

Women's Careers in the Technology Industry

2011 Report



Executive Summary

Four years on from our last Women in Technology survey and women in the industry are still facing a glass ceiling.

61% of this year's respondents have more than 10 years experience in the technology sector, yet only 26% have reached senior management or board level, with most staying at junior or mid-level management. Many feel that they are being passed over for promotion in favour of male colleagues. These results indicate that the big strides towards equality that we had hoped for in 2007 have not yet happened and that the gender balance in the workplace still has a long way to go.

So why, when studies have shown that companies with women at board level outperform those without, are women still facing barriers to attaining the top level jobs and what can be done to overcome them?

Where there were concerns that long career breaks could be a reason that women miss out on promotions, the survey results do not differ greatly from in 2007, when the vast majority of our respondents had not taken and did not intend to take a career break after maternity leave.

Women in the technology sector appear to be split on whether or not it's necessary to act like a man in order to get ahead. 52% disagree with the statement, while 47% think that it's necessary to level the playing field by behaving in a masculine way. This could be another load bearer of the infamous glass ceiling, as there is no general consensus on what kind of behaviour results in career success.

Crèches, childcare assistance and women's support networks are only offered by little over a quarter of employers, reflected by the fact that the majority of women who are offered these facilities don't use them.

Feelings towards flexible hours and remote working have not changed greatly since our survey in 2007. Remote working is the most widely offered and popular option: 80% of employers allow their staff to work from home and 71% of women take up the opportunity. Another popular choice for women is flexible working hours - where 75% of businesses offer them, 61% of women take this option. Working part time or sharing a job were both rejected by the majority of women, who may have viewed them as soft options or compromises.

Alarmingly, many women do not trust their HR departments to be sympathetic to those juggling a delicate work-family balance, choosing instead to confide in colleagues or managers.

Although most respondents felt that a career in technology is no more detrimental to family life than a career in any other industry, there were a few other concerns raised. The consensus on IT's 'long hours' culture is a key concern – 75% of women believe that there is a long-hours culture within the industry. There were also concerns raised that flexible working hours were offered in theory but rarely implemented in reality which could be one of the factors holding women back from career progression, particularly where they have caring responsibilities for children or dependents.

The majority of respondents said that other women see working in technology as 'geeky'. However many said that they do not mind being labelled a geek but fear that this 'nerdy' image needs to be overhauled in order to attract more young women into the industry. More could also be done to mentor new technology staff in order to dispel the 'geeky' image of the sector.

There are positives to be taken from the latest survey results. Just 7% of respondents have left jobs in the past due to inflexible working conditions and the main reason for changing jobs was for better horizons elsewhere.

Salary, benefits, career opportunities and flexible working ranked as the top four reasons that women apply to certain businesses, so companies should take note if they wish to remain competitive and attract female talent.

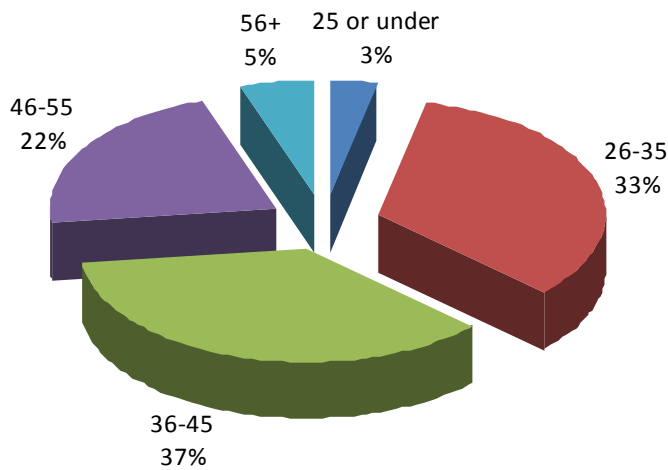
Interestingly over 80% of respondents said they would have to fill over three quarters of the criteria for a new role before they applied. In addition, a substantial number of the 7% who chose 'other' said they'd want to be able to fulfil over 80%, so in reality almost 90% of respondents want to fill the majority of criteria before they apply for a job. This shows that job advertisements with a long list of requirements may put many women off putting themselves forward and that employers must carefully consider how they present job opportunities if they want to attract more female candidates.

