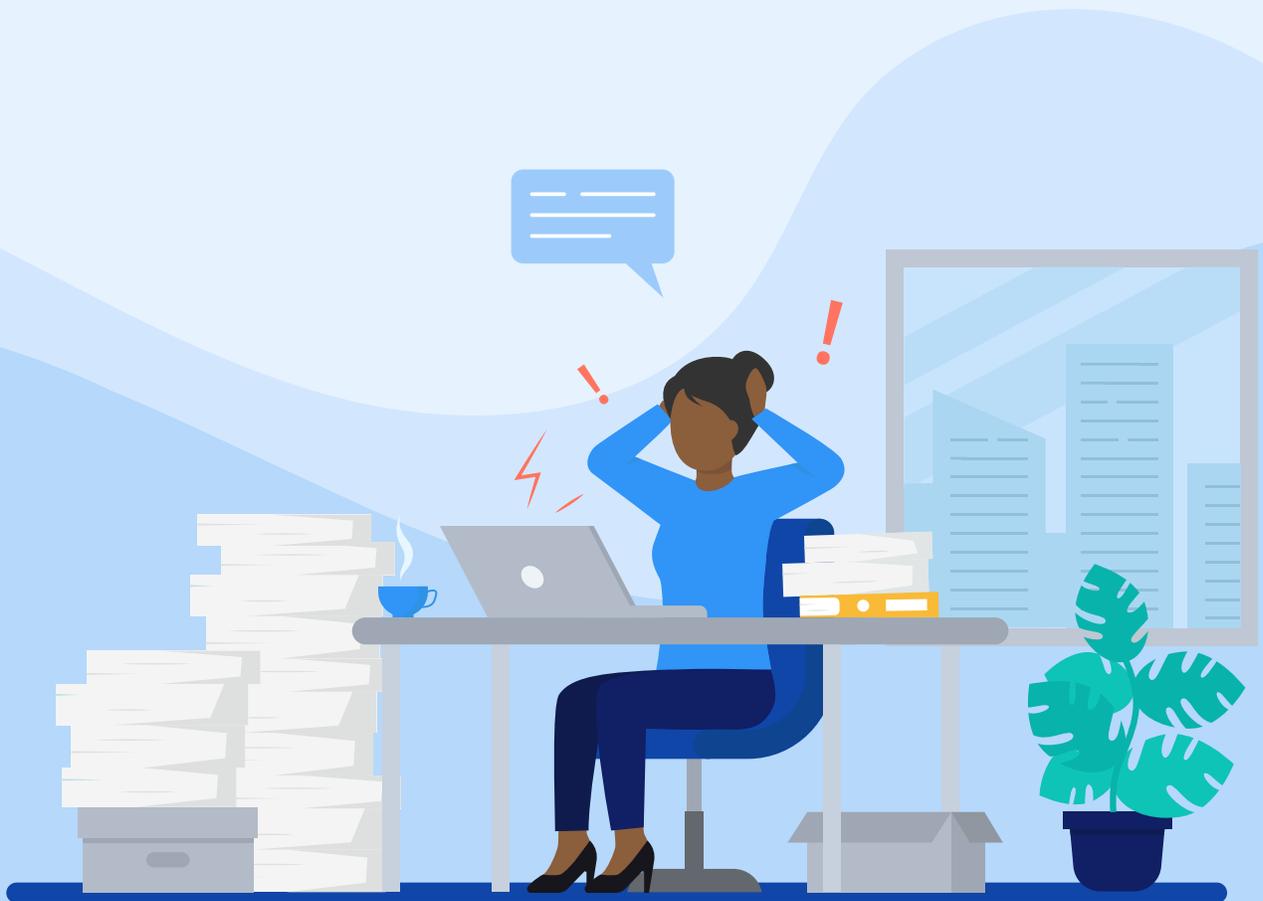


Digital Sabotage & The Great Resignation

INSIGHTS FROM 1,500 IT & KNOWLEDGE WORKERS



Introduction

Old problems. New circumstances.

Yes, the pandemic forever flipped the way we work upside down, but the dynamic between employees and IT, the stress we are under, it's the same relationship, just worse.

