

FOUR-YEAR STUDY SHOWS MORE TECHNOLOGY @WORK AND @HOME BUT MORE HESITANCY ABOUT TRYING NEW TECHNOLOGY

Michelle M. Weil, Ph.D.

Human-Ware, LLC

Larry D. Rosen, Ph.D.

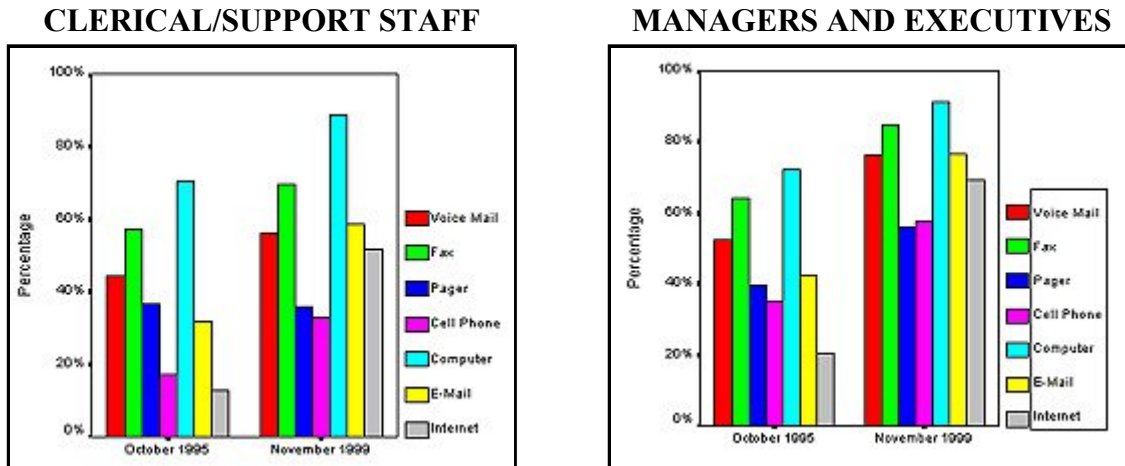
Byte Back, LLC and CSU Dominguez Hills

OVERVIEW

Five field studies were performed with 3,129 full-time employees of a cross-section of companies in the urban Southern California area over a period of 49 months from October 1995 until November 1999. Each sample included both Clerical/Support Staff and Managers/Executives who were analyzed separately. This brief report includes an analysis of changes in the use of technology across the 49 months both at work and at home as well as changes in attitudes toward technology across all five studies. A more detailed report can be found at <http://www.technostress.com/busstudy2000.htm>.

TECHNOLOGY USE IN THE WORKPLACE

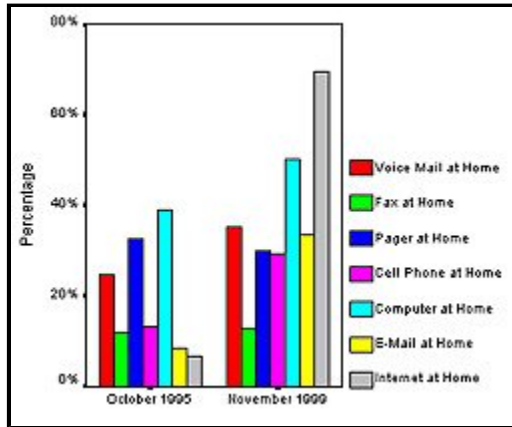
The two charts below graphically depict how much more technology is being used in the workplace. Both Clerical/Support Staff and Managers/Executives showed strong increases in their use of nearly every tool across the 49 months. For example, computer use increased from approximately 70% to 90% for Clerical/Support Staff and Managers/Executives while Internet use increased more than tripled.



