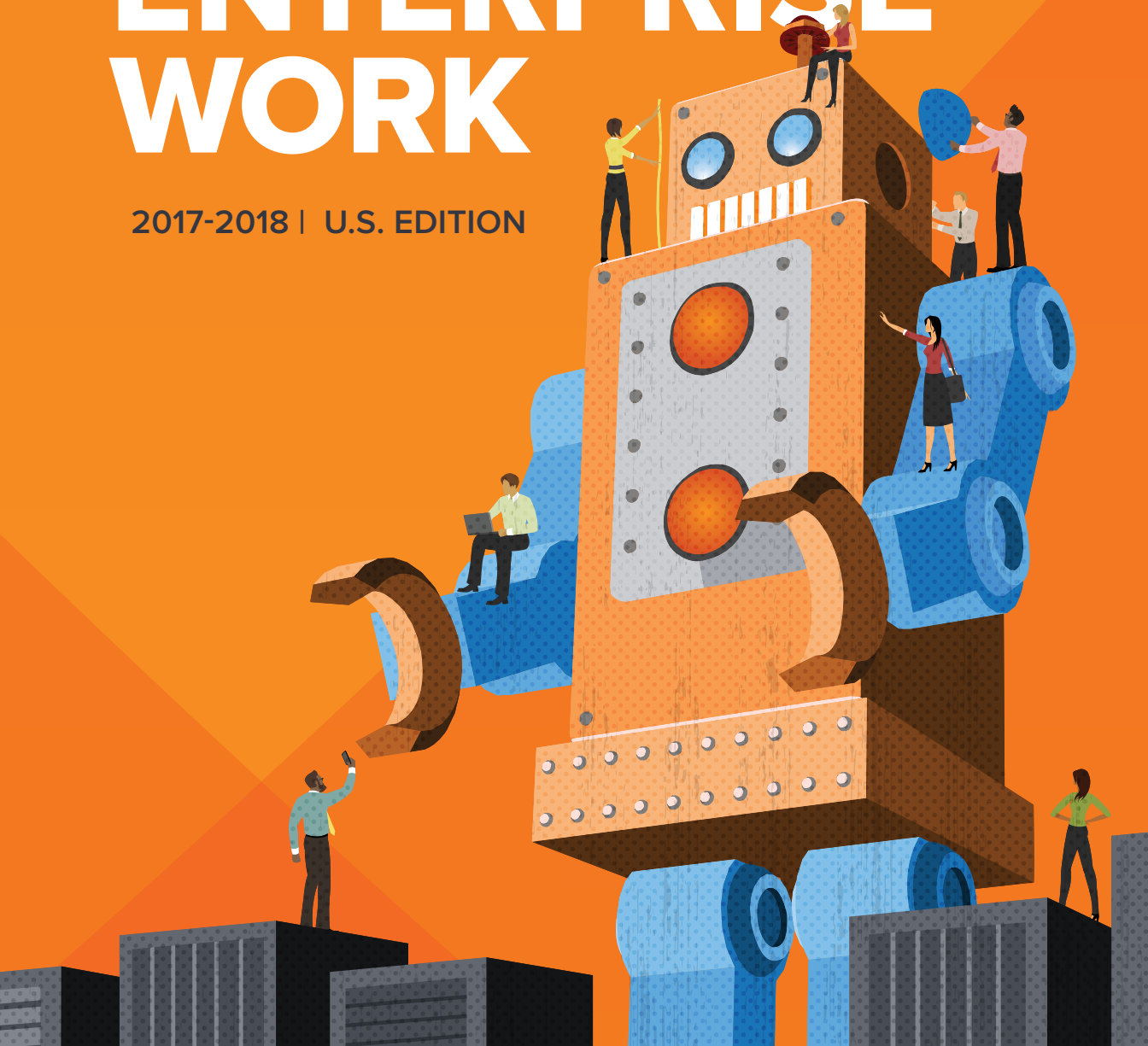




THE STATE OF ENTERPRISE WORK

2017-2018 | U.S. EDITION





The survey was conducted online by Regina Corso Consulting between June 29 and July 11, 2017, among 2,001 U.S. respondents, all of whom are employed by a company with at least 500 employees, work on a computer, and collaborate with other people on projects.

