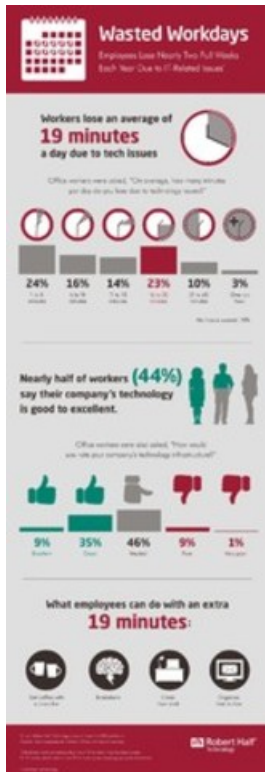


Wasted Work day: Employees Lose Two Full Weeks Each Year Due to IT-Related Issues



Glitches Aside, Professionals Have Positive Feelings About Tech Infrastructure

TORONTO, March 22, 2016 /CNW/ - Employees could be losing more than two work weeks each year trying to get their computer equipment to work. According to a new survey of Canadian office workers by Robert Half Technology, professionals waste an average of **19 minutes** each day, dealing with IT-related issues. For someone who works five eight-hour days for 50 weeks of the year, that translates into a loss of nearly 80 hours per year. Despite the time spent tackling tech glitches, nearly half (44 per cent) of employees rate their organization's IT infrastructure good or excellent.

Workers were asked, "**How many minutes per day, on average, would you say you lose due to technology issues?**" The mean response was 19 minutes.

Workers were also asked, "**On a scale of one to five, with one being very poor and five being excellent, how would you rate your company's technology infrastructure (e.g., computers, network connectivity, intranet and other equipment)?**" Their responses:

5 – Excellent	9%
4 – Good	35%
3 – Neutral	46%
2 – Poor	9%
1 – Very Poor	1%
	100%

"For technology to improve business productivity, rather than hinder it, companies must ensure that their teams are provided

the proper resources to help make the best use of the tools available to them," said Deborah Bottineau, senior regional manager of Robert Half Technology. "If not functioning properly, technology can create delays and inefficiencies making a proficient help desk an invaluable asset to any company."

Robert Half Technology offers three strategies for IT managers to save employees time dealing with tech issues.

- **Hire [help desk superheroes](#).** Bringing in top-notch IT staff can make all the difference in keeping your employees free from tech-related woes. Make sure your IT support team is up to date on best practices so they can relay that knowledge to the rest of the company to ensure maximum efficiency.
- **Communicate proactively.** Make sure employees are set up with the right technology from day one and they know who to call when they run into trouble. Encourage help desk professionals to not only fix problems but also share best practices with those they are assisting to prevent repeat issues.
- **Anticipate the need for additional support.** Make help desk support a priority, especially during upgrades or implementations, when there may be a learning curve for users. Consider bringing in help desk consultants to augment your core team during busy times.

About the Research

The survey was developed by Robert Half Technology and conducted by an independent research firm. It includes responses from 300 Canadian workers 18 years or older and employed in office environments.

About Robert Half Technology

With 120 locations worldwide, Robert Half Technology is a leading provider of technology professionals for initiatives ranging from web development and multiplatform systems integration to network security and technical support. Robert Half Technology offers online job search services at roberthalftechnology.ca or visit our technology blog at blog.rht.com. Follow [@RobertHalf_CAN](https://twitter.com/RobertHalf_CAN) on Twitter for additional workplace advice and hiring trends.

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