



Technology empowers every modern enterprise and impacts the day-to-day experience of people at work.

Understanding how your employees use tech at work and tapping into their emotions can increase adoption and engagement, boost productivity, and in turn enhance your customers' experience.

Business leaders understand this and say they're choosing technology with their people in mind. PwC's latest Technology at Work survey of more than 12,000 fulltime employees reveals that employees disagree – and offers tips for aligning tech to employee needs.

Employees' take on tech is different from their leaders

A whopping 90%

of C-suite executives say their company pays attention to people's needs when introducing new technology





While only 53% of staff say the same

Even supervisors say their experience with technology is lacking

of supervisors feel overwhelmed by technology at work



of supervisors say they spend more time getting technology to work than they would like

Fears over losing a technological edge have risen sharply



of CEOs are worried about the speed of technological change

of CEOs are worried about the availability of key skills



Today's workforce is ready to invest time to upgrade their technology skills...

Yet only 50% of staff and 64% of managers

are satisfied with the resources available to learn new technology





While 46% of employees

say their company doesn't value tech-savvy employees



THE GOOD NEWS: Giving employees a great tech experience aligns directly with executive goals

Employees:

- Get more work done, faster
- Work how and where they want Balance self-service options
- with human interaction
- Advance their most important work

Executives:

- Improve user adoption and performance
- Drive better customer experience
- Support the organization's strategy

LEARN HOW TO EMPOWER YOUR EMPLOYEES TO DO THEIR BEST WORK

Download Unleashing your Employees Potential, an executive overview of PwC's 2018 Technology at Work Survey

Sources: PwC 2018 Tech At Work Survey, PwC 21st CEO Survey: Talent



