



KTech PULSE

TECHNOLOGY SUMMIT

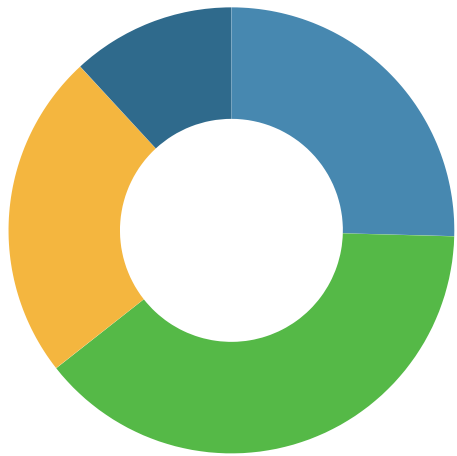
2023 PULSE SURVEY REPORT

A survey of companies in the Knoxville area, including perspectives and trends on the way we work and the future of technology.

Prepared by: The Knoxville Technology Council

Changes to the Way We Work

Which best describes your organization:



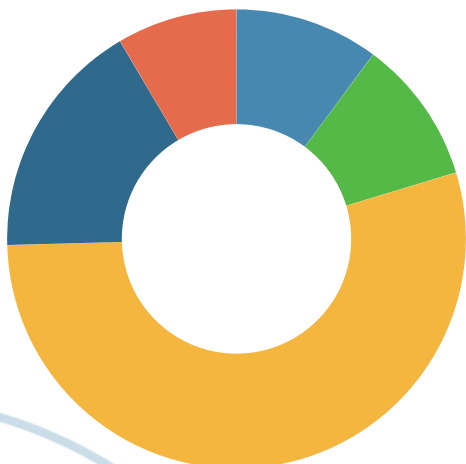
- The majority of our employees are in the office full-time (25.4%)
- There's been a shift towards more flexibility with work-from-home options and remote positions (39%)
- The majority of employees work remotely (23.7%)
- We no longer have an office and are entirely remote (11.9%)

Given the choice, which working arrangement would you prefer?



- In the office (10.17%)
- Fully remote (28.81%)
- Hybrid - some days in the office with the option to work from home (61%)

What do you consider to be the biggest challenge of working remotely or having team members who work remotely?

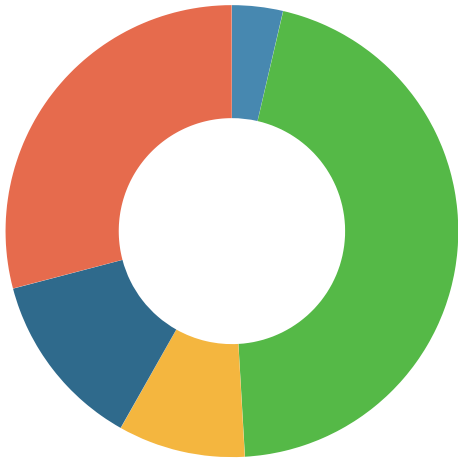


- Communication (10.17%)
- Productivity (10.17%)
- Lack of Personal Connection (54.24%)
- Fewer boundaries between work and home (16.95%)
- Other (8.47%)

Other respondents cited collaboration as a challenge or commented that working remotely is not inherently more challenging than working together in the office.

Tech Workforce

What's your biggest challenge when it comes to hiring?



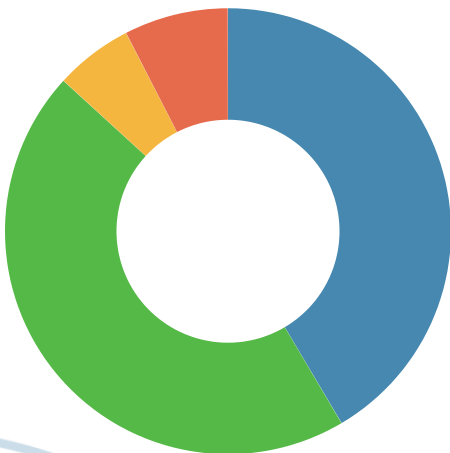
- Not enough job applicants (3.64%)
- Not enough qualified applicants (45.45%)
- Training new hires (9.09%)
- Employee retention (12.73%)
- We don't have a need to hire right now (29.09%)

What is your hiring outlook for 2024?



