

The Future of working 2008

Type: Executive Summary Report

Date: 10/8/2008

Filter using: 30 (Country) = UNITED KINGDOM

Number of responses analyzed: 306

Total number of responses collected: 4451

1: Do you currently work for or are you due to start work for PricewaterhouseCoopers?

Select one option only

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		98.7%	302
No		1.3%	4
		Mean	1.013
		Standard Deviation	0.114
		Valid Responses	306
		Total Responses	306

2: Have you recently graduated from university (i.e. in the past 12 months?)

Select one option only

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		50.0%	2
No		50.0%	2
		Mean	1.500
		Standard Deviation	0.577
		Valid Responses	4
		Total Responses	4

3: What is your current employment situation?

Select one option only

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Employed/ due to start work for an accountancy firm		0.0%	0
Employed/ due to start work for a professional services organisation		0.0%	0
Employed/ due to start work for a financial services organisation		0.0%	0
Employed/ due to start work for a consultancy organisation		0.0%	0
Employed/ due to start work for another organisation		50.0%	2
Continuing in full-time education		25.0%	1
Currently unemployed/ no employment plans		25.0%	1
		Mean	5.750
		Standard Deviation	0.957
		Valid Responses	4
		Total Responses	4

4: Do you believe you will work across geographic borders more than your parents did?

Select one option only. (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		90.5%	277
No		9.5%	29
		Mean	1.095
		Standard Deviation	0.293
		Valid Responses	306
		Total Responses	306

5: Do you think you will work...?

Select one option only.

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
At a mix of locations		78.1%	239
Mainly in an office		20.9%	64
Mainly from home/ from other locations		1.0%	3
		Mean	1.229
		Standard Deviation	0.443
		Valid Responses	306
		Total Responses	306

6: Do you think your office hours will be ...?

Select one option only.




(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Mainly flexible hours		5.6%	17
Mainly regular office hours		23.6%	72
Regular office hours with some flexible working		70.8%	216
Not Answered			1
		Mean	2.652
		Standard Deviation	0.583
		Valid Responses	305
		Total Responses	306

7: Would you like to work outside your home country in your career?



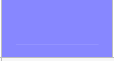
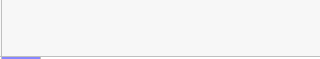




Select one option only.

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		83.7%	256
No		2.6%	8
Don't know		13.7%	42
		Mean	1.301
		Standard Deviation	0.697
		Valid Responses	306
		Total Responses	306

8 (Territory): If yes, where would be your preferred destination?

(Respondents were limited to **brief** text responses)

Response	Chart	Frequency	Count
		1.6%	4
Asia		14.8%	38
Australasia and Pacific Islands		25.4%	65
Central and Eastern Europe		1.2%	3
Middle East and Africa		7.0%	18
North America and the Caribbean		34.4%	88
South and Central America		5.1%	13
Western Europe		10.5%	27
		Valid Responses	256
		Total Responses	256

8 (Country): If yes, where would be your preferred destination?

(Respondents were limited to **brief** text responses)

Response	Chart	Frequency	Count
		7.0%	18
Argentina		1.2%	3
Australia		20.7%	53
Brazil		1.2%	3
Canada		4.3%	11
Chile		0.8%	2
China		3.1%	8
France		2.3%	6
Hong Kong		6.3%	16
India		0.8%	2
Japan		1.6%	4
Malaysia		0.8%	2
New Zealand		2.7%	7
Russia		0.8%	2
Singapore		2.7%	7
Spain		0.8%	2
Switzerland		1.6%	4
United Arab Emirates		2.3%	6
United Kingdom		3.5%	9
USA		28.5%	73
<i>Other Responses</i>		7.0%	18
		Valid Responses	256
		Total Responses	256

9 (First language): What is your first language?

