



## **Aging Devices** **Data Report**

- 1 How many employees work in your organisation? ITDMS
- 2 In which sector does your organisation primarily operate? ITDMS
- 3 How many employees work in your organisation? Office workers
- 4 In which sector does your organisation primarily operate? Office workers
- 5 What is your organisation's PC (desktops and laptops) refresh cycle?
- 6 How old are the computers that are used within your organisation?
- 7 Has your company delayed a planned upgrade of its PCs in the last three years?
- 8 Between your home computer and your work computer which one is older?
- 9 How much older is your work computer compared to your home computer?
- 10 How much older is your home computer compared to your work computer?
- 11 What do you think is the quickest way for someone to get a new phone or laptop in your company?
- 12 Is the PC or laptop that you use at work damaging your efficiency?
- 13 How far is the performance of your main office computing device (ie desktop or laptop) impacting your efficiency where 1 is 'not at all' and 5 is 'very much'?



## How many employees work in your organisation?

Base: All ITDM respondents

	Total	United Kingdom	France	Germany
Between 5 and 10	12 %	18 %	12 %	6 %
Between 11 and 25	16 %	19 %	12 %	18 %
Between 26 and 50	17 %	17 %	22 %	13 %
Between 51 and 100	28 %	31 %	26 %	28 %
Between 100 and 250	27 %	16 %	29 %	37 %
Base	600	200	200	200

Base: All ITDM respondents

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
Between 5 and 10	12 %	8 %	16 %	10 %	11 %	8 %	14 %
Between 11 and 25	16 %	6 %	23 %	22 %	24 %	9 %	13 %
Between 26 and 50	17 %	19 %	23 %	16 %	11 %	14 %	19 %
Between 51 and 100	28 %	33 %	26 %	24 %	36 %	28 %	26 %
Between 100 and 250	27 %	34 %	13 %	29 %	19 %	41 %	27 %
Base	600	83	124	102	84	108	99



## In which sector does your organisation primarily operate?

Base: All ITDM respondents

	Total	United Kingdom	France	Germany
<b>IT and technology</b>	<b>21 %</b>	21 %	22 %	20 %
<b>Manufacturing</b>	<b>18 %</b>	14 %	19 %	22 %
<b>Retail, distribution and transport</b>	<b>17 %</b>	18 %	14 %	20 %
<b>Business/professional services</b>	<b>14 %</b>	18 %	18 %	7 %
<b>Financial services</b>	<b>14 %</b>	13 %	13 %	16 %
<b>Other Commercial</b>	<b>16 %</b>	18 %	15 %	17 %
<b>Base</b>	<b>600</b>	200	200	200

Base: All ITDM respondents

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
<b>IT and technology</b>	<b>21 %</b>	29 %	29 %	27 %	19 %	10 %
<b>Manufacturing</b>	<b>18 %</b>	13 %	10 %	15 %	18 %	27 %
<b>Retail, distribution and transport</b>	<b>17 %</b>	14 %	22 %	16 %	14 %	19 %
<b>Business/professional services</b>	<b>14 %</b>	13 %	20 %	9 %	18 %	10 %
<b>Financial services</b>	<b>14 %</b>	10 %	5 %	16 %	16 %	17 %
<b>Other Commercial</b>	<b>17 %</b>	20 %	13 %	18 %	15 %	17 %
<b>Base</b>	<b>600</b>	69	98	103	169	161



## How many employees work in your organisation?

Base: All office worker respondents

	Total	United Kingdom	France	Germany
Between 5 and 10	23 %	36 %	15 %	18 %
Between 11 and 25	18 %	19 %	19 %	17 %
Between 26 and 50	20 %	16 %	21 %	22 %
Between 51 and 100	21 %	18 %	23 %	22 %
Between 100 and 250	19 %	12 %	23 %	21 %
Base	3000	1000	1000	1000

Base: All office worker respondents

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
Between 5 and 10	23 %	21 %	22 %	24 %	28 %	11 %	27 %
Between 11 and 25	18 %	23 %	19 %	16 %	19 %	16 %	20 %
Between 26 and 50	20 %	16 %	23 %	20 %	17 %	22 %	20 %
Between 51 and 100	21 %	17 %	18 %	23 %	21 %	24 %	19 %
Between 100 and 250	19 %	23 %	19 %	17 %	16 %	27 %	15 %
Base	3000	266	203	596	529	558	848