To learn more about the 2017-2018 State of Enterprise Work Report, visit: workfront.com/stateofenterprise



Send any inquiries to Workfront at: social@workfront.com

INTRODUCTION

**What changes are we seeing in the ways enterprise teams manage work?
And what will it look like in five years?**

This year, for our fourth annual State of Enterprise Work Report, we surveyed 2,001 enterprise workers across the U.S. Our goal: to capture not only how work is being done and what challenges knowledge workers see in the present, but also how they see current workplace trends playing out in the near future. In their responses, we spotted three major themes:

- 1. Wasteful practices and tools—namely email and meetings—continue to thwart worker productivity.** As in years past, poorly used meetings and email topped the list of things that keep knowledge workers from getting work done, with U.S. workers having an average of **199 unopened emails in their inboxes** at any given time. This report certainly makes the case that email has reached the limits of its effectiveness as a work management tool.
- 2. Flexibility is on the rise.** More and more companies are seeing the benefits of allowing their team members to work outside the office and outside standard business hours. This is seen in the **79% of knowledge workers who now have the ability to use flextime**. It's also seen in the 8 hours that the average knowledge worker now works from home every week.
- 3. Automation is the future.** Contrary to much of the fear-mongering around the topic of work automation, four out of five knowledge workers see it as a chance to rethink work in new and exciting ways. **Sixty-nine percent believe work automation will give them back time to perform their primary job duties better.** The only hesitation that exists seems to lie in how much of work will ultimately be done by machines and how much will still require the human touch.

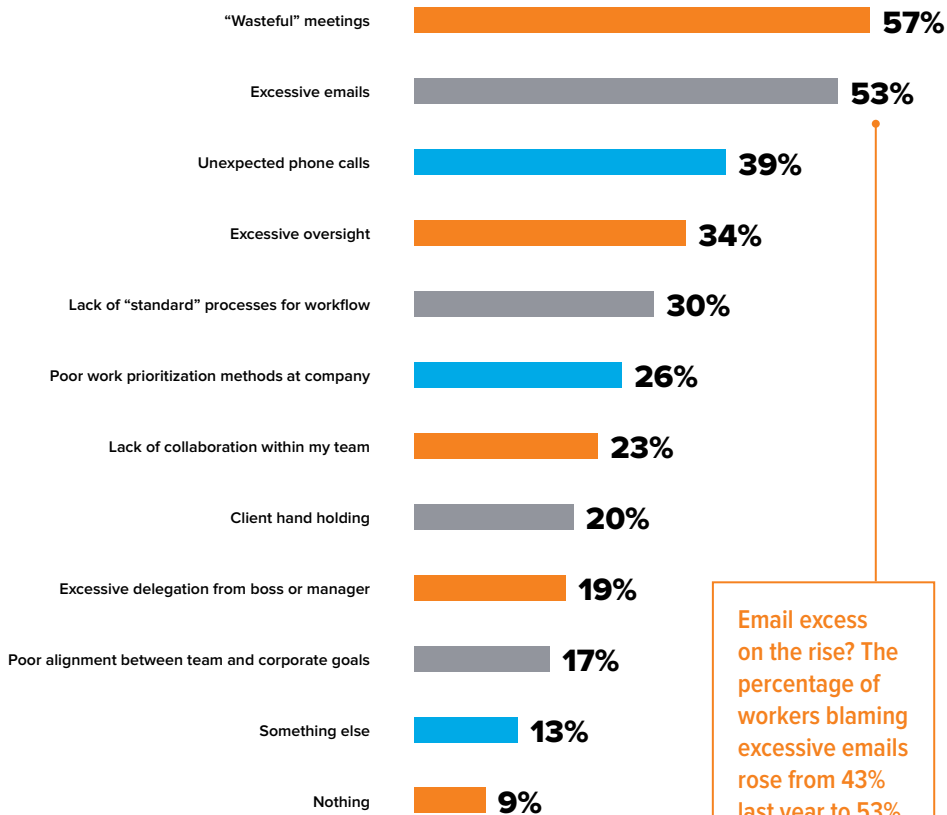
This report will help business leaders better understand how technology and process are shaping our present and how they can harness these tools for a more successful tomorrow.

