ManageEngine

IT at work:
2022 and beyond

Philippines

Index

Introduction

The IT department's role is wide-reaching, varied, and pivotal to an organization's success—both centrally and in support of other departments within the organization. Artificial intelligence (AI) and machine learning (ML) are already used extensively across businesses, but more training may be required for their use to be maximized outside of the IT department. IT's role, therefore, is set to be even greater in the next five years. But with such a pivotal role, organizations must be careful not to push their IT talent away.

This report examines the status, future, and risks of IT and technology use in large and enterprise-sized organizations in the Philippines.
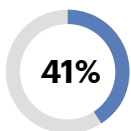
Key findings
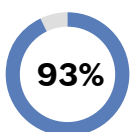
93% of decision-makers believe that collaboration between IT teams and other departments has increased in the last two years
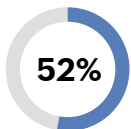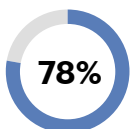
52% The IT department is most likely to be using AI and ML technology (52%)

100% All (100%) IT decision-makers (ITDMs) say that their organization has been making use of advanced data analytics in its IT operations over the last year

41% of ITDMs agree that their organization should have supported them more in the last two years

78% of business decision-makers (BDMs) say that their organization has an internal team dedicated to managing and rolling out training

ITDMs are most likely to say that if the flexible work model (59%) or acknowledgement from/working with senior management (59%) was taken away, it would drive them to resign from their current organization

Decentralisation of IT

Collaboration between IT teams and other departments is reported by the vast majority (93%) to have increased over the last two years. In fact, over half (59%) of the decision-makers report that collaboration has increased significantly in this time. Similarly, the IT department works well with senior management in most organizations. Nearly all (97%) respondents believe that their organization's IT department and C-suite work extremely well or fairly well together.
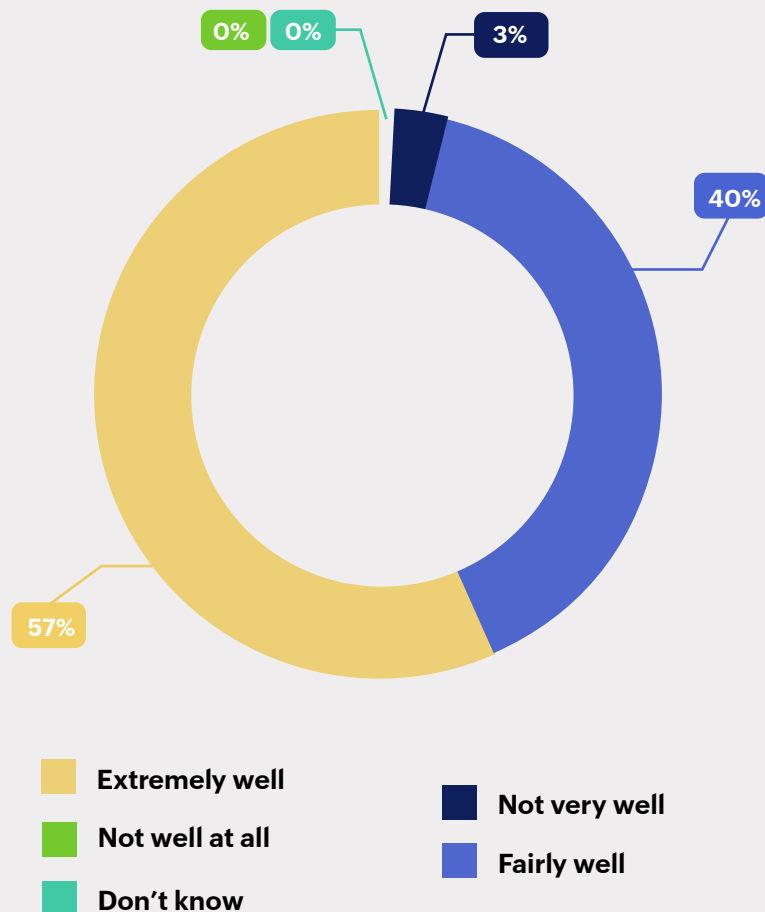

