

App overload?

How digital adoption shapes the employee experience



Using software is an essential part of so many jobs today...

84%

of employees use software every day

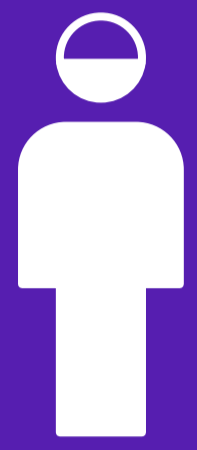
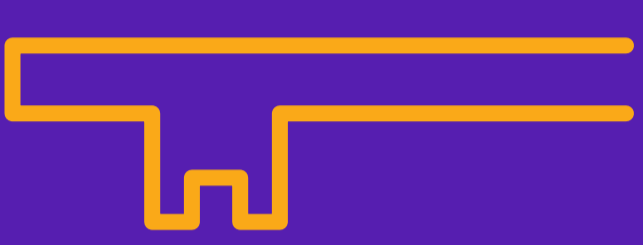
70%

report that their usage has increased over the last two years

31%

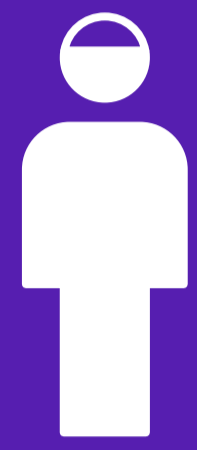
say they need better support on software adoption

...which means frustration-free software experiences are key to happiness and productivity at work:



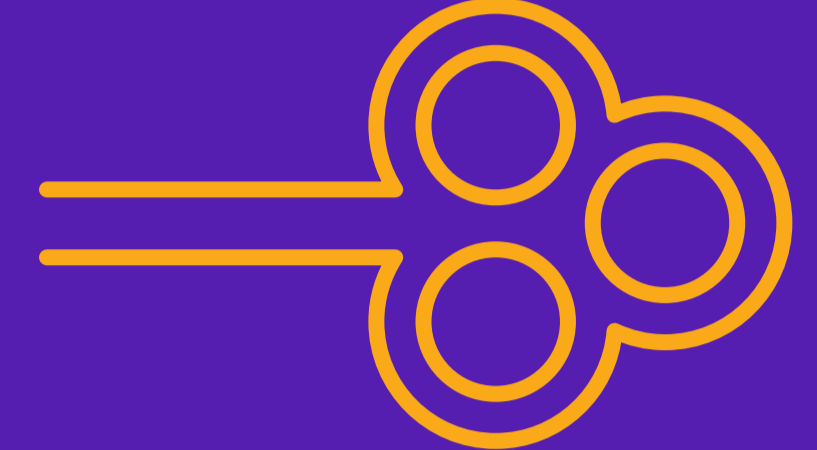
88%

of employees agree

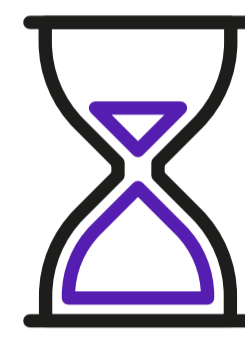


93%

of business leaders agree



However, **88% of employees** frequently face frustration with software at work



This leads **36% of employees** to lose at least one hour of working time each week on software-related issues



On a national scale, that's over **11.7 million working hours** lost every week



The top three causes of frustration when using software are:

44%

The software is time-consuming or slows down work

39%

The IT team takes too long to respond to queries or challenges

23%

There are too many complex processes involved



Without the right support, employees react to these problems by:

55%

Complaining to colleagues

44%

Postponing tasks

41%

Complaining to the employer

17%

Complete the task manually



Nearly one in ten (8%) employees would even consider quitting due to software adoption challenges.

To learn more about how digital adoption can help revolutionize the employee experience in your organization, get your free copy of Userlane's ['State of Digital Adoption'](#) report today.

The research was conducted in early 2022 by Userlane, and is based upon surveys that spoke to 250 senior decision makers at UK businesses ranging from 250 employees to more than 5,000, and 1,000 staff members at similar sized organizations in the UK.