So, moving forward, what needs to be done to better facilitate the advancement of women in the technology sector? From the statistics and the comments, women are overwhelmingly anti special treatment initiatives, such as gender quotas. It seems that women are keen to be promoted on their own merits and for employers to provide the facilities to help them achieve their career goals.

This survey was completed by 586 respondents (581 females and five males) between 13th September 2010 and 1st October 2010.

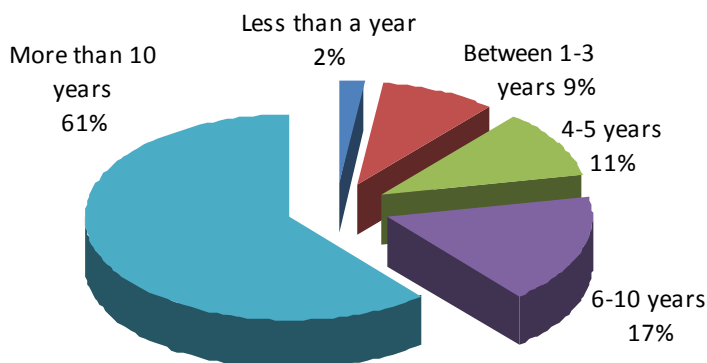
A Glass Ceiling?

Please indicate which age range you fall into:

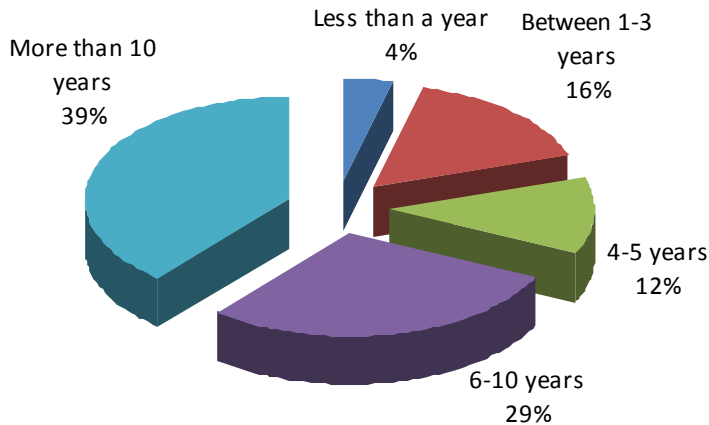


Q 1: How much technology industry experience do you have?

2010 - How much technology industry experience do you have?



2007 - How much technology industry experience do you have?



In the 2007 Women in Technology survey, almost 39% of the female respondents said they had more than 10 years industry experience but only 16% had reached senior management level. Three years on and women in the technology industry are still up against a glass ceiling. According to the 2010 figures, 61% of respondents have more than 10 years experience in the sector, yet just 26% are either senior managers or directors.

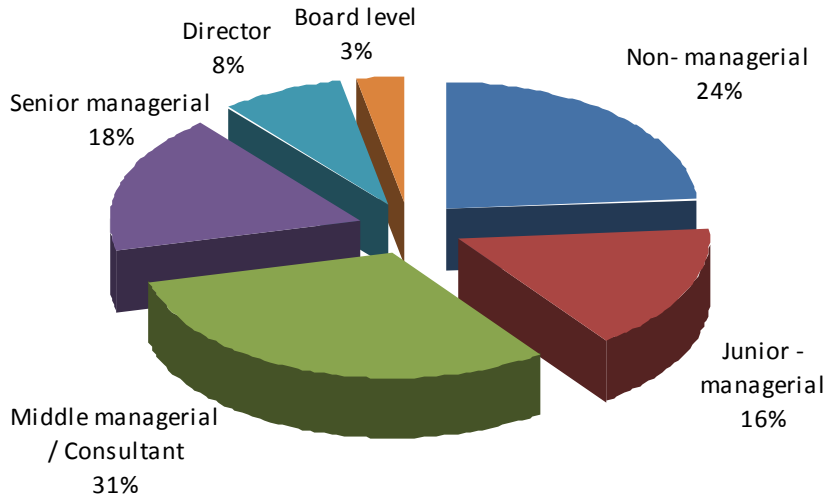
There is much evidence to suggest that companies with strong female representation at board and top management level perform better than those without¹. However, fewer women than men succeed in reaching the top level of organisations. Only 3% of 2010 respondents are board members.

