



IMS LUXEMBOURG
Inspiring More Sustainability

A detailed illustration in shades of blue and white depicting a network of technology and data. It includes a laptop, a smartphone, a tablet, a camera, a speaker, a microphone, a gear, a magnifying glass, a star icon, a speech bubble, and various lines representing data flow and connectivity. A large white circle with a thin blue border is centered over the illustration, containing the title text.

INFO FLOW SAVVY BAROMETER

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The Luxembourg leading network on Corporate Responsibility
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1

THE INFO FLOW SAVVY
BAROMETER



THE INFO FLOW SAVVY BAROMETER

The growing digitalisation of working habits is steadily increasing the speed at which information flow, intensifying expectations of ever faster if not immediate replies, and reinforcing the development of matrix management systems. Information arrive continuously and from all sides, exposing the phenomenon of infobesity, a portmanteau word blending the concepts of information and obesity. Infobesity describes a triple problem: information, communication, and cognitive overload.

→ **Infobesity is essentially the fact of receiving more information than it is possible to process without negatively affecting the activity or the person.**

This is not a new phenomenon: the volume of available information in the world has long exceeded human capacities for analysis, classification, and memorisation. However, in the past thirty years, this volume has not only intensified due to digital tools, it has also been extended to everyone.

Recognising the need to develop specific individual and collective competencies in order to maintain a genuinely tech-savvy workforce and ensure that digitalisation affects everyone in a positive way, IMS Luxembourg designed the “Info Flow Savvy” project.

Funded by the European Social Fund on the one hand, and on the other hand the Ministry of State with Digital Luxembourg, the Ministry of Labour, Employment and the Social and Solidarity Economy, The Chamber of Commerce, and the “Chambre des Salariés” (CSL), this project is built around three stages:

- 1) knowledge
- 2) experimentation
- 3) awareness

with the goal of bringing to light concrete solutions aimed at lowering work-related infobesity.

Survey method

In partnership with the LISER, IMS Luxembourg created, circulated and analysed a 49-question online survey that helps identify specific trends in the management of information flow across Luxembourg.

The survey was made available in English and French, and focused on 5 thematic modules:

- | | |
|-------------------------|--------------------|
| 1 - Professional sphere | 4 - Cognitive load |
| 2 - Information load | 5 - Private sphere |
| 3 - Communication load | |

The survey was sent by email to employees in white-collar professions, working in Luxembourg organisations that were IMS members on the 31st of May 2019, via each organisation’s contact person for IMS.

Following the 12 weeks of survey, a total of 1,372 replies from 107 different organisations were weighted by the LISER using the INSEE’s CALMAR calibration method, with information on the survey population provided by the IGSS (General Inspectorate of Social Security) as regards five variables: company size, business sector, gender, nationality and age of respondents.

To provide a full picture of the situation in Luxembourg as regards infobesity, IMS decided to examine the survey results through profiling. The aim was to cross-check the profiles of digital tool users and of infobesity sufferers with an indicator of professional satisfaction and performance and another indicator of work-life balance.

Risks

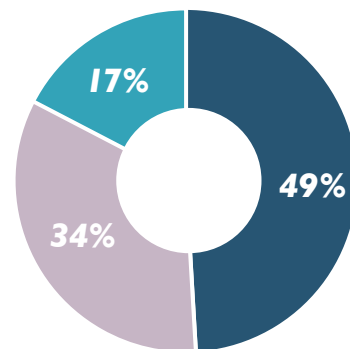
A particular feature of infobesity is that it has both an individual and a collective form.

At the individual level, infobesity is a proven psychosocial work-related risk. Indeed, being overloaded with information, and, more generally, with business communications, increases the risk of chronic stress*, attention deficit, lower decision-making skills, developing behavioural addictions, fear of making mistakes, loss of creativity. In the medium term it can result in a loss of engagement from workers. For organisations, this can mean an increase in sick leave, accelerated staff turnover, lower quality information, but especially a loss of internal capacity for agility, productivity, and innovation.

- Indicate your degree of agreement or disagreement with the following sentence:

“I receive too much information on a working day”

- Strongly agree; Agree
- Neither agree nor disagree
- Disagree; Strongly disagree



* Acute stress is triggered by a one-off stressor (a threat or challenge, such as an unexpected situation, speaking in public, a job change, etc.) and causes a release of adrenaline (increased heart rate, rapid breathing, enhanced state of vigilance, etc.). When the situation goes back to normal, the symptoms of stress quickly disappear. Chronic stress is a state that persists over a long period of time, and it always has negative effects on health. It is extremely costly for the body and is characterised by the secretion of cortisol, which causes memory loss and in the long term impedes the production of new neurons.

Info, information, what are we talking about?

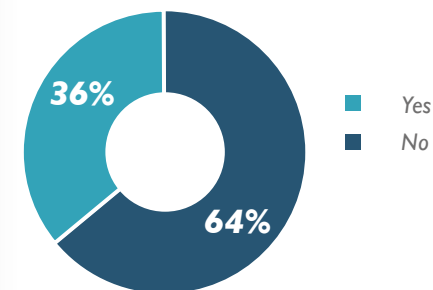
Derived from the Latin “informare: to give form to, to shape”, etymologically the word information is an action that gives form to something. Today, it refers to both content, data, extra facts and also figures, or events brought to the public’s attention. By extension, all of a media’s communications are also information. Thus, we use this complex concept and accept that it can be understood as much as an action, an indication, a fact or a communication, as it can be understood as a comprehensive whole including knowledge and thinking.

The overload of work-related information is a current concern of which there is a gradual collective awareness.

- Do you recognise yourself in the following sentence regarding your work email management habits?

Already, near one in two respondents (49%) declares he or she receives too much information on a working day.

“I overlook important information or messages at least once a month”



The primary risk associated with a considerable volume of information is losing sight of what is important for the professional activity at hand, and more than one third of respondents (36%) admits to overlooking important information or messages at least once a month. This increases the risk of experiencing stress at work by 39%*, lowers the chances of being satisfied with life in general (-26%) and of being satisfied with the time available for private life (-31%).

* The risk factors set forth between this section and the “exploratory analysis” section are obtained by an “all other things being equal” (i.e. ‘ceteris paribus’) analysis that explores the relation between email use profiles (14 variables) and subjective indicators of well-being, irrespective of the employees’ sociodemographic profiles (age, gender, nationality, education level, occupation, commuting time and means of transport) or their employer’s characteristics (business sector and company size).

Digitalisation is an opportunity to combine work and personal life differently

Digitalisation is a genuine source of opportunities and progress for the business world, and it is fostering the emergence of new organisational models that facilitate mobility.

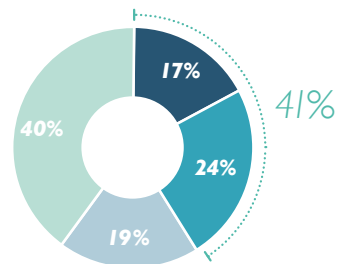
In particular, it enables new forms of “remote” working, such as teleworking or nomad working, which are often implemented to serve individual needs such as reducing commuting times, saving daily costs, allowing for flexibility for personal appointments or being able to work in quieter environments.

Amongst the respondents, 41% sometimes work from home during their working hours (for 17% of them: once a week at least). Less than one in five respondents (19%) never works from home, although their job would allow them to do so.

Indeed, considering the respondents whose job allows them to do so, 79% of them carry out work-related tasks from home outside of their working hours and 86% carry out personal or family tasks during their working hours.

Aside from allowing some flexibility in work spaces, digitalisation also blurs the lines between time devoted to work and time devoted to personal life.

How often do you do **work-related tasks** at home... during your regular working hours?

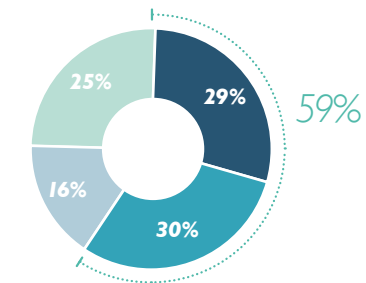


- Often (once a week or more)
- Rarely (less than once a week)
- Never
- Does not apply to my job



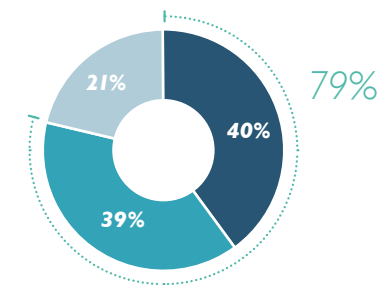
How often do you do **work-related tasks** at home... outside of your regular working hours?

