



ecosystem

THE FUTURE OF THE
DIGITAL WORKPLACE

The Changing Dynamics of the Workplace

AN ANZ VIEW

Tim Sheedy

MARCH 2022





The Way We Work In ANZ is Changing

Findings from the Ecosystem
Voice of the Employee Study

In 2020 “work” went from a place you go to something you do.

Through the many restrictions in 2020 and 2021, knowledge workers in Australia and New Zealand (ANZ) changed their work behaviours and employers changed their expectations of their employees. Tighter border controls and fast economic recoveries have swung the pendulum in the favour of employees, and “The Great Resignation” has started to play out across the region.

Here are some insights that can help businesses in ANZ develop strategies and capabilities to better serve their remote and office-based employees.





The Great Resignation has Begun in ANZ

In 2021 we saw the turnover rate of employees in businesses start to creep up. Part of this was a return to average turnover – which was at historically low levels in 2020 because of the pandemic. But there are other factors at play as well.

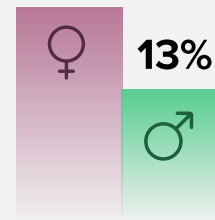
Being away from the office has given many employees an opportunity to reconsider their priorities.

And as some employers went into “business as usual” “back in the office” mode, employees saw it as a chance to change jobs or even careers.

MORE WOMEN LIKELY TO CHANGE JOBS/CAREERS IN 2022

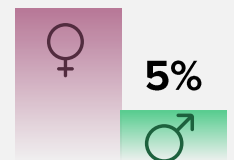
2021

21%



Changed job

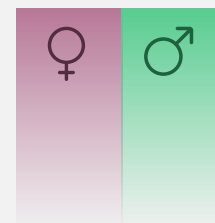
15%



Changed career

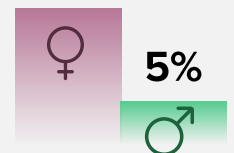
2022

26% 26%



Will change jobs

16%



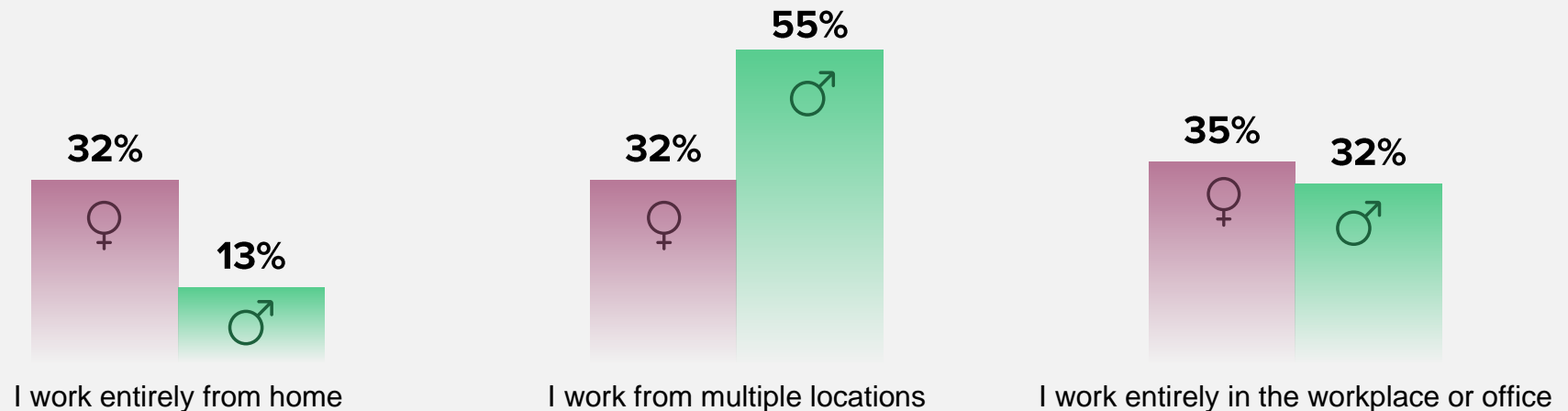
Will change career



Women are More Likely to Work Entirely from Home

The pandemic has given many employees a taste of the flexibility usually reserved for the lucky few; working from home or remotely was a common situation for knowledge workers through the lockdowns. Some employers have begun to adopt a new model of work, where employees spend some or all their working week at home or in the office. Admittedly, this was beginning to happen before the pandemic, but it has accelerated and is now a relatively common practice.

Women are much more likely to work entirely from home – men much more likely to work from multiple locations.

