



# My Life. My Work. My Phone.

Research on the state of workforce mobility



## Introduction

At TRUCE, we believe mobility enables the workforce in a powerful way. As the pandemic has brought about immense change to how (and where and when and why and... the list goes on) we work, the only thing that's been consistent seems to be change itself.

Whether workers go into a corporate office, a construction site or anything in between, we wanted to understand if the workforce feels the same way we do about the important role mobile devices can play at work.

We set out to learn how employees view mobility as it pertains to work: How has their reliance on mobile technology changed over the past year, do they believe it enables or inhibits productivity and how tethered do they feel to their employer as an increasing reliance on mobile has, for some, blurred the lines between their work and their personal lives.

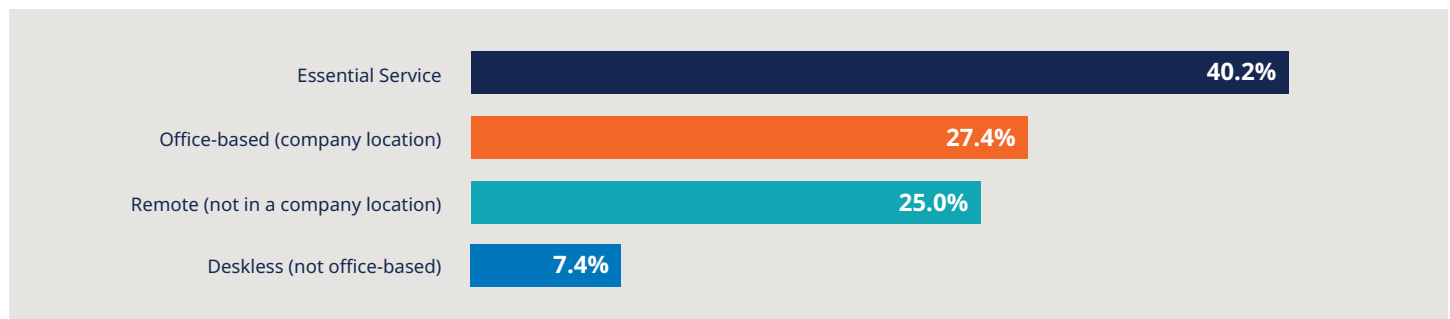
Here's what we learned.

## Methodology

We polled a general population of U.S.-based adults aged 18+ via a seven-question Google survey using the Google Surveys Publisher Network. The research was collected late-January 2021. There were 1,500 respondents. Each was asked to identify the nature of their work as essential, deskless (not office-based), remote (not in a company location) or office-based (in a company location).

## The Basics

### How would you describe the nature of your job?

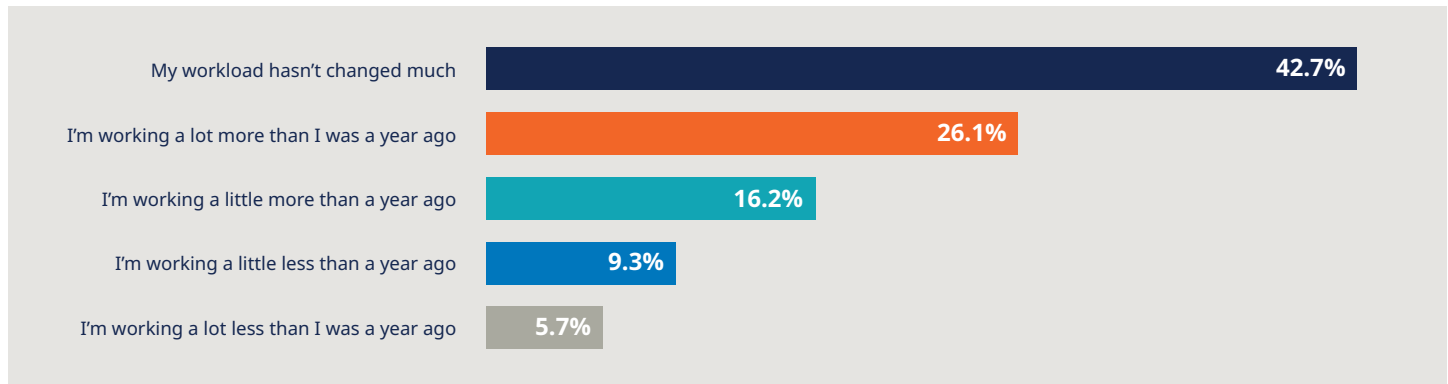


Over 40% of respondents categorized the nature of their work as essential services with the next largest group being office-based (corporate location) at 27%. Just behind that was remote workers (not in a company location; in other words, those who work a corporate job from home) followed by deskless at 7%.