(Respondents were limited to **brief** text responses)

Response	Chart	Frequency	Count
		2.0%	6
Cantonese		1.6%	5
Chinese Mandarin		3.6%	11
English		85.0%	260
German		0.7%	2
Hungarian		0.7%	2
Other		1.6%	5
Polish		0.7%	2
Urdu		2.3%	7
Vietnamese		0.7%	2
<i>Other Responses</i>		1.3%	4
		Valid Responses	306
		Total Responses	306

9a: Do you envisage using a language other than your first language at work?

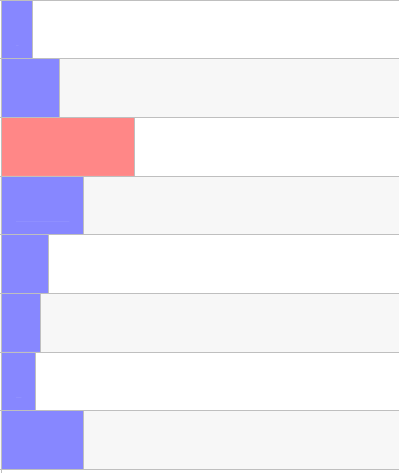
Select one option only.

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		37.6%	115
No		62.4%	191
		Mean	1.624
		Standard Deviation	0.485
		Valid Responses	306
		Total Responses	306

10 (Second language): What other languages do you expect to use at work?

(Respondents were limited to **brief** text responses)

Response	Chart	Frequency	Count
		2.6%	3
Arabic		1.7%	2
Cantonese		3.5%	4
Chinese Mandarin		10.4%	12
English		29.6%	34
French		16.5%	19
German		7.8%	9
Other		5.2%	6
Russian		4.3%	5
Spanish		16.5%	19
<i>Other Responses</i>		1.7%	2
		Valid Responses	115
		Total Responses	115

10 (Third language): What other languages do you expect to use at work?

(Respondents were limited to **brief** text responses)

Response	Chart	Frequency	Count
		47.0%	54
Cantonese		3.5%	4
Chinese Mandarin		6.1%	7
English		2.6%	3
French		12.2%	14
German		7.8%	9
Hindi		1.7%	2
Japanese		2.6%	3
Other		2.6%	3
Russian		1.7%	2
Spanish		9.6%	11
<i>Other Responses</i>		2.6%	3
		Valid Responses	115
		Total Responses	115

11: How many employers do you think you will have in your career?

Select one option only. (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
1		10.8%	33
2-5		79.1%	242
6-9		8.8%	27
10+		1.3%	4
		Mean	2.007
		Standard Deviation	0.499
		Valid Responses	306
		Total Responses	306

12: Please tell us which of the following best describes the career path you hope to follow.

I would like to...

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Progress within the field I have been recruited to within the same organisation		16.0%	49
Progress within the field I have been recruited to in a variety of organisations		6.2%	19
Progress within the same organisation but in a variety of roles/ fields		38.9%	119
Experience a number of different roles/ fields in a variety of organisations		19.3%	59
Take the path that permits me the fastest progression		12.1%	37
Don't know		7.5%	23
		Mean	3.278
		Standard Deviation	1.409
		Valid Responses	306
		Total Responses	306

13: Please tell us how much you agree or disagree with the following statements.

		Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know	Total	Mean	Std Dev
I will be loyal to the organisation I work for	Count	112	158	29	1	3	1	304	1.776	0.755
	% by Row	36.8%	52.0%	9.5%	0.3%	1.0%	0.3%	100.0%		
I will only be loyal to the organisation I work for as long as I feel fulfilled in my role	Count	88	124	51	37	4	2	306	2.186	1.063
	% by Row	28.8%	40.5%	16.7%	12.1%	1.3%	0.7%	100.0%		
My loyalty is to myself and my career objectives rather than to my employer	Count	24	67	120	76	13	3	303	2.987	1.026
	% by Row	7.9%	22.1%	39.6%	25.1%	4.3%	1.0%	100.0%		
Total	Count	224	349	200	114	20	6	913	N/A	N/A
	% by Row	24.5%	38.2%	21.9%	12.5%	2.2%	0.7%	100.0%		



14: Please select the benefits you would value most over the next 5 years other than your salary?

