Gaze Workplace Research

2024

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Introduction

From October through December 2023, Gaze leadership interviewed 76 Executives from leading New Zealand firms across a wide range of industries to better understand:

• Current workplace priorities
• Views on employee experience
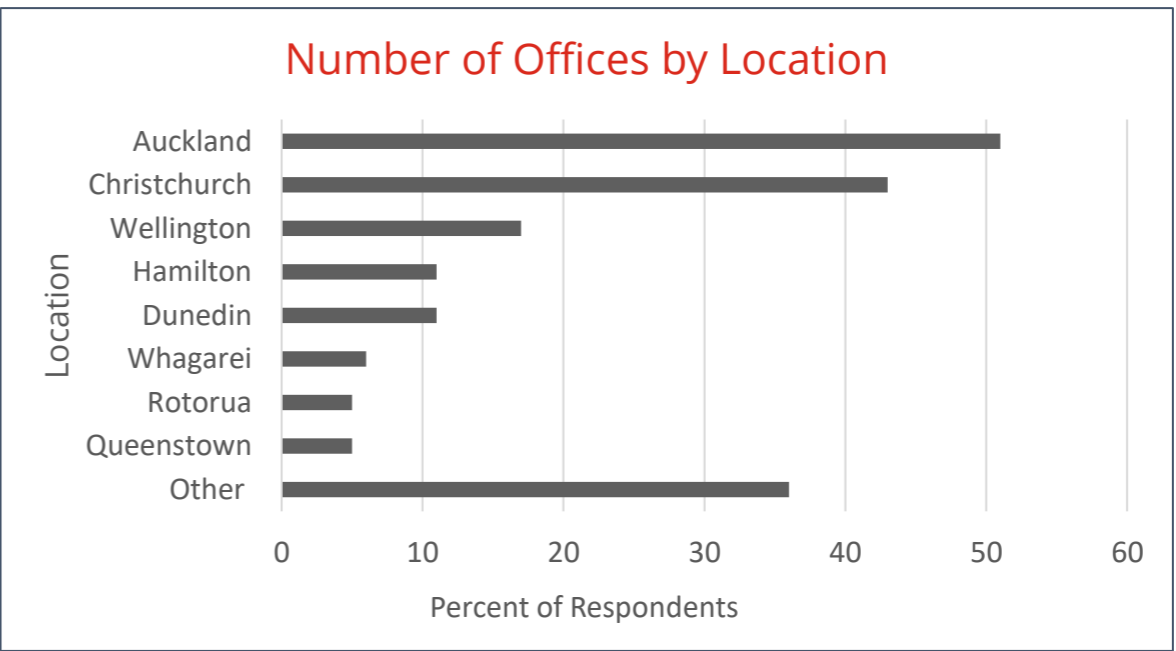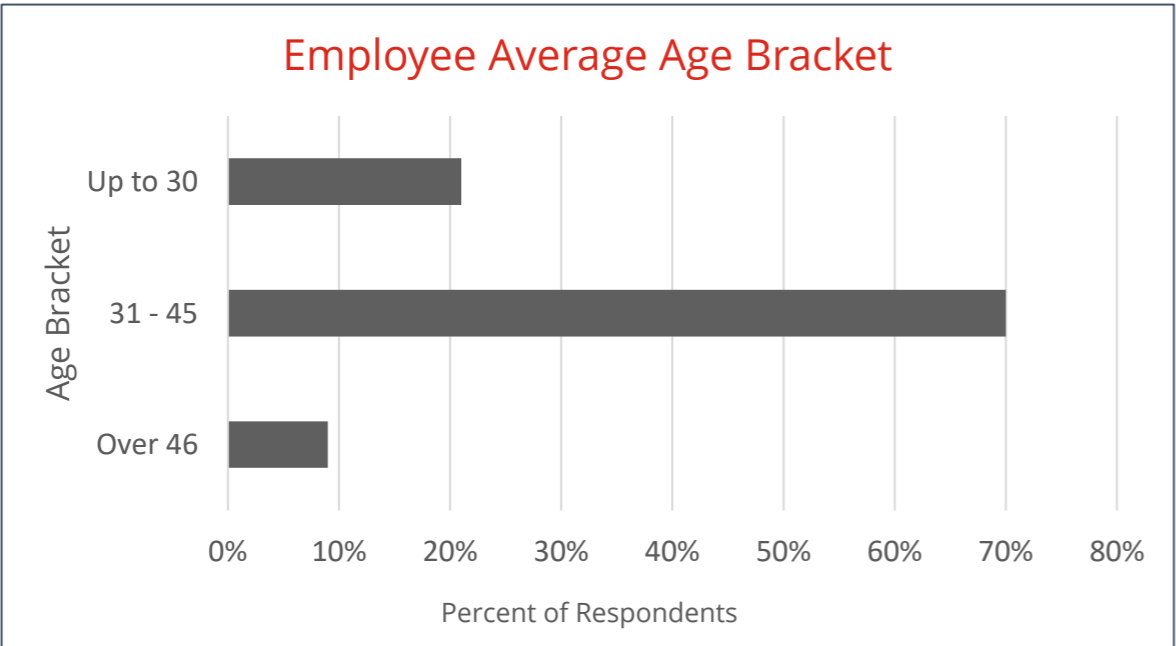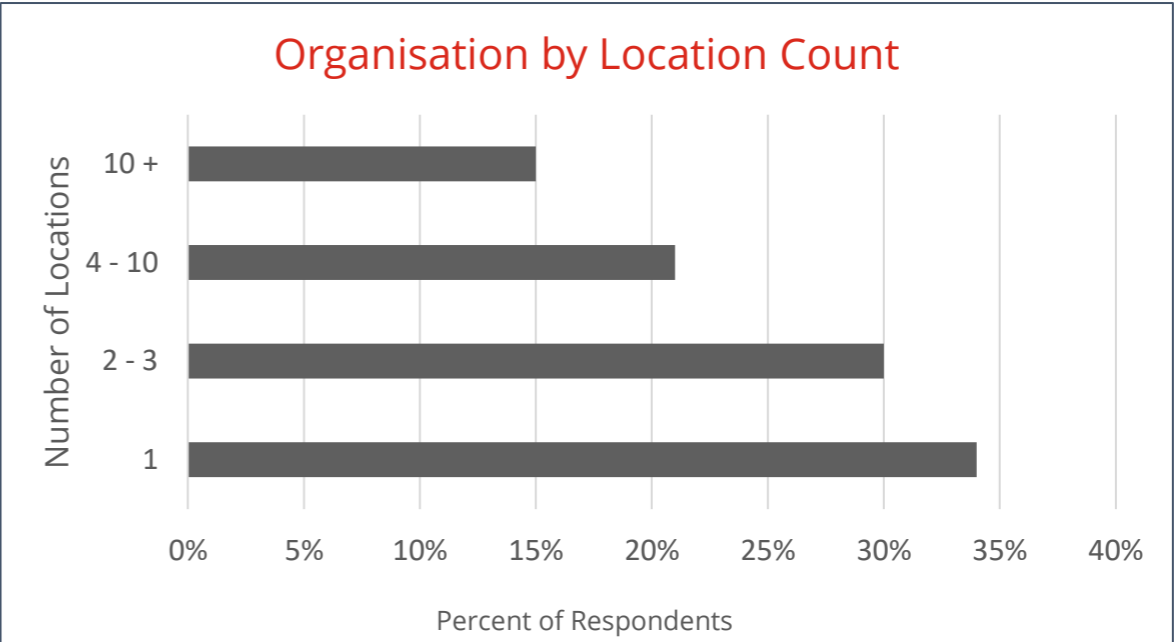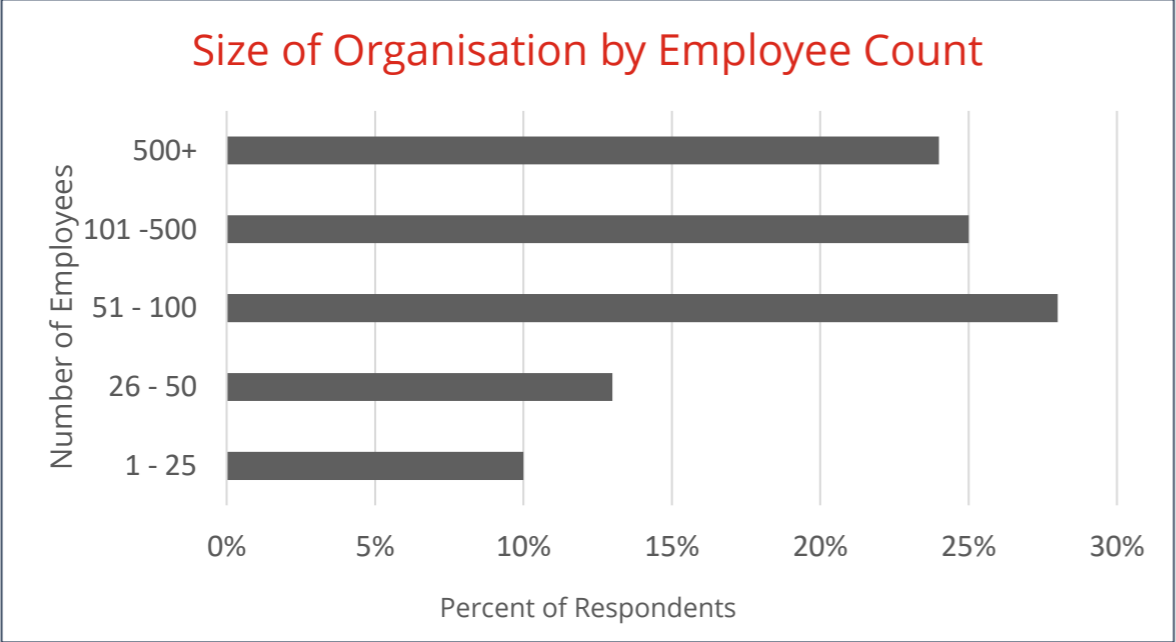• Outlook on current opportunities and challenges

This research provides a New Zealand perspective into the areas above and insights into the challenges ahead.