It's only now that c-suite leaders are seeing the clear lines drawn between one's digital experience and its organization's ability to survive. Digital Employee Experience (DEX) impacts everything—from productivity, customer satisfaction, employee talent and retention—to your bottom line.

Today, the most forward-thinking organizations understand what it really means to manage their DEX. They have real visibility into their employee computing problems and can proactively resolve those issues at scale.

However, many organizations are just beginning their journey. That is why Nextthink commissioned this independent survey from Vanson Bourne of 1,500 senior IT leaders and employees (non-IT), to share insight into the issues faced by most organizations today.

We hope you find this research useful, whichever stage of the DEX journey you're on.



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Data Highlights



54%

of senior IT decision-makers (ITDMs) admit that IT failures have often or sometimes led to embarrassing situations with clients, customers, and business partners within their organization



82% of senior ITDMs believe that employees at their organization don't realize that often they are the source of their own digital frustrations



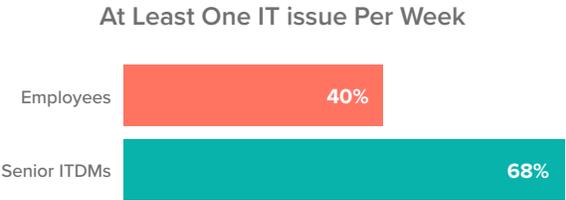
30% of employees are unclear on who is involved in creating a better DEX for them or believe that this isn't the responsibility of anyone as far as they can tell

IT Failures & Productivity Loss

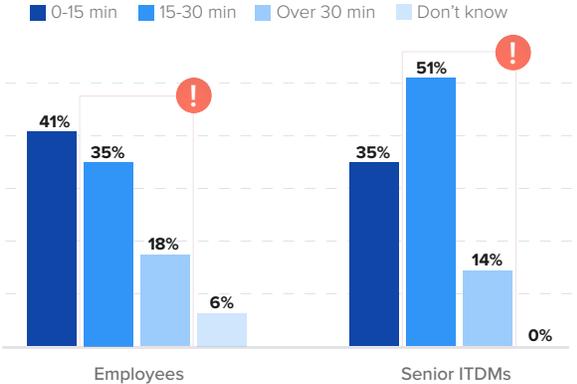
Vanson Bourne surveyed 1,000 digital workers and 500 senior IT decision-makers (ITDMs). By comparing and combining their answers, you can start to piece together what the real cost of poor Digital Employee Experience is, both on individual productivity, and the wider organization's bottom line.

A considerable number of employees (40%) and IT leaders (68%) report they experience at least one IT issue per week that prevents them from doing their job. And in some instances, these issues can last longer than 30 minutes.

How many times per week do you experience IT issues that prevent you from doing your job?



How long do those IT issues last for?



We also know from outside research that it can take workers nearly 25 minutes to refocus their attention after a single distraction¹. We recommend that IT leaders closely study any ITSM tools and processes that can help them detect and resolve looming problems before they impact users and the business.

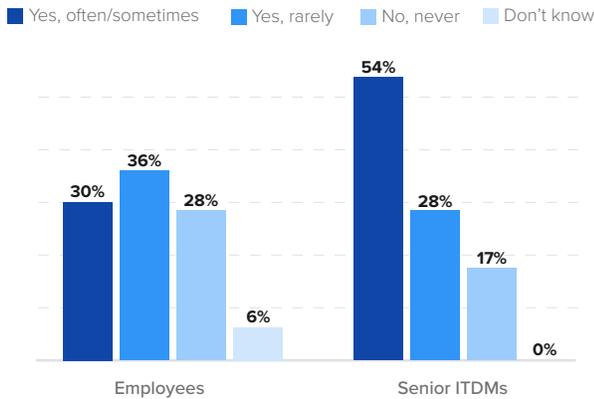
¹ The Cost of Interrupted Work: More Speed and Stress. University of California, Irvine. <https://www.ics.uci.edu/~gmark/chi08-mark.pdf>



It can take workers nearly **25 minutes** to refocus their attention after a single distraction.