		Financial assistance with housing	Access to low interest loans/borrowing options	Free child care	Assistance clearing debt incurred while studying	Free private health care	Subsidised travel costs	Flexible working hours	Company car	Pension scheme/other retirement funding contribution	Maternity/Paternity benefits	Time off to do community/charity work	Cash bonuses	Greater holiday allowance	Training and development	I'd prefer no benefits, higher wages	Total	Mean	Std Dev
First choice	Count	31	6	1	12	27	7	23	14	17	0	4	39	25	78	21	305	9.643	4.646
	% by Row	10.2%	2.0%	0.3%	3.9%	8.9%	2.3%	7.5%	4.6%	5.6%	0.0%	1.3%	12.8%	8.2%	25.6%	6.9%	100.0%		
Second choice	Count	24	10	3	12	37	7	24	21	24	6	9	52	28	36	11	304	8.868	4.243
	% by Row	7.9%	3.3%	1.0%	3.9%	12.2%	2.3%	7.9%	6.9%	7.9%	2.0%	3.0%	17.1%	9.2%	11.8%	3.6%	100.0%		
Third choice	Count	20	10	2	15	25	20	32	14	21	5	16	45	31	27	19	302	8.967	4.183
	% by Row	6.6%	3.3%	0.7%	5.0%	8.3%	6.6%	10.6%	4.6%	7.0%	1.7%	5.3%	14.9%	10.3%	8.9%	6.3%	100.0%		
Total	Count	75	26	6	39	89	34	79	49	62	11	29	136	84	141	51	911	N/A	N/A
	% by Row	8.2%	2.9%	0.7%	4.3%	9.8%	3.7%	8.7%	5.4%	6.8%	1.2%	3.2%	14.9%	9.2%	15.5%	5.6%	100.0%		

15: Will you deliberately seek to work for employers whose corporate responsibility behaviour reflects your own values?






Select one option only

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		71.2%	218
No		28.8%	88
		Mean	1.288
		Standard Deviation	0.453
		Valid Responses	306
		Total Responses	306

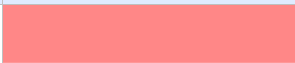

16: How important is an employer's policy on climate change and the environment in deciding whether or not you should work for them?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Very important		14.1%	43
Quite important		40.5%	124
Neutral		27.1%	83
Not very important		10.5%	32
Not at all important		7.8%	24
		Mean	2.575
		Standard Deviation	1.100
		Valid Responses	306
		Total Responses	306

17: Would you consider leaving an employer whose behaviour no longer meets your corporate responsibility expectations?

Select one option only(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		76.1%	233
No		23.9%	73
		Mean	1.239
		Standard Deviation	0.427
		Valid Responses	306
		Total Responses	306

18: Please tell us how much you value the following development opportunities.

		Very important	Quite important	Neutral	Not very important	Not at all important	Total	Mean	Std Dev
Formal face-to-face training	Count	221	84	1	0	0	306	1.281	0.457
	% by Row	72.2%	27.5%	0.3%	0.0%	0.0%	100.0%		
E-learning	Count	32	157	81	32	3	305	2.400	0.849
	% by Row	10.5%	51.5%	26.6%	10.5%	1.0%	100.0%		
Working with strong coaches and mentors	Count	263	41	2	0	0	306	1.147	0.373
	% by Row	85.9%	13.4%	0.7%	0.0%	0.0%	100.0%		
Rotational assignments	Count	156	129	17	3	0	305	1.564	0.646
	% by Row	51.1%	42.3%	5.6%	1.0%	0.0%	100.0%		
Support for further academic training	Count	175	103	24	4	0	306	1.533	0.697
	% by Row	57.2%	33.7%	7.8%	1.3%	0.0%	100.0%		
Total	Count	847	514	125	39	3	1528	N/A	N/A
	% by Row	55.4%	33.6%	8.2%	2.6%	0.2%	100.0%		

19: Do you expect your retirement will be ...?

