



## **EMPLOYEES WASTE NO TIME MAKING THE WORKPLACE PERSONAL**

Despite almost one in two of all Australians who have access to the Internet at work spending up to three working hours a week using it to complete household administration tasks, like bill paying, almost 90% of them say that it does not compromise their productivity.

In fact, according to the BPAY Employee Productivity Survey<sup>1</sup>, 48% of those who do use the Internet at work for household administration say it makes them more productive.

“With more than three quarters (77%) of Australians with Internet access at work reporting that their employers openly allow its use at work for personal administration, perhaps the boss isn’t such a bad person after all,” said BPAY General Manager Andrew Arnott.

“Clearly, companies now recognise that allowing employees to use the Internet to carry out household administration duties doesn’t have to compromise their staff’s output,” said Arnott.

The survey also revealed that 32% of Australians who have Internet access at work would need to spend between four and 10 hours a week outside the office to accomplish the personal administration tasks they complete online while at work.

“The Internet has transformed the way we manage our households. It’s a bit like the washing machine of the 1940s. It’s a massive time-saver for basic household administration chores such as bill paying,” said Arnott.

“As the number of BPAY billers continues to grow, so does the manner in which consumers can use this payment method. For example, people can organise school fee payments, purchase airline tickets and pay local council rates – all within minutes.”

The household administration tasks most often accomplished on the Internet at work include online banking (73%), bill paying (67%), shopping (39%) and holiday planning (38%)\*.

Mr Arnott said while over the past two weeks 53% of the respondents who had online access at work reported using the Internet to take care of household administration duties during their lunch hour, 28% had spent time during lunch waiting in line to pay bills.

“It’s astounding that just over one in four Australian workers who have Internet access at work still spend part of their precious lunch hour queuing to pay household bills.

“Although paying bills online continues to gain momentum as a favoured payment method among busy consumers, there are still some who are wasting time and doing things the hard way by standing in line to pay a bill,” said Arnott.

On a positive note, over the past two weeks, 37% of those with online access at work stated that they spent their lunch hour meeting friends, while 38% enjoyed shopping, and one in 10 found the energy to exercise.

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*<sup>1</sup>The BPAY Employee Productivity Survey was conducted by TNS in October 2006. The national survey of more than 1000 respondents was conducted online.*

\*Percentages based upon all Australians with access to the Internet at work

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