- Increased hiring to grow our number of employees (26.42%)
- Increased hiring to fill open positions (13.21%)
- Hiring levels will stay about the same (30.19%)
- Decreased hiring (13.21%)
- We won't have a need to hire (16.98%)

Which attribute is most important when hiring employees for tech-related positions?

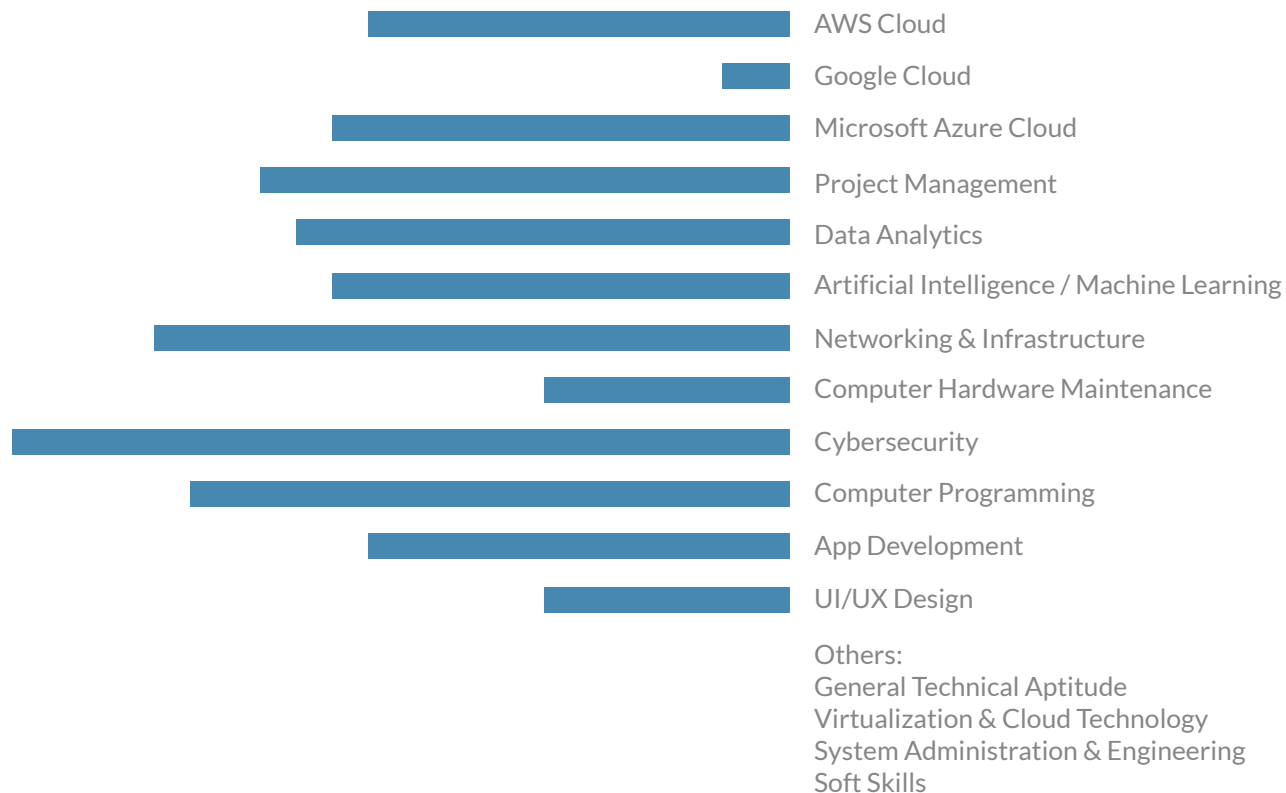


- Relevant job experience (41.51%)
- Fit with company culture (45.28%)
- Education and certifications (5.66%)
- Other (7.55%)

Other respondents cited skills as the most important factor, including technical knowledge, troubleshooting and critical thinking, as well as attributes like trustworthiness, grit, and self-awareness

