



Employee Survey Results 2019

THE HIGHLIGHTS

73%



of respondents said that they were concerned that their job might become fully automated in the future.

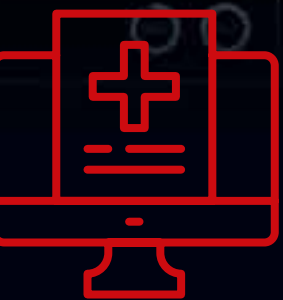
And many of the sample don't think that day will be long deferred. More than a third of the survey sample (**36%**) said that they thought their job could become fully automated within five years.



Nearly two-thirds

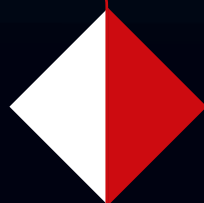
(65%)

of the sample overall say they see the introduction of automated technologies into their working processes, as **'an opportunity to learn new skills and grow their role within the business'**.



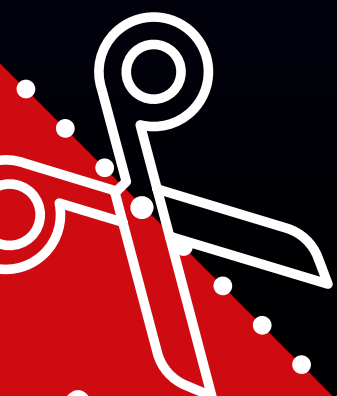
50%

of the sample said the IT department played the main role in assisting them to get up to speed with new technologies or systems that affect their role.



75%

viewed technological change within a contact centre or customer service environment as positive compared to just 6% who described it as negative.



cutting costs

When asked to name what they thought their company was hoping to do by moving to robotics and automation technology, more than a third of respondents (**37%**) thought **'cutting costs'** was among their company's top two priorities and **34%** said **'deliver a competitive edge'**.

'Empower employees and add value to their jobs' was lower down the list (referenced by 31%).



competitive edge