WHAT'S GETTING IN THE WAY OF WORK

This report finds knowledge workers continuing to be thwarted by tools and practices that are intended to facilitate productivity and collaboration. Again this year, wasteful meetings and excessive emails top the list of productivity killers, forcing knowledge workers to spend less than half of their time on the work they were actually hired to do. Finally, frustration with the lack of organization, especially for younger workers, is apparent.

QUESTION

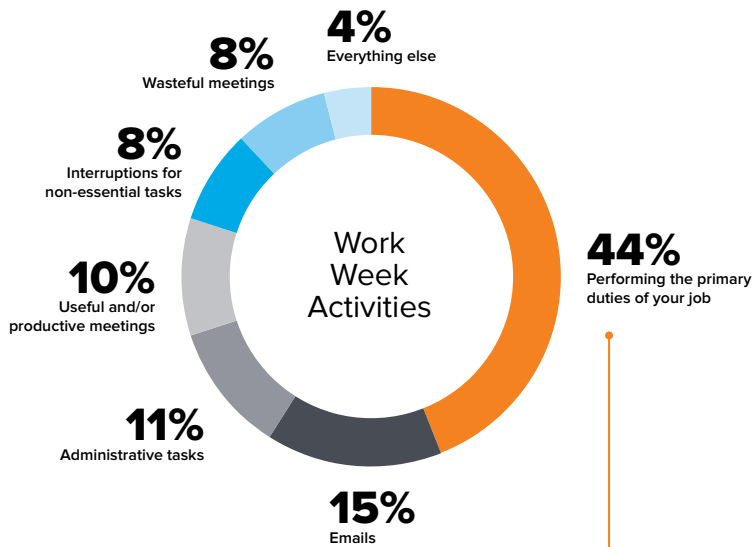
Which of the following, if any, ever get in the way of your work?



[N=2,001; population: office workers in the U.S.]

QUESTION

Please give a best guess estimate for what percentage of your work week is taken up by each of the following.



After email, meetings, and administrative tasks, workers have less than half of their workweek left for their primary job duties.

[N=2,001; population: office workers in the U.S.]



QUESTION

How strongly do you agree with the following?