Results based on total number of respondents



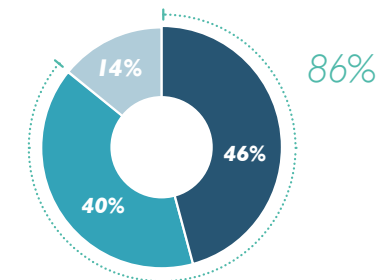
Results based on total number of respondents whose job allows them to do so

= Total minus “Does not apply to my job”



- Often (once a week or more)
- Rarely (less than once a week)
- Never
- Does not apply to my job

How often do you tend to **personal or family matters**... during working hours? (e.g. over the phone or the Internet)



Dentist's appointment confirmed!



Caution! This fundamental shift in the paradigm of personal and professional time and space must not foster a non-productive hyper connectivity.

Some seemingly time-saving habits actually have a deeply negative impact on stress and satisfaction levels.



For example, often reading emails on waking up, which 39% of respondents do at least once a week, lowers the potential for overall life satisfaction by 24% and the potential for satisfaction with time available for personal life by 39%.



Similarly, one in three respondents (32%) often reads its work-related emails while commuting, and yet this activity increases the risk of experiencing stress by 34% and lowers the chances of expressing satisfaction as regards time available for personal life by 50%.



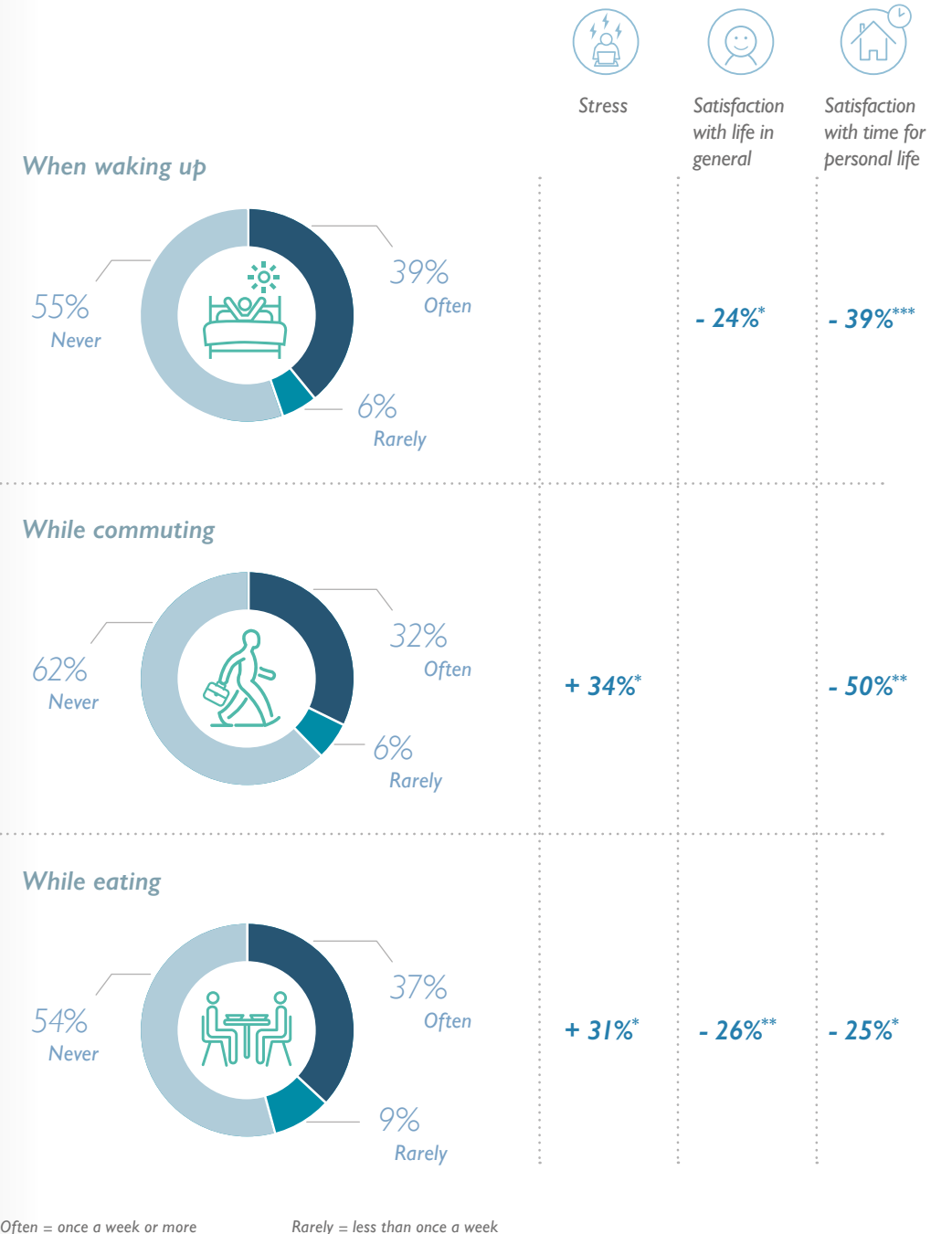
Lastly, often reading emails during meals increases the risk of stress at work by 31% and lowers the chances of being satisfied with the life we are living and with the time available for personal life (respectively by 26% and 25%). And yet, for 37% of respondents, this is a frequent practice.

These results highlight the importance of personal downtime to enable the distinction between work and personal time and to ensure essential personal recovery. Some connection habits related to professional availability can also be a cause for criticism from one's circle of family and friends.

Almost one third of respondents (30%) state that they have been criticised for their professional availability or connection habits over the last 12 months.



How often do you check your professional emails?



*** significant interval at 99% confidence ** significant interval at 95% confidence * significant interval at 90% confidence

Email management: a three-pronged action to increase well-being

Receiving

Respondents receive an average of 61 emails a day, which means, if these were to arrive in their inbox regularly over the course of an 8-hour day, they would get one message every 8 minutes.

They declare that they spend almost 3 hours a day processing emails (2h52). 78% of respondents consider that they manage their inbox effectively, and at the same time, 66% of the same respondents systematically interrupt what they're doing at each incoming message. This habit negates the nonsynchronous nature of email communication, despite this being its major asset.

Indeed, when correctly used, email offers the possibility of delayed actions, in keeping with one's own organisation and without needing others to be simultaneously available. Interrupting an ongoing activity to check every incoming email means being equally disrupted by an important request, an automatic newsletter, a client who needs a direct appraisal or a communication addressed "to all".

In fact, adjusting the notification settings on digital tools lowers the risk of stress by 26% and increases the potential for satisfaction at work by 41%. Let's keep in mind that the most positive study* estimates that it takes 64 seconds to collect one's train of thought after getting a notification. In the best of cases, the waste of time linked solely to notifications is 65 minutes a day (for 61 emails received), that is, close to 5 and a half hours a week.

85% of respondents receive emails that they consider unnecessary or irrelevant (excluding SPAM) once a week or more. Almost half of respondents (47%) receive these every day!

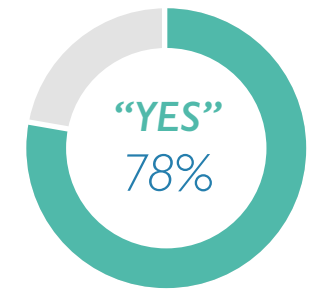


An employee receives an average of 61 emails a day, that is, more than one email every 8 minutes for an 8-hour day.

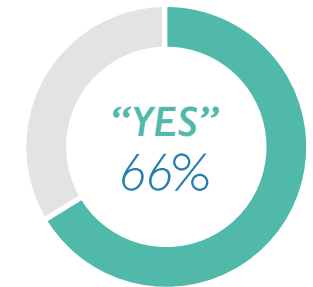
- Do you recognise yourself in the following sentences regarding your work email management habits?