- Extremely well
- Not well at all
- Don't know
- Not very well
- Fairly well

Figure 1: How well do you believe your organisation's IT department and the C-suite work together? [150], shown to all respondents

A potential reason for the need and increase in collaboration and variety of decision-making authority across businesses may be being driven by the level of decentralization within organizations' IT structures. According to the majority of ITDMs (58%), their organizations have already successfully decentralized their IT structures, with all remaining ITDMs' (42%) organizations currently attempting to do so. This has not been without its challenges, however, with almost all (99%) reporting there are challenges with decentralizing their organizations' IT functions; the most common challenges include maintaining IT security (45%), prioritizing the user experience (also 45%), and maintaining regulatory structure (44%).
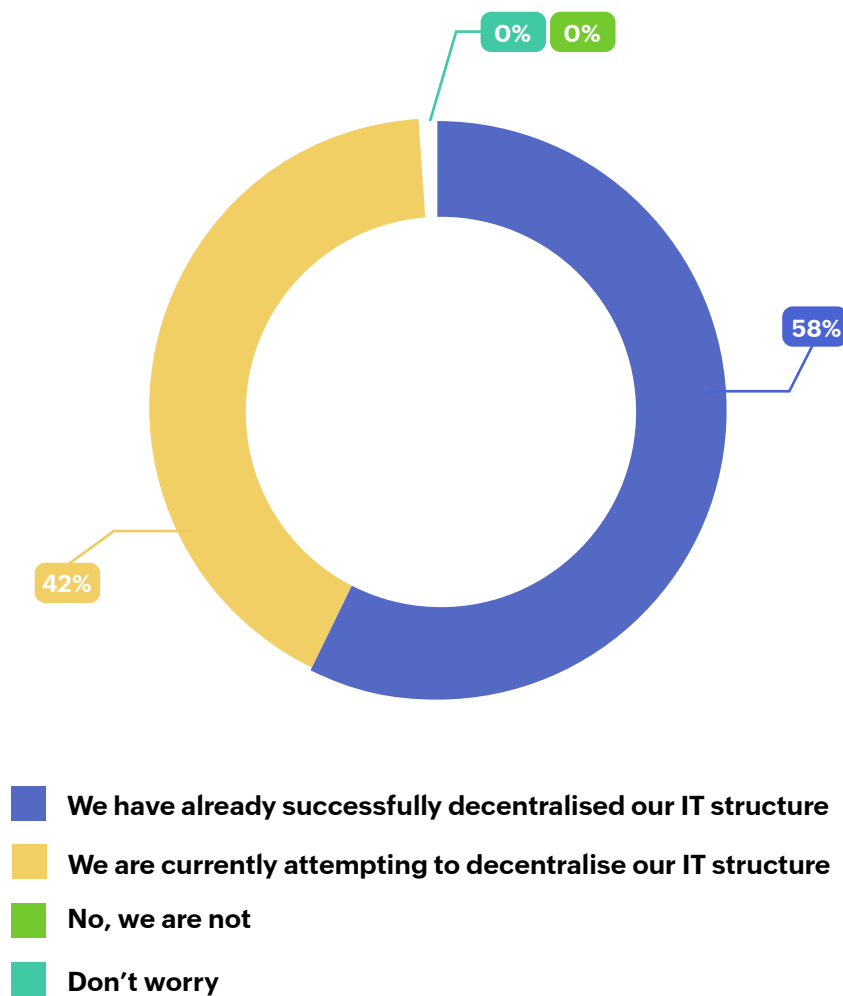