In addition to disrupting productivity, tech failures have also led to embarrassing client-facing situations, particularly for IT leaders!

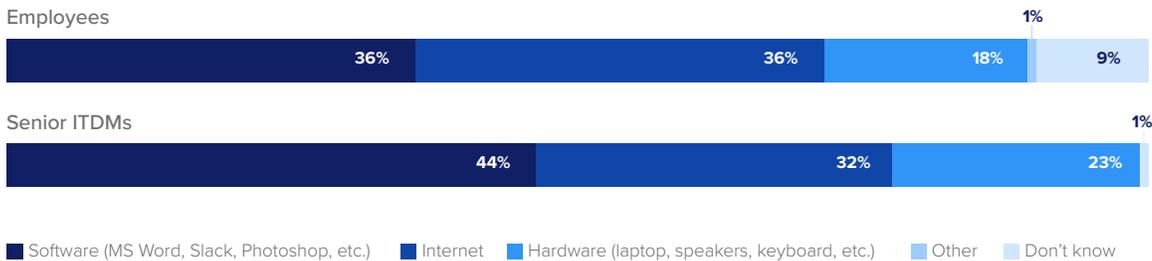
Do IT failures ever lead to embarrassing situations with clients/customers/business partners within your organization?



54% of senior ITDMs admit that IT failures have often or sometimes led to embarrassing situations with clients, customers, and business partners within their organization

Both camps reference similar types of tech problems, with software and internet issues being reported the most.

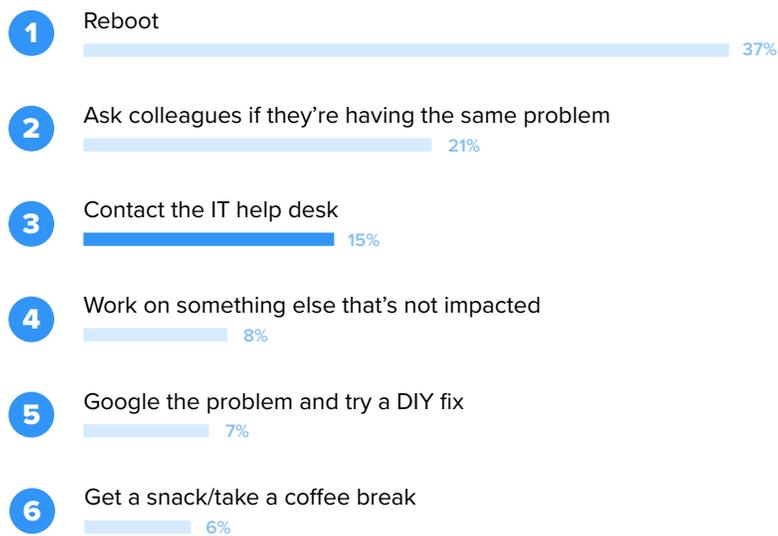
What type of tech issues are impacting your work experience?



Bad Employee User Habits & “Digital Sabotage”

When employees encounter a tech problem, they’re reluctant to contact their IT help desk. In fact, we discovered this is the 3rd option they choose after rebooting the device and asking colleagues if they’re having the same problem.

Which are you most likely to do if/when your work technology is acting up?



Employees are unintentionally committing what we call digital sabotage—they wind up “sabotaging” their own productivity and their colleagues’ time.

An overwhelming number of IT decision-makers (82%) believe employees encounter tech issues because of their own behavior.



82% of senior ITDMs believe that employees at their organization don’t realize that often they are the source of their own digital frustrations

In fact, IT is certain employees commit certain bad habits, far more than they are willing to admit!

But should the onus be on employees to manage their own Digital Employee Experience? We're talking about marketers, finance teams, human resources, etc.

Ultimately, DEX should be managed and supported by IT.

Employees need to focus on their jobs and what they're hired to do, not spending time investigating a wonky VPN connection. If IT leaders want their employees to break free of poor user habits, they need to offer proactive tips and reminders. They need to show them what an ideal user experience looks like!

One complicating factor in all this is that hybrid and agile work environments only exacerbate tech issues for IT leaders.