## In which sector does your organisation primarily operate?

Base: All office worker respondents

	Total	United Kingdom	France	Germany
<b>Financial services</b>	<b>9 %</b>	9 %	8 %	10 %
<b>IT and technology</b>	<b>7 %</b>	9 %	5 %	6 %
<b>Construction and property</b>	<b>14 %</b>	15 %	14 %	15 %
<b>Retail, distribution and transport</b>	<b>20 %</b>	17 %	21 %	22 %
<b>Entertainment, media and leisure</b>	<b>10 %</b>	13 %	7 %	11 %
<b>Other commercial</b>	<b>40 %</b>	38 %	44 %	36 %
<b>Base</b>	<b>3000</b>	1000	1000	1000

Base: All office worker respondents

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
<b>Financial services</b>	<b>9 %</b>	8 %	11 %	7 %	7 %	11 %
<b>IT and technology</b>	<b>7 %</b>	7 %	7 %	8 %	6 %	7 %
<b>Construction and property</b>	<b>14 %</b>	19 %	18 %	15 %	12 %	8 %
<b>Retail, distribution and transport</b>	<b>20 %</b>	21 %	17 %	20 %	22 %	18 %
<b>Entertainment, media and leisure</b>	<b>10 %</b>	12 %	10 %	12 %	10 %	8 %
<b>Other commercial</b>	<b>40 %</b>	33 %	36 %	38 %	43 %	48 %
<b>Base</b>	<b>3000</b>	683	546	585	625	561



## What is your organisation's PC (desktops and laptops) refresh cycle?

Base: All ITDM respondents

	Total	United Kingdom	France	Germany
1-2 years	15 %	7 %	18 %	20 %
3 years	41 %	39 %	40 %	45 %
4-5 years	26 %	27 %	28 %	24 %
More than five years	3 %	4 %	4 %	1 %
We don't specify a technology refresh cycle	7 %	11 %	4 %	7 %
We replace devices as and when the old ones fail	8 %	14 %	8 %	4 %
Average	3 yrs 3 mths	3 yrs 6 mths	3 yrs 3 mths	3 yrs 1 mth
Base	600	200	200	200

Base: All ITDM respondents

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
1-2 years	15 %	13 %	19 %	15 %	13 %	14 %	12 %
3 years	41 %	39 %	41 %	44 %	35 %	44 %	41 %
4-5 years	26 %	35 %	20 %	22 %	29 %	26 %	29 %
More than five years	3 %	2 %	2 %	3 %	4 %	2 %	5 %
We don't specify a technology refresh cycle	7 %	2 %	10 %	9 %	11 %	6 %	5 %
We replace devices as and when the old ones fail	8 %	8 %	8 %	8 %	10 %	8 %	7 %
Average	3 yrs 3 mths	3 yrs 5 mths	3 yrs 1 mth	3 yrs 3 mths	3 yrs 5 mths	3 yrs 3 mths	3 yrs 5 mths
Base	600	83	124	102	84	108	99

Base: All ITDM respondents

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
1-2 years	15 %	23 %	19 %	10 %	10 %	16 %
3 years	41 %	33 %	40 %	38 %	44 %	43 %
4-5 years	26 %	16 %	17 %	37 %	28 %	27 %
More than five years	3 %	3 %	2 %	2 %	4 %	2 %
We don't specify a technology refresh cycle	7 %	14 %	10 %	5 %	7 %	4 %
We replace devices as and when the old ones fail	8 %	10 %	11 %	9 %	7 %	7 %
Average	3 yrs 3 mths	2 yrs 11 mths	3 yrs	3 yrs 6 mths	3 yrs 5 mths	3 yrs 3 mths
Base	600	69	98	103	169	161



## How old are the computers that are used within your organisation?

Base: All ITDM respondents

	Total	United Kingdom	France	Germany
Under six months	15 %	22 %	15 %	8 %
Six to 12 months	29 %	28 %	33 %	28 %
12-18 months	33 %	35 %	34 %	31 %
18 months to two years	30 %	33 %	32 %	26 %
2-3 years	35 %	45 %	32 %	28 %
3-4 years	19 %	30 %	14 %	14 %
4-5 years	12 %	22 %	9 %	6 %
6-9 years	3 %	7 %	2 %	2 %
10 years +	1 %	3 %	1 %	0 %
Average	3 yrs 8 mths	5 yrs 2 mths	3 yrs 2 mths	2 yrs 7 mths
Base	600	200	200	200

