



Summary: The Mobile Employee Experience Report

NETMOTION[®]

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Executive Summary

Where would we be without our smartphones, laptops and tablets? As Wi-Fi and cellular technologies have advanced and matured, connectivity has become a commodity that workers typically take for granted. Unfortunately, that hasn't translated into a flawless experience for those who work remotely or from the road. As organizations around the world start to understand the impact of positive Employee Experience (EX) on their ability to enhance their business from sales and customer support to employee retention, we wanted to learn what aspects of the mobile experience were the most frustrating for workers. Our resulting study reveals some of the key pain points that businesses should focus on to improve Employee Experience. This is important because our workforce is becoming increasingly mobile, and increasingly reliant on mobile connections to remain productive.

Employee Experience for Mobile Workers

The findings in the report reflect anonymized survey responses from a pool of 285 U.S.-based mobile workers in August 2019. The results revealed 16 frustration factors impacting respondents' mobile work experience, ranked from most to least frustrating. To simplify the results, these 16 factors were grouped into five general categories: poor network connectivity; underperforming tools and software; slow and dated devices; restrictive security and compliance; and collaboration and communication issues. All together, these results reveal the biggest technology frustrations faced by mobile workers and give businesses a guide to improving Employee Experience for these employees.

KEY FINDINGS

- Over 41% of respondents identified a variety of connectivity issues as their #1 frustration (due to captive portals, slow networks, frequent disconnects or devices showing false connectivity, etc.).
- 23% of mobile workers rate dealing with legacy systems as a top five frustration
- 20% rate restrictive security practices as their biggest frustration in general
- 62% of mobile workers ranked battery issues as a top ten frustrating issues, indicating a widespread problem with mobile employees using sub-standard devices
- Just 3% of mobile workers rate a lack of quality collaboration tools as a top frustration, but 57% ranked video conferencing as a top ten frustration. This indicates that businesses have plenty of strong collaboration tools in place, but that network or application performance problems are causing these tools to under-perform for remote employees.
- Despite the maturity of mobile applications, the fourth most frustrating issue overall was the limited functionality of mobile applications compared to their desktop counterparts.