0%   0%

58%

42%

■ We have already successfully decentralised our IT structure

■ We are currently attempting to decentralise our IT structure

■ No, we are not

■ Don't worry

Figure 2: Is your organisation attempting to decentralize its IT structure? [73], shown to ITDMs

Despite the challenges faced, the perceived benefits are widely recognized amongst ITDMs and BDMs—almost all (98%) believe there are benefits to decentralizing their IT functions. The majority of decision-makers are most likely to believe that if their organization decentralizes its IT functions, there will be professional growth through upskilling (72%) as a result. The Philippines had the highest amount of respondents report this.
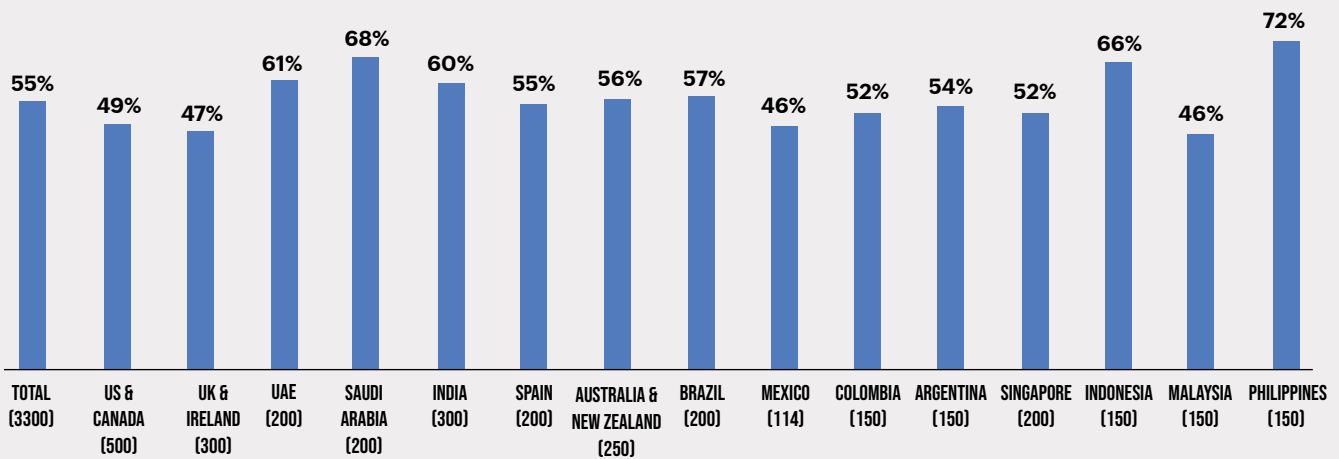
Figure 3: What will be the benefits, if any, if your organisation decentralises its IT functions? [Base sizes in chart], shown to all respondents, split by country, omitting some answer options

Non-IT departments have a role to play too when it comes to IT and technology. More than half (59%) of respondents agree that non-IT employees in their organization are more knowledgeable about IT than they were before 2020. However, this is 18% lower than the global average, showing that non-IT employees in the Philippines may require more training in IT and technology if they are to have the knowledge of their peers across the globe.

With technology knowledge outside of the IT department growing in many organizations, this may potentially leave IT out of decision-making. This is reflected in the fact that nearly half (47%) of ITDMs feel they were either not consulted at all or consulted inadequately while their organizations adapted to and adopted a flexible working model. Just over half (51%) feel that they were consulted adequately, showing that there is a split almost down the middle for ITDMs in the Philippines.

In addition to this influence, IT can also play a role in more strategic priorities, such as implementing sustainability policies.