Thank you
We are grateful to all the contributors who took the time to be interviewed by us. Thank you for your valuable time and input to advance knowledge on these topics.

McKenzie & Co, Queenstown

Contributors

We interviewed contributors from, but not limited to, the following sectors; Professional Services, Property Services, Finance and Insurance, Agriculture, Construction, Education, and Health.

Size of Organisation by Employee Count — bar chart showing Percent of Respondents by Number of Employees (500+, 101-500, 51-100, 26-50, 1-25)

Organisation by Location Count — bar chart showing Percent of Respondents by Number of Locations (10+, 4-10, 2-3, 1)

Employee Average Age Bracket — bar chart showing Percent of Respondents by Age Bracket (Up to 30, 31-45, Over 46)

Number of Offices by Location — bar chart showing Percent of Respondents by Location (Auckland, Christchurch, Wellington, Hamilton, Dunedin, Whagarei, Rotorua, Queenstown, Other)
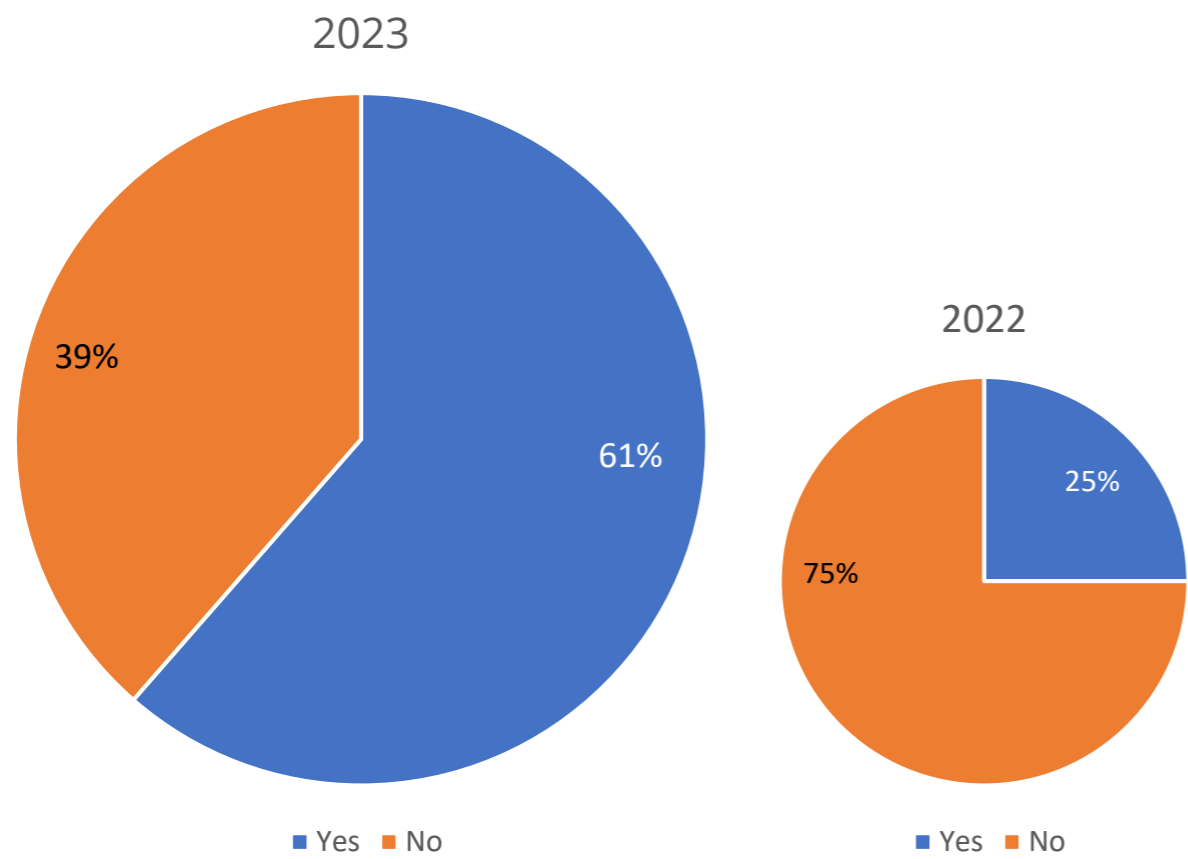
RESOURCING

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Strategy – Products and Services

The results illustrate a range of strategic shifts and initiatives undertaken by businesses to adapt to changing market dynamics, technological advancements, regulatory requirements, and internal organisational priorities. They highlight a proactive approach to addressing emerging challenges and capitalising on opportunities to drive growth and competitiveness.

Question: *Over the last couple of years, has your overall business strategy changed with respect to your products and services?*

2023

39%
61%

■ Yes ■ No

2022

25%
75%

■ Yes ■ No

Strategy – Interactions

There is an 18% increase in the proportion of respondents indicating a change in business strategy regarding interactions with clients and suppliers between 2022 and 2023.

The responses reflect a blend of digital transformation, post-pandemic adjustments, employee-centric considerations, and sustainability initiatives, all aimed at enhancing communication, collaboration, and efficiency in client and supplier relationships.

Question: *Over the last couple of years, has your business strategy changed with respect to the way you interact with your clients and suppliers.*

2023

34%

66%

■ Yes ■ No

2022

52% 48%

■ Yes ■ No

HR & Recruitment

The survey findings reveal a notable paradox in the current employment landscape, with 65% of respondents expressing an intent to expand their workforce contrasted against the significant hurdle of recruitment issues reported by 60% of respondents.

The primary challenge cited revolves around sourcing individuals possessing the requisite skills, experience, and expertise, underscoring the critical need for strategic talent acquisition and development of initiatives to train and develop talent inhouse.

When comparing previous results, it would appear there is less appetite for recruiting (albeit still positive), and more are finding it easier to secure candidates with the appropriate skills.

Question: *In terms of human resources, in the next 12-18 months, are you likely to employ more or less people?*
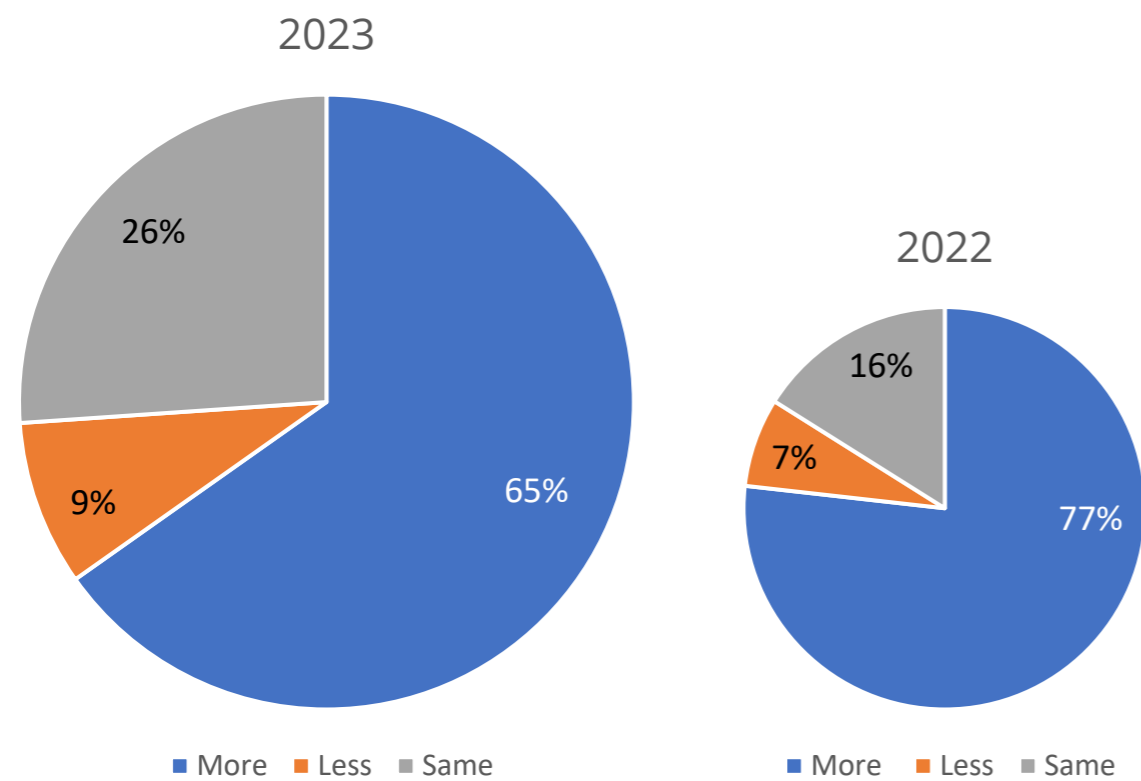
Question: *Are you experiencing any issues recruiting currently?*

