ABSTRACT

The lack of local studies pertaining to the impact of Information Communication Technology (ICT) on the demand for office space is the prime motivator for this study. Although several studies have been done abroad, controversy still arise as to whether the demand for office space would be reduced by the adoption of new working practices and automation in various aspects of office operations.

The author conducted a survey on office users in the central business district of Singapore. The primary data collected from the survey is then analyzed in the second stage of the research using logit model and chi-square test.

It is found that the impact of ICT in reducing the demand for office space is not profound. Although there is wide consensus among the respondents that ICT has the effect of increasing productivity and improving customer service, only a small proportion of respondents experienced a reduction in the number of employees. The results from the logit model further suggest that the probability of a reduction in office space increased when firms encourage the adoption of new working practices. The availability of a company’s webpage would also lead to a reduction in the likelihood variable.