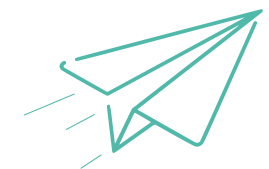
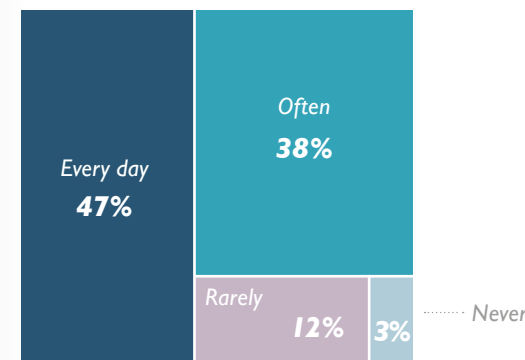
"I efficiently manage my mailbox"



"I check my mailbox as soon as I see or hear that a new message has arrived"



- How often do you receive emails that you consider unnecessary or not relevant (excluding SPAM)?



Often = once a week or more

Rarely = less than once a week

Sorting

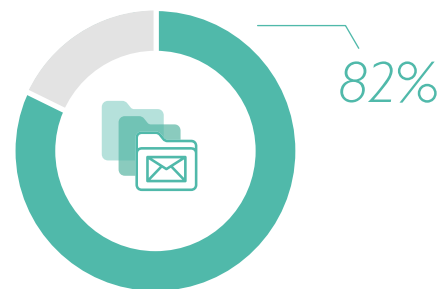
The internal management of one's inbox can also be a problem. Indeed, having difficulties finding information in one's emails (this is a problem that concerns almost one in five respondents) increases by 64% the risk of work-related stress and lowers satisfaction at work (-49%), satisfaction with life in general (-46%) as well as satisfaction with time available for personal life (-35%).

- Do you recognise yourself in the following sentences regarding your work email management habits?

"I have difficulties finding information in my emails"



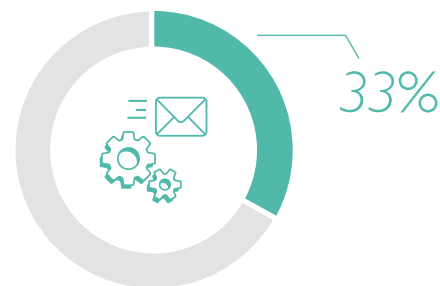
"I manually file my messages in separate folders"



Manually filing one's emails into separate folders (a habit shared by 82% of respondents) lowers the chances of expressing satisfaction with the time available for personal life by 29%. Yet, only 33% of respondents have set up the automatic sorting of incoming emails (emails filed by sender, subject, etc.).

- Do you recognise yourself in the following sentence regarding your work email management habits?

"I have set up the automatic sorting of incoming emails"



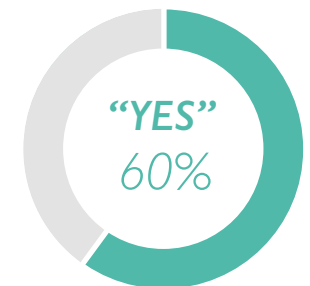
Sending

Email management requires a comprehensive approach that takes into account not only incoming messages but also sent emails. Carefully selecting recipients is a way of safeguarding colleagues from unnecessary cognitive requests but also safeguarding oneself.

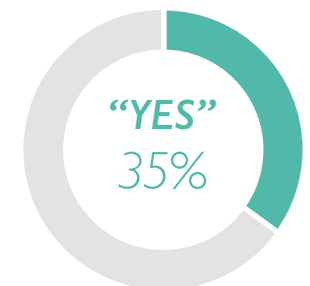
As surprising as it may seem, expecting an email reply on the same day (which is the case of almost two in three respondents) lowers the chances of expressing satisfaction with life in general by 38% and the potential for satisfaction regarding time available for one's personal life by 33%. It is interesting to note that the lower satisfaction level does not apply only to working time. Conversely, systematically indicating what kind of reply is expected and within what deadline (one third of respondents already have this habit), increases by 38% the sender's chances of expressing satisfaction at work.

- Do you recognise yourself in the following sentences regarding your work email management habits?

"Usually, when I send an email, I expect a reply from my recipient within the same day"



"When I send an email, I specify if I expect a reply and if so the deadline by which I need it"



2

EXPLORATORY ANALYSIS



EXPLORATORY ANALYSIS

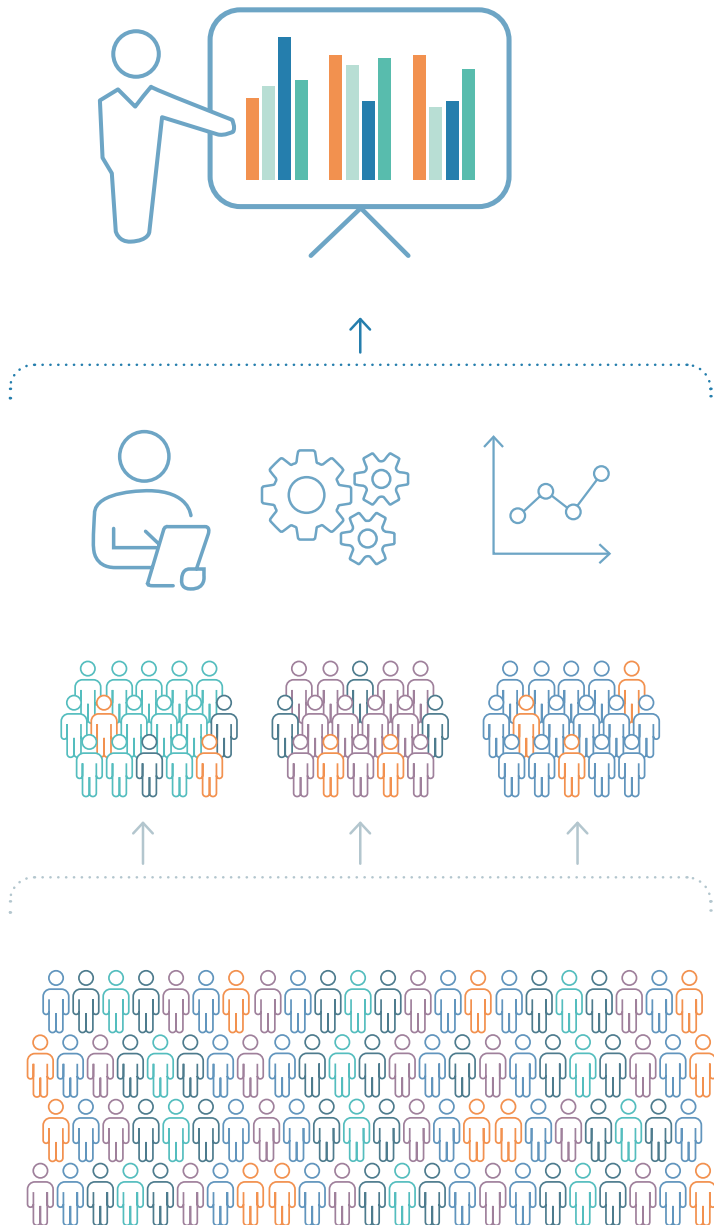
→ Exploratory analysis method

As regards exploratory analysis, the aim is to identify profiles in terms of the use of digital tools and employee well-being. IMS and the LISER identified the variables used for each profile.

In order to create a typology of employees, the LISER used Multiple Correspondence Factor Analysis (MCFA) with a Hierarchical Cluster Analysis (HCA). The variables for the use of digital tools and for well-being are used directly in the following analysis, whereas sociodemographic characteristics are included illustrative variables.

For the HCA, Ward's minimum variance clustering method was used. The choice of the number of clusters was determined along four criteria: Duda and Hart's pseudo T-squared (1973), Calinski and Harabasz's pseudo-F statistic (1974), Sarle's Cubic Clustering Criterion (1983) and the decision tree structure.

The various profiles were then confronted with subjective indicators of well-being (stress, job satisfaction, satisfaction with life in general and satisfaction with time available for personal life). The charts indicate the percentage of respondents concerned, above or below the average of respondents. If there is no link, the assumption is excluded. If the links between the profiles and the subjective indicators are proven, then the profiles are cross-tabulated with two objectified indicators: job satisfaction and performance and work-life balance.



The number of devices and digital software used doesn't bear upon subjective indicators of well-being

In an initial stage, respondents were profiled according to the number of digital devices and software used more than once a week in a work-related environment.