2023

65%
26%
9%

■ More ■ Less ■ Same

2022

77%
16%
7%

■ More ■ Less ■ Same

2023

60%
40%

■ Yes ■ No

2022

82%
18%

■ Yes ■ No

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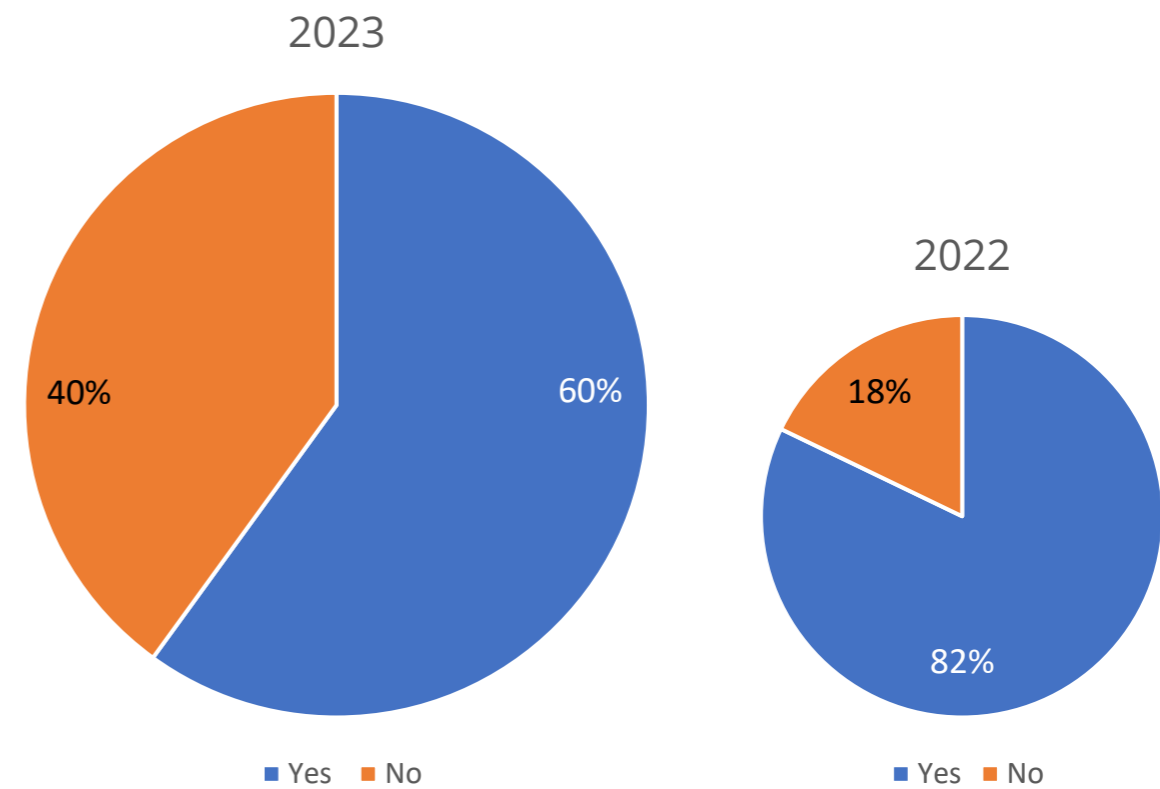
Question: *In what areas are you experiencing issues recruiting?*

"Recruiting the right talent, we are not a premium firm so don't have the attraction of the big ones, but we still need very good people."

~

"Senior employees are difficult to recruit."

~

"Queenstown issues. Accommodation hard. Specialised industry."

~

"Simply not getting enough people responding to our adverts or if we do, they are not the right experience level for our needs (either very junior or, if from overseas, often massively over-qualified just looking for a role to get in the door and not intending to stay any longer than they have to."

~

"Workforce issues in terms of numbers of good qualified staff out there."

~

"Mainly around the right skills and experience."

~

"Experienced people and attracting the right staff."

~

"Finding the right quality and expertise."

~

"Immigration challenges AVV renewals, cyber and networking hard to find. Visa criteria has changed effecting capability."

REMOTE WORKING & FLEXIBILITY

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Remote Working & Flexibility

The trends in 2023 largely align with those from 2022, emphasising the importance of flexibility, work-life balance, and the desire to avoid commuting.
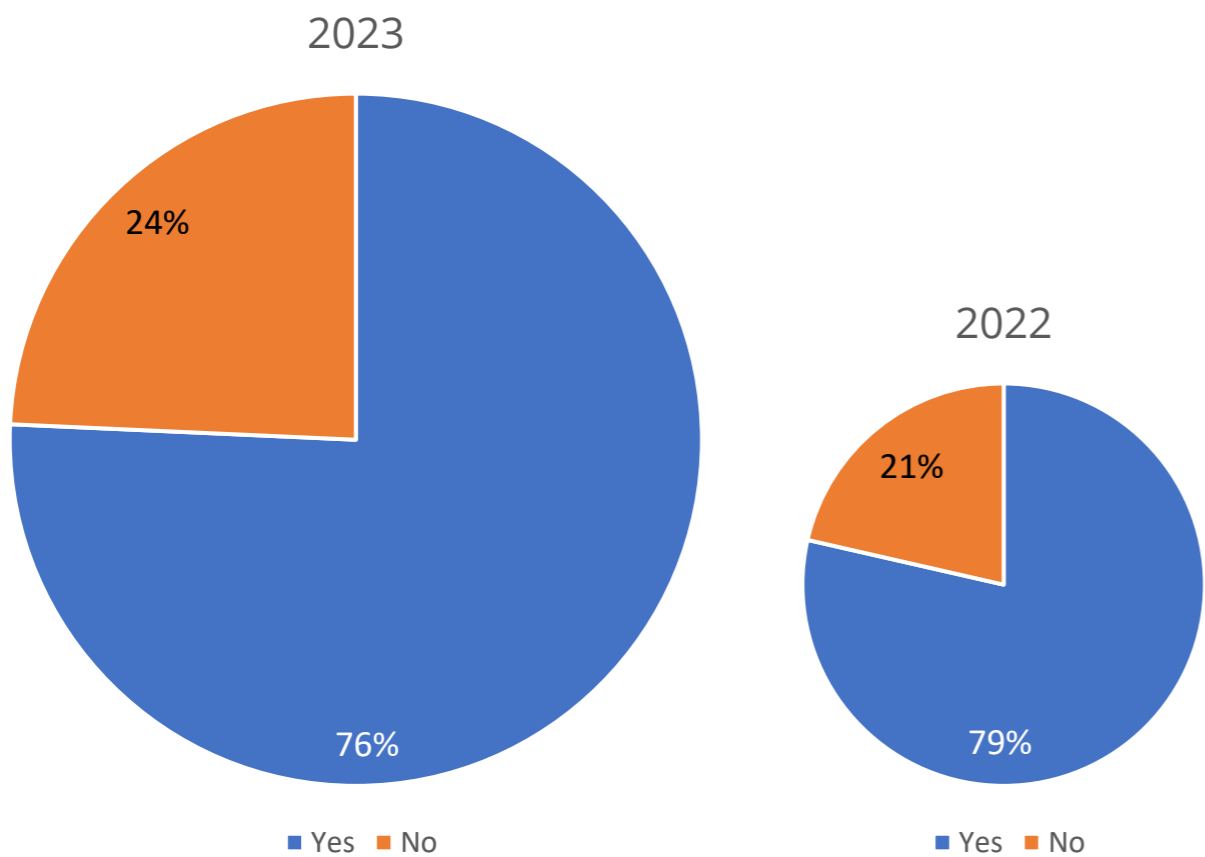
The evolving work landscape continues to reflect a mix of preferences, with some employees valuing in-person interactions and others embracing the benefits of remote work

Question: *Have you surveyed or received feedback from your employees regarding continuing to work remotely?*

2023

24%

76%

■ Yes ■ No

2022

21%

79%

■ Yes ■ No

Question: *What are the most common reasons provided by those in favour of working remotely?*

Flexibility: Similar to the 2022 survey, flexibility remains a prominent theme in the responses. Employees appreciate the ability to work in different locations, manage their schedules, and have flexibility in choosing their work environment.

Work-Life Balance: Work-life balance continues to be a crucial factor in the preference for remote work. Employees value the ability to balance personal and family commitments, avoid commute-related stress, and focus on their wellbeing.

Reduced Commute: The desire to avoid commuting is consistently mentioned as a significant benefit. Employees appreciate the time saved and the associated reduction in stress and costs related to commuting.

Cost Savings: Similar to the 2022 responses, employees in 2023 highlight cost-related advantages, such as savings on travel costs, fuel, and parking expenses.

Productivity and Focus: Maintaining focus and productivity without interruptions is a recurring theme. Employees feel that remote work allows for a quieter and more focused work environment, contributing to increased productivity.

Family Commitments: The ability to better manage family commitments, including childcare responsibilities, is cited as a reason for preferring remote work.

Convenience: Convenience is mentioned in various contexts, including avoiding traffic, trades coming to the home, and the overall convenience of working in a preferred environment.

Health and Wellbeing: Maintaining personal wellbeing and avoiding the need for sick leave by working from home when not feeling well is a notable trend in the 2023 data.

Remote Working & Flexibility

Comparing the survey results from 2022 and 2023 regarding whether businesses offer some form of flexible working, it's evident that there's a consistent trend towards the adoption of flexible work arrangements.

The near-universal adoption of flexible working among businesses may have broader implications for the future of work. It suggests that flexible work arrangements are not merely a temporary response to external factors (such as the COVID-19 pandemic) but rather a fundamental shift in how businesses approach workforce management and Organisational culture.

In the latest survey around Policies & Guidelines, a number of respondents commented that incorporating work from home days into contracts has made getting people into the office more difficult to deal with. A policy that has guidelines can be more flexible to manage changing workloads.

Consequently, a greater investment of effort is often necessary to maintain team cohesion and culture, with managers dedicating more time engaging with remote staff. This increased focus on remote workforce management can impact the workload of line managers and people in leadership roles.