Breaking the glass ceiling is not just about promoting gender equality for equality's sake. There is also a strong business case for inclusion and diversity. Research shows that women are no longer a minority in the highly qualified talent pool. Employers failing to tap into this valuable resource risk becoming less competitive in global markets.

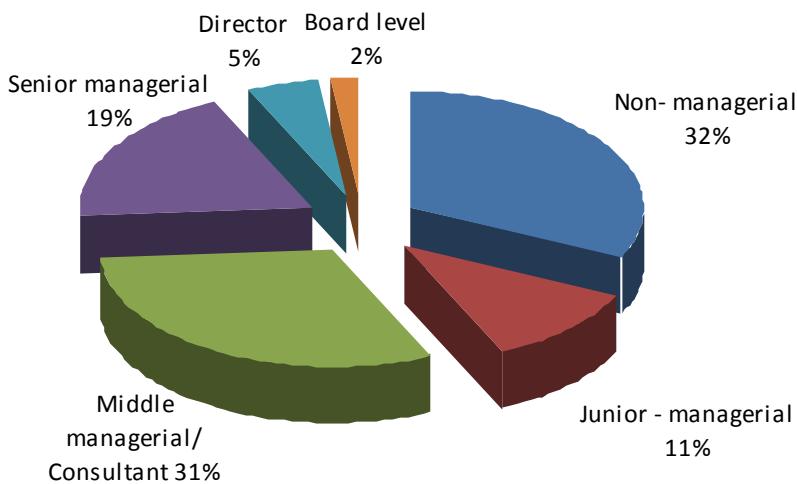
¹ Women Matter, McKinsey & Company, 2007

Q 2: What's the most senior level you've achieved in your technology career?

2010 - What's the most senior level you've achieved in your technology career?



2007 - What's the most senior level you've achieved in your technology career?



Almost 50% of respondents are either junior or mid-level managers or consultants, indicating that little progress has been made towards workplace gender equality since our 2007 survey. Many women highlighted the difficulties they faced in reaching senior positions. Although many respondents felt that they were consistently overlooked for promotion by senior management, many **of the female** respondents said that they were more interested in technical roles rather than managerial positions:

Q 2: What's the most senior level you've achieved in your technology career?

"I am not interested in management positions. I want to focus on technical skills instead."

"I enjoy a hands on role."

"I love the pure technical part of working in development -programming, designing, creating..."

Q 3: Caring Responsibilities

Almost 60% of our respondents do not have caring responsibilities for children or other dependents. The 2010 figures do not differ greatly from those in the 2007 survey. Almost 70% of respondents do not intend to have a career break, indicating that women working in the technology sector are more likely to return to work after a career break than not.

| | 2010 | 2007 |
|--|-------------|-------------|
| Working in technology (intend a career break) | 20% | 20% |
| Working in technology (don't intend a career break) | 69% | 70% |
| On maternity / career break (expect to return) | 3% | 3% |
| On maternity / career break (don't expect to return) | 1% | 1% |
| I no longer work in the technology industry | 7% | 5% |

Working Environment and Support

Q 4: Which of the following does your current (or last) technology employer offer?

| | Offered | | Not offered | |
|-----------------------------|---------|------|-------------|------|
| | 2010 | 2007 | 2010 | 2007 |
| Creche/Childcare assistance | 27% | 32% | 73% | 68% |
| Flexible hours | 75% | 72% | 25% | 28% |
| Job share | 34% | 40% | 66% | 60% |
| Remote working | 80% | 69% | 20% | 31% |
| Part-time working | 70% | 67% | 30% | 37% |
| Women's support network | 31% | 36% | 69% | 64% |

