

The multigenerational game: Employers juggle a balancing act to deploy workplace technology that works for everyone

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New research from [Mitie](#), 'The multigenerational game: Creating a workplace that works for everybody', reveals that while both older and younger workforces are embracing technology at work, there are generational differences in how they use it, notably relating to Artificial Intelligence (AI). Gen Z (aged 18-24) are using AI in a bid to unlock efficiencies, while many of their Gen X (aged 45-60) colleagues put the most value on solid technology infrastructure including dependable wi-fi and reliable desk-booking systems.

The research, part of Mitie's Productivity Reset Report, highlights the need for employers to take an increasingly nuanced approach to create smart workplaces that meet diverse employee needs and expectations. For the first time ever, the UK has five generations rubbing shoulders in the workplace and whilst they tend to agree on certain workplace features, such as three quarters (74%) needing more quiet spaces to concentrate on individual work, technology is one area where there are more pronounced disparities, particularly between the oldest and youngest generations in the workplace.

Perspectives on productivity

The research exposes a generational gap in how workplace technology is used as a driver of personal productivity despite agreement across generations that technology is effective. Seven in ten (70%) of Gen Z see technology as an effective enabler of personal performance, and almost as many, three in five (60%) of Gen X agree.

Across all ages, four in five (81%) workers say workplace technology could be improved, and half (52%) of Gen X agree with Gen Z (69%) that advanced technology in the workplace is important. However, while around a quarter of Gen Z (24%) and Millennials (27%) are aligned on the view that AI and automation are essential workplace tools, just one in six (17%) of Gen X agree, having different preferences when it comes to technology. They prioritise reliable networks (32%) and user-friendly systems (30%) such as reliable Wi-Fi and desk-booking systems.

Everyone eager to upskill

There is a desire for more workplace technology focused training across all generations, with over a quarter (28%) of Gen Z and one third (32%) of Gen X saying they want to see improved training on how to use available technology. Employees of all ages want to get the most out of technology in the workplace, whether that is improving their AI knowledge or uncovering new ways of using technology to support their job roles.

Technology to enable a workplace that works for everyone

More differences lie in how generations want to use technology to support their work or in some cases work-life balance. This divide is reflective of broader generational preferences within the workplace. Over a third (37%) of Gen Z employees say their priority at work is career progression. As such, the younger generation want smart workplaces and technology to support them in their roles and facilitate their career ambitions so they can spend time in the office interacting face-to-face and taking advantage of opportunities like mentoring.

On the other hand, two in five (43%) Gen X employees, see work-life balance as the biggest motivator at work even beyond pay. They are less concerned about how technology in the workplace aids learning and more focused on how well the systems in place function.

Mark Caskey, Managing Director, Projects, Mitie, said: "We're seeing a generational technology paradox emerging in the UK with a fundamental shift in how different generations approach workplace technology. It isn't just the younger generations most interested in embracing technology. Gen Z recognise that using innovative technology and AI can support their future career success and Gen X want their technology to be dependable, so it enables them to perform their roles efficiently."

"Together, these preferences signal a workplace where success depends not just on adopting new tools, but on aligning them with the values and expectations of every generation. The challenge for employers is balancing these multi-generational needs, making sure all colleagues feel empowered with the right tools in the workplace in a way which suits them and supports their goals."

Read the full report [here](#).

Read the whitepaper '*The multigenerational game*' [here](#).