Question: *Do you offer some form of flexible working?*

2023
1%
99%
■ Yes ■ No

2022
2%
98%
■ Yes ■ No
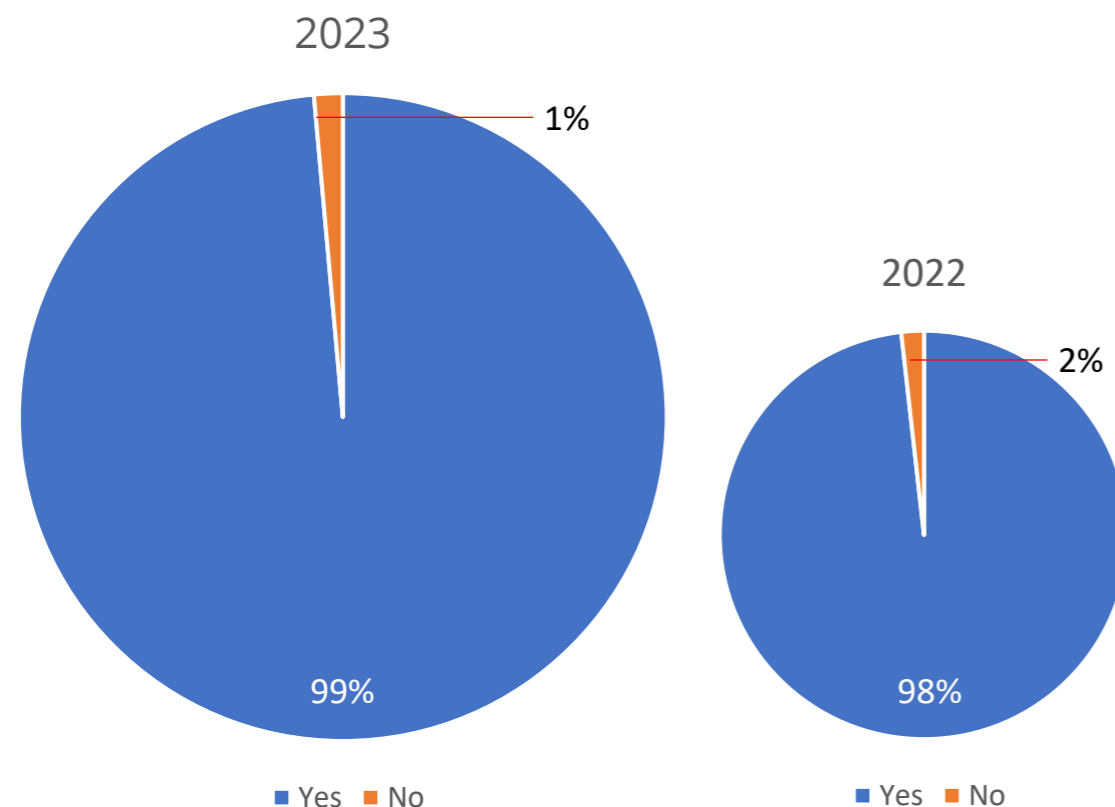
Question: *Please explain what a flexible/hybrid workplace looks like for your organisation*

Remote Work Options: Employees have the option to work remotely, typically up to a certain number of days per week. This may involve setting up home offices, and Organisations may provide support, such as equipment or financial assistance.

Policies & Guidelines: Organisations have documented policies or guidelines outlining the conditions for remote work, flexible hours, and the number of days employees can work from home. However, there is often room for discretion and negotiation.

Balancing Collaboration and Flexibility: The flexible/hybrid workplace seeks to strike a balance between in-person collaboration, which is deemed important for certain tasks, and the flexibility to accommodate personal and lifestyle requirements.

Focus on Results and Trust: The workplace culture places a strong emphasis on trust, with a belief that employees can deliver results regardless of their physical location. Performance is evaluated based on outcomes rather than strict adherence to office presence.

Productivity and Focus: Maintaining focus and productivity without interruptions is a recurring theme. Employees feel that remote work allows for a quieter and more focused work environment, contributing to increased productivity.

Efficiency and Productivity Considerations: Organisations may set expectations for efficient and productive remote work, with some specifying a maximum number of days for remote work per week. Regular assessments are conducted to ensure work quality and effectiveness.

Adaptation and Continuous Review: The flexible/hybrid workplace is not static but continuously evolves. Organisations remain open to adapting their policies based on changing circumstances, feedback from employees, and the overall effectiveness of the flexible work model.

Remote Working & Flexibility

The significant decrease from 69% of respondents in 2022 who had returned permanently to the office to only 40% in the current data reflects the evolving landscape of work amidst the ongoing challenges and changes brought about by the COVID-19 pandemic and more recently, being amplified by cost of living.

Remote work options continue to be an important consideration in talent retention and attraction.

80% of Christchurch respondents are in the 76-100% category, suggesting that Christchurch has a significantly higher concentration of staff returning to the office compared to Auckland and other locations within the survey. This may prompt further examination into the reasons behind the distribution, such as the nature of business operations in each location, commuting patterns, office facilities available, or employee preferences.

Understanding these factors can help Organisations tailor their strategies for managing the return to the office, ensuring that resources are allocated effectively, and that the needs and preferences of employees in different locations are taken into consideration.

In the context of a significant return to the office, Christchurch's higher percentage of staff returning to the office shows how much shorter commutes can support a higher rate of attendance to the office.

Question: *What proportion of your employees have expressed a desire to have some form of remote working?*
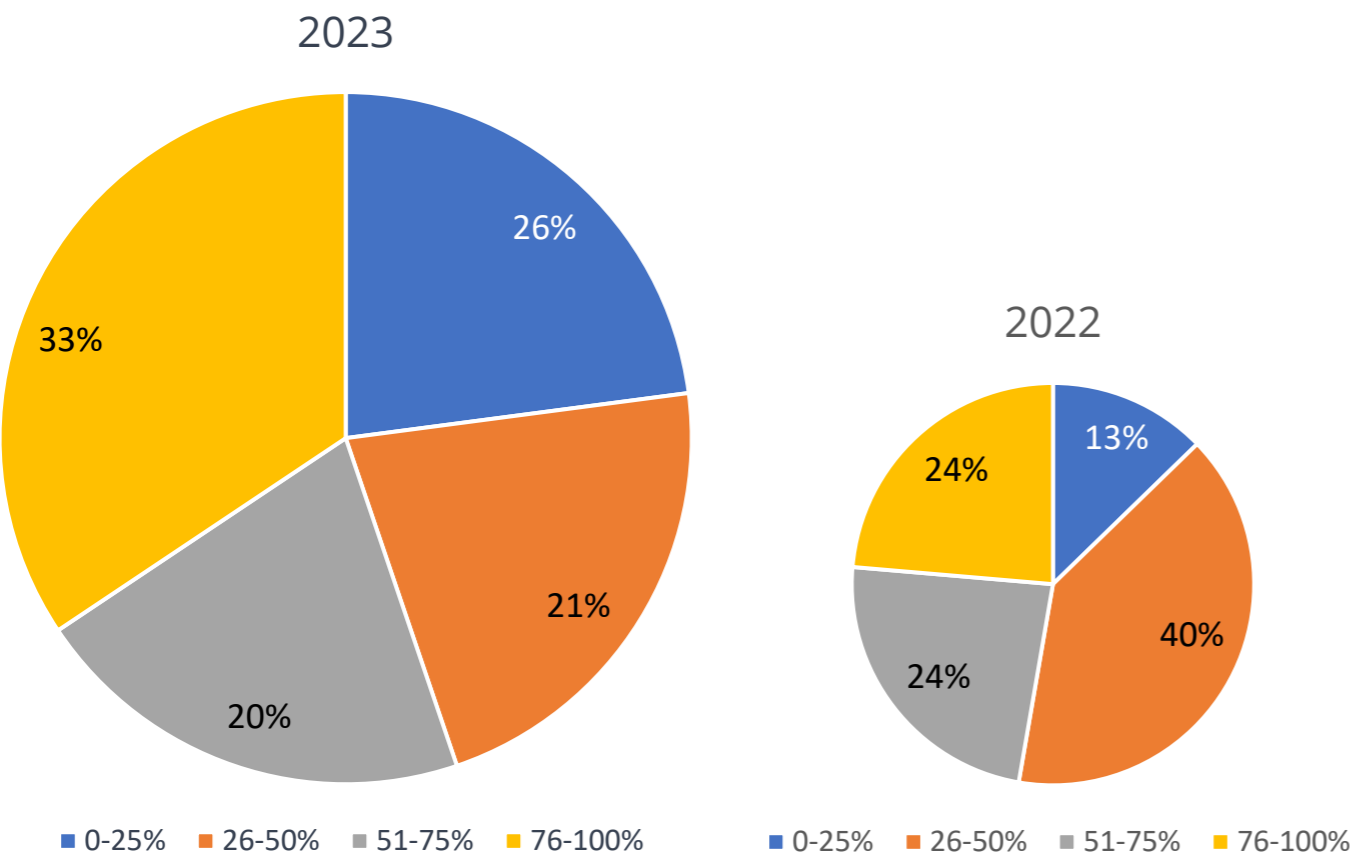
Question: *What proportion of your team has returned permanently to the office?*
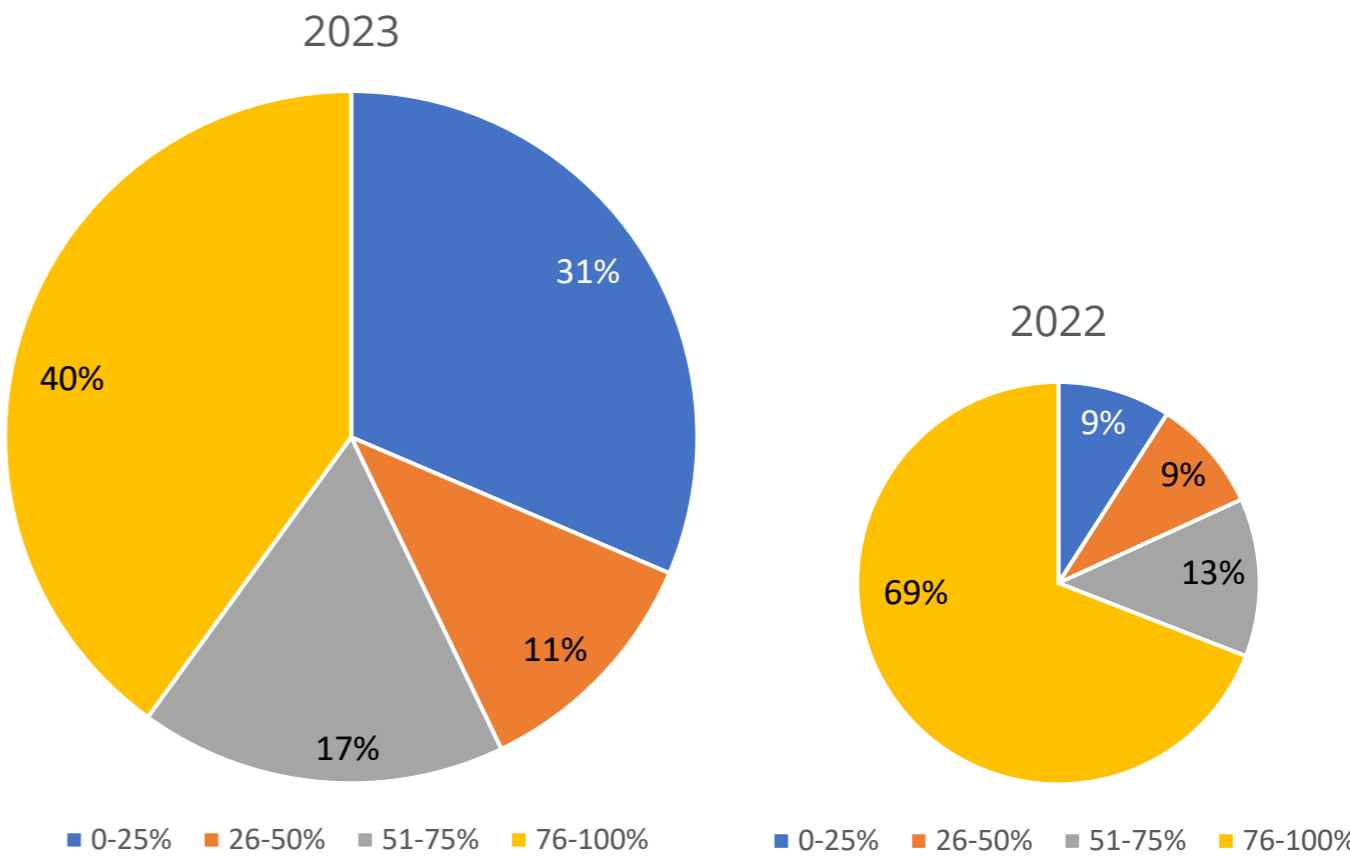
"It is great because it allows to recruit & retain, people are less stressed because they can take care better of home life and any unpredicted event therefore have more time to focus on work."