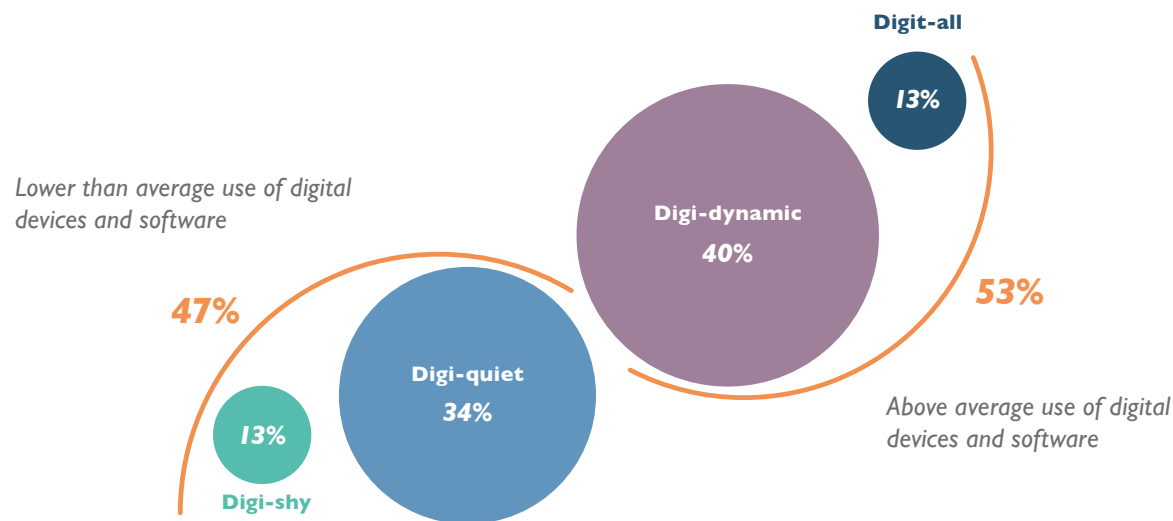
Out of the 16 corresponding variables, 2 groups stand out: those who use many digital tools and those who use few or very few.

The first category counts 53% of respondents. 40% of the total number of respondents juggle with 13 tools: we have named them the *Digi-dynamic*.

We named those who use all the suggested tools the *Digit-all* (13% of respondents), they stand out particularly for being the only ones to use artificial intelligence and Computer Assisted Technology every week in a professional context.

In the second category, 47% of remaining respondents are also divided in two: the ones we have named *Digi-shy* (13%) use only a desktop computer for work and the *Digi-quiet* (34%) only add to it, the use of professional Intranet.

Digital tools



“All other things being equal” observations lead to analyse the links between the user profiles and the subjective indicators of well-being, irrespective of the employees’ sociodemographic profile (age, gender, nationality, education level, occupation, commuting time and means of transport) or their

employer’s characteristics (business sector and company size). The finding of these analysis is that regardless of the user profile, there are no links with indicators of well-being.

→ Thus the tools used have no influence on well-being.



Reading guide:

53% of Digit-all declare they are stressed at work versus 49% of the others excluding Digit-all, and 50% on average.

Subjective indicators of well-being are correlated with infobesity factors

In a second stage, respondents were profiled as regards the infobesity phenomenon according to 21 variables related either to **at risk situations** (ex. receiving more emails than the average number of respondents, receiving requests that call for immediate replies during or outside working hours), or to **typical effects of infobesity** (ex. overlooking important information at least once a month, declaring that you receive too much information during a working day).

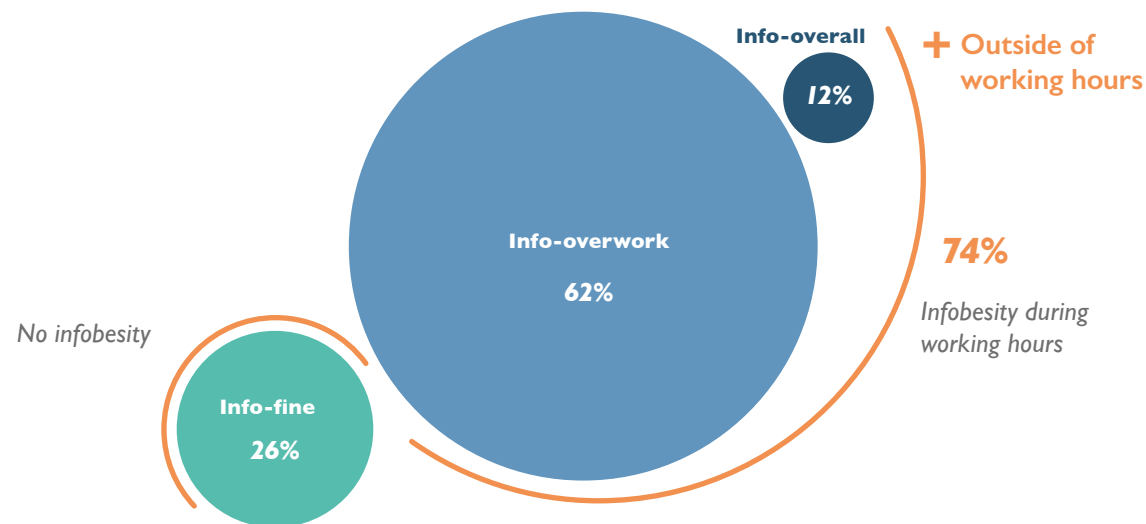
26% of the group we called the **Info-fine** are overrepresented for none of the defined variables. They are not experiencing infobesity. The remaining 74% are all experiencing infobesity, so we have named them the **Info-over...**

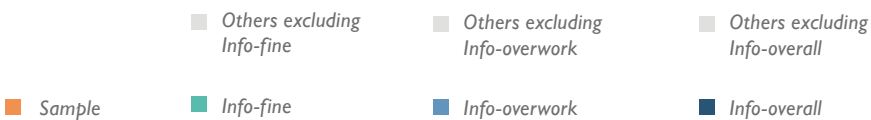
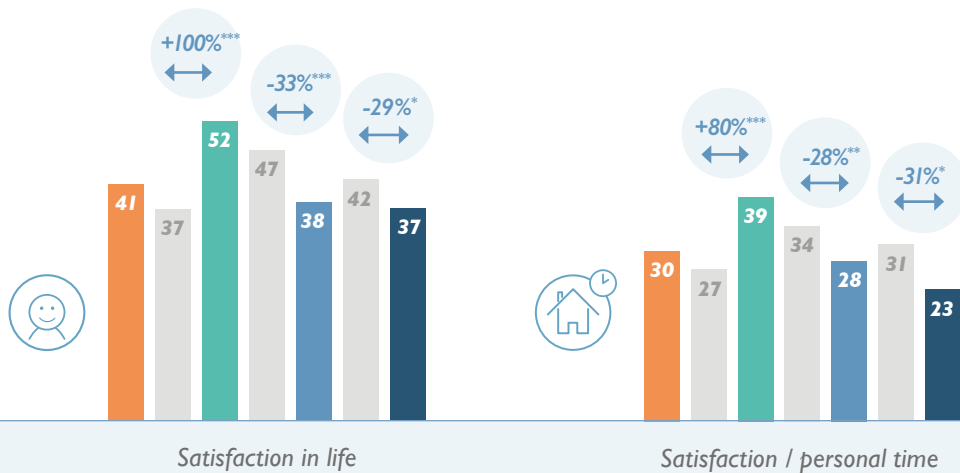
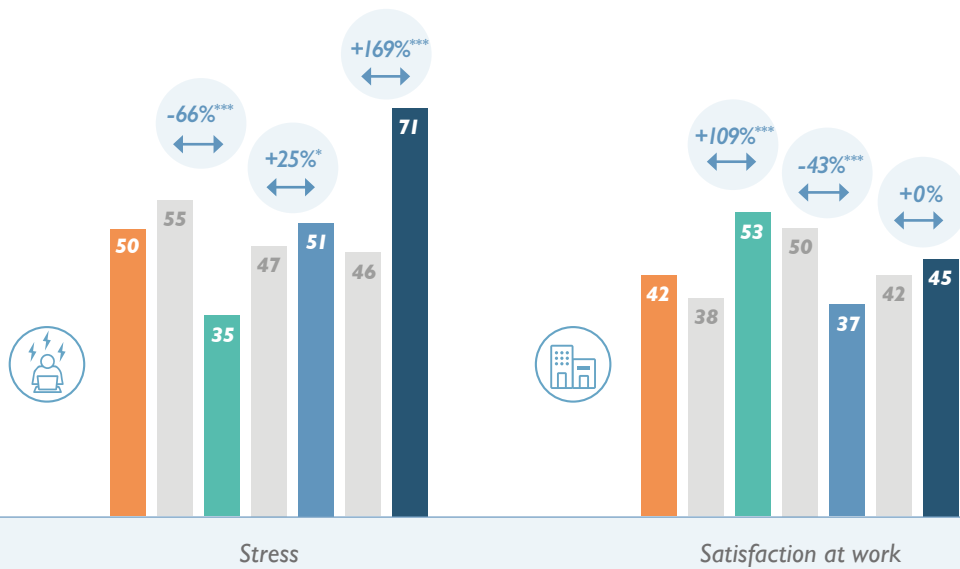
Most of them (62% of respondents), the **Info-overwork**, are overrepresented for

11 variables but none of these variables relates to personal time.