To better understand the nature of our pool of respondents, it's worth noting that jobs that would typically fall under the deskless category also fall under essential (think: healthcare providers, pharmacists, grocery store clerks, delivery people). For the purposes of the survey, respondents were asked to select only one option, with essential workers being asked to select essential even if they are also deskless. So while the deskless category is technically the lowest in terms of percentage of survey respondents here, we assume that population is more largely represented in our findings through the essential category.

## How Workloads Are Changing

**Which of the following best describes how your professional workload has changed since the beginning of the pandemic? Please choose one answer.**

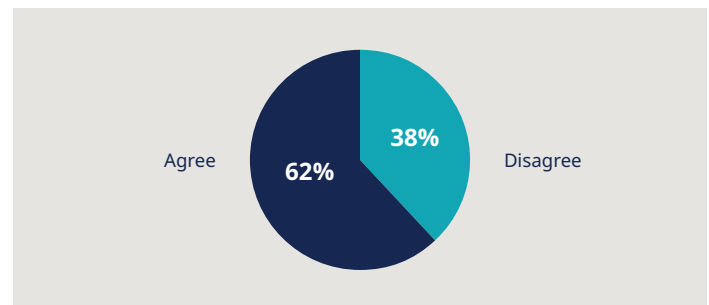


While the largest percentage of respondents at nearly 43% said their workload hasn't changed much over the past year, if you combine the two responses pertaining to a workload increase (working a lot more and working a little more than the previous year), you're nearly equal at 42%. That's a significant portion of the workforce stating they're working more. Of those respondents who noted they fall into the essential worker category, about 45% said they're working more.

## Mobility and Productivity: A Match Made in Heaven?

**Do you agree or disagree with this statement:**  
**"Mobile phones or tablets play a key role in helping me be productive at work."**

Employees across categories surveyed (deskless, essential, office-based and remote) believe mobility plays an increasingly important role in enabling them to do their jobs. Sixty-two percent said they believe mobile phones or tablets play a key role in helping them be productive at work.