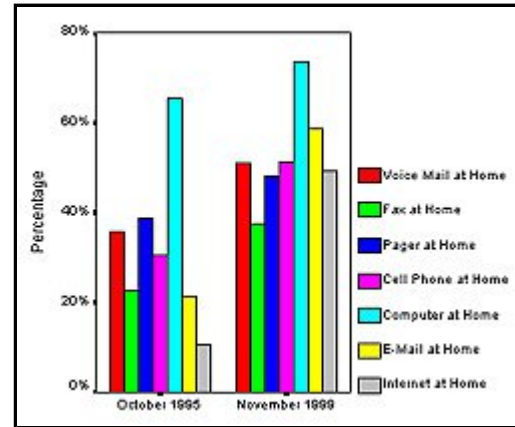
TECHNOLOGY USE FOR WORK PURPOSES AT HOME AFTER WORK HOURS

As seen by the charts below, technology use at home after work hours showed even more dramatic changes for electronic communication technologies including e-mail the Internet and smaller increases for most other technological tools. In addition, the typical worker now uses technology at home after work hours approximately 2-3 hours per day compared with approximately 1-2 hours per day just five years ago.

CLERICAL/SUPPORT STAFF



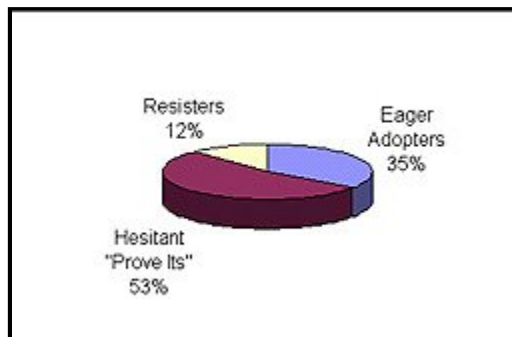
MANAGERS AND EXECUTIVES



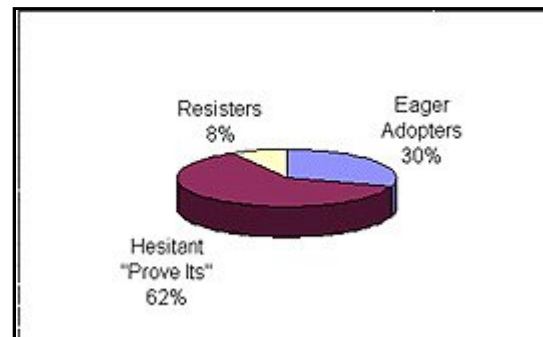
TECHNOLOGICAL ATTITUDES

The following pie charts show that for both Clerical/Support Staff and Managers and Executives, the percentages of Resisters and Eager Adopters dropped while the Hesitant 'Prove Its' increased.

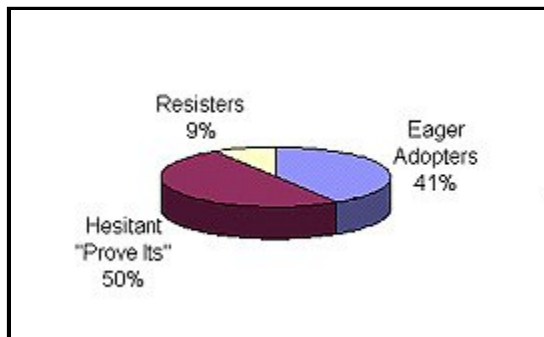
CLERICAL/SUPPORT STAFF October 1995



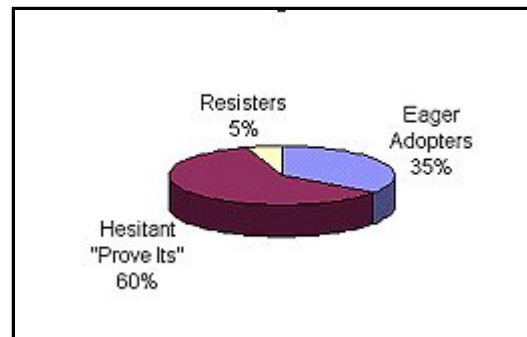
CLERICAL/SUPPORT STAFF November 1999



MANAGERS AND EXECUTIVES October 1995



MANAGERS AND EXECUTIVES November 1999



CONCLUSION

Across the past five years, we have seen a strong increase in the use of technology in the

workplace by both Clerical/Support Staff as well as Managers and Executives. Additionally, it appears that more technological use is being required at home after standard work hours. In spite of the increased use of technology, rather than being excited and more accepting of new technology, people in the business world appear to be more hesitant. This hesitancy reflects the increased stress brought about by technology in our world and has been seen in additional studies by these authors and others.