The **Info-overall** (12% of respondents) are affected by 19 variables of which 5 relate to personal time.

Infobesity factors





*** significant interval at 99% confidence ** significant interval at 95% confidence * significant interval at 90% confidence

Based on the “all other things being equal” analysis, the findings are:

- The **Info-fine** are less at risk of being stressed and have more chances of being satisfied than the other groups. The chart even indicates that their chances of being satisfied at work or with life in general are multiplied by two (respectively +109% and +100%).
- The **Info-overwork** and **Info-overall** are more at risk of being stressed and have less chances of being satisfied with life in general and with the time available for their personal life.
- As regards job satisfaction, the **Info-overall** are no different from the others excluding them, whereas the **Info-overwork** are more at risk of being dissatisfied at work. These observations suggest that the **Info-overall** let their work spill over in order to compensate their work overload, which in the end enables them not to damage their job satisfaction.

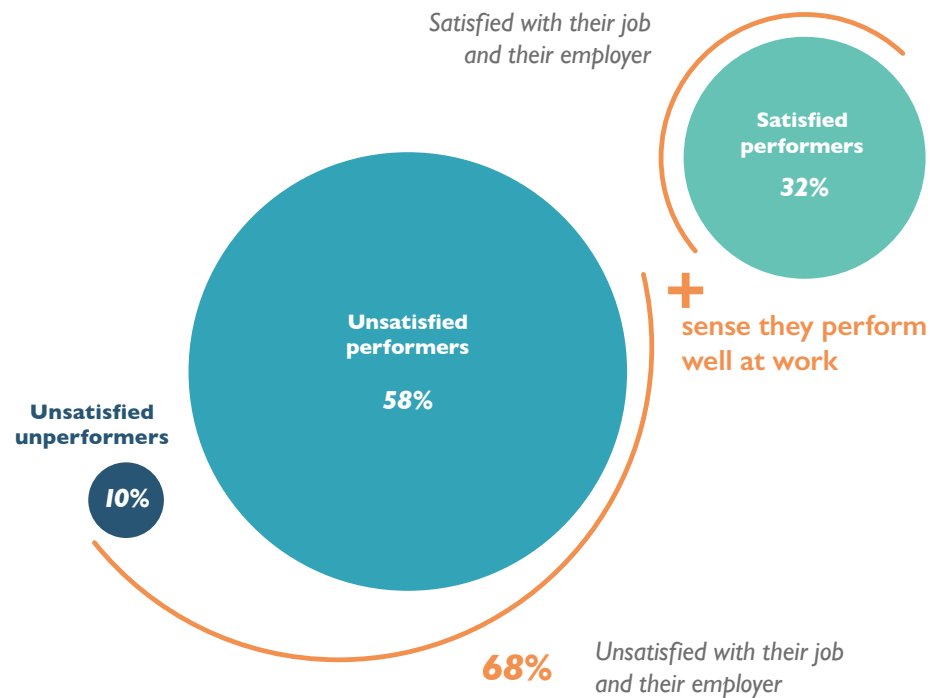
Reading Guide:

71% of the **Info-overall** declare being stressed at work versus 46% of the others, excluding them, and 50% on average. After taking into account the sociodemographic profiles of the employees and of their employer, the risk of being stressed at work for the **Info-overall** is higher than for the other groups with a significant interval at 99% confidence.

What is the correlation between infobesity and job satisfaction or performance?

The first objectified indicator concerns job satisfaction or performance. This indicator is based on the cross-tabulation of 18 variables relating either to a personal perception (work-related stress, job satisfaction, help available from colleagues, etc.), or to the relation with one's employer (possibility of working autonomously, of scheduling one's own work hours, of getting help if a problem arises, support if a mistake occurs, etc.), or to job performance (having the sense of performing well, of accomplishing the workload correctly, of successfully meeting deadlines, etc.).

Job satisfaction and performance



Respondents were divided into 3 groups: for one third of them (32%) comprising the group we have named the Satisfied performers, the 18 variables are positive. They are satisfied with their job and their employer and feel they perform well.

The two other groups (68%), the Unsatisfied... are satisfied with neither their job nor their employer. For 10% of respondents, the 18 variables are negative: we have named them the Unsatisfied unperformers. For the majority group: the Unsatisfied performers (almost two in three respondents), 16 variables are negative. The two remaining variables are: having the sense of managing their work properly, and having the feeling of performing well.



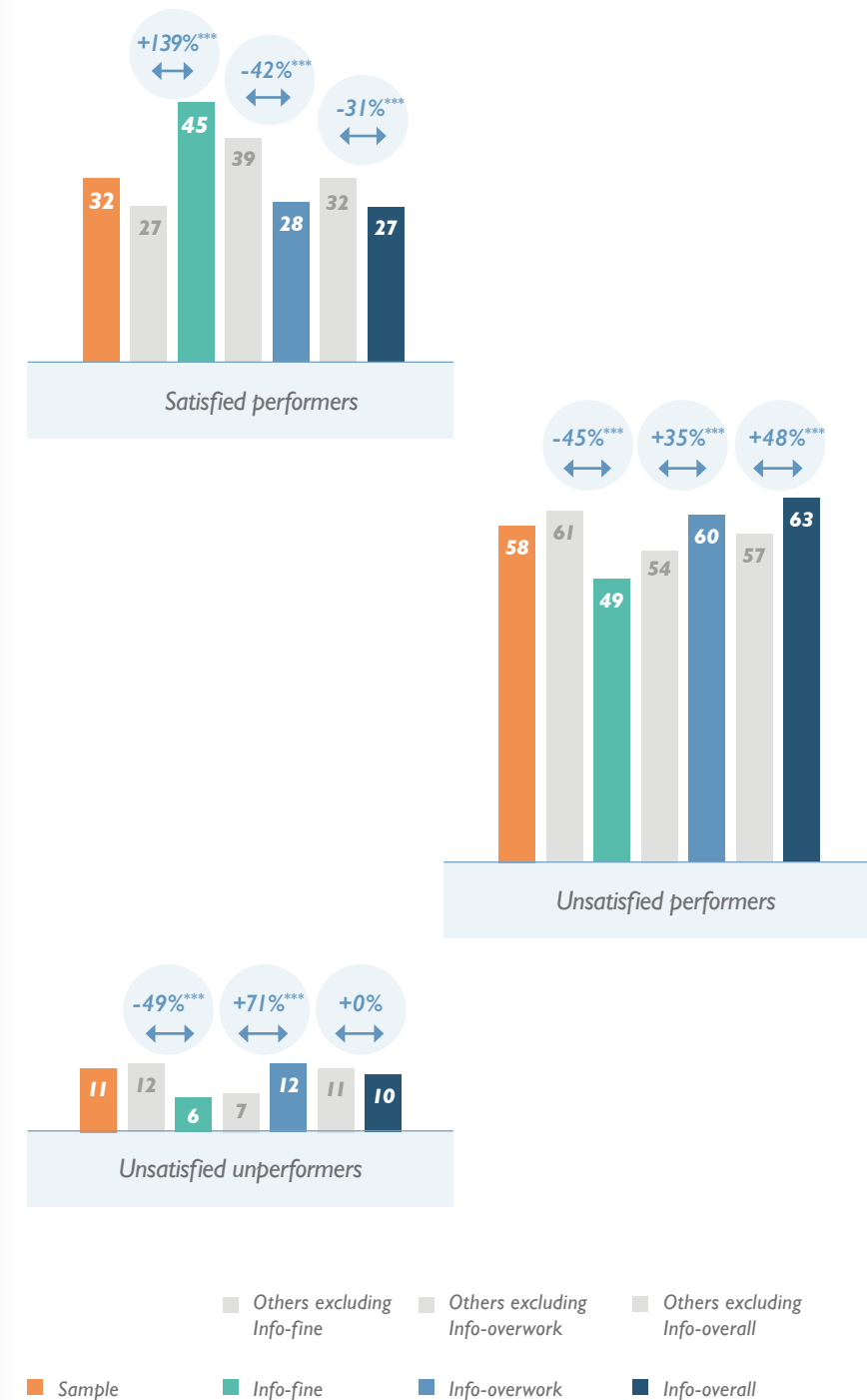
Job satisfaction and performance based on infobesity factors

Based on the “all other things being equal” analysis, the findings are:

- The *Info-fine* are more likely to be in the *Satisfied performers* group and less likely to be in the *Unsatisfied performers* group... They are employees that combine not experiencing infobesity with being satisfied and efficient when it comes to work.
- The *Info-overwork* are less likely to be in the *Satisfied performers* group (-42%) and more likely to find themselves in the *Unsatisfied unperformers* (+71%) or *Unsatisfied performers* (+35%) groups. They experience infobesity during their working time and are more at risk of not only being dissatisfied at the professional level but also of performing less well.
- The *Info-overall* are more likely to be in the *Unsatisfied performers* group. They suffer from infobesity during both their professional and personal time, and, despite not being satisfied with their work conditions, they perform well.