Uptake of facilities offered by employees

| | Offered and used | | Offered, not used | |
|-----------------------------|------------------|------|-------------------|------|
| | 2010 | 2007 | 2010 | 2007 |
| Creche/Childcare assistance | 5% | 11% | 95% | 89% |
| Flexible hours | 61% | 60% | 39% | 40% |
| Job share | 3% | 10% | 97% | 90% |
| Remote working | 71% | 66% | 29% | 34% |
| Part-time working | 18% | 24% | 82% | 76% |
| Women's support network | 24% | 49% | 76% | 51% |

The 2010 results show that ICT ranks high in the provision of progressive employment policies and facilities. A staggering 80% of companies in the technology industry offer remote working and women are increasingly taking up this option, with the number of women choosing to work remotely having risen by 5% since 2007.

Flexible hours remain popular where offered. 61% of our respondents had taken advantage of this facility and are happy with the benefits of doing so, especially those with caring responsibilities. Part-time working options, on the other hand, are not proving to be popular. The uptake is only 18% despite the fact that 70% of

employers offer this facility. The results of the survey show that there is still a fear amongst women in the technology sector that taking up the options of part-time and flexible working would be detrimental to their careers:

“The company offers some flexibility but women taking up options of part time and flex type working undoubtedly suffer in the promotion stakes. They simply don't get the recognition...”

The 2010 figures, compared to those from 2007, show that the demand for crèches, childcare assistance and women's networks has dropped significantly. Only 5% of respondents use childcare assistance where offered while a staggering 76% choose not to be involved in women's networks.

This result raises questions about the effectiveness of these networks women's attitudes towards receiving support. According to the survey, many women believe that the support provided by companies shouldn't be gender specific and do not wish to be treated differently from their male colleagues:

“I receive the same support as my male colleagues - and I would not expect to be treated differently because I am a woman.”

“I expect and hope that the support is for my performance not my gender.”

“I don't expect special support as a woman. I expect support to help me do the job I am employed to do.”

The survey also revealed that a large proportion of women believe that the technology industry provides progressive policies in theory but not in practice. It was reported that the responsibility for the implementation of these policies often lies with managers and directors and, more often than not, there are no mechanisms in place to ensure consistency in their application.

“While flexible hours are a possibility it is not actively encouraged by management and seen as quite career limiting.”

One cause for concern is that HR departments are seen as largely unsupportive - less than 40% of the respondents find the support they receive from their HR teams to be good or excellent:

“HR are very jobsworth & don't seem capable of tailoring things to an individual.”

“HR is the worst for understanding the needs of women with families. In my experience in both academia and industry the HR departments were the least likely to support/innovate flexible policies for women in technology careers.”

Q 5: Please rate the support you received as a woman employee from the following groups of people in your current (or last) job:

| | Excellent | Good | OK | Poor | Non - existent |
|-----------------|------------------|-------------|-----------|-------------|-----------------------|
| Management 2010 | 14% | 33% | 29% | 11% | 8% |
| 2007 | 14% | 33% | 34% | 12% | 7% |
| My boss 2010 | 24% | 31% | 23% | 10% | 7% |
| 2007 | 26% | 31% | 24% | 11% | 8% |
| Colleagues 2010 | 20% | 40% | 28% | 5% | 3% |
| 2007 | 19% | 41% | 29% | 7% | 4% |
| Juniors 2010 | 15% | 32% | 30% | 1% | 5% |
| 2007 | 13% | 38% | 32% | 6% | 11% |
| HR 2010 | 11% | 25% | 25% | 15% | 12% |
| 2007 | 12% | 27% | 33% | 15% | 13% |