- All (100%) ITDMs and BDMs report their IT department plays a role in implementing sustainability policies in their organizations

- More than half (51%) of ITDMs report their IT department plays a critical role in implementing sustainability policies, but are less likely to say this compared to BDMs (60%)

- However, overall, the opinion that IT plays a critical or significant role is similarly shared by both types of decision-makers

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Alongside their other roles, IT professionals are also increasingly expected to be innovators, with the vast majority of respondents (84%) agreeing that IT is more responsible for business innovation than ever before. A similar percentage (77%) agree that IT employees could drive innovation if they had a stronger leadership position, while a slightly smaller percentage (69%) agree IT's role is actually to assist the innovators. This perhaps suggests that their role has traditionally been one of assistance, but now their responsibility for innovation has grown.

SECTION 2

Use of technology

IT departments are also likely to be using AI or ML (52%). These technologies are clearly being used in a number of contexts across organizations, including data science and analytics (39%), customer service (39%), and finance (34%). On average, respondents report that six departments are using AI or ML in their organization, showing that these technologies are being extensively deployed.

Nearly all (95%) BDMs have invested in AI or ML, and are doing so for more than one use case on average. Using AI to prevent cyberattacks is the most likely use case (65%), even more so than automation of specific tasks (62%).
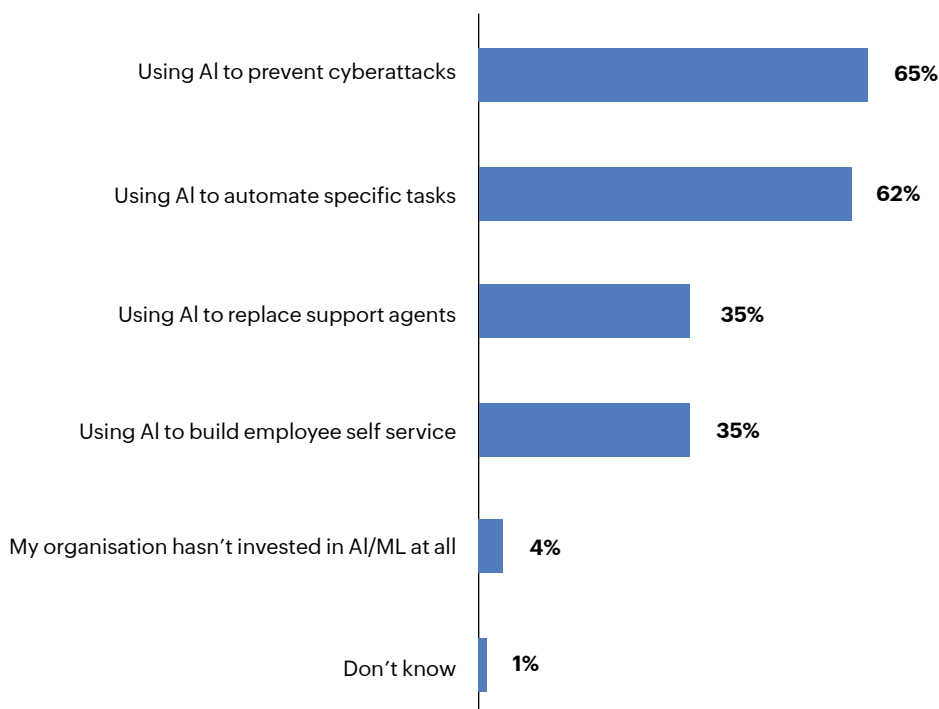

Figure 4: In what specific areas, has your organisation invested in AI/ML? [77], shown to BDMs, omitting some answer options

IT departments are also most likely (77%) to be creating their own applications via low-code or no-code platforms alongside developers in teams outside of IT (73%).