Base: All ITDM respondents

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
Under six months	15 %	18 %	16 %	9 %	20 %	12 %	14 %
Six to 12 months	29 %	28 %	26 %	28 %	38 %	33 %	23 %
12-18 months	33 %	24 %	32 %	33 %	44 %	31 %	35 %
18 months to two years	30 %	36 %	23 %	32 %	37 %	26 %	29 %
2-3 years	35 %	31 %	34 %	32 %	43 %	38 %	31 %
3-4 years	19 %	20 %	17 %	18 %	26 %	18 %	17 %
4-5 years	12 %	13 %	8 %	10 %	14 %	17 %	11 %
6-9 years	3 %	1 %	2 %	3 %	7 %	6 %	1 %
10 years +	1 %	0 %	1 %	1 %	2 %	2 %	0 %
Average	3 yrs 8 mths	3 yrs 4 mths	3 yrs 1 mth	3 yrs 5 mths	5 years	4 yrs 2 mths	3 yrs 1 mth
Base	600	83	124	102	84	108	99

Base: All ITDM respondents

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
Under six months	15 %	14 %	10 %	15 %	18 %	14 %
Six to 12 months	29 %	30 %	27 %	26 %	30 %	32 %
12-18 months	33 %	33 %	43 %	35 %	31 %	29 %
18 months to two years	30 %	14 %	21 %	36 %	32 %	36 %
2-3 years	35 %	26 %	33 %	37 %	34 %	40 %
3-4 years	19 %	19 %	16 %	17 %	21 %	20 %
4-5 years	12 %	12 %	8 %	13 %	13 %	13 %
6-9 years	3 %	0 %	2 %	2 %	5 %	5 %
10 years +	1 %	0 %	2 %	1 %	1 %	1 %
Average	3 yrs 8 mths	2 yrs 9 mths	3 yrs	3 yrs 7 mths	3 yrs 11 mths	4 yrs
Base	600	69	98	103	169	161



## Has your company delayed a planned upgrade of its PCs in the last three years?

Base: All ITDM respondents

	Total	United Kingdom	France	Germany
No – we had no intention to upgrade during the past three years	14 %	19 %	11 %	13 %
No – we stuck to our refresh schedule	40 %	30 %	38 %	51 %
Yes – because of the stagnant economic climate/shrinking IT budget	28 %	28 %	32 %	25 %
Yes – our company does not operate a strict device refresh cycle policy	15 %	22 %	13 %	10 %
Yes – our organisation has delayed refresh to fit wider desktop management company plans	4 %	2 %	7 %	2 %
<b>Base</b>	<b>600</b>	<b>200</b>	<b>200</b>	<b>200</b>

Base: All ITDM respondents

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
No – we had no intention to upgrade during the past three years	14 %	18 %	16 %	11 %	10 %	12 %	17 %
No – we stuck to our refresh schedule	40 %	43 %	37 %	49 %	36 %	32 %	40 %
Yes – because of the stagnant economic climate/shrinking IT budget	28 %	27 %	25 %	22 %	29 %	44 %	23 %
Yes – our company does not operate a strict device refresh cycle policy	15 %	10 %	18 %	14 %	23 %	11 %	13 %
Yes – our organisation has delayed refresh to fit wider desktop management company plans	4 %	2 %	4 %	5 %	4 %	1 %	6 %
<b>Base</b>	<b>600</b>	<b>83</b>	<b>124</b>	<b>102</b>	<b>84</b>	<b>108</b>	<b>99</b>

Base: All ITDM respondents

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
No – we had no intention to upgrade during the past three years	14 %	32 %	19 %	10 %	11 %	9 %
No – we stuck to our refresh schedule	40 %	32 %	43 %	39 %	37 %	43 %
Yes – because of the stagnant economic climate/shrinking IT budget	28 %	19 %	16 %	24 %	37 %	32 %
Yes – our company does not operate a strict device refresh cycle policy	15 %	13 %	19 %	22 %	12 %	11 %
Yes – our organisation has delayed refresh to fit wider desktop management company plans	4 %	4 %	2 %	5 %	3 %	4 %
<b>Base</b>	<b>600</b>	<b>69</b>	<b>98</b>	<b>103</b>	<b>169</b>	<b>161</b>



