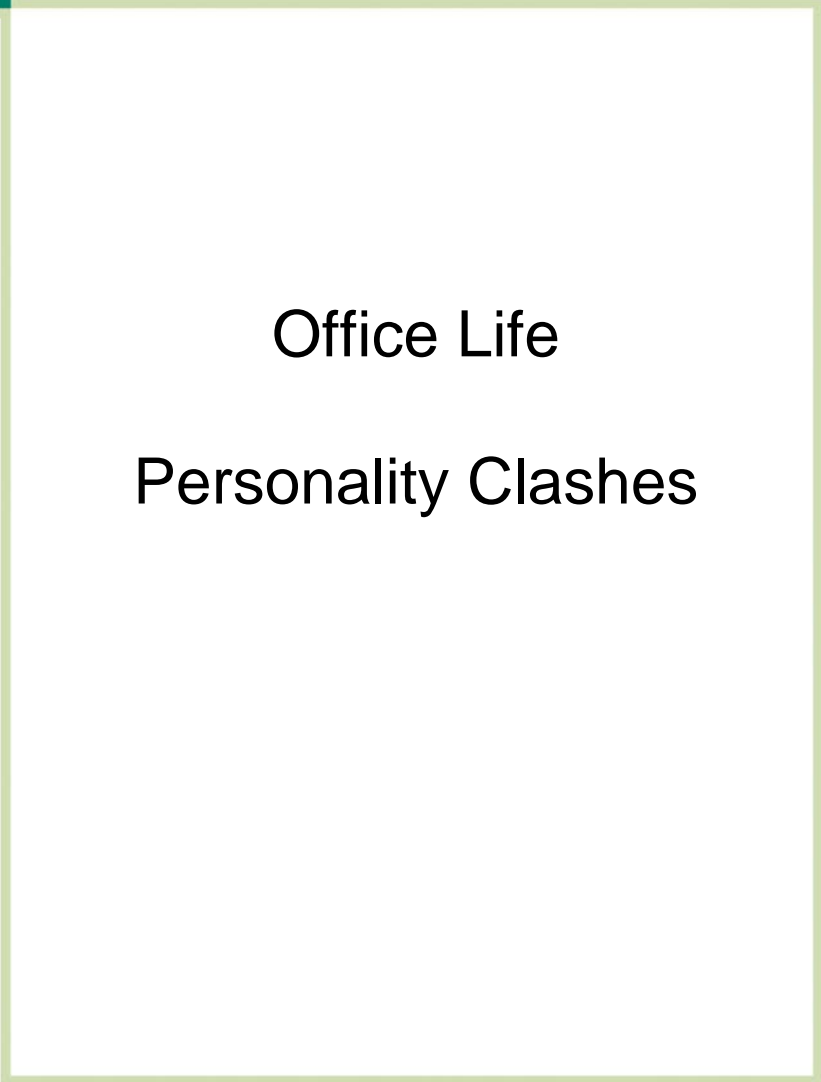


The Sage logo is a dark green square with the word "sage" in white lowercase letters.

sage

A large, light green rectangular border frames the central text.

Office Life
Personality Clashes

UK businesses at war with themselves

Internal personality clashes lead to lack of communication and information sharing

Sage (UK) Limited today announces the results of its 'Office Life' survey, which reveals that 69 per cent of employees believe that personality clashes prevent information being properly shared across departments. The research suggests that different areas of the business find it hard to communicate with each other, and that internal feuds and the use of jargon prevent the free flow of information across the business.

When asked which departments tend to use complicated jargon (e.g. acronyms) and complex forms and procedures, IT and finance came out top with 33 per cent and 28 per cent respectively. The most vocal department was human resources who admitted that they found IT (44 per cent), and finance (41 per cent) used the most complicated jargon and procedures.

Employees were then asked to identify which departments they had the most difficulty/problems communicating with. Finance topped the list with 27 per cent, whilst human resources and IT followed closely with 24 per cent.

Finally, respondents from each department were asked which departments they clashed with most in terms of 'internal competition' and/or 'departmental 'feuds':

- IT places human resources at the top of the list
- Finance clashed most with sales
- Human resources and finance did not get along
- Sales clashed most with finance
- Marketing put IT at the top of their list

David Pinches, Head of Product Management at Sage comments, “Competition has always existed between departments in the business world, and different parts of the business will tend to use different terminology and language. However, as customers demand more, and business operations are required to become ‘slicker’, it will become increasingly important for the company and its various departments to communicate more effectively between one another.”

The survey questioned a total of 651 directors/heads of department across five different areas of the business including, finance, IT, human resources, sales and marketing. Companies ranged in size from 100 - 1000+ employees, looking at their attitudes towards sharing information across the company and the different departments they deal with.

About Sage

Sage (UK) Limited is a subsidiary of The Sage Group plc, a leading international supplier of business management software solutions. Formed in 1981, the Group was floated on the stock exchange in 1989 and now employs 10,500 people worldwide in its market leading companies throughout Europe and the USA. Further press information is available at <http://www.sagepresscentre.co.uk> or at <http://www.sage.co.uk>

About Sage 1000

Sage 1000 enables companies to optimise their resources, by automating processes and removing barriers between departments. It is one of the most complete business software packages aimed at the mid-market, combining CRM, ERP, reporting, workflow, web access and self-service. It has been developed to meet demand from businesses for a single business management software product rather than separate, integrated systems.



For more information, please contact your

Sage Business Partner, Pinnacle Computing:

UK: 0845 120064 ROI: 01 419 8990

www.pinnacle-online.com

sage@pinnacle-online.com