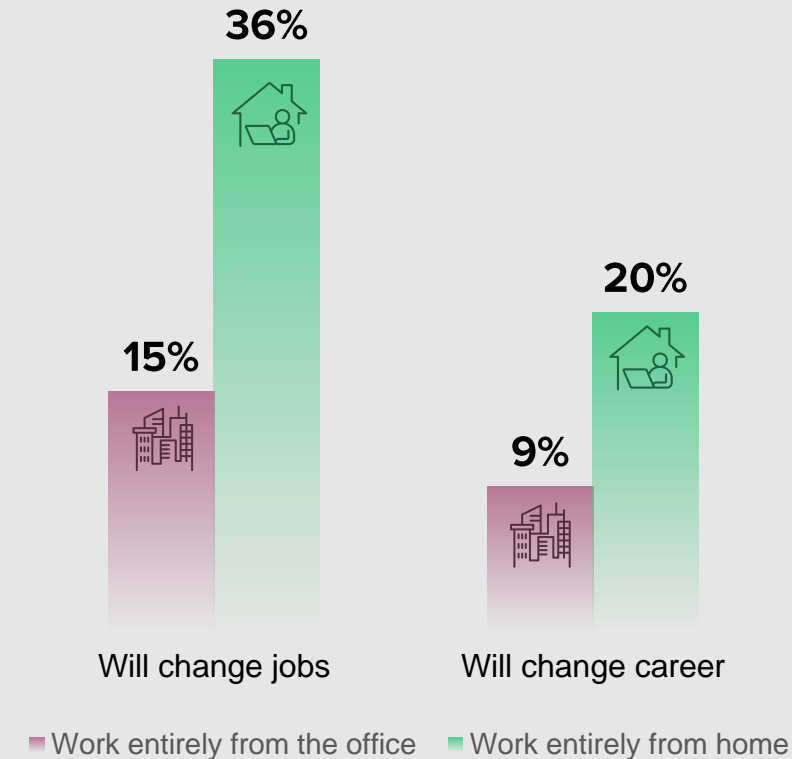




Those Working Entirely from Home are More Likely to Change Jobs/Careers in 2022

While the turnover rates will be high across all employees in 2022, it is interesting to note that those who work entirely from home are significantly more likely to change jobs or careers in 2022. This could be because of poor management of remote workers, employees' personality types or other factors.

Businesses across ANZ will need to better manage and care for their remote employees to ensure continued employee satisfaction and that working conditions for all employees are maintained and improved.



Source: Ecosystem Voice of the Employee Study, 2022



Knowledge Workers in ANZ are Enjoying the Work from Home Model

It is fascinating to see how employees in different countries frame the benefit of working from home. In ANZ, the benefits relate directly to a reduction in commute time and the ability to work flexible schedules. In a country like India, as an example, the benefits are all about spending more time with the family and money saved on food and travel.

The way we frame the benefits are cultural and businesses must adapt to account for these variances.

Knowledge workers in ANZ do not consider fewer meetings and easier access to colleagues/peers as key benefits. Many organisations have failed to deliver on the promise of employing technology to break down organisational boundaries between employees.

TOP 5 BENEFITS OF WORKING FROM HOME IN ANZ



62%

Reduction of commute time



53%

Ability to work flexible schedules



43%

Money saved on food & travel



32%

Increased productivity



31%

More time spent with family



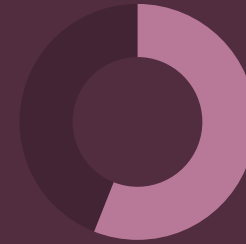
Employees are Looking for More Flexibility and Choice

Most employees are interested in increased flexibility in both the location and the hours of work. More than half of the respondents want the option of flexible hours – get their jobs done, in the times that suit them, not just times that suit employer or their managers.

Only 8% of knowledge workers in ANZ prefer the traditional working week – 9-5, Monday to Friday.

Employees sense that they have more choice, and now is the time to push their agendas. The “Great Resignation” has many organisations worried. They know that many of their employees are unhappy and want change. How they respond to these challenges will define the Future of Work.

WHAT EMPLOYEES WANT



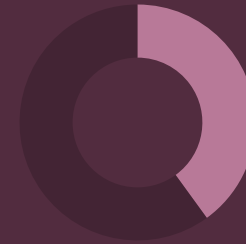
56%

Flexible working hours



56%

To work remotely for the rest of my career



40%

The choice of whether I go in to work or work from home



28%

4-day weeks with longer hours



Ecosystem Opinion



Tim Sheedy

Principal Advisor,
Customer Experience,
Digital Transformation, AI



info@ecosystem360.com

www.ecosystem360.com

2022 will be another busy year for CIOs; and businesses across ANZ need to adapt to future ways of working. Traditionally, managers and business leaders have considered the office as the place of work; all the tools to get the job done were in the office. But the truth is that today, the office is one of the tools to help organisations achieve the outcomes customers and businesses require.

It's time to rethink the office experience and evaluate how, why and when it should be used as a tool to help employees build the brand and serve the customers better.

ABOUT THE ECOSYSTEM VOICE OF THE EMPLOYEE STUDY

The study aims to explore the emerging global Future of Work trends from an employee's point-of-view. In an environment of uncertainty, this is designed to be an ongoing, dynamic study that will be able to track the major shifts in preferences, perceptions, and practices through 2022.

[Click here if you want to participate in the study](#)