Rooting out these problems, both now and in the future, will require IT teams to take responsibility over their organization's Digital Employee Experience.

As we'll show next, most IT teams have an advocacy problem—they think the organization knows it has a dedicated DEX team, but the perception from employees says otherwise.

Employees tend to admit to bad IT habits like:

- ✓ Leaving work devices plugged in charging even at 100%
- ✓ Leaving apps running in background all day
- ✓ Accessing business email w/ private work device

But some employees tend to downplay:

- ✗ Saving personal files on work devices
- ✗ Ignoring IT/security messages on screen until forced to act
- ✗ Using personal public cloud storage for work docs

To what extent do you believe that hybrid working makes technology problems more or less complex than working in an office environment?

Employees



Senior ITDMs



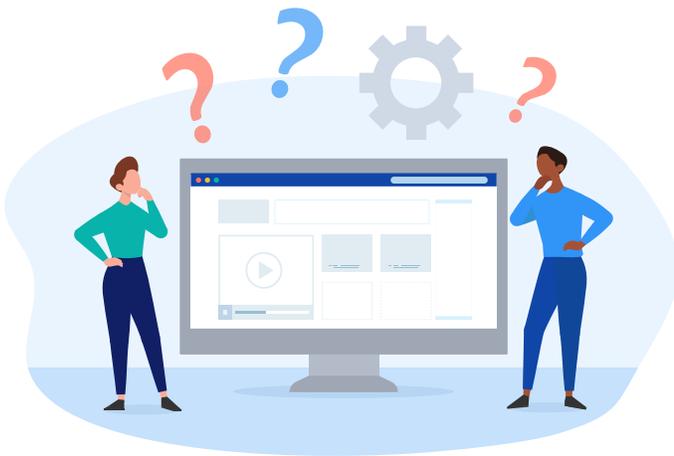
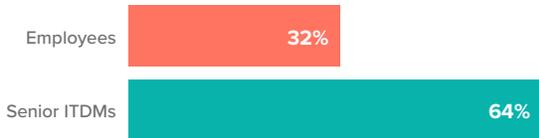
■ More complicated than working in office ■ About the same ■ Less complicated than working in office ■ Don't know

DEX Who? Confusion Over IT's Role

Most IT leaders agree that DEX will continue to be extremely important in the future and that currently, they have dedicated staff available for optimizing one's digital environment.

However, employees seem to be less aware that these resources even exist.

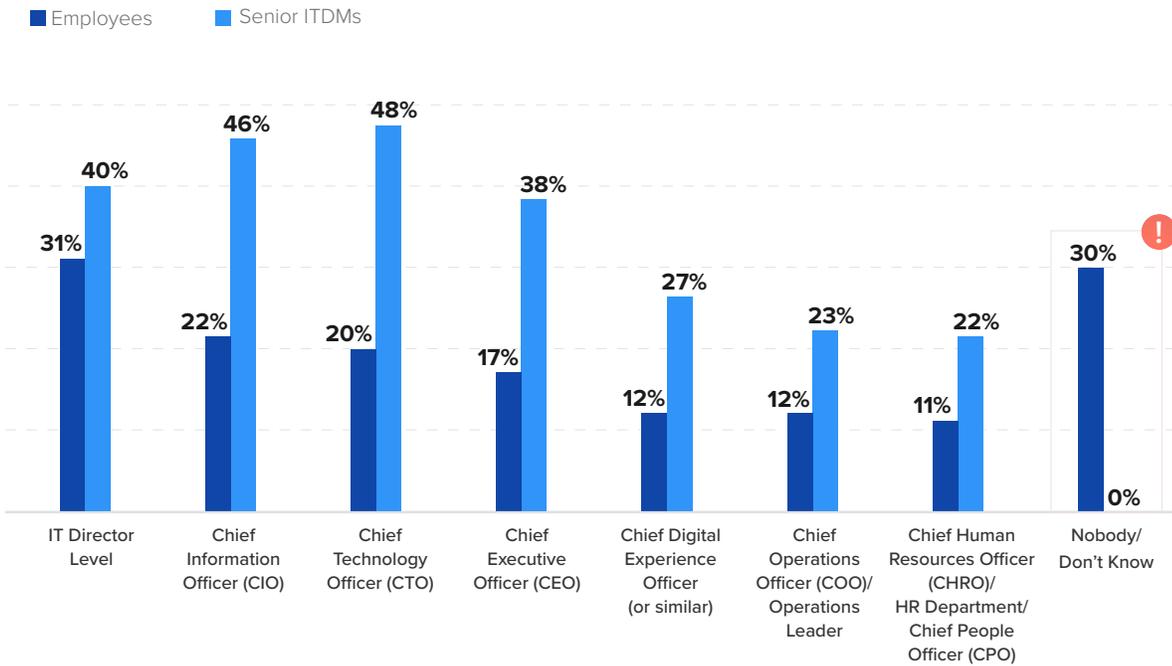
When asked who within an organization they go to for digital workplace optimizations and innovations, only 32% of employees selected a dedicated IT experience team or contact.