IT   77%
Non-IT Developers/DevOps   73%
Legal/privacy team   34%
Marketing   32%
Saler   26%
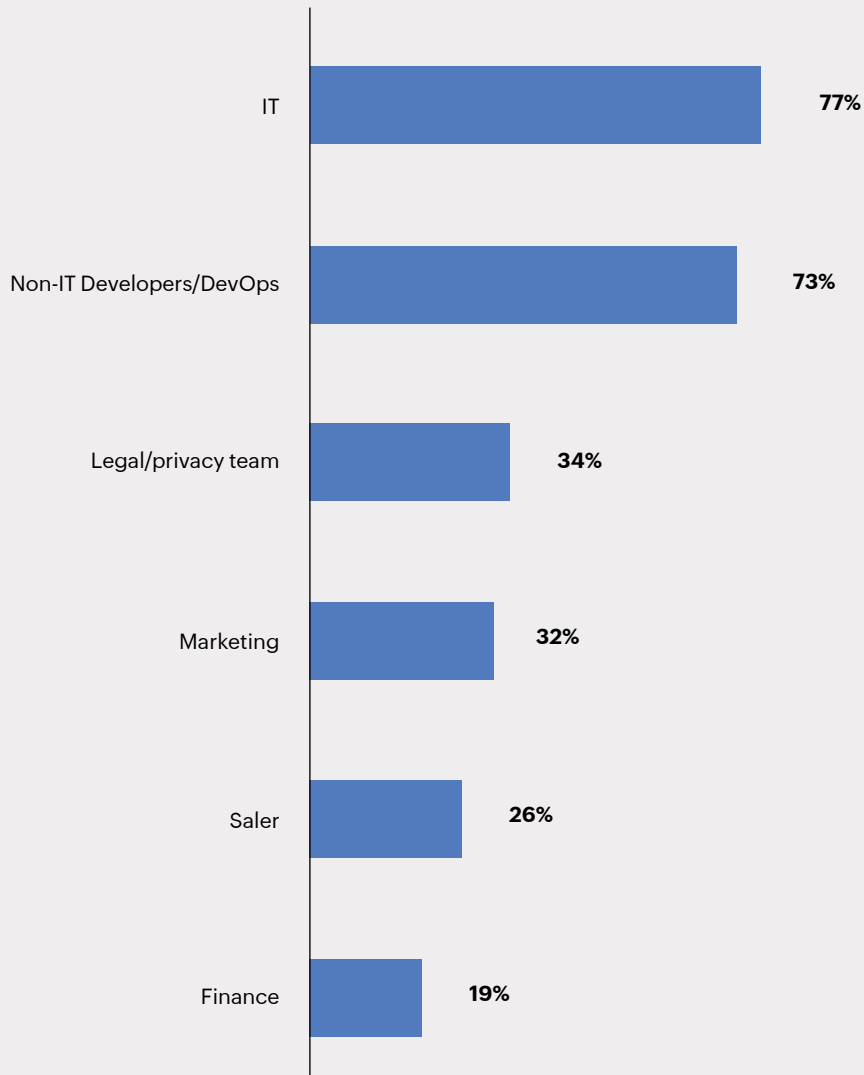Finance   19%

Figure 5: In which of the following departments are employees creating their own applications via low code or no code platforms? [73], shown to ITDMs, omitting some answer options

IT's role also extends to making use of advanced data analytics. All ITDMs say that this is happening in their organization and on average report three of the four data analytics uses listed.

Technology challenges

However, there are challenges when it comes to maximizing the use of these technologies. More than nine in ten (95%) BDMs say that their organization's employees face barriers when it comes to taking full advantage of technologies. More than half (60%) cite a lack of training, which is likely then to lead to lack of basic technical knowledge (49%). Nearly half (49%) also say that the evolving nature of technology is a challenge, which can again be exacerbated by a lack of training.