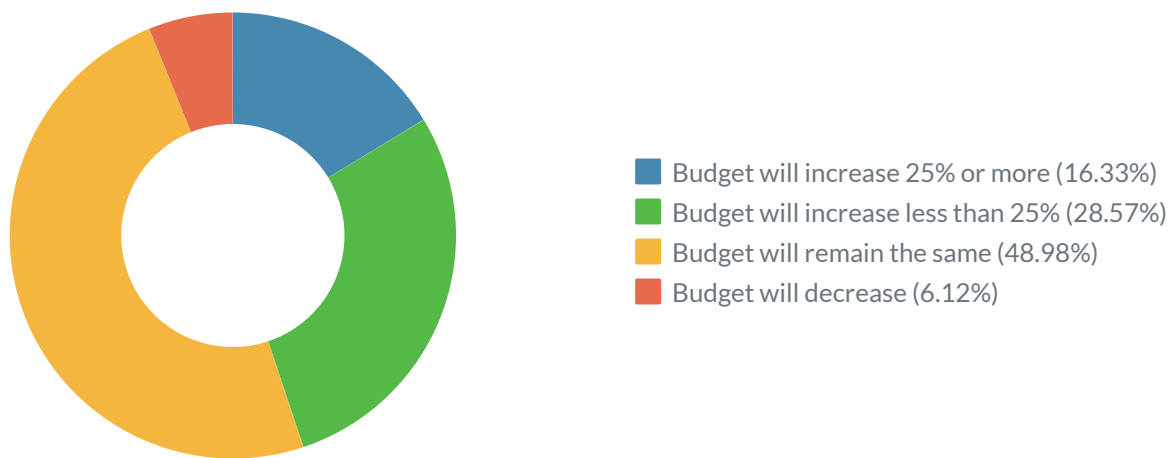
Tech Workforce, cont.

When hiring or reskilling for tech-related positions, which skillsets are the highest priority? (select up to 3)



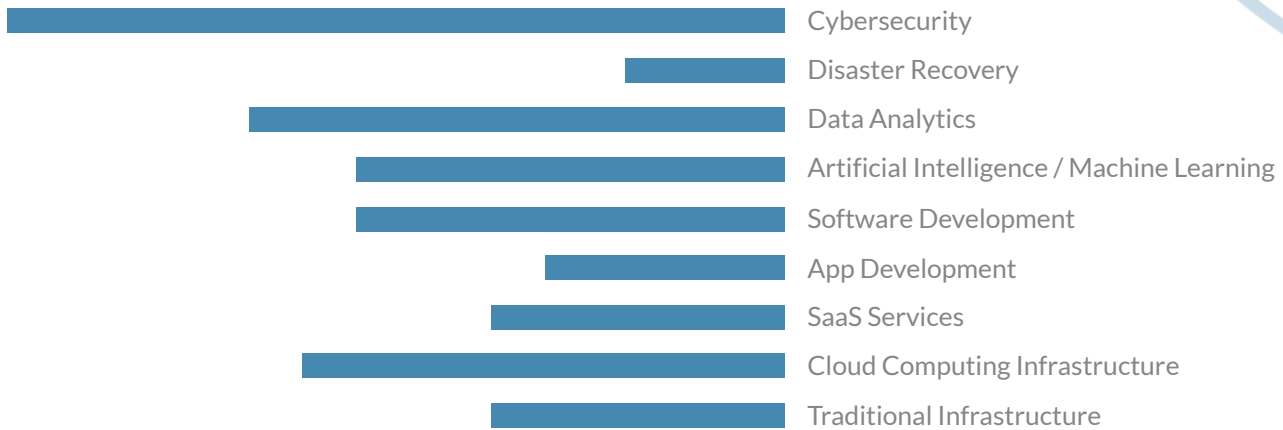
Technology Departments

What is the outlook for your technology budget in 2024?