89% of employees believe DEX will be an extremely or very important part of the overall employee experience

And when it comes to the broader decision-making process, employees seem to be less aware that one person or one team is looking out for their digital wellbeing.

Who in your organization is involved in the decision-making process around creating a better digital experience for employees?



While many DEX decisions come directly from the c-suite, we recommend that organizations include more employees in the decision-making process. Including users early on can help knock down hierarchical barriers and spread awareness that your organization is taking digital experience seriously.

As we'll show in the next section, when organizations fail to take responsibility over their digital experience, it can have grave ramifications on business performance and longevity.

30%

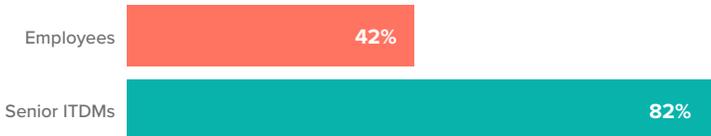
30% of employees don't know a DEX decision maker exists/can't tell

Tech Experience & the “Great Resignation”

Much of an organization’s success depends on its ability to attract and retain talented and productive workers. Though there are many factors that can influence employee experience and retention—like salary, work culture, or autonomy—we are seeing more evidence that digital experience plays a considerable role.

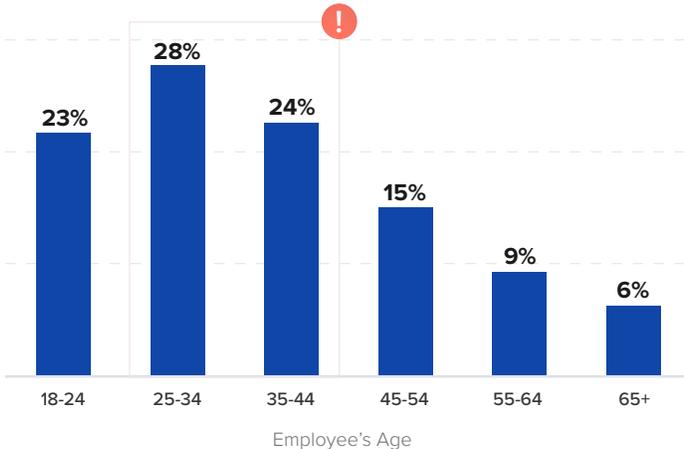
Does the quality of your digital workplace influence your willingness to recommend your company to a job seeker?

Yes - Quality of Workplace Influences Recommendations



Would you leave a job because of a poor IT experience or if you didn’t have the right digital tools?

Yes - Would Leave/Consider Leaving a Job



28% of employees aged 25-34 years old would consider leaving a job because of a poor IT experience



The Great Resignation is a term coined for the mass exodus in employee turnover that organizations are experiencing right now.

From our report, [HR & IT: the Grand Alliance](#)², HR and IT leaders ranked poor tech service as the 3rd most influential factor for employee turnover or burnout.

- 1 Poor salary, benefits, or career path (promotions)
- 2 Unhealthy work culture
- 3 **Unreliable IT service and equipment (in-office or remote)**
- 4 Difficult commute
- 5 Uncomfortable desk setup
- 6 Other



When IT issues occur, they act like a thousand tiny cuts on the Employee Experience.