Select one only

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Funded by the Government/state		0.3%	1
Funded by myself e.g. through investments and savings plans		50.0%	153
Funded by my employer's retirement scheme		26.5%	81
My children will support me financially when I retire		0.0%	0
Non-existent. I will continue working after retirement age		0.7%	2
Haven't thought about it yet		18.6%	57
Don't know		3.9%	12
		Mean	3.222
		Standard Deviation	1.674
		Valid Responses	306
		Total Responses	306

20: In the interests of personal and business security would you be prepared to give your employer greater access to personal information? Select one option only (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		37.0%	113
No		45.2%	138
Don't know / don't understand		17.7%	54
Not Answered			1
		Mean	1.807
		Standard Deviation	0.715
		Valid Responses	305
		Total Responses	306

21: How comfortable would you be with your employer providing personal services relating to your life? For example housing, food, regular doctor and dentist appointments.

Select one option only

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Very comfortable		20.9%	64
Quite comfortable		45.1%	138
Neutral		20.6%	63
Quite uncomfortable		11.1%	34
Very uncomfortable		2.3%	7
		Mean	2.288
		Standard Deviation	0.993
		Valid Responses	306
		Total Responses	306

22: Which of the following do you most expect to be the case about your own future? Select one only
By 2020, if I am in a relationship or have a family of my own . . . (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
My income will be the main source of financial support		36.9%	113
My partner's income will be the main means of financial support		2.9%	9
We will both provide an equal amount of financial support		51.6%	158
Don't know		8.5%	26
		Mean	2.317
		Standard Deviation	1.062
		Valid Responses	306
		Total Responses	306

23: Please tell us how much you agree/ disagree with the following statements about the future of work:

		Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Mean	Std Dev
By 2020 companies will run their own universities to have the right skills to fulfil their needs	Count	4	59	62	129	52	306	3.542	1.027
	% by Row	1.3%	19.3%	20.3%	42.2%	17.0%	100.0%		
By 2020 companies will be more influential than governments	Count	24	79	72	110	21	306	3.082	1.097
	% by Row	7.8%	25.8%	23.5%	35.9%	6.9%	100.0%		
By 2020 DNA profiling will be part of graduate recruitment	Count	6	38	51	105	105	305	3.869	1.083
	% by Row	2.0%	12.5%	16.7%	34.4%	34.4%	100.0%		
By 2020 China, Russia and India will have more economic influence than the US and Europe	Count	48	90	91	62	15	306	2.693	1.109
	% by Row	15.7%	29.4%	29.7%	20.3%	4.9%	100.0%		
Total	Count	82	266	276	406	193	1223	N/A	N/A
	% by Row	6.7%	21.7%	22.6%	33.2%	15.8%	100.0%		

24: Do you have any further views about how work, employment or the workplace will change over the next 12 years?

Please type your thoughts below. Please note responses to this question may be used as anonymous quotes in the report. This question is optional.