Being a Woman in the Technology Industry

| | Ag + | Ag | Dis | Dis+ | N/A |
|--|------|-----|-----|------|-----|
| Being a woman hasn't been detrimental to my career in technology | 15% | 45% | 27% | 11% | 2% |
| 2007 | 15% | 44% | 32% | 9% | |
| If you want to get ahead in a technology career, you have to act like a man | 10% | 37% | 40% | 12% | 1% |
| 2007 | 13% | 33% | 42% | 11% | 1% |
| Technology careers are no more detrimental to family life than other career options | 15% | 51% | 21% | 7% | 7% |
| 2007 | 15% | 46% | 29% | 9% | 1% |
| Other women are more likely to see me as 'geeky' because I work in technology | 18% | 41% | 32% | 7% | 2% |
| 2007 | 14% | 34% | 39% | 13% | 2% |
| Technology employers typically have a 'long hours' culture | 23% | 52% | 23% | 2% | |
| 2007 | 28% | 47% | 22% | 3% | |
| My current / last technology employer's working environment is sympathetic to the needs of women employees | 9% | 48% | 28% | 9% | 6% |
| 2007 | 12% | 51% | 30% | 7% | |
| More should be done to encourage women to return to their technology careers after maternity | 36% | 48% | 8% | 1% | 7% |
| 2007 | 40% | 48% | 10% | 1% | 1% |
| The 'nerdy' image of technology puts girls off of technology careers | 15% | 41% | 32% | 6% | 6% |
| 2007 | 16% | 39% | 36% | 9% | |

Key

- Ag + Strongly Agree
- Ag Agree
- Dis Disagree
- Dis+ Strongly Disagree

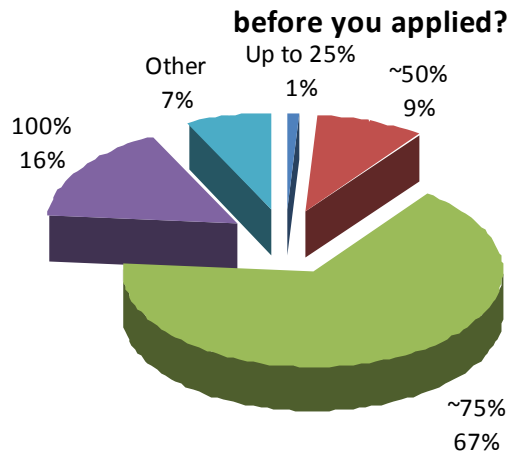
60% of survey respondents say that their gender has not been detrimental to their careers and 52% of the respondents believe that they don't have to act like a man to be successful. However, many women reported to have, at some point in their careers, experienced gender discrimination and believe that the IT industry has a 'macho culture'.

The consensus on IT's 'long hours' culture is a key concern – 75% of women believe that there is a long-hours culture within the industry. The majority of women feel that a concerted effort is necessary to encourage women to return to their technology careers after maternity leave. In general, respondents think that the technology industry does not impact family life any more than other sectors. However, since 2007 there has been a slight decrease in the number of women who view their working environment as sympathetic to the needs of female employees.

The 'nerdy' image of the industry is still seen as a major concern for most women. 41% of respondents believe that young girls are put off pursuing a career in the technology industry by the sector's 'nerdy' image. Many respondents think that the industry needs to set up more initiatives to inspire and educate young girls about technology. Also, more positive role models could help to dispel the myth that the industry is 'geeky'.

Recruitment & Retention

2010 - When you're applying for a new role, what percentage of the role requirements would you feel you need to currently fulfil before you applied?



Over 80% of respondents said they would have to fill over three quarters of the criteria for a new role before they applied. However a substantial number of the 7% who chose 'other' said they'd want to be able to fulfil over 80%, so in reality almost 90% of respondents want to fill the majority of criteria before they apply for a job. Only one in ten said they would apply for a job if they met up to half of the criteria. This shows that job advertisements with a long list of requirements may put many women off putting themselves forward and that employers must carefully consider how they present job opportunities if they want to attract more female candidates.

"If a recruiter is looking for 20 skills, I'd want to have a knowledge of all 20. I would not want to apply for a role I am underqualified for."

"90% - I wouldn't feel confident applying if lower."

"Women don't understand that it doesn't need to be a 100% match. That fallacy must be combated."