Reading Guide:

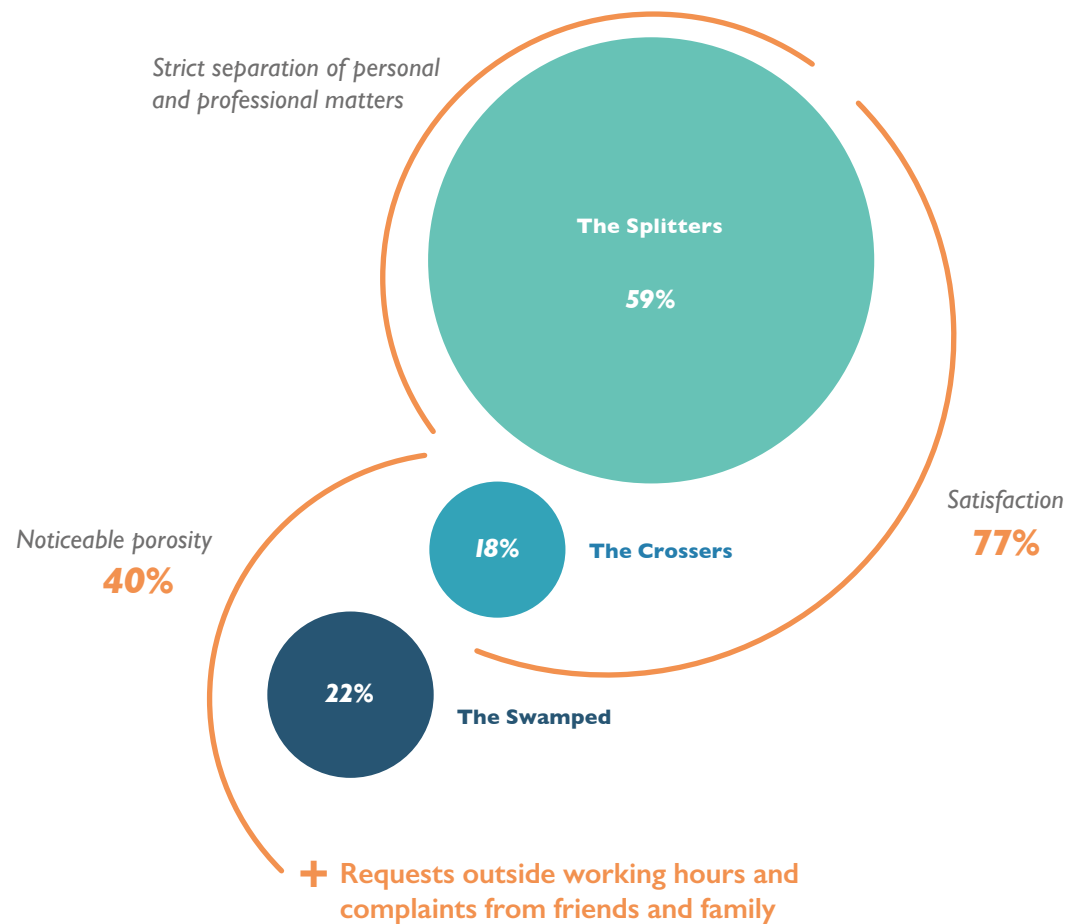
10% of the *Info-overall* are in the *Unsatisfied unperformers* group versus 11% of the others excluding them and 11% on average in the sample. After taking into account the sociodemographic profiles of the employees and of their employer, the risk for the *Info-overall* of being in the *Unsatisfied unperformers* category is no different to the risk for the others excluding them (0%).



What is the correlation between infobesity and work-life balance?

The second objectified indicator concerns the work-life balance. It is created from 21 variables, relating either to *spillover professional activities* (ex. using personal devices for work, reading one's emails on waking up, receiving requests that need an immediate reply outside of working hours, etc.), or to *personal activities in the workplace* (ex. carrying out personal tasks during working hours, being authorised to leave work for personal emergencies, having difficulties concentrating at work because of personal matters, etc.) or to *satisfaction with life in general and with time available for personal life*.

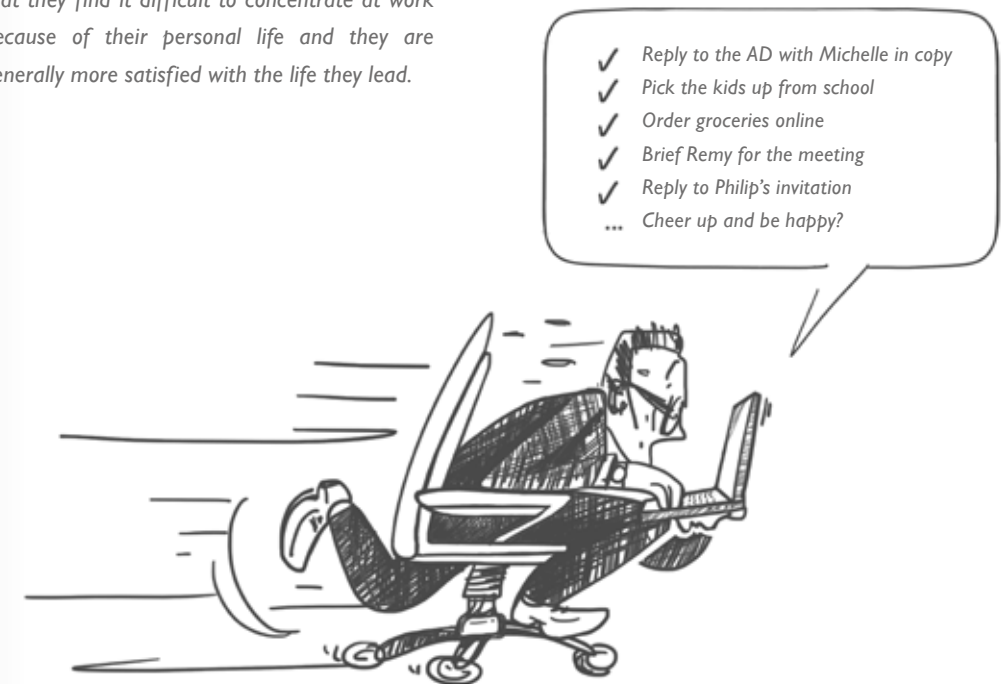
Work-life balance



Almost two thirds of respondents are part of the group we have named the **Splitters**: they use less personal digital devices for work, they carry out less work-related tasks outside their working hours and less personal tasks during working hours. Lastly, they are also more satisfied with the time they have available for their personal life.

18% of respondents are part of the group we have named the **Crossers**. They are the ones who most use their personal devices for work. Their work spills over more than the average but they are less often interrupted with urgent requests from their management, colleagues, subordinates or clients. They declare, more than the average, that they find it difficult to concentrate at work because of their personal life and they are generally more satisfied with the life they lead.

22% of respondents make up the group we have named the **Swamped**. Like the previous group, they use their personal devices for professional reasons and their work spills over more than the average. However, they receive more urgent requests from their management, colleagues, subordinates or clients. They are also more likely to be criticised by their circle of family and friends regarding their availability for work. Lastly, they carry out more personal tasks during their working hours and are less satisfied with the life they lead and with the time they have available for their personal life.