Response
In the future I believe that international secondments ranging from a few weeks to months or even years for young graduates will be part of any training scheme in large multinationals. International experience is an essential requirement for future leaders and as such should be cultivated from the very beginning of a graduate's career.
Companies are already politically way more powerful than government. I thought that putting 'by 2020' in front of that one made it a really stupid question. I think that Microsoft will crash and burn when a major unpatchable backdoor in the Windows kernel is found and that will take every business that relies on their proprietary software stack with it, such as PwC as they blindly follow their US IT counterparts. The IT system is the most disappointing aspect of PwC. It should be cross-platform so as to have no single point of failure.
Core family values will continue to deteriorate as pressure for longer unsociable working hours is demanded by employers.
Less interaction between employers, employees and clients due to enhanced use of e-commerce. Future issue to be concerned about as weaker commercial relationships will be established.
I believe there will be more emphasis on balancing work with your personal life. More initiatives will be implemented to make sure people are comfortable with their working hours and are not excessively stressed out of work.
Work will not be based mainly in offices it will be mobile and out of the office work, meetings will take places mainly in video conferences, calls, and outdoors. Travel and relocation will be essential in all jobs (more than 70%). Company structure will change, departments will be able to carry out their own work as a private business, with most of the revenue going to the department and a small portion going to the main company. New joiners average age will be 19. Work = Life. Work will provide housing, banking, loans, health, pension and even food.
Graduate jobs will be harder to come by as more and more students are pushed into further education, ultimately increasing the demand for such work.
I think both employers and employees alike will have to be more competative and attractive to one another. Graduates may have to work hard to get a good job, but i think that employers have to work to attract graduates but also to keep them. It should be about work- but also about the people who work there as well.
It will become more dynamic and challenging.
Much more flexible - workers will get fed up of overcrowding in urban areas, and this twinned with the development of reliable communication technology will allow workers to work from home, conducting meetings through video conferencing, for instance. These factors will reduce the need for business travel and will enable workers to be more productive as they do not need to spend time commuting when they could be performing chargeable work.
The workplace will become more meritocratic and less concerned with levels of experience and age.
paperless office
The work within the corporate world will become more demanding with more flexibility given on attractive benefits and relative salaries. Corporate responsibility will rise with political interest. Employment will go down during the early years and gather momentum as the financial world

consequently adapts with the new trends such as climatic trading tools, new energy systems and corporate social responsibility. The workplace will vary according to organisation but I am confident PwC will rise up to expectations and be a pioneer in a number of areas.
Increasing consolidation will render few 'mega-corporations' which will be responsible for the personal and business dealings of their employees.
More flexibility and cross-border working.
Globally, we will be in a more competitive environment, especially with the potential rise of the BRIC companies.
I expect that the wage gap between different professions/ employers will widen further and graduates will be forced to choose between earning potential and work-life balance. Firms which attract the best candidates will be competitive in both.
Increase in the number of women, people from ethnic backgrounds taking higher roles in large firms.
Employers need to recognise that young joiners today and in the future will have different demands and aspirations to those generations that have preceded us. Successful employers will recognise that creating a flexible environment where innovation and participation in new activities/challenges are valued will generate more fulfilled employees and company loyalty.
I think that it is extremely important to have a good pension scheme, as the governments scheme fails to keep up with the cost of living. Therefore, as I get older, this will be one of my main criteria when picking who to work for. I feel many companies undervalue this aspect of a benefits package currently.
I think that face to face meeting will become less regular, as new technology comes in that allows for virtual conferences and meetings.
NA
Employee turnover will increase. Workplace will take on more of a virtual existence, so employees can work together even though they may be many miles separate.
More IT based
I think the workforce of developed nations will increasingly have to come from abroad where motivation of children and adults is better and therefore education is more productive than in Britain.
Companies and the markets they operate in are already way more important than government! e-learning, in my experience with pwc, is without exception less productive and more irritating than traditional teaching due to poor implementation.
I believe the past 12 months have indicated how much the world can change...the future is no different.
More should be done to help with the world's poverty and environmental concerns. The growth of bigger and bigger corporations should be controlled.
Health, family and other factors affecting home life of employees will become more closely integrated with work policies. This will reflect greater levels of investment in employees, to achieve the best possible performance from them.
Sustainability in the workplace will be key as this is how a company's image will be seen in an ever increasing view of the current climate changes and their impact. Smart investment in their employees and personalised incentives will become more tailored to the company's workforce to promote staying power.
Benefits packages will have to continually develop and be increasingly innovative in order to attract the very best people.
Global Economic Integration - In ten years time if I am still with PwC and not working on regular cross-border assignments, particularly in Africa, Asia and South America, I will be both shocked