% saying strongly/somewhat agree

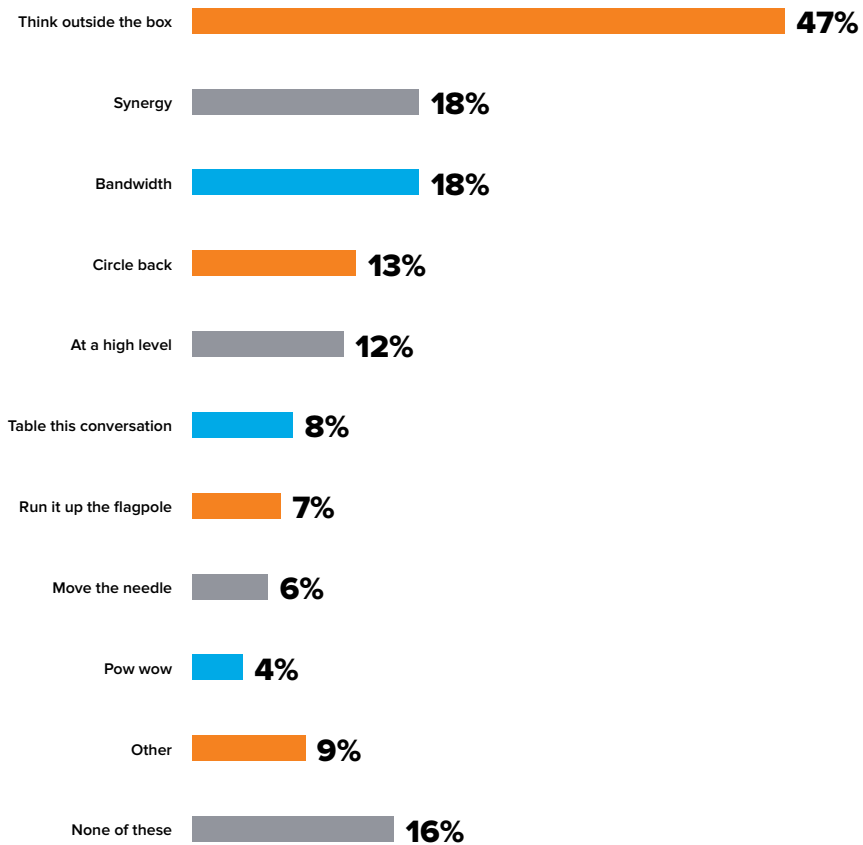


Generation Mess? Younger knowledge workers (age 18-35) were more likely to feel that their organizational abilities were falling short.

[N=2,001; population: office workers in the U.S.]

QUESTION

Which one or two of the following office buzzwords or phrases do you think are most overused today?



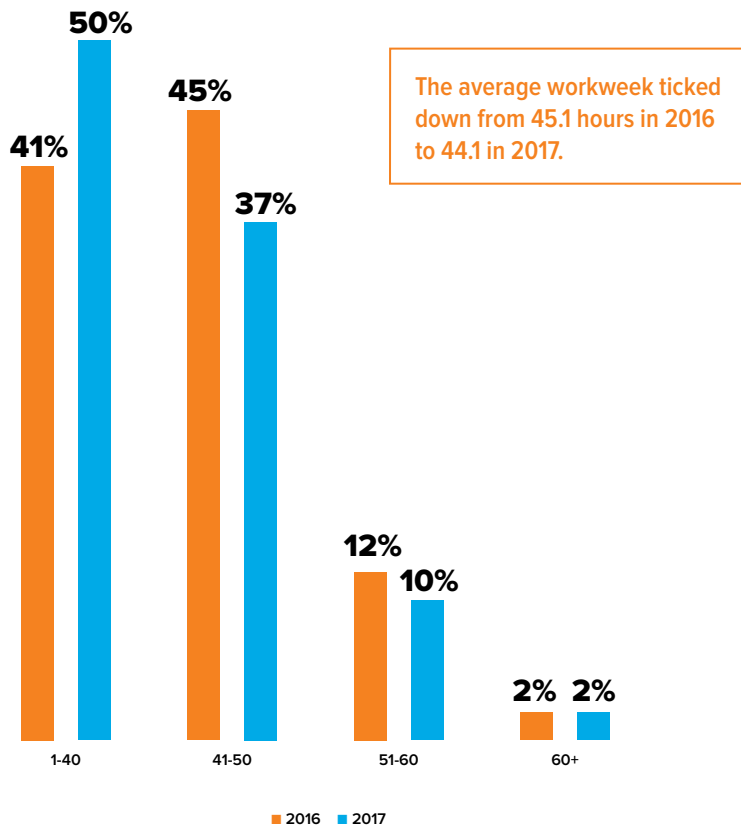
[N=2,001; population: office workers in the U.S.]

HOW KNOWLEDGE WORKERS ARE USING THEIR TIME

‘FLEXIBILITY’ is the watchword when it comes to knowledge workers’ schedules. They are working fewer hours, on average, than they did last year, and they are not content to spend those hours in the traditional, “in-the-office,” “nine-to-five” paradigm. The average knowledge worker is taking advantage of flextime arrangements and working from home for a significant chunk of the week.

QUESTION

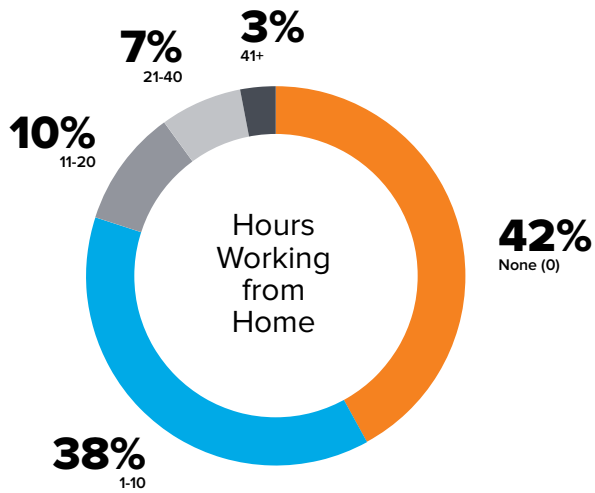
Overall, how many hours do you work in a typical week?