Q 6: When you're looking for a new job, apart from the role itself, what else makes you apply to a firm?

| | |
|--|-----|
| | |
| The salary on offer | 81% |
| The benefits package available (pension, healthcare etc). | 72% |
| The longer term career opportunities | 67% |
| The availability of flexible working | 57% |
| Their brand | 43% |
| Their commitment to 'corporate social responsibility' | 33% |
| Their adoption of social media/new technology | 20% |
| Other | 18% |
| The existence of an internal women's network/support functions | 8% |

It appears that remuneration is still the priority for women jobseekers in IT. The top two factors that drive respondents to apply for a position are the salary and benefits package. Opportunity for promotion and career progression was the third most popular answer. A strong brand and the provision of flexible working practices are important to over 40% of the respondents, whereas less than 10% said that a women's network would encourage them to work for an organisation.

"The working environment is very important to me - I need to be able to feel like I'm contributing, not just another number / wheel in the machine."

"I am the major breadwinner so I need good pay, good benefits, career opportunities and flexible hours, not necessarily in that order."

"I have not thought of an internal women's network - I'll put this on my list of questions to ask if I attend an interview."

Q 7: When you have left IT roles in previous companies, what has prompted you to do so?

| | |
|---------------------------------------|-----|
| Better career opportunities elsewhere | 51% |
| Lack of internal promotion | 33% |
| Your manager (boss, team leader etc). | 31% |
| Lack of a salary increase | 28% |
| Redundancy | 25% |
| Other | 18% |
| You were headhunted into a new role | 17% |
| Lack of flexible working/support | 15% |
| Maternity leave | 5% |

The majority of respondents said that when they have left previous positions this was because of career progression. The top answer was that they left for better opportunities elsewhere but there were also ‘push’ factors, with a third of respondents saying they left because of a lack of internal promotion and over a quarter saying they left because of a lack of pay rises. Interestingly almost a third said they have left a position in the past due to an issue with their manager.

Comments

Which of the following does your current (or last) technology employer offer? Do you use the facility if available?

"I do know that my employer offers childcare vouchers that are deducted from one's pay pre-tax. But I've only begun looking more into the details now that I'm pregnant."

"Whilst the company provides flexible hours, it's not widely publicised and wouldn't be available for my role. Remote working is offered to employees, but it's on a case by case basis and wouldn't be available to my role."

"I was working for IBM when I had my children many years ago. They offered a wide range of support, and I took them up on all of it. My current employer is a Professional Services Firm, and my requirements for support are very different as my children are much older."

"In theory they offer a job share but in practice I was refused. They said it would be too complex and expensive."

"New to this company so there may be more of these offered which I'm unaware of. BUT, if they are offered they aren't shouted about or encouraged."

"My company is very supportive of the facilities for both women and men."

Please rate the support you received as a woman employee from the following groups of people (My Boss, Colleagues, Juniors, HR) in your current (or last) job:

"I haven't had stellar support as a female employee, but I think it's beginning to change."

"I don't believe I have been treated any differently by anyone at work for being a woman. And I had had no need for them to do so."

"The question is not support. That is there, the question is how does the need for "support" impact your career in intangible ways?"

"I have never felt that I was given (day to day) any more support than any other employee."

"HR at almost every company sucks and they are almost always women as first line of defence. Not many junior women out there – more women my age 40+."

“Not really sure what support I require ‘as a woman’ – a lot of the companies I’ve worked with / for haven’t provided adequate support for ANY of their employees, not gender biased support. Perhaps the lack of provision is more keenly felt by some women though. I have often found getting respect is the main issue, so I’m treating ‘receiving support’ as giving you the respect you should deserve as a person/colleague/superior, etc and being flexible towards my – and other female colleagues’ – needs when dealing with health, dependants, etc. issues which are generally deemed women’s issues. In start up and marketing environments I’ve found male juniors are often incredibly resistant to female supervisors; we have to prove our worth.”

“My boss was supportive as she was a woman herself. The male bosses had no sympathy or understanding towards working mothers.”

“Given wrong information by HR on maternity holiday entitlement so returned to work earlier than needed to. Had already confirmed nursery start date so had to pay nursery fees regardless of whether my child attended or not. Some flexibility by my boss to pay out some holidays but due to workload, it was impossible to take all the holidays prior to year end so lost 2 days holiday. No contact by boss or HR during my maternity leave.”

When you’re applying for a new role, what percentage of the role requirements would you feel you need to currently fulfil before you applied?