Work-life balance depending on infobesity factors

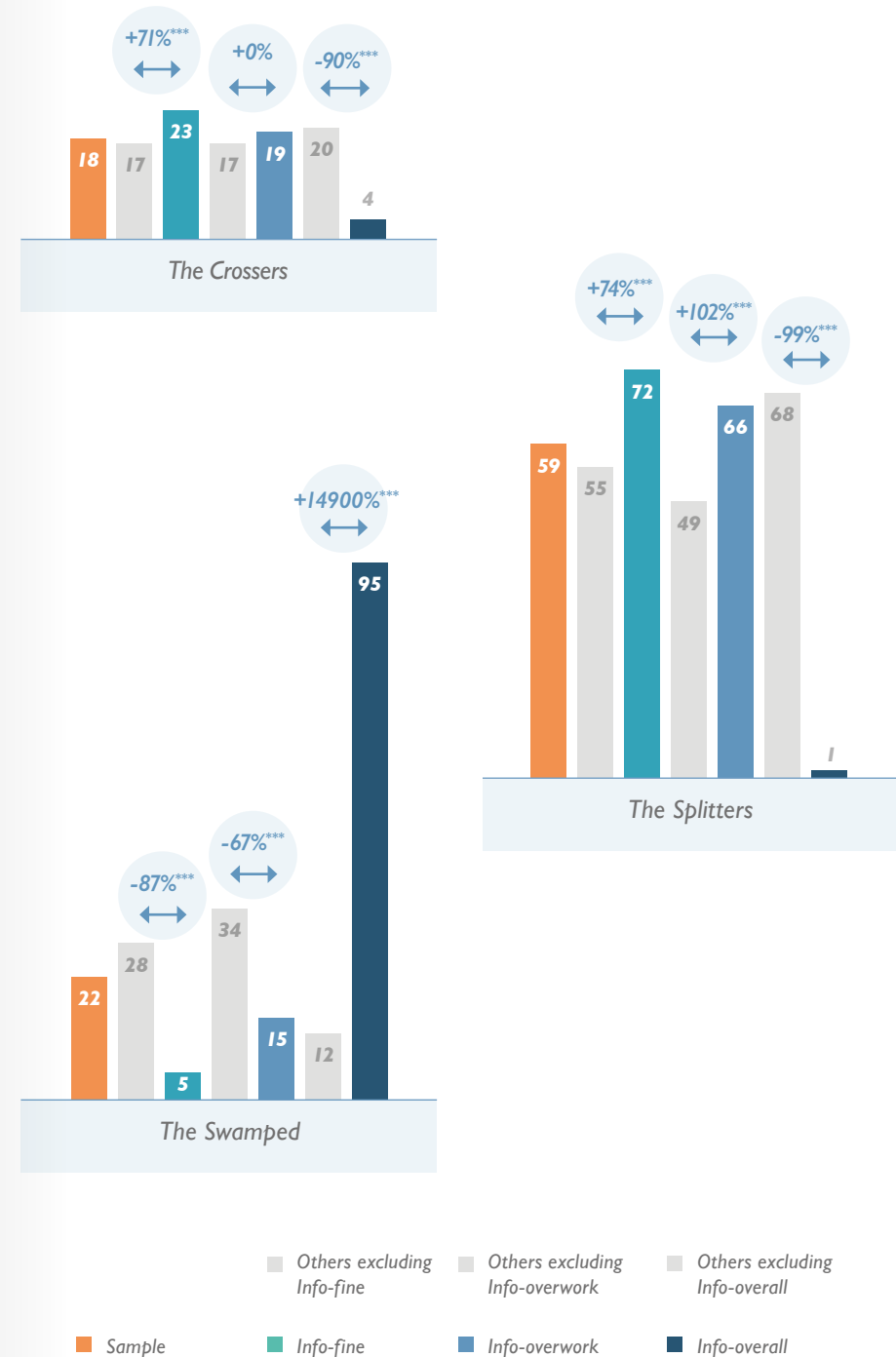
Based on the “all other things being equal” analysis, the findings are:

- The **Info-fine** are more likely to be **Crossers** or **Splitters** and less at risk of being **Swamped**. They are employees who are not experiencing infobesity and who are statistically more likely to be part of both groups with positive satisfaction indicators.
- The **Info-overwork** are twice as likely to be **Splitters** and are less at risk of being **Swamped**, but do not have **Crossers** profile. They are employees who are experiencing infobesity during their working hours. The strict separation that they maintain between work and personal life is coherent with the positive satisfaction index of time available for personal life.
- The **Info-overall** have a risk factor 300 times higher than the other groups of being in the **Swamped** group. They are experiencing infobesity during working hours and during their personal time: with spillover work, urgent requests during personal time, and criticism from their circle of friends and family. This is coherent with the negative satisfaction indexes relating to life in general and time available for personal life.

Reading guide:

95% of the **Info-overall** are in the category of the **Swamped** versus 12% of the others excluding them and 22% on average in the sample. After taking into account the sociodemographic profiles of the employees and their employer, the risk for the **Info-overall** of being in the **Swamped** category is almost 300 times higher than it is for the other groups, with a significant interval at 99% confidence (+14,900%***)

*** significant interval at 99% confidence ** significant interval at 95% confidence * significant interval at 90% confidence



3

CONCLUSION AND OUTLOOK



Conclusion

Infobesity is everyone's business





Although well-being is unrelated to the number of digital tools used in the work environment, it is correlated with the number of at risk situations and infobesity "symptoms" that employees are exposed to. On the one hand, suffering from infobesity lowers the likelihood of expressing job satisfaction and performance and on the other hand it increases the risk of failure at finding a harmonious work-life balance.

Infobesity is a real challenge in Luxembourg's business world and no sector seems to be spared. Indeed, as the benefits of digitalisation are present in various forms across all professions, its risks are naturally present as well.

Email is now the professional tool that most crystallises infobesity at work. And very few people use it optimally. Everyone has more or less configured a few positive email settings but there remains a lot of room to optimise email management. Work-related emails have invaded our private spaces, which, surprising as it may be, is detrimental to job satisfaction and performance. By putting work-related emails back where they belong, it is possible to improve work conditions and productivity. Although the first step to reducing the number of emails received is by being more careful when sending them out (by choosing one's recipients carefully and sparingly, avoiding a systematic "reply to all", asking for reasonable timeframes for a reply, and... not hesitating to switch to another communication channel in the event of a misunderstanding), infobesity issues are well established and deserve a particular attention.

Responses to infobesity can of course be individual. Everyone can develop organisational strategies that integrate the right balance between connection and disconnection, setting aside time slots for substantive work or learning to use one's tools to configure the appropriate settings... It is, however, impossible to confront the problem without integrating the info-communication stakes as a collective and central issue across all professional organisations.

Test it or leave it, what's the best email management for me?

Habits	Stress 	Satisfaction at work 	Satisfaction in life 	Satisfaction time for personal life 
Using the notifications settings of digital tools	- 26%**	+ 41%***		
When sending an email, specifying if a reply is expected and within which deadline		+ 38%**		
When sending an email, expecting a same-day reply			- 38%***	- 33%***
Manually filing incoming emails				- 29%**
Checking professional emails when waking up, at least once a week			- 24%*	- 39%***
Checking professional emails while commuting, at least once a week	+ 34%*			- 50%**
Checking professional emails while eating, at least once a week	+ 31%*		- 26%**	- 25%*

*** significant interval at 99% confidence ** significant interval at 95% confidence * significant interval at 90% confidence

→ Outlook

Exploration

- Unprecedented training courses in Luxembourg in partnership with:



- **2 hours online:** Each learner schedules its own course by connecting for 15 minute sessions, in order to train for 6 micro-competencies on the following themes: mental overload and its consequences, limits of attention when faced with information overload, organising one's working time and daily goals, organising one's work environment, and effective recovery during the day and outside of working hours.
- **2 hours of on-site training:** Participants are divided into groups of managers or non-managers, and complete their digital training in the presence of a Doctor in Neuroscience.

- Pilot projects

Meanwhile, member organisations may volunteer to set up pilot projects to test concrete responses aimed at reducing professional infobesity. Each pilot project is intended as a response to an issue linked to infobesity and to the hyperconnection of workers, as identified by the volunteer organisation. These field tests may be carried out on email management, team organisation, improvement in personal downtime or configuring appropriate technical systems. The aim is to collectively and temporarily experiment a habit or a way of working in order to assess its impact both in the short and medium terms.