~

"It is great to attract and retain talent, for us also it allows to retain young mothers in the workforce. Some of our employees are so specialised that we have no choice but to provide the flexibility that is needed otherwise we just cannot recruit."

~

"We believe that like most organisations we have organically changed to flexible workplace."

~

"Happier team for the same business result."

~

"Life happens around us and we want to provide flexibility to make it work."

~

"I believe hybrid working will remain and provides the right balance for employees to connect and engage in person in office and work flexibly to support self-directed work and life balance."

~

"Needs to work for the business first. Happy to accommodate strategy for employee's wellbeing. It's a nice to have, not an entitlement. If employee performance is questioned, they will need to come back into the office full time."

~

"Value of having managed choice. Esteeming some work life balance. Valuing our employees for who they are. We trust them to do the right thing."

Remote Working & Flexibility

Question: **What are your concerns with respect to a flexible / hybrid workplace strategy for your office?**

The most frequently cited concerns were:

Culture and Collaboration:

Concerns related to maintaining a positive Organisational culture. Challenges in collaboration, knowledge sharing, and team dynamics.

Productivity:

Worries about potential decreases in productivity, especially for certain roles. Difficulty in measuring performance when employees work remotely.

Training and Learning:

Impact on training, mentoring, and hands-on experience, especially for younger employees.
Loss of learning opportunities and development from peers.

Visibility and Connectivity:

Lack of visibility into employees' work and concerns about potential misuse. Challenges in maintaining connectivity, team events, and relationships.

Concerns for New Starters:

Difficulties for new employees in terms of learning and building connections. Potential negative impact on their hands-on experience and exposure.

Cultural Engagement:

Worries about the long-term impact on Organisational culture. Efforts needed to develop alternative ways to engage employees with the company culture.

Balance and Control:

Concerns about losing control of culture and creating a new norm. Lack of balance between work and personal life, potential for extended working hours.

Client-Focused Roles:

Importance of in-person interactions for client-focused roles. Emphasis on clients being part of the Organisational culture.

Scope Creep and Abuse:

Concerns about employees redefining priorities for their benefit. Potential abuse of flexibility leading to entitlement issues.

Leadership and Oversight:

Lack of leadership, mentoring, and oversight when senior people are away. Issues with accountability, particularly when senior staff members are not present.

Question: *Do you have any concerns with respect to a flexible / hybrid workplace strategy for your business?*

2023

44% 56%

2022

35%

65%

■ Yes ■ No   ■ Yes ■ No
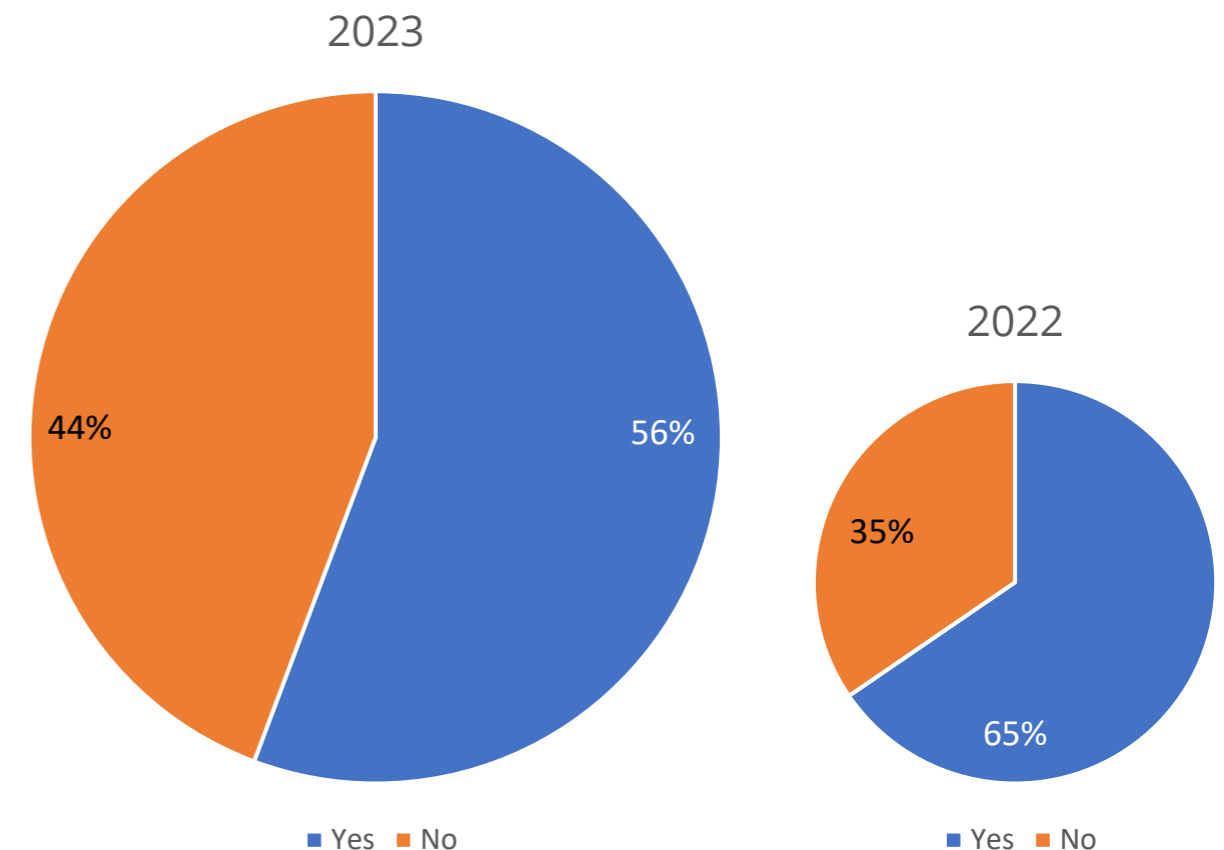
SUMMARY

The trend in the data suggests a **progressive acceptance and adaptation** of flexible/hybrid workplace strategies among employers.

It is important to note that while the trend is positive, individual business contexts, industries, and external factors may continue to shape the evolution of attitudes towards flexible/hybrid workplace strategies.

Monitoring this trend over subsequent years will provide insights into the continued acceptance and integration of flexible work practices into the broader work landscape.

Remote Working & Flexibility

Question: *What are the main reasons your business and your team come into your workplace?*

The datasets from 2023 and 2022 shed light on key factors influencing employees' decisions to work in the office.

The consistent emphasis on enjoying company culture suggests a growing trend where organisations prioritize and invest in fostering positive and engaging work cultures to attract and retain employees.

The data highlights the significance of in-person interactions for learning and training. This implies a trend where organisations may invest more in tailored learning and development strategies, leveraging in-person interactions for effective knowledge transfer.

While technology is crucial, occasional challenges were mentioned. A potential trend may involve the refinement and adoption of digital tools to enhance remote collaboration and address productivity concerns.

References to the quality of the physical work environment and camaraderie highlight a potential trend in prioritizing employee well-being. organisations may focus on creating environments that positively impact mental and emotional health.

In conclusion, the evolving nature of work dynamics, emphasising the need for organisations to adopt flexible, inclusive, and responsive approaches to cater to the diverse preferences and requirements of their workforce.