The Mobile Frustration Index

The top 10 most frustrating factors impacting mobile employee experience in 2019



1. SLOW NETWORK SPEEDS



6. DEVICE CRASHING OR RESTARTING



2. FALSE CONNECTIVITY WITH NO THROUGHPUT



7. INSUFFICIENT BATTERY LIFE



3. NETWORK DISCONNECTS



8. ONLINE SESSIONS TIMING OUT



4. LIMITED FUNCTIONALITY ON MOBILE



9. GETTING STUCK ON CAPTIVE PORTALS

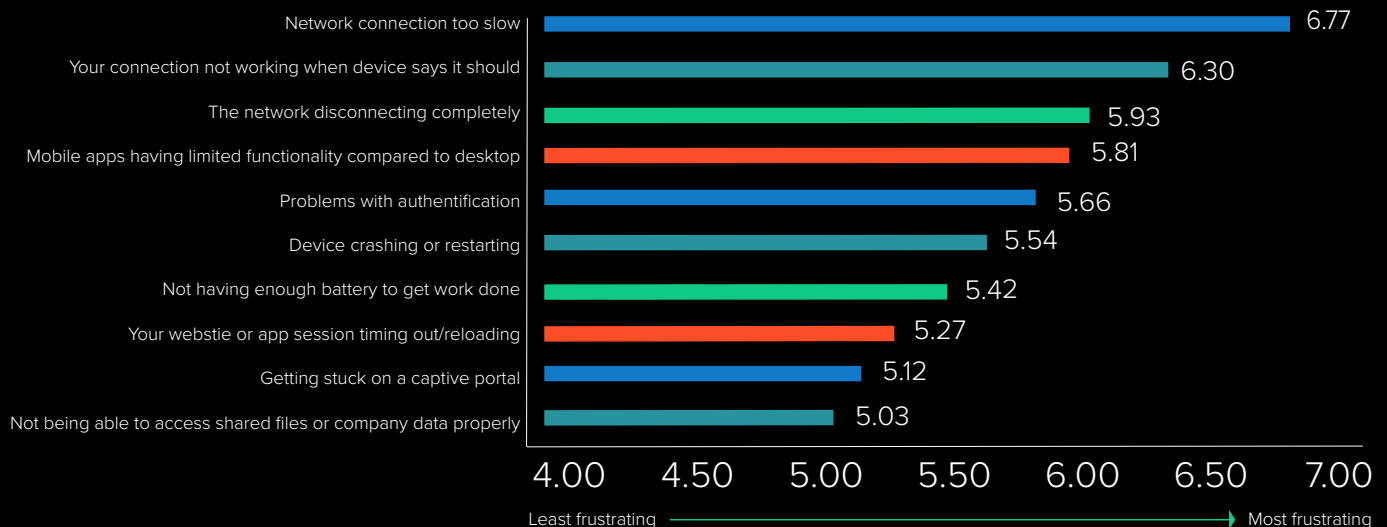


5. CUMBERSOME AUTHENTICATION

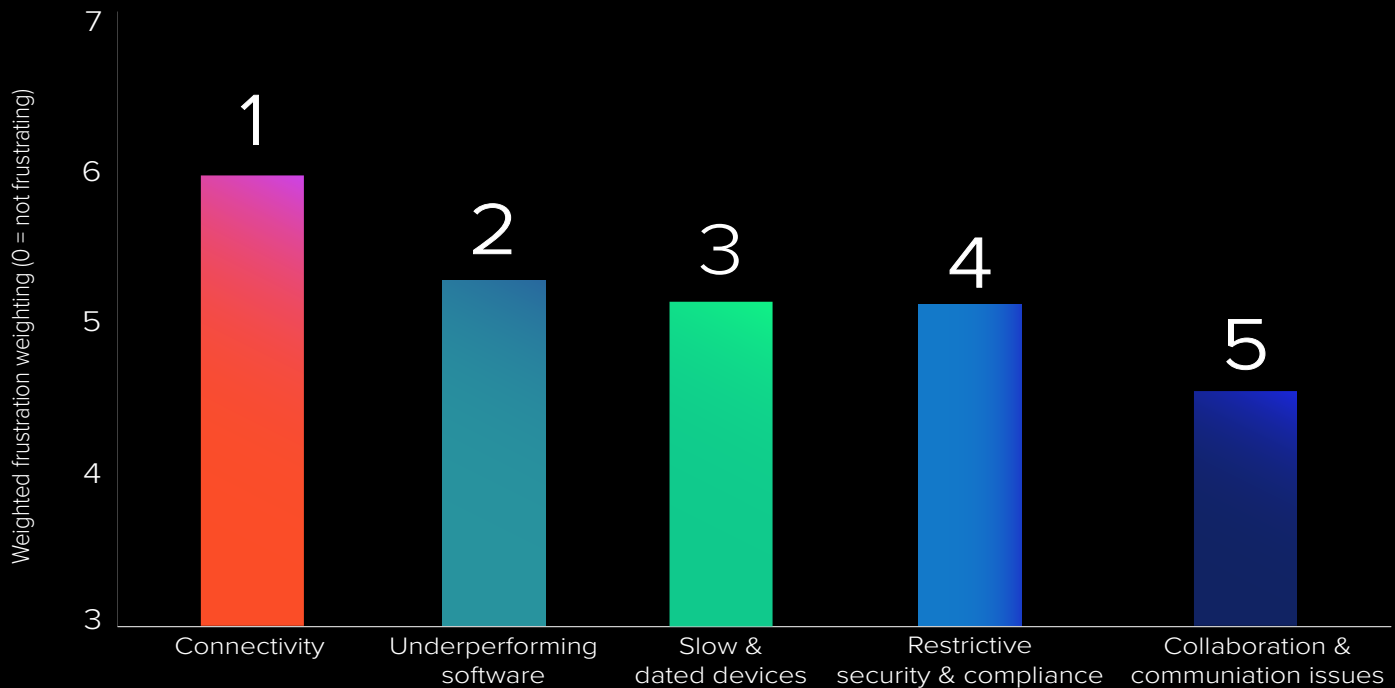


10. DIFFICULTY ACCESSING CORPORATE SYSTEMS

The full rankings and frustration scores



Frustration by category of issue



While individual issues can, for the most part, be overcome by organizations wishing to improve the employee experience of mobile workers, understanding the overall complexion of the average employee experience is crucial for any kind of strategy to improve it. Taking all sixteen of the identified frustration factors together, they can be grouped into five broad categories.

Connectivity

4 in 10

employees rank slow network speeds as the most frustrating thing about mobile working.

20%

identify connectivity issues as their most frustrating workplace challenge.

Underperforming tools & software

23%

of mobile workers list dealing with legacy systems in their top 5 most frustrating issues.

4th

The fourth-most frustrating issue for mobile workers overall is poorly optimized mobile apps.

Slow & dated devices

4 in 10

mobile workers rank struggling with crashing devices as a top 3 frustration.

77%

of workers included battery life as a top ten frustration, suggesting that they work on sub-standard devices.

Restrictive security & compliance

20%

of workers listed a restrictive security factor as their most frustrating issue.

5th

Having to bypass password requirements and re-authenticate is the no. 5 most frustrating issue for mobile workers.

Collaboration & communication

57%

of mobile workers encounter video conferencing issues frequently enough to place it among their top 10 frustrations.

3%

of mobile workers consider a lack of quality collaboration tools to be the most frustrating thing about working remotely.