Sensibilisation

- September 2020 : Luxembourg Sustainability Forum



Round table: Knowledge management: people are the information heart

If we consider knowledge as, on the one hand, things we know as a whole, and on the other hand, people who analyse and use this information, how can we adapt our management systems to ensure everyone gets the right information at the right time, enabling the agility so sought after by businesses?

TV studio: From hyperconnected to digital savvy, let's take the first step!

Growing numbers of communication channels, email management, collective knowledge management... IMS Luxembourg and a dozen guests share local and international initiatives to transform professional infobesity into an opportunity.

> Discover the complete 2020 Luxembourg Sustainability Forum on www.imslux.lu

- November / December 2020: Self-assessment tool

Launch of the self-assessment quiz on information overload. Its aim is to prevent risks and provide solutions based on the lessons drawn from the Info Flow Savvy project.

A word from our backers

Ministry of State with Digital Luxembourg

The Government is careful to maintain an attractive economic environment and a high level of investment in digital infrastructures and services.

Considering that new technologies generate an exponential quantity of data, it is essential to measure the future impact of these new digital tools on fundamental Human Rights and on the life of our citizens.

Citizens will have to be actors – and not onlookers – of this technological development. That’s why the Government is investing heavily in digital training for the women and the men who make up our society, as evidenced in the Digital Luxembourg initiatives for “digital skills”.

This is why, together with the Ministry of Labour, the “Chambre des Salariés” (CSL) and the Chamber of Commerce, Digital Luxembourg has decided to support the IMS Luxembourg endeavour to address the issue of infobesity and the intensive use of digital information contents.

Chamber of Commerce

The Chamber of Commerce fulfils a mission of general economic interest and thus commits to creating value for the businesses whose interests it defends by enabling them to increase their competitiveness, meet tomorrow’s challenges, develop and sustain their activities, as well as create value for society by contributing to the reinforcement of the Grand Duchy’s attractiveness as a dynamic, prosperous and durable economic centre.

Also, and in keeping with the “Third Industrial Revolution” project (Ministry of Economy, Chamber of Commerce and IMS Luxembourg), the Chamber of Commerce’s participation in Info Flow Savvy was self-evident. Indeed, through the acquisition of new knowledge and abilities, this project aims at enabling companies to better master the impact of digital devices in the service of increased productivity and balance both for the company and its employees. Moreover, it is perfectly consistent with the Chamber of Commerce’s wish to contribute to the development of Corporate Social Responsibility (CSR) through awareness-raising and training, both within its own establishment and with its member organisations, together with its many partners.

Ministry of Labour, Employment and the Social and Solidarity Economy

In today’s world, digital tools are essential in carrying out our personal activities but even more essential for our professional activities. However, the flow of digital information is constantly accelerating and increasing. This is why new business and personal needs must be analysed in order to confront this digital onflow on our working lives. New professional abilities must also be developed in order to ensure productivity, health, and well-being at work.

The Ministry of Labour and Employment is particularly attentive to issues related to new forms of work and to the adaptations needed because of digitalisation. It is essential to raise awareness among employees and businesses on the challenges raised by digitalisation. This is why the Ministry is supporting the innovative project initiated by IMS Luxembourg.

“Chambre des Salariés” (CSL)

Digitalisation and its new forms of communication have become the norm in many offices and professions and are no longer called into question. However, very little is known on their use and on their effect on employee performance and well-being.

The results of the survey on the Quality of work index conducted by the “Chambre des Salariés” (CSL) in 2018 had already showed that 21% of employees surveyed from various business sectors declared that they often or (almost) always replied to work emails even outside their working hours, and that 16% of them sometimes did so. This trend is even stronger among employees in intellectual and scientific professions and among directors, executives and managers, where more than one third is often or (almost) always concerned.

However, availability for work outside working hours is only one aspect of hyper-connectivity. The Info Flow Savvy Barometer has provided more insight into the use of ICTs by employees and made it possible to use this information to implement concrete solutions and awareness-raising actions. These were the “Chambre des Salariés” (CSL) reasons for supporting this interesting project. The next stages of the project, such as the training courses, awareness-raising campaigns, and pilot projects within companies deserve the right attention and should contribute to a better use of ICTs.

Appendixes

Construction of clusters for the exploratory analysis

Number of digital tools used (devices and software)

Profiling based on 16 variables

Devices

Frequent* professional use or not: of a professional smartphone; a personal smartphone; a professional desktop computer; a personal (laptop or desktop) computer.

Software

Frequent* professional use or not: of a shared calendar; of Computer assisting publication (DTP); of an Intranet; of a Customer Relationship Management software (CRM) (ex. Salesforce, SageCRM); of an instant messaging service (ex. Messenger, WhatsApp, Skype); of a workflow process automation tool (ex. Basecamp, Slack Teamwork, Freedcamp); of a videoconferencing or web-conferencing tool (ex. Skype, Cisco Webex); of a platform for collaborative work and shared document (ex. Sharepoint, Google Doc, MSO 365); of an integrated management software package (ERP or PGI) (ex. SAP, Oracle's JD Edwards Enterprise One); of a corporate social network, blogs, internal wikis (ex. Yammer, Jive SBS, Bluekiwi); of intelligent and self-learning technologies (Artificial Intelligence).

Infobesity factors

Profiling based on 21 variables

At risk situations

Checking one's mailbox at each notification or not · Daily number of emails received above average or not · Frequent* reception of irrelevant emails or not · Work routine determined by unplanned requests that need to be processed quickly or not · Receiving requests that call for immediate replies during and outside working hours (from management; colleagues; co-workers; clients/patients/users/etc.) or not · Receiving solicitations requiring an immediate response during and outside working hours (from management; colleagues; co-workers; clients/patients/users/etc.) or not · Feeling constrained or free, guilty or serene... to answer emails during and outside working hours · Maximum amount of time worked with no interruptions above average or not.

Typical effects of infobesity

Difficulties finding information in one's emails · Overlooking important information or messages at least once a month or not · Receiving more emails than one can deal with or not · Receiving too much information over the course of a working day or not.

Job satisfaction and performance

Profiling based on 18 variables

Personal perception

Being able to ask one's colleagues for help or not · Satisfaction at work or not · Frequent* stress at work or not · Finding that work accumulates faster than one can accomplish it or not · Having to rush to accomplish one's workload or not · Receiving too much information on a working day or not.

Employee's relationship to the employer

Thinking that the organisation... cares or does not care about one's point of view; cares or does not care about one's well-being; would or would not allow one to leave work for a short amount of time to take care of personal or family matters; would or would not offer help in the event of a professional or personal problem; would or would not forgive a honest mistake · Respondent's influence or not on... the selection of its tasks; the order in which the tasks are executed; the working methods; the working hours.

Professional performance

Managing to do one's job properly or not · Feeling of performing well doing one's job or not · Successfully meeting the given deadlines or not.

Work-life balance

Profiling based on 21 variables

Work activities that are present in the personal sphere

Frequent* professional use of the following personal digital devices: smartphone; laptop; desktop; tablet or not · Frequent* checking of professional emails... when waking up; while commuting; while eating, before going to bed or not · Work that often* spills over or not · Professional availability or connection habits criticised or not by people in the personal environment over the last 12 months · Above average overtime or not · Receiving urgent solicitations outside of working hours (from management, colleagues, people one manages or clients/patients/users/etc.) or not

Personal activities present in the professional sphere

Difficulties to concentrate or not while working because of one's personal life · Authorisation or not to leave one's work for a short amount of time to take care of personal or family matters · Flexibility or not on the working hours · Frequently* tend to personal or family matters during working hours or not.

Satisfaction

Overall life satisfaction or not · Satisfaction with the time available for personal life or not.

..... And you, what are you ready
to change tomorrow?

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IMS LUXEMBOURG

Inspiring More Sustainability

THE INFO FLOW SAVVY BAROMETER

The Info Flow Savvy project, or how to manage continuous flows of information, is organised in three phases: knowledge, exploration, and awareness-raising. Completing the knowledge stage, the barometer explores the specificities of Luxembourg as regards the phenomenon of infobesity (a contraction of the words “information” and “obesity”).

In cooperation with the LISER, IMS Luxembourg examines the digital habits of predominantly white-collar employees and considers whether the daily volume of professional information is already too much to handle. What connection habits really save time? Is email our best friend in terms of work and in all circumstances? Is it possible to protect ourselves from hyperconnection and yet still feel competent at work? Does working time impact our satisfaction with personal time?

Luxembourg's leading network for Corporate Responsibility

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