Frequency mentioned

Chart categories (top to bottom): Work collaboration, Social interaction, Being with the team, Interaction with colleagues, Connection with others, Being part of a culture, Learning, Training, Team bonding, Efficiency in the office, Enjoyment of company culture, Place to meet clients. Legend: 2023, 2022.
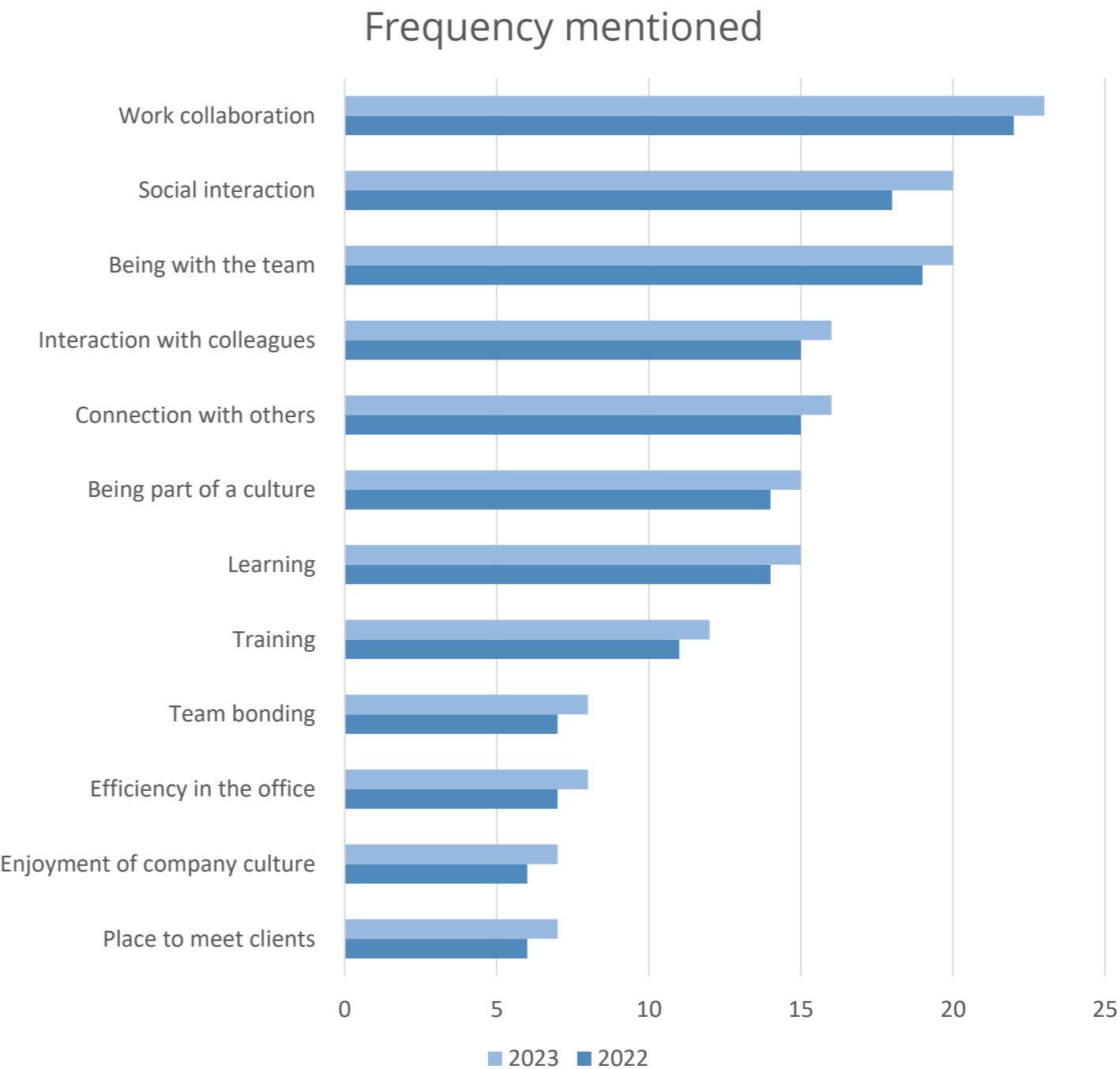
Remote Working & Flexibility

Question: *How do people within your organisation collaborate and socialise?*

Pie chart segments:
- 15% Regular Social Events
- 12% Organised Activities
- 18% Office Gatherings
- 12% Digital Collaboration
- 11% Culture & Values Promotion
- 10% Ad Hoc Socialising
- 6% Employee Driven Initiatives
- 5% Structured Communication
- 6% Cross-Team Collaboration
- 4% Physical Workspace Design

Legend:
- Regular Social Events
- Organised Activities
- Office Gatherings
- Digital Collaboration
- Culture & Values Promotion
- Ad Hoc Scoialising
- Employee Driven Initiatives
- Structured Communication
- Cross-Team Collaboration
- Physical Workspace Design

Office Gatherings:
•Lunchtime gatherings
•Water cooler conversations
•Breakout spaces for socializing

Regular Social Events:
•Friday drinks
•Monthly events
•Quarterly parties
•Weekly team lunches or drinks

Organized Activities:
•Social committee organized events
•Team events or outings
•Sports events or teams

Digital Collaboration:
•Use of digital tools like Slack, Teams, or other collaboration platforms
•Virtual meetings or gatherings
•Video conferencing for remote teams

Culture and Values Promotion:
•Activities promoting company values
•Encouraging teamwork through organized events
•Celebrating milestones and wins

Ad Hoc Socializing:
•Informal gatherings
•Spontaneous events
•Day-to-day interactions during work

Cross-Team Collaboration:
•Events or activities encouraging collaboration across teams
•Company-wide gatherings or town hall meetings

Employee-Driven Initiatives:
•Social clubs or committees organized by employees
•Encouragement of pursuing passions and hobbies

Structured Communication:
•Regular team meetings
•Q&A sessions with leaders
•Speaker sessions or learning opportunities

Physical Workspace Design:
•Open plan offices promoting interaction
•Collaborative spaces or meeting rooms

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Remote Working & Flexibility

While the high number of "No" responses could suggest a reluctance or scepticism towards shared office space arrangements, it's essential to consider the broader economic context and various factors that may influence businesses' decision-making processes in New Zealand.

Shared office space arrangements offer numerous benefits that can appeal to a wide range of businesses, from startups and freelancers to established companies looking for cost-effective, flexible workspace solutions.
Other benefits include; cost savings, flexibility, networking opportunities, professional image (for startups and freelancers), scalability and a focus on core business by outsourcing facility management and administrative tasks to the shared office provider.

A recent study by sharedspace.co.nz highlighted a 22% year on year growth since 2023 of the shared office space supply in New Zealand, suggesting companies have been adopting more and more these type of office arrangements. A particular area of growth is found in office buildings that offer a portion of the building a shared spaces, allowing companies to retain dedicated office space on a smaller footprint for their core facilities whilst taking advantage of the shared amenities to scale up and down.

This is also providing an opportunity for the repositioning of B grade assets that would otherwise not be attractive for tenants on a traditional model and provides a solution for companies wanting to access higher quality space but without the additional cost that new buildings attract.

As long-term leases come to maturity in the coming years, we expect the shared office concept to grow even further. Currently shared space represents less than 3% of the total office stock in New Zealand.

Question: *Considering the impact of hybrid work pattern on office occupancy, do you intend to explore flexible workspace or co-working in the future as a complement to your real estate strategy?*

2023

Pie chart: Yes 31%, No 61%, Maybe 7%

■ Yes ■ No ■ Maybe

CULTURE & WELLBEING

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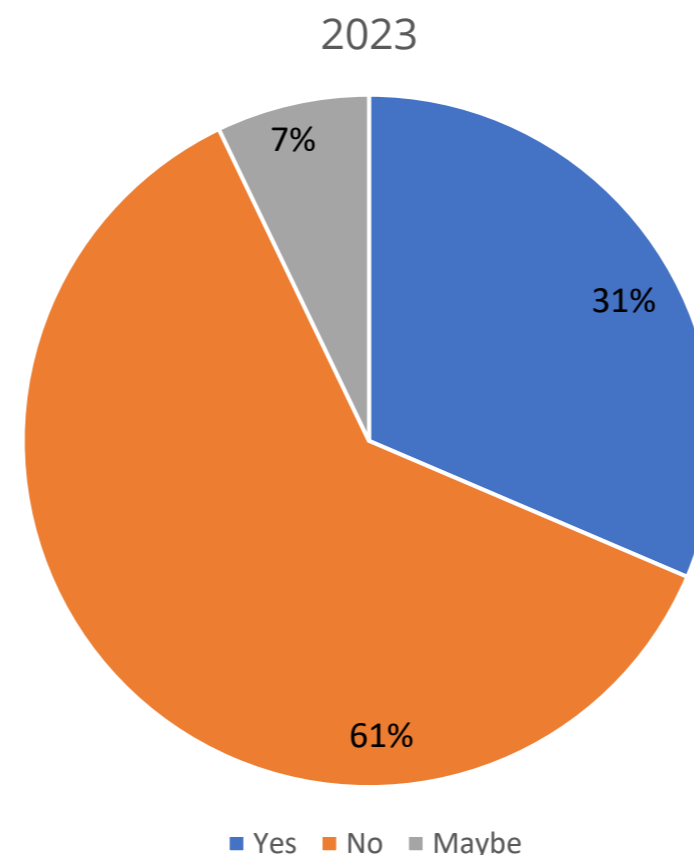
Culture & Wellbeing

Question: *Describe the factors that will enable you to create and maintain your desired workplace culture:*

1. **Leadership:** Strong leadership, trusted leaders, leadership displaying desired behaviours, directive and focused leadership.

2. **Communication:** Regular communication, consistent messaging, transparent communication, open-door policy.

3. **Values and Purpose:** Living company values, integrating values into the workplace, purpose-driven culture, sense of belonging.

4. **Flexibility:** Flexibility in work arrangements, accommodating personal needs, being reasonable with flexibility.

5. **Collaboration and Team Building:** Collaboration spaces, team events, social events, team bonding activities.

6. **Employee Wellbeing:** Support for mental health and wellbeing, respect for personal time, providing healthcare benefits, creating a fun and stress-free environment.

7. **Diversity and Inclusivity:** Embracing diversity, creating a positive environment for all, inclusivity in hiring and culture.

8. **Physical Workspace:** Quality office space, attractive facilities, conducive environment for work and collaboration.

9. **Recognition and Rewards:** Timely recognition, aligning rewards with cultural values, celebrating success.