But the truth is that ITDMs are looking beyond their current employer when it comes to their future. Just over four in ten (41%) ITDMs agree that their organization should have supported them more in the last two years. Similarly, 36% of ITDMs feel less loyalty to their employer than they did two years ago, and 33% are actively looking for a new job. The pressure on some ITDMs to look for something new is also illustrated in the fact that 37% are more concerned about losing their job than they were six months ago, and 36% agree that they are more willing to make a risky career move than they wre two years ago. However, these figures are lower than their global equivalents, suggesting that ITDMs in the Philippines are more likely to stay with their current employer, at least for now.
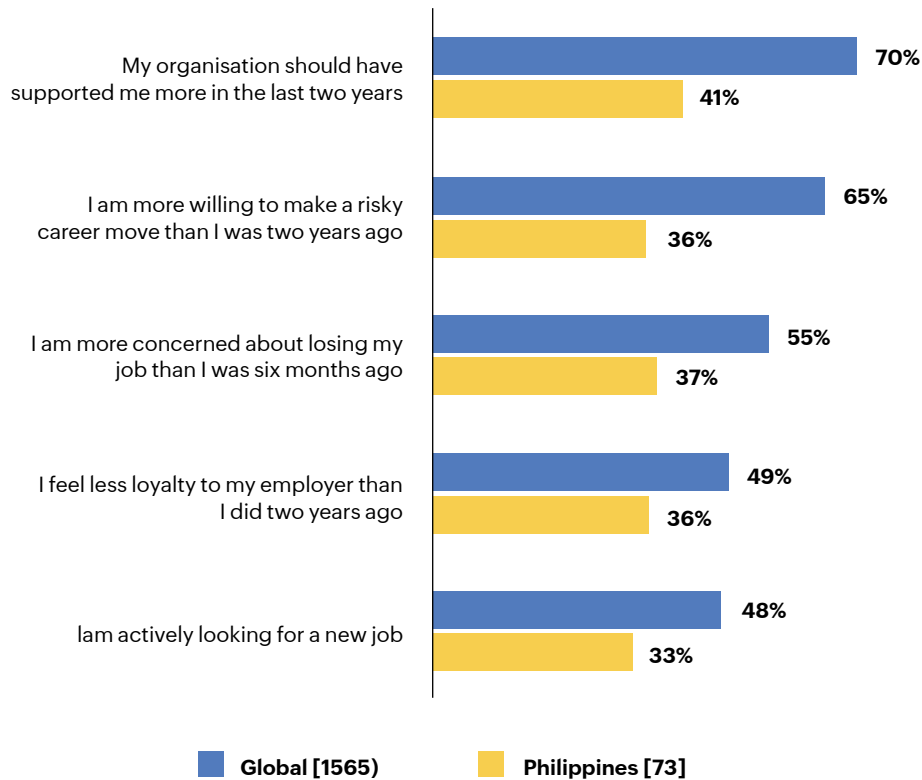

Figure 6: To what extent do you agree with the following statements? [Base sizes in chart], shown to ITDMs, split by region, omitting some answer options

Current indications show that training needs to be improved. All (100%) ITDMs believe that at least one department in their organization should receive more technical skill training. Non-IT developers as well as DevOps teams are the most likely (77%) to be reported as requiring more training.

A variety of approaches are used by organizations when it comes to technology training. Nearly eight in ten (78%) BDMs say that their organization has a team dedicated to technology process and tool training, with almost half (47%) also relying on their organization's IT team. Just 18% take care of their own training using online training courses. This preference for internal teams managing training over self-service training is far more pronounced in the Philippines compared to most other regions (where the split between internal training and self-service is more balanced).