## Between your home computer and your work computer which one is older?

Base: All office worker respondents

	Total	United Kingdom	France	Germany
My home computer is older	44 %	40 %	45 %	46 %
My work computer is older	40 %	35 %	44 %	40 %
My home computer and work computer are the same age	17 %	26 %	11 %	14 %
Base	3000	1000	1000	1000

Base: All office worker respondents

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
My home computer is older	44 %	50 %	48 %	39 %	41 %	46 %	44 %
My work computer is older	40 %	39 %	28 %	43 %	38 %	42 %	40 %
My home computer and work computer are the same age	17 %	12 %	24 %	18 %	21 %	12 %	17 %
Base	3000	266	203	596	529	558	848

Base: All office worker respondents

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
My home computer is older	44 %	40 %	45 %	46 %	43 %	45 %
My work computer is older	40 %	30 %	41 %	40 %	45 %	43 %
My home computer and work computer are the same age	17 %	30 %	14 %	14 %	13 %	11 %
Base	3000	683	546	585	625	561



## How much older is your work computer compared to your home computer?

Base: Only asked of office workers whose work computer is older than their home computer

	Total	United Kingdom	France	Germany
<b>1-12 months older</b>	<b>14 %</b>	18 %	12 %	13 %
<b>1-2 years older</b>	<b>34 %</b>	39 %	29 %	36 %
<b>2-3 years older</b>	<b>30 %</b>	26 %	35 %	28 %
<b>More than 3 years older</b>	<b>21 %</b>	17 %	23 %	23 %
<b>Average</b>	<b>2 yrs 1 mth</b>	1 yr 11 mths	2 yrs 2 mths	2 yrs 1 mth
<b>Base</b>	<b>1187</b>	348	439	400

Base: Only asked of office workers whose work computer is older than their home computer

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
<b>1-12 months older</b>	<b>14 %</b>	11 %	20 %	15 %	14 %	15 %	14 %
<b>1-2 years older</b>	<b>34 %</b>	46 %	36 %	28 %	30 %	31 %	40 %
<b>2-3 years older</b>	<b>30 %</b>	24 %	38 %	30 %	34 %	31 %	29 %
<b>More than 3 years older</b>	<b>21 %</b>	19 %	7 %	28 %	23 %	24 %	17 %
<b>Average</b>	<b>2 yrs 1 mth</b>	2 yrs	1 yr 10 mths	2 yrs 2 mths	2 yrs 2 mths	2 yrs 2 mths	2 yrs
<b>Base</b>	<b>1187</b>	103	56	258	200	234	336

Base: Only asked of office workers whose work computer is older than their home computer

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
<b>1-12 months older</b>	<b>14 %</b>	15 %	15 %	17 %	14 %	11 %
<b>1-2 years older</b>	<b>34 %</b>	32 %	35 %	35 %	35 %	34 %
<b>2-3 years older</b>	<b>30 %</b>	33 %	29 %	26 %	30 %	33 %
<b>More than 3 years older</b>	<b>21 %</b>	21 %	21 %	22 %	21 %	23 %
<b>Average</b>	<b>2 yrs 1 mth</b>	2 yrs 1 mth	2 yrs 1 mth	2 yrs	2 yrs 1 mth	2 yrs 2 mths
<b>Base</b>	<b>1187</b>	206	224	234	279	244



## How much older is your home computer compared to your work computer?

Base: Only asked of office workers whose home computer is older than their work computer

	Total	United Kingdom	France	Germany
<b>1-12 months older</b>	<b>21 %</b>	25 %	18 %	20 %
<b>1-2 years older</b>	<b>37 %</b>	36 %	40 %	35 %
<b>2-3 years older</b>	<b>23 %</b>	23 %	22 %	23 %
<b>More than 3 years older</b>	<b>20 %</b>	16 %	20 %	22 %
<b>Average</b>	<b>1 yr 11 mths</b>	1 yr 10 mths	1 yr 11 mths	2 yrs
<b>Base</b>	<b>1308</b>	395	452	461

Base: Only asked of office workers whose home computer is older than their work computer