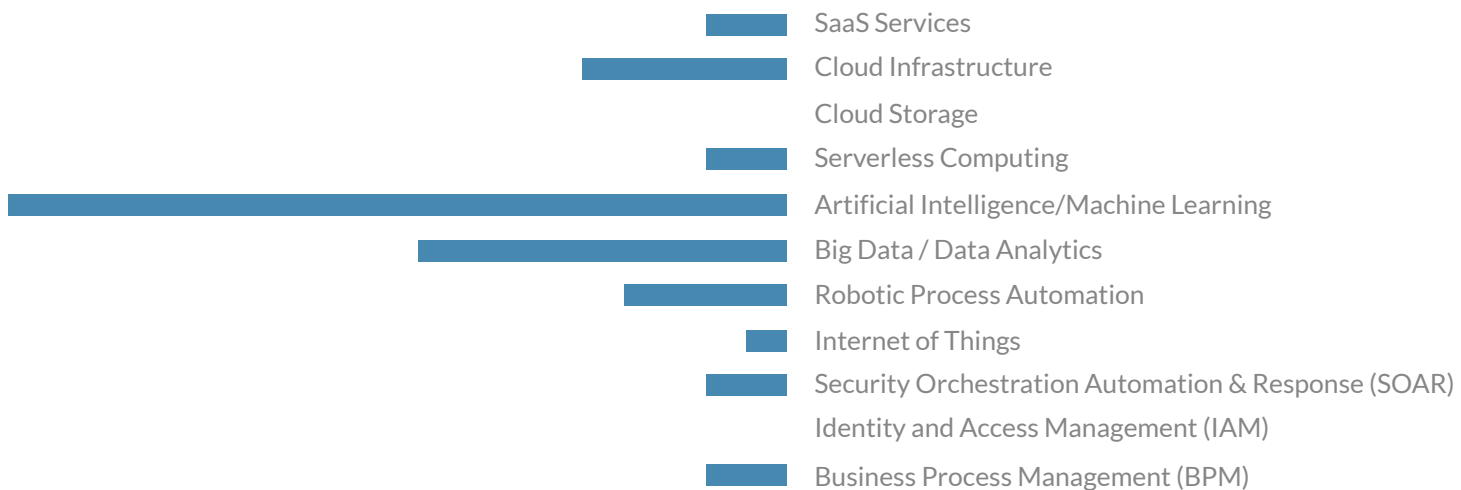


Technology Departments, cont.

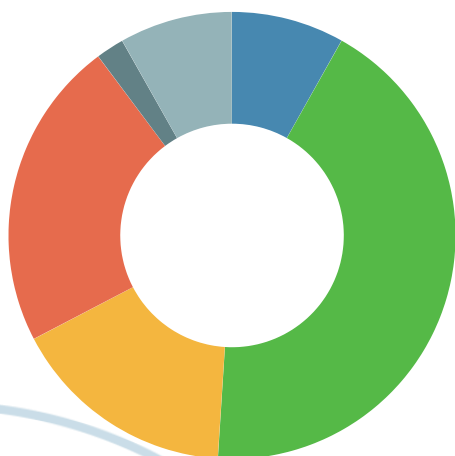
What are your primary areas of technology investment? (select up to 3)



Which of these technologies has the MOST potential to change the way your business operates in the next 3 to 5 years?



Does your organization currently utilize any form of Artificial Intelligence (AI) or Machine Learning (ML)?



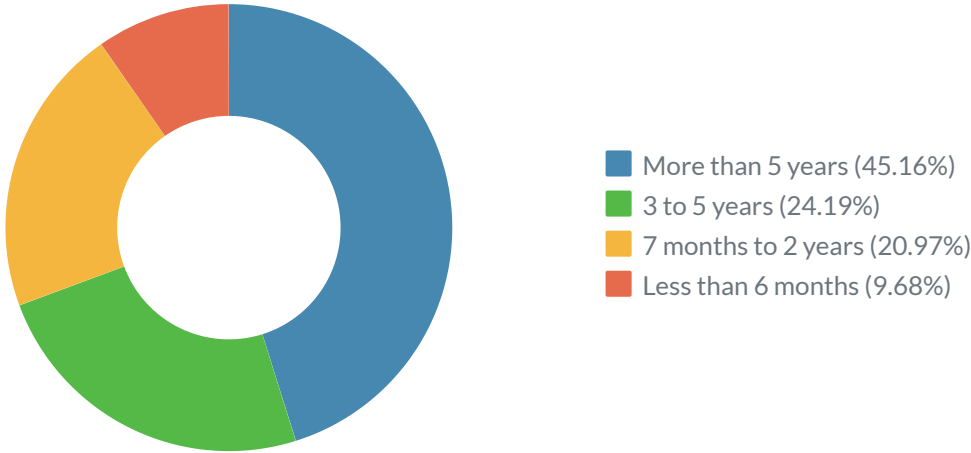
- Yes, it is a core part of our operations (8%)
- Yes, employees use tools that include AI/ML capabilities (42%)
- No, but we're in the process of implementing this technology (16%)
- Not at this time (22%)
- No, and we discourage employees from using tools that incorporate AI/ML capabilities (2%)
- Other (10%)