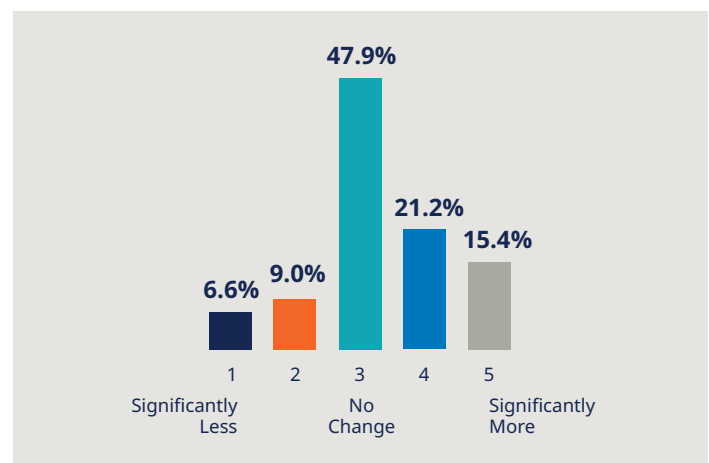


## Mobile Usage in Focus

**How much would you say your mobile device usage (smartphone or tablet) on the job has changed over the past year?**

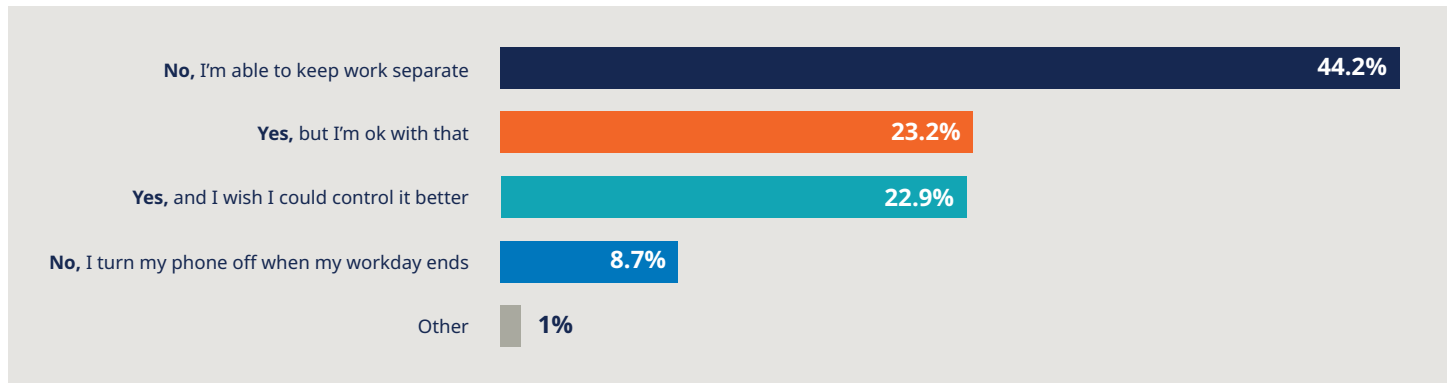
We asked respondents to rate how much their device usage has changed on a scale of 1 to 5 with 1 being significantly less than a year ago and 5 being significantly more than a year ago.

Over 15% said significantly more (5) and an additional 21% said more (4). That's 36% who acknowledged their mobile device usage has increased, and when you combine that with the 48% (3) who said it has stayed the same, that leaves only 16% who noted a decrease.



## Finding Balance

**Do you find that being always connected through a mobile device, specifically a smartphone or tablet, has blurred the lines between your work life and personal life?**



Forty-six percent of respondents to this question agree that always being connected through a mobile device has caused the lines to blur between their work and personal lives, with 23% stating they wish they were in more control of the situation.

## Nose in the News

**There is a lot going on in the world these days, with news alerts all day long. Which statement best describes your approach to keeping up with the headlines while working?**

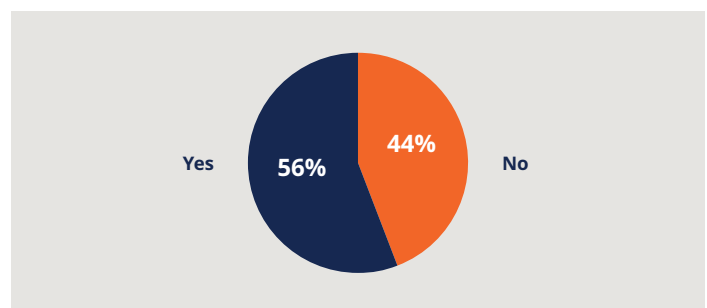


Nearly 60% of respondents said they check the news on their device throughout the work day. About 30% said they do so only during breaks, while another 28% said they check the news all day.

## My Phone. My Right?

**Do you believe it is your right to use your personal mobile device (phone or tablet) while on the job?**

In this yes or no question, 56% of those polled said yes, they believe it's their right to use their personal mobile device during work. That's the notable majority who thinks the ability to use their phone on the job isn't just a 'nice to have' benefit but a right that is inherently theirs.



## Making Mobility Work [Harder]

Mobile technology plays a critical role in helping workers feel more connected and productive. And, while the question of whether it's an employees' right to use their personal device on the job boils down to a businesses own mobile device policy, we know there's a safe way to keep devices in the hands of employees while also enforcing appropriate use.

Traditionally, mobile device policies and management solutions have not taken into account the human aspect of mobility. In other words, who is using the device, what is the employee doing at a given time, where are they located, what kind of equipment are they operating or close to, how is their environment changing throughout the work day.

TRUCE helps companies to think situationally about how mobility is used in the workplace, and then manage those mobile devices dynamically, providing access to exactly the right applications and functions for the task at hand. When a worker's environment changes, so does what they can do on their mobile device, automatically and in real time. This gives employers the improved ability to manage not just what's being used and by whom, but also where and how while still maintaining complete respect for employee privacy. This makes it easy to transform how mobile devices are used by the workforce in a way that increases productivity, rather than inhibits it.



To learn more, go to [trucesoftware.com](https://trucesoftware.com)