“80-90%. The market for my work area is very competitive and if you don’t score almost 100% the CV will not be reviewed.”

“You have to apply on spec and bluff your way through, same as a man would do. False modesty never got anybody a job. Nevertheless, I have had interviews where they’re asked me in (based on my CV), taken one look at me as I’ve walked through the door, thought ‘No!’ (you can see it on their faces) but then we’ve had to go through the charade of the interview.”

When you’re looking for a new job, apart from the role itself, what else makes you apply to a firm?

“I think corporate social responsibility is a bit of a marketing hoax. Benefits package and flexibility are very important.”

“I am the major bread winner so I need good pay, good benefits, career opportunities and flexible hours, not necessarily in that order.”

“Not having to commute is a big one for me, I live near the city centre and I like to walk to work. My work/life balance is important as I prefer to be out having fun! I don’t rate CSR as it tends to be just PR for the company with staff being dragooned into attending tree-planting sessions at the weekends. Ditto all that after-work social stuff – I only want to see colleagues when I’m being paid to. I’ve never considered ‘support networks’, so I don’t look for them.”

Which are the people who, in your view, could do the most to support the agenda of women working in technology?

“This assumes a common agenda; we’re both women by my concerns as a married lesbian with no kids are likely to be very different from a straight single mum.”

“Female Senior Managers should get it on the agenda, but with support from other respected Managers.”

“HR, other senior women in IT.”

“Other women. I don’t believe that any man should be responsible for progressing women in technology. Surely it shouldn’t matter. I would never want to be singled out and receive special support because I am a woman. That would assume I am unable to do it myself, which is untrue.”

What do you think could be done to increase the number of women working in IT?

“More female mentors and role models in schools and universities.”

“Show girls how varied IT is; it’s not all programming or coding. Keep women in the industry with career advice and support like the webinars you run.”

“I think to really capture girls at school. Going into schools and giving talks on the salary and opportunities available.”

“Get rid of the culture of long hours – it’s not family friendly.”

“It is the woman’s choice – I don’t see a barrier.”

“Schools teaching girls separately?”

“Lose the nerdy, geeky image of IT”

“More role models in media. More in women’s magazines”

Contact Us

For further information about the survey, please contact:

Maggie Berry
Managing Director
Women in Technology
020 7422 9214
mberry@womenin.co.uk

Theodora Kalessi
Programme Executive
Intellect
020 7331 2058
theodora.kalessi@intellectuk.org



womenintechology.co.uk is an organisation committed to helping women build successful and satisfying careers in the technology profession and since our launch in 2005 we have grown into a network of nearly 7,000 individuals. Our strategic aim is to increase the number of women working and achieving in the UK's technology profession which we do by providing relevant networking opportunities and holding events that will support our members in building the highly successful and satisfying IT career they've always wanted.

We work with companies to put diversity at the forefront of their recruitment and employment policies, in part by helping them recruit more female technologists. We provide a complete recruitment service, offer a dedicated online IT job board, regularly host and co-host networking events, run personal development and career-orientated training courses and provide in-depth information about key matters affecting the IT industry and the people who work within it.

To find out more, check out our website www.womenintechology.co.uk, follow us on Twitter [@womenintech](https://twitter.com/womenintech) or [@womenintechjobs](https://twitter.com/womenintechjobs), join our LinkedIn group 'Women in Technology UK' or become a fan of our Facebook page 'Women in Technology'.



Intellect is UK's leading High Tech trade association. provides a collective voice for its members and drives connections with government and business to create a commercial environment in which they can thrive. Intellect represents more than 780 companies ranging from SMEs to multinationals. As the hub for this community, Intellect is able to draw upon a wealth of experience and expertise to ensure that our members are best placed to tackle challenges now and in the future.

Intellect's Women in IT Forum is designed to promote the benefits of diversity in the IT industry in order to improve the recruitment and retention of women in the industry and IT related jobs. The Forum provides networking opportunities for women working in the IT industry, highlights support mechanisms which exist to improve equality and diversity in the IT industry, and disseminates best practice.

www.intellectuk.org