22pts** to finish between 3-4pm

Understanding of GDPR



88% had heard of it



29% think they have a good understanding (EU average: **39%**)



Between **88%-97%** agree with most statements about GDPR



59% agree that GDPR is going to affect the way they use mobile technology at work (**9pts** above the EU average)

Awareness of mobile security

53% always or often think about data security on work devices (**8pts** higher than EU avg.)

11% rarely or never do



35% think they have a good understanding of how to secure data on work devices



EU average: **44%**



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

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Key Takeaways [Spain]

Spain quite positive about the impact of mobile technology but recognises difficulty to switch off

- 56% think mobile technology has had a positive impact on the workplace (6pts above the EU average) – only 5% think it's been negative;
- 51% think it's made them more efficient at work – 18% disagree; and 44% feel more engaged at work compared to five years ago as a result of mobile technology advancements;
- 45% think it allows them to strike a better work/life balance – 21% disagree;
- However, more than half (51%) think it makes it hard to switch off from work (12pts higher than average) and 56% think it's made them too accessible to clients and co-workers;
- Nearly half (47%) make themselves available incl. outside the office and of normal office hours.

Respondents are somewhat wary of the 'Blurred World'

- 36% disagree the removal of boundaries has made them happier; though 32% believe it has, which is 6pts above the pan-European average
- 42% think it has made them more stressed (4pts higher than the average);
- 50% wish there were more boundaries in the workplace (9pts higher than the EU average);
- 59% take steps to ensure their work and personal life are separate
- Meanwhile, over half (53%) believe they can be themselves at work as they have a similar 'home' and 'work' persona, and over a third (35%) share more personal information and feelings with colleagues than they used to (5pts above the European average)

A majority don't believe mobile technology has supported flexibility

- 56% disagree that they work remotely more often as a result of mobile technology;
- 50% don't think they have more flexibility to choose when and from where they work, or what time their work day start and finishes (4pts higher than the EU average);
- Meanwhile, 53% also think people are taking advantage of flexible working hours, while they work from home 4.6 hours a week on average (slightly below average of 5.8).

They start and finish later than the European average – though Large enterprises finish earlier

- While 38% start between 8-9am, they are 7pts more likely to start between 9-10am than the EU average, and 8pts less likely to start between 7-8am.
- They're more likely to finish either *early*...
 - 23% finish between 3-4pm – 10pts higher than average – up to 36% in Large enterprises;
- ...or *late*
 - 41% finish after 6pm, 29% after 7pm – 11pts higher than the average;
- But less likely to finish at more conventional finish times (only 11% finish between 5-6pm).

Security awareness is rather high compared to the rest of Europe

- Over half (54%) of office workers always or often think about data security on their work devices (8pts above EU average), meanwhile 39% believe they have a good understanding of how to keep data and information secure (9pts below average);
- 58% think GDPR is going affect how they use mobile technology in the workplace (6pts above average).

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

- 59% of office workers think mobile technology has made them more efficient and that it's also had a positive impact on the workplace (8pts and 3pts higher than the Spanish average);
- 52% say they're able to more easily collaborate with colleagues in other locations (+5pts);
- They are widely similar to the country average in their perception of the 'blurred world'. However, they are 6pts more likely to disagree that it's made them happier (42%) and 8pts more likely to think the 'work wardrobe' no longer exists (55%).
- They are also 6pts more likely to start between 8-9am (44%) and to finish between 3-4pm (29%).