and disappointed. No doubt technology will permit me to work when, where and how I want to in order to meet my personal and family needs. I'm worried 'fun' in my life will be replaced with 'new challenges'.		
Hopefully even written exams could be completed on PC's. Paper is redundant		
All businesses will change hugely in terms of environmental concerns, everything in the workplace will be guided towards helping the environment/reducing harm to it. All companies will have employees specifically employed for environmental awareness and related issues.		
work roles will develop not thought of yet, especially to do with environment.		
The workplace will be more equipped with high-tech devices. Job security hopefully will be higher.		
Less business travel		
There will be more opportunities for people to work in overseas countries, such as emerging markets.		
IT will continue to push change within the work environment and AI will start to appear. However strong IT communications will not stop the need for dense industrial and financial areas. Clustering is key to knowlege spillover and face to face business will maintain its importance.		
More independent and remote, probably with fewer face-to-face contact and possibly a paperless work place.		
Stronger base in Asia Pacific countries.		
I think the onus on the development of people, and the supply of welfare is shifting away from the state. However, I doubt that the UK will change so much in twelve years that it will see the majority of its welfare provision coming from companies.		
	Valid Responses	306
	Total Responses	306

25: Are you a member of an online social network (e.g. Facebook, Bebo, MySpace etc)?

(Respondents could only choose a **single** response)

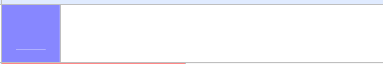
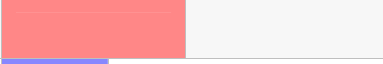

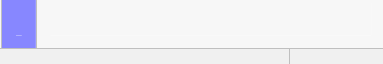
Response	Chart	Frequency	Count
Yes		93.1%	282
No		6.9%	21
Not Answered			3
		Mean	1.069
		Standard Deviation	0.254
		Valid Responses	303
		Total Responses	306

26: Do you have ...?

		Yes	No	Total	Mean	Std Dev
A mobile phone	Count	304	1	305	1.003	0.057
	% by Row	99.7%	0.3%	100.0%		
An iPod/MP3 player	Count	257	48	305	1.157	0.365
	% by Row	84.3%	15.7%	100.0%		
A Handheld computer e.g. Blackberry	Count	40	261	301	1.867	0.340
	% by Row	13.3%	86.7%	100.0%		
Total	Count	601	310	911	N/A	N/A
	% by Row	66.0%	34.0%	100.0%		




27: How many active email accounts do you have (i.e. used in the past month)?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
1		15.4%	47
2		47.7%	146
3		28.1%	86
4+		8.8%	27
		Mean	2.304
		Standard Deviation	0.835
		Valid Responses	306
		Total Responses	306



28: Age:

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
		20.9%	64
22-25		68.3%	209
26-29		8.5%	26
30+		1.3%	4
Prefer not to say		1.0%	3
		Mean	1.931
		Standard Deviation	0.657
		Valid Responses	306
		Total Responses	306

29: Sex:

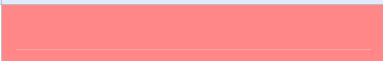
(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Male		57.0%	174
Female		41.3%	126
Prefer not to say		1.6%	5
Not Answered			1
		Mean	1.446
		Standard Deviation	0.530
		Valid Responses	305
		Total Responses	306

30 (Country): Where are you based?

Please state country and territory

(Respondents were limited to **brief** text responses)

Response	Chart	Frequency	Count
United Kingdom		100.0%	306
		Valid Responses	306
		Total Responses	306

30 (Territory): Where are you based?

Please state country and territory

(Respondents were limited to **brief** text responses)

Response	Chart	Frequency	Count
		6.2%	19
Central and Eastern Europe		4.9%	15
Western Europe		88.9%	272
		Valid Responses	306
		Total Responses	306

30 (If based in UK, where?): Where are you based?

Please state country and territory

(Respondents were limited to **brief** text responses)

Response	Chart	Frequency	Count
		0.7%	2
England		83.7%	256
Northern Ireland		5.9%	18
Scotland		7.2%	22
Wales		2.6%	8
		Valid Responses	306
		Total Responses	306