Another potential problem for organizations is that they must be careful to not take away existing benefits from their employees. More than half of ITDMs say that they would be driven away from their organization if the the following were taken away: a flexible working model (59%), acknowledgement from or the opportunity to work with senior management (59%), the potential for advancement or promotion (52%), or non-technical training (52%).
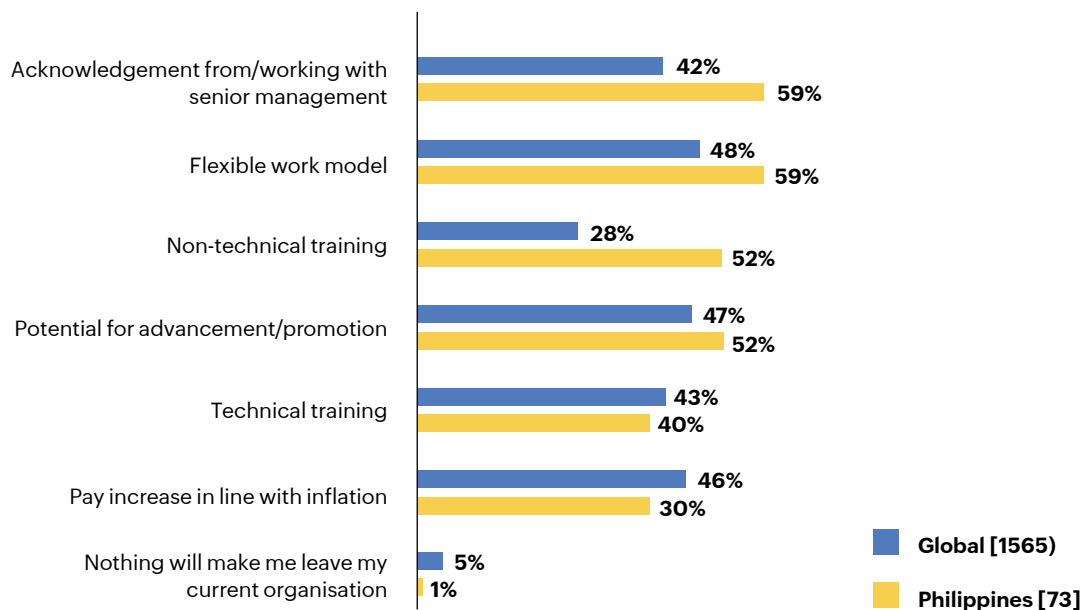

Figure 7: Which of the below would drive you to resign from your current organisation if it was no longer offered? [Base sizes in chart], shown to ITDMs, split by region, omitting some answer options

It should be noted that despite ITDMs in the Philippines appearing to be less likely to leave their businesses than their peers in most other regions, they are still sensitive to the potential of their work benefits being removed. There is clearly a delicate balance that organizations need to strike if they want to hold on to the knowledge and skills that have been built up in their IT department's leadership.

Conclusion

There is significant collaboration between departments (which is still improving). But questions remain regarding the best way to involve IT in business strategy. There is no consistent approach regarding innovation, and the level and manner of IT's involvement is up for debate. Decentralization of IT is already happening, but there are notable challenges in doing so.

Departments outside of IT are already likely to hold autonomy to some degree when it comes to tech choices. This has influenced decisions around recruitment and skill training in these departments. But skill training is a definite weakness in a large number of organizations. And yet it is at this critical time for IT that ITDMs may at least be considering leaving to find a new role in another organization.

If IT decentralization is to continue successfully, innovation is to flourish, and functions across the organization are to take full advantage of technologies available, organizations will need to work hard to retain their tech talent.

Methodology

ManageEngine commissioned independent market research agency Vanson Bourne to conduct the research upon which this executive summary is based. A total of 150 decision-makers across IT and other key business functions from organizations across the Philippines were surveyed from a range of private sector organizations. The wider global research included 3,300 decision-makers across IT and other key business functions from private sector organizations across the globe

All interviews were conducted using a rigorous multi-level screening process to ensure that only suitable candidates were given the opportunity to participate.

About ManageEngine

ManageEngine is the enterprise IT management division of Zoho Corporation. Established and emerging enterprises—including 9 of every 10 Fortune 100 organizations—rely on ManageEngine's real-time IT management tools to ensure optimal performance of their IT infrastructure, including networks, servers, applications, desktops and more. ManageEngine has offices worldwide, including the United States, the United Arab Emirates, the Netherlands, India, Colombia, Mexico, Brazil, Singapore, Japan, China and Australia, as well as 200+ global partners to help organizations tightly align their business and IT.

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