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
<b>1-12 months older</b>	<b>21 %</b>	25 %	21 %	19 %	20 %	18 %	22 %
<b>1-2 years older</b>	<b>37 %</b>	30 %	38 %	41 %	36 %	36 %	38 %
<b>2-3 years older</b>	<b>23 %</b>	23 %	28 %	22 %	26 %	20 %	21 %
<b>More than 3 years older</b>	<b>20 %</b>	22 %	13 %	18 %	18 %	25 %	19 %
<b>Average</b>	<b>1 yr 11 mths</b>	1 yr 11 mths	1 yr 10 mths	1 yr 11 mths	1 yr 11 mths	2 yrs	1 yr 10 mths
<b>Base</b>	<b>1308</b>	132	98	233	217	259	369

Base: Only asked of office workers whose home computer is older than their work computer

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
<b>1-12 months older</b>	<b>21 %</b>	23 %	20 %	20 %	21 %	20 %
<b>1-2 years older</b>	<b>37 %</b>	41 %	34 %	39 %	35 %	35 %
<b>2-3 years older</b>	<b>23 %</b>	21 %	24 %	22 %	24 %	22 %
<b>More than 3 years older</b>	<b>20 %</b>	15 %	22 %	19 %	20 %	23 %
<b>Average</b>	<b>1 yr 11 mths</b>	1 yr 9 mths	2 yrs	1 yr 11 mths	1 yr 11 mths	2 yrs
<b>Base</b>	<b>1308</b>	272	248	269	266	253



## What do you think is the quickest way for someone to get a new phone or laptop in your company?

Base: All office workers excluding pilot respondents

	Total	United Kingdom	France	Germany
Put forward a business reason for an upgrade to my line manager	34 %	38 %	24 %	42 %
Complete a requisition form and wait for procurement or IT to approve and provide new device	26 %	17 %	32 %	28 %
Trade the existing device in at a local store for a newer one myself	15 %	20 %	12 %	13 %
Break my existing device and request a replacement	13 %	13 %	21 %	7 %
Buy new parts/software and perform an upgrade themselves	7 %	8 %	6 %	8 %
Claim I need a new device for a new starter	4 %	4 %	6 %	2 %
<b>Base</b>	<b>2973</b>	<b>973</b>	<b>1000</b>	<b>1000</b>

Base: All office workers excluding pilot respondents

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
Put forward a business reason for an upgrade to my line manager	34 %	30 %	45 %	32 %	35 %	38 %	33 %
Complete a requisition form and wait for procurement or IT to approve and provide new device	26 %	32 %	26 %	25 %	23 %	28 %	25 %
Trade the existing device in at a local store for a newer one myself	15 %	12 %	9 %	17 %	16 %	10 %	19 %
Break my existing device and request a replacement	13 %	14 %	8 %	15 %	16 %	13 %	13 %
Buy new parts/software and perform an upgrade themselves	7 %	8 %	12 %	7 %	6 %	6 %	8 %
Claim I need a new device for a new starter	4 %	5 %	2 %	4 %	4 %	5 %	3 %
<b>Base</b>	<b>2973</b>	<b>265</b>	<b>200</b>	<b>591</b>	<b>521</b>	<b>552</b>	<b>844</b>

Base: All office workers excluding pilot respondents

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
Put forward a business reason for an upgrade to my line manager	34 %	35 %	39 %	34 %	33 %	32 %
Complete a requisition form and wait for procurement or IT to approve and provide new device	26 %	15 %	20 %	27 %	29 %	38 %
Trade the existing device in at a local store for a newer one myself	15 %	27 %	13 %	15 %	11 %	8 %
Break my existing device and request a replacement	13 %	10 %	14 %	12 %	15 %	15 %
Buy new parts/software and perform an upgrade themselves	7 %	9 %	9 %	8 %	7 %	4 %
Claim I need a new device for a new starter	4 %	4 %	4 %	4 %	5 %	3 %
<b>Base</b>	<b>2973</b>	<b>674</b>	<b>532</b>	<b>582</b>	<b>624</b>	<b>561</b>



## Is the PC or laptop that you use at work damaging your efficiency?

Base: All office worker respondents	Total	United Kingdom	France	Germany
No, not at all	59 %	61 %	57 %	60 %
Yes, slightly	22 %	21 %	22 %	25 %
Yes – slow processing speed makes tasks take longer	16 %	15 %	19 %	14 %
Yes – crashes cause loss of work / data	3 %	2 %	3 %	2 %
Yes – other, please specify	0 %	0 %	0 %	0 %
<b>Base</b>	<b>3000</b>	<b>1000</b>	<b>1000</b>	<b>1000</b>