Other respondents cited a level of engagement not explicitly covered by the provided options, such as in R&D or implemented but not as a core part of operations

Respondent Demographics

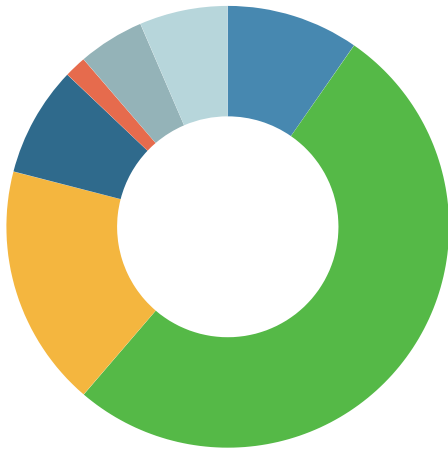
INDUSTRIES REPRESENTED			
IT Services	12.9%	Government	6.5%
Professional Services, Consulting	12.9%	Energy, Utilities	4.8%
Cybersecurity	9.7%	Education	4.8%
Software Development	9.7%	Media, Broadcasting, Publishing	4.8%
Banking, Finance, Insurance	8.1%	Other	25.8%

How long have you been employed at this company?



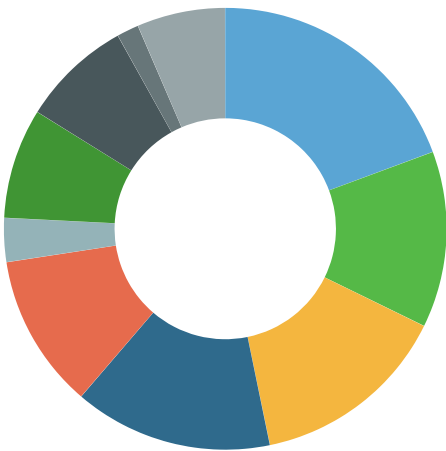
Respondent Demographics, cont.

Please choose the category that best fits your area of expertise.



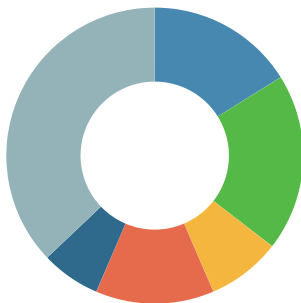
- Accounting & Finance (9.68%)
- Technology & Information Security (51.61%)
- Business Administration & Management (17.74%)
- Human Resources (8.06%)
- Marketing (1.61%)
- Sales (4.84%)
- Other (6.45%)

Please choose the category that best fits your job title.



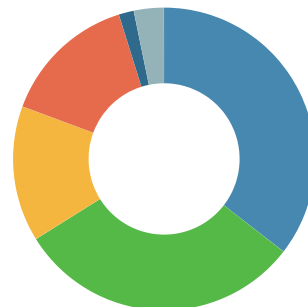
- C-suite Executive (19.35%)
- Vice President (12.9%)
- Director (14.52%)
- Manager (14.52%)
- Engineer (11.29%)
- Developer (3.23%)
- Analyst (8.06%)
- Sales Representative/Account Manager (8.06%)
- Administrator (1.61%)
- Other (6.45%)

Organization Size



- < 10 (16.13%)
- 101 to 500 (8.06%)
- 2001 to 10k (6.45%)
- 11 to 100 (19.35%)
- 501 to 2000 (12.9%)
- 10k+ (37.1%)

Presence in Knoxville



- < 10 (35.48%)
- 101 to 500 (14.52%)
- 2001 to 5k (1.61%)
- 11 to 100 (30.65%)
- 501 to 2000 (14.52%)
- 5k+ (3.23%)



**Thank you to everyone
who participated!**

About KTech

The Knoxville Technology Council is a collective voice of people and organizations united in supporting the Knoxville region's evolution as a technology hub. We connect, develop, promote, and advocate for the technology industry in the Greater Knoxville region.

Learn more: knoxtech.org