Just like how engaged workers can trigger a knock-on effect of positive outcomes for companies, so too can IT problems devolve in the opposite direction. When technology fails, it disrupts, distracts, and disengages even the best employee. And disengaged workers cost companies billions in productivity loss—for example, many American organizations report losses of up to \$550 billion a year due to a poor Employee Experience³.

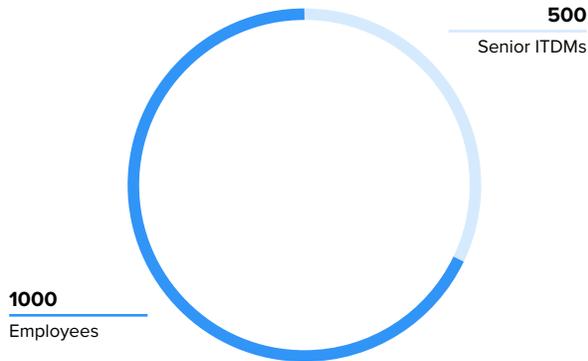
To prevent your tech experience from working against you, we recommend you follow these [5 best practices](#).

² HR & IT: The Grand Alliance Survey Report. <https://www.nextthink.com/resource/hr-it-the-grand-alliance-survey-report/>

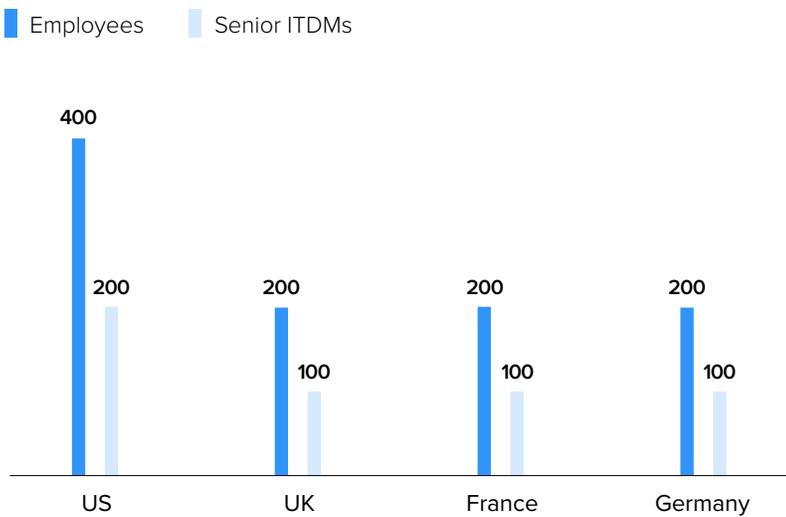
³ 5 Best IT Experience Practices Your Team Can Make Today. <https://dex.nextthink.com/articles/5-best-it-experience-practices-your-team-can-make-today/>

About the Survey

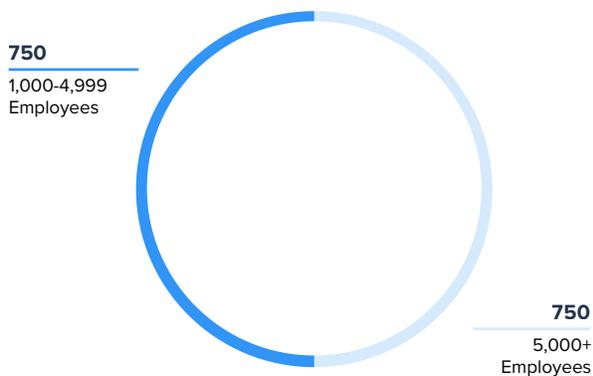
Respondent Type



Respondent Country



Respondent Company Size



ABOUT NEXTHINK

Nextthink is the global leader in Digital Employee Experience management. The company's products allow enterprises to create highly productive digital workplaces for their employees by delivering optimal end-user experiences. Through a unique combination of real-time analytics, automation and employee feedback across all endpoints, Nextthink helps IT teams meet the needs of the modern digital workplace.

Have questions about the Nextthink platform?

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