10. **Learning and Development:** Nurturing ongoing development, providing opportunities for growth and learning, mentoring at all levels.

These factors collectively contribute to cultivating a positive and engaging workplace culture that promotes productivity, satisfaction, and success.

Question: *What are the current impediments to achieving your desired workplace culture?*

1. **Remote Working:** Difficulty in fostering a cohesive culture with remote work arrangements.

2. **Flexibility Challenges:** Managing flexibility in work hours and remote work arrangements amidst economic challenges.

3. **Leadership Mindset:** Resistance or inconsistency in leadership mindset towards desired cultural values.

4. **Regulatory Environment:** Constraints imposed by regulatory requirements.

5. **Office Environment:** Issues related to office layout and distractions.

6. **Trust and Communication:** Lack of trust and openness within the Organisation.

7. **Uncertainty and Change:** Challenges arising from Organisational changes, restructure, or uncertain economic conditions.

8. **Age and Generational Differences:** Managing diverse age groups and generational preferences.

9. **Resource Constraints:** Pressures related to workload, budget, and resources.

10. **Workspace Constraints:** Limitations posed by physical workspace, acoustics, and layout.

These impediments represent common barriers organisations face in shaping and maintaining their desired workplace culture, encompassing challenges related to remote work, leadership, regulation, office dynamics, communication, and resource management.

Diversity, Equity & Inclusion

Question: *What does Diversity, Equity, and Inclusion mean for you and your organisation?*

From the responses provided by the executives, it's evident that Diversity, Equity, and Inclusion (DEI) hold varying degrees of importance and interpretation within different organisations.

Here is a summary of the key points:

Client and Workforce Diversity: Many executives emphasise the importance of reflecting the diversity of their clients and communities within their Organisation. This includes considerations of gender, ethnicity, and different perspectives to provide better services and outcomes.

Equal Opportunity and Fair Treatment: Executives stress the importance of providing equal opportunities for all individuals, ensuring fair treatment, and hiring the right person for the job based on qualifications and skills rather than demographic factors.

Diversity of Thought and Background: Several executives highlight the value of diversity in thought and background, recognising that it leads to better decision-making and innovation within the Organisation.

Creating an Inclusive Environment: Inclusivity is seen as essential for fostering diversity, with an emphasis on creating a workplace where individuals feel safe, valued, and respected for their unique identities.

Transparency and Accountability: Some Organisations are focused on transparency, particularly in areas such as pay parity and promotion processes, to ensure fairness and equity within the workplace.

Commitment to Diversity and Inclusion: Many executives express a strong commitment to fostering diversity and inclusion, both internally and externally, as part of their Organisational values and strategies.

Challenges and Opportunities: While some Organisations feel they have made progress in embracing diversity and inclusion, others acknowledge the need for continued efforts and improvement in areas such as accessibility, neurodiversity, and cultural sensitivity.

Overall, these responses underscore the multifaceted nature of Diversity, Inclusiveness, and Equity within Organisations, reflecting a range of perspectives, priorities, and ongoing initiatives aimed at creating more inclusive and equitable workplaces.

Satisfaction & Wellness

There's an increase in survey participation from 2022 to 2023, indicating a growing emphasis on understanding employee satisfaction and wellness. While concerns about workload, career progression, and communication remain consistent across both years, there are some shifts. For instance, in 2022, there's a focus on issues like flexible work policies, IT tools, and lifestyle balance. In 2023, stress, communication, and remuneration seem to be more prominent.

Communication emerges as a recurring theme impacting job satisfaction and wellness. This suggests a persistent need for effective communication channels within the Organisation.

Workload and work-life balance continue to be significant concerns, indicating potential areas for improvement in resource allocation and workload management practices.

Career progression and development opportunities remain key factors influencing job satisfaction, highlighting the importance of ongoing learning and growth within the Organisation.

Overall, these trends highlight the importance of ongoing efforts to address employee concerns, adapt to changing circumstances, and prioritize employee well-being to foster a positive and productive workplace culture.

Question: *Do you survey staff to understand their job satisfaction and wellness?*
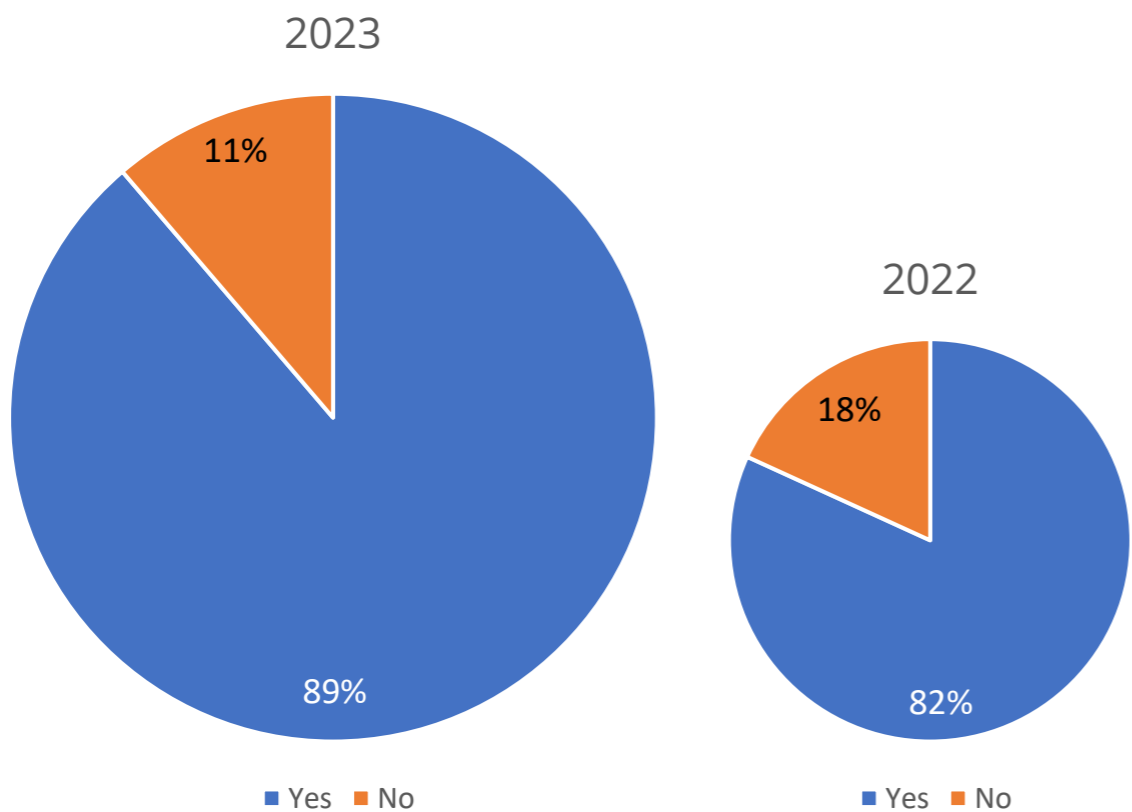
Question: *What are their most common concerns that affect their job satisfaction and wellness?*

Workload: Consistently mentioned across both years, concerns about workload indicate that employees may feel overwhelmed or overburdened by their tasks and responsibilities.

Communication: Employees express a need for improved communication channels, both internally within the Organisation and with management, to address issues, provide feedback, and ensure clarity on company direction and decisions.

Remuneration: Fair and transparent compensation practices are crucial for employee satisfaction. Concerns about pay equity, salary levels, and adjustments to keep pace with cost-of-living changes indicate dissatisfaction in this area.

Stress: Increasing stress levels are noted as a significant concern, particularly in 2023. Employees may be experiencing heightened pressure or challenges in managing work demands and personal well-being.

Flexibility: Flexible work arrangements, including options for remote work and flexible schedules, are valued by employees for achieving better work-life balance and accommodating personal needs.

IT Tools and Systems: Issues with IT tools, systems, and support impact employee productivity and engagement. Ensuring access to functional and efficient technology infrastructure is essential for smooth workflow.

Recognition and Appreciation: Employees seek acknowledgment and appreciation for their contributions and achievements within the Organisation. Recognition programs and positive feedback mechanisms can boost morale and motivation.

Uncertainty and Job Security: Concerns about job security and uncertainty about the future direction of the Organisation contribute to employee stress and anxiety. Clear communication about Organisational changes and future plans can help alleviate these concerns.

PRODUCTIVITY

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Productivity

Question: *In what way has your productivity changed in the last two years?*

Common themes:

Technology Adoption: Both sets of data mention the impact of technology on productivity. Improved use of technology, streamlined platforms, and better reporting are seen as contributors to increased efficiency.

Remote Work Dynamics: The shift to remote work is a common theme, with some expressing concerns about its impact on productivity, while others note positive effects due to flexibility and efficient use of technology.

Compliance and Legislative Factors: Compliance and legislative requirements are cited in both sets of data as factors influencing productivity. This includes the impact of legislation on compliance and the time it takes to qualify new personnel.

Efficiency and Doing More with Less: Many Organisations are focusing on efficiency, doing more with less, and prioritizing tasks. This often involves process improvements, agile work practices, and the use of collaboration tools.