\*Yes – other (please specify): Bad video quality of my PC; I share my PC with other employees

Base: All office worker respondents	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
No, not at all	59 %	54 %	66 %	60 %	58 %	59 %	59 %
Yes, slightly	22 %	23 %	15 %	21 %	22 %	24 %	24 %
Yes – slow processing speed makes tasks take longer	16 %	21 %	18 %	16 %	16 %	14 %	15 %
Yes – crashes cause loss of work / data	3 %	3 %	1 %	2 %	4 %	3 %	2 %
Yes – other, please specify	0 %	0 %	0 %	0 %	0 %	0 %	0 %
<b>Base</b>	<b>3000</b>	<b>266</b>	<b>203</b>	<b>596</b>	<b>529</b>	<b>558</b>	<b>848</b>

Base: All office worker respondents	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
No, not at all	59 %	67 %	56 %	54 %	58 %	61 %
Yes, slightly	22 %	19 %	24 %	26 %	22 %	22 %
Yes – slow processing speed makes tasks take longer	16 %	13 %	17 %	18 %	17 %	15 %
Yes – crashes cause loss of work / data	3 %	1 %	3 %	3 %	2 %	3 %
Yes – other, please specify	0 %	0 %	0 %	0 %	0 %	0 %
<b>Base</b>	<b>3000</b>	<b>683</b>	<b>546</b>	<b>585</b>	<b>625</b>	<b>561</b>



**How far is the performance of your main office computing device (ie desktop or laptop) impacting your efficiency where 1 is 'not at all' and 5 is 'very much'?**

Base: Only asked of Employees who feel that their work PC is effecting their work efficiency

	Total	United Kingdom	France	Germany
<b>1 - not at all</b>	<b>2 %</b>	3 %	1 %	3 %
<b>2</b>	<b>28 %</b>	32 %	24 %	27 %
<b>3</b>	<b>45 %</b>	44 %	44 %	47 %
<b>4</b>	<b>20 %</b>	17 %	24 %	18 %
<b>5 - very much</b>	<b>5 %</b>	4 %	6 %	4 %
<b>Average</b>	<b>2.97</b>	2.87	3.10	2.94
<b>Base</b>	<b>1225</b>	386	434	405

Base: Only asked of Employees who feel that their work PC is effecting their work efficiency

	Total	Financial Services	IT & Technology	Retail, Distribution & Transport	Business & Professional Services	Manufacturing	Other Commercial
<b>1 - not at all</b>	<b>2 %</b>	1 %	3 %	2 %	2 %	3 %	3 %
<b>2</b>	<b>28 %</b>	20 %	31 %	30 %	23 %	22 %	35 %
<b>3</b>	<b>45 %</b>	43 %	41 %	47 %	49 %	48 %	41 %
<b>4</b>	<b>20 %</b>	33 %	21 %	16 %	20 %	20 %	18 %
<b>5 - very much</b>	<b>5 %</b>	3 %	3 %	5 %	6 %	7 %	4 %
<b>Average</b>	<b>2.97</b>	3.17	2.90	2.93	3.04	3.08	2.84
<b>Base</b>	<b>1225</b>	122	70	239	222	226	346

Base: Only asked of Employees who feel that their work PC is effecting their work efficiency

	Total	5 - 10 Employees	11 - 25 Employees	26 - 50 Employees	51 - 100 Employees	101 - 250 Employees
<b>1 - not at all</b>	<b>2 %</b>	3 %	3 %	1 %	3 %	2 %
<b>2</b>	<b>28 %</b>	37 %	27 %	26 %	23 %	27 %
<b>3</b>	<b>45 %</b>	39 %	47 %	49 %	47 %	43 %
<b>4</b>	<b>20 %</b>	15 %	20 %	20 %	23 %	22 %
<b>5 - very much</b>	<b>5 %</b>	6 %	3 %	5 %	5 %	6 %
<b>Average</b>	<b>2.97</b>	2.85	2.94	3.02	3.03	3.03
<b>Base</b>	<b>1225</b>	226	242	272	264	221