

IT IN THE WRONG HANDS CAN HINDER PRODUCTIVITY
Incorrect use of IT costs UK business £1.7 billion a day

Wednesday 15 November: Samsung Electronics, a world leader in IT technology, today reveals the results of its first 'UseIT Survey', which examines how workers are actually using IT in the workplace and how this affects issues such as productivity, health and security. In partnership with YouGov the survey was completed UK-wide and polled over 2,000 office workers from a range of business sectors, from 1 to 1000+ employees, looking at measuring their attitudes, opinions and issues they have with the everyday IT office equipment. In the section relating to measuring the effectiveness of IT office equipment and where the pain points currently exist for users, the results highlight that UK employees are failing to reap the productivity rewards from their IT equipment and that a large majority of their day is spent fixing IT issues, searching for information or using technology for personal reasons.

Despite 97% of respondents stating they believe IT is a help rather than a hindrance, unreliable printers, slow computers and endless information searching are currently causing the most headaches for UK employees, with employees spending up to 7 hours a week fixing IT problems, or waiting for IT equipment to fire up. Meaning UK businesses could be facing a staggering £1.7 billion cost each week on employees solving IT issues.

The key findings from the research highlight that from the total number of respondents (over 2,000):

- 81% spend up to an hour searching for documents
- 44% have spent time creating an electronic document, only to find it already exists on more than one occasion
- 87% (even 85% of board members) try and fix a printer when a printer jams, without consulting an IT department
- 86% spend up to ten minutes waiting for their PC to start-up in a morning
- 24% say that printers are the products they spend most time trying to 'fix'. They are followed by PCs (21%) and photocopiers (20%)
- 49% spend up to 10 minutes a day fixing printer jams

Neil Berville, IT Divisional Director, Samsung Electronics UK, said, "Despite the touted increase in IT spending, recent IDC figures reveal an annual growth in IT spending of 5.6%, our research indicates UK businesses are failing to reap the rewards in terms of efficiency and time saved.

By not taking a considered approach to IT investment and assessing workforce needs, IT is becoming more of a hindrance than a help."

"Samsung's IT products aim to overcome this problem by alleviating configuration nightmares and delivering devices that are easy to use. Helping to resolve printer problems, Samsung's one step toner change functionality means no more lengthy and messy cartridge changes, documents can be printed directly from a USB key and easy jam recovery means paper jams will become an office headache of the past. Our widescreen, high resolution displays allow for multi-document viewing and our solid state hard disk drives reduce PC boot up time by a third. We invest 7% of our sales revenue in the research and design of our IT products to ensure user needs are met."

*** Cost to UK business**

The total £1.7 billion cost per week to business for fixing IT issues is derived from the following:

- Total time spent each day on fixing IT issues = 79 minutes per person, out of a total of 480 working minutes per day (assumes 8 hours) - as a percentage this is 16%

- Number of employees using a computer in the UK is 25 million (90% of the 28,813 million people use a computer at work - source: Ability Net)
- 25 million PC users x 79 minutes per user per day = a total of non-work hours per day of 1,975,000,000 minutes (/60 = 32,916,666)
- 32,916,666 x £10.40 per hour (average hourly wage - source: Labour Force Survey)
= 342,333,333 x 5 = £1.7 billion

About Samsung Electronics

Samsung Electronics Co., Ltd. is a global leader in semiconductor, telecommunication, digital media and digital convergence technologies with 2005 parent company sales of US\$56.7 billion and net income of US\$7.5 billion. Employing approximately 128,000 people in over 120 offices in 57 countries, the company consists of five main business units: Digital Appliance Business, Digital Media Business, LCD Business, Semiconductor Business and Telecommunication Network Business. Recognized as one of the fastest growing global brands, Samsung Electronics is a leading producer of digital TVs, memory chips, mobile phones, and TFT-LCDs.

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