Question: *Has your productivity changed in the last two years?*

2023 — 32% No, 68% Yes

2022 — 29% No, 71% Yes
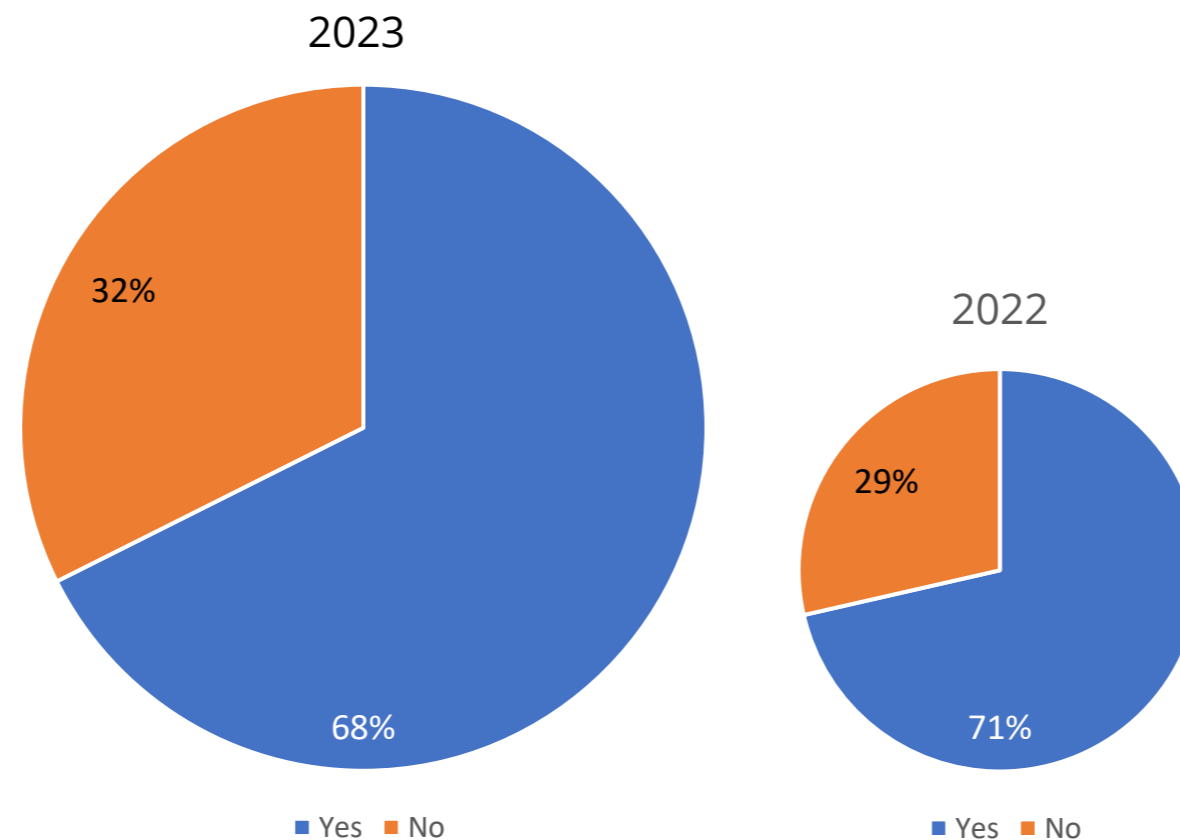
Productivity - AI

AI is being leveraged to improve productivity by streamlining documentation, research processes, and shifting focus towards more strategic, brain-intensive work. This can enable businesses to allocate resources more effectively and achieve higher levels of output with reduced manual effort.

AI is impacting administrative tasks by reducing overhead and completing repetitive work. This allows businesses to allocate resources more efficiently and focus on higher-value activities, leading to increased productivity and cost savings.

Businesses are anticipating significant impacts from AI, both in terms of operational efficiency and strategic planning. As AI technology continues to evolve and become more reliable, businesses are exploring its potential to transform various aspects of their operations and drive competitive advantage.

While adopting AI, businesses are cautious about security and confidentiality concerns. This highlights the importance of implementing robust security measures to safeguard sensitive data and ensure compliance with regulatory requirements.

Overall, the data suggests that AI is increasingly becoming integral to business operations, driving improvements in efficiency, customer experience, and strategic decision-making. However, businesses are also mindful of the potential challenges and risks associated with AI adoption, emphasising the need for careful planning, implementation, and ongoing monitoring.

Question: *Has AI impacted, or will it impact the way you do business?*

Pie chart: 79% Yes, 21% No

■ Yes ■ No
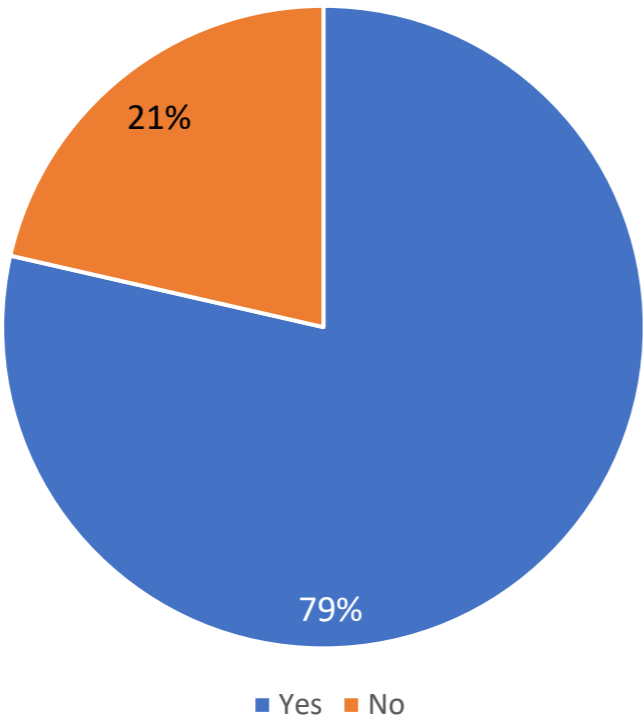
Question: *In what way has AI impacted or changed the way you do business?*

Automated Customer Support: Online bots are used to respond to client queries that do not require human input. Use of chatbots for customer interactions, removing mundane tasks.

Productivity Improvement: AI is utilized for documentation and research, leading to increased productivity. Shifting focus from routine tasks to more brain-intensive work, allowing staff to engage in more strategic activities.

Customer Experience Enhancement: Changing customer experience through the analysis of customer data. Engineering and coding to make processes more productive.

Efficiency in Administrative Tasks: Reduction of administration overhead through AI, potentially impacting tasks such as research, presentations, recording, and minutes. AI's role in completing repetitive work, including tasks performed by junior staff.

Strategic Business Impact: Expectation that AI will impact business as it improves and becomes more reliable. Exploration of AI's potential impact on business and ongoing research.

Strategic Planning and Research: Consideration of AI for research purposes, expecting it to change the way information is found and applied. Investment in AI for growth and transformation in business.

Potential Industry Disruption: Anticipation of significant impacts on industries like law, accounting, and corporate roles. Concerns about AI eroding the value proposition and experience in certain business sectors.

Security and Confidentiality Considerations: Caution regarding the use of AI to ensure security, confidentiality, and careful handling of information.

Specialized AI Applications: Use of AI in specific areas such as manufacturing, workplace management systems, and advertising.

Adaptation and Training: Efforts to adapt to AI technology, including internal training sessions for staff.

E.S.G

Based on the provided data, we can draw several key insights regarding how ESG factors are impacting businesses:
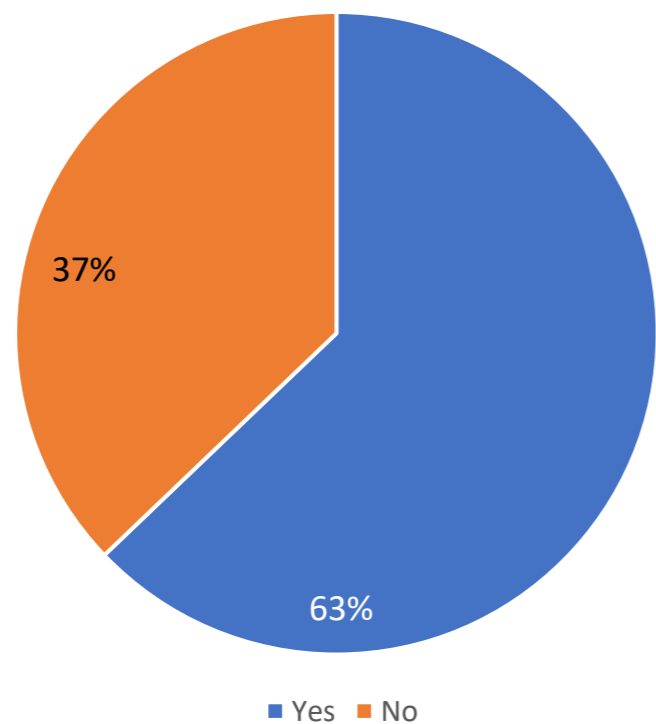
There is a clear trend towards considering sustainability factors in procurement and business operations. Many respondents mention the integration of sustainability considerations into procurement processes, indicating a growing recognition of the importance of environmental and social responsibility.

Businesses are facing pressure from various stakeholders, including customers, clients, and investors, to demonstrate strong commitments to ESG-related outcomes. This suggests that sustainability is no longer just a choice, but a requirement driven by external expectations and market demands.

Organisations are implementing specific policies and practices to address ESG concerns, such as recycling, energy efficiency, and green design.

ESG considerations are increasingly being integrated into procurement processes, with sustainability becoming a selection criterion for suppliers and a mandatory reporting requirement for procurement activities. This indicates a shift towards more sustainable supply chains and business practices.

1. Integration of sustainability considerations into procurement processes and criteria.

2. Pressure from customers, clients, and suppliers to demonstrate strong commitments to ESG-related outcomes.

3. Implementation of sustainability policies and practices, such as recycling, green design, and energy efficiency.

4. Adoption of sustainable procurement practices, including selecting suppliers with ESG credentials.

5. Mandatory reporting on sustainability metrics for procurement activities.

6. Engagement with ESG consultants or specialists to enhance sustainability efforts.

7. Consideration of ESG factors in selecting buildings and office locations.

8. Emphasis on reducing carbon footprint through various initiatives.

9. Focus on becoming a paperless company.

10. Establishment of dedicated sustainability teams or roles within the Organisation.

Question: *Is ESG impacting your procurement & business operations?*

■ Yes ■ No

Overall, the data highlights a growing awareness and action around ESG factors within businesses, driven by both internal motivations and external pressures. As sustainability continues to gain prominence on the global agenda, businesses are increasingly recognising the need to integrate ESG considerations into their operations to remain competitive, meet stakeholder expectations, and contribute to a more sustainable future.

Thank you…

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