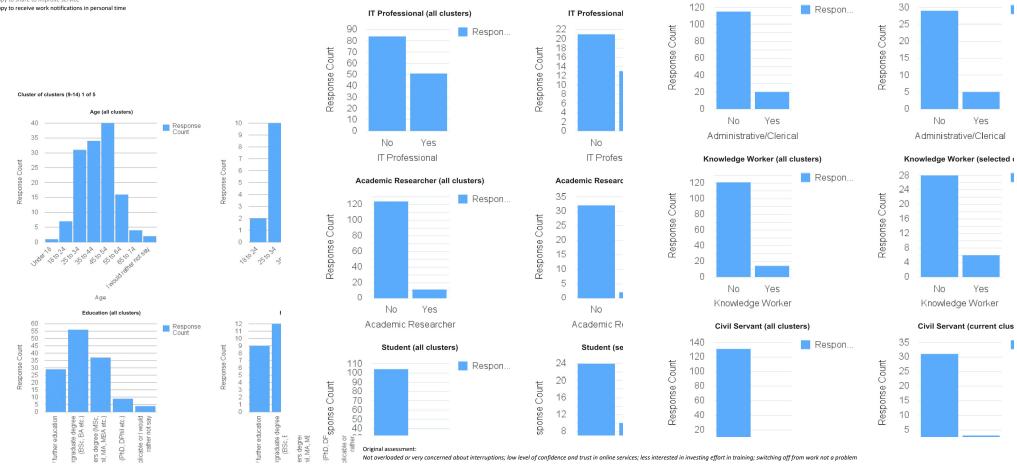
CLUSTER 1 Keep work and personal separate Easy to switch off from work

Overload, miss things

Not comfortable sharing Not happy to share to improve service

Not happy to receive work notifications in personal time



Not overloaded or very concerned about interruptions; low level of confidence and trust in online services; less interested in investing effort in training; switching off from work not a problem

Admin/Clerical (all clusters)

Admin/Clerical (selected clu

Cluster of clusters (9-14) 1 of 5