[N=2,001; population: office workers in the U.S.]

QUESTION

And how many hours do you work from home in a typical week?

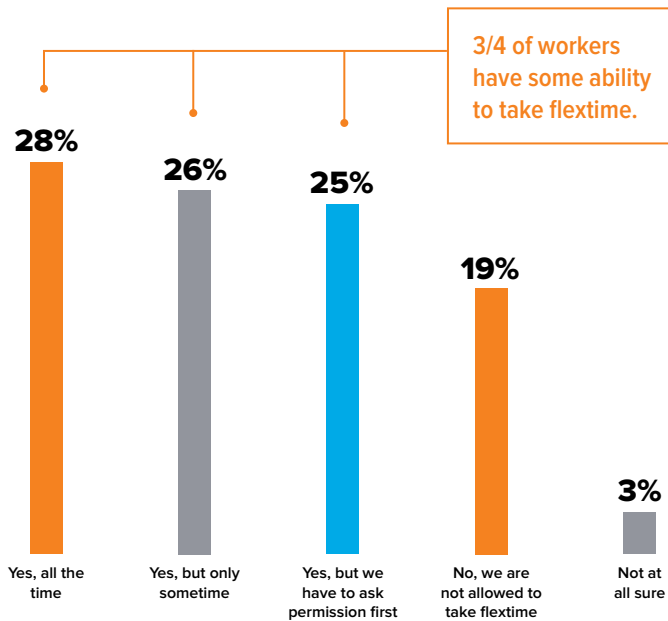


The average worker does their work from home for 8 hours per week.

[N=2,001; population: office workers in the U.S.]

QUESTION

Does your office allow flextime (i.e., the ability to start your day earlier or later and then leave earlier/later or being able to work outside standard work hours)?



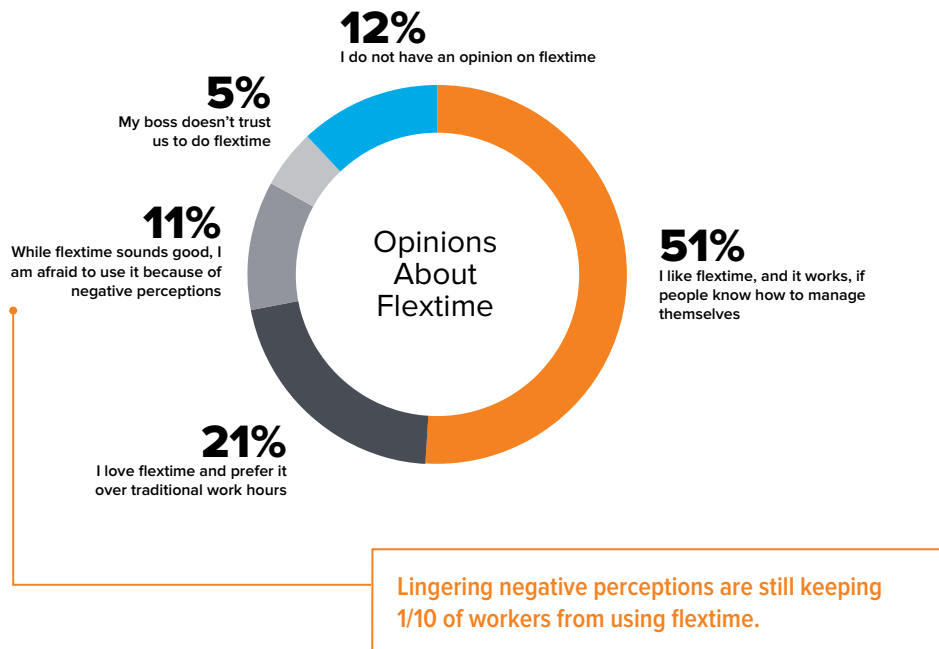
FLEXTIME DISPARITY: workers at larger companies are more likely to be allowed to take flextime than those at smaller companies.

[N=2,001; population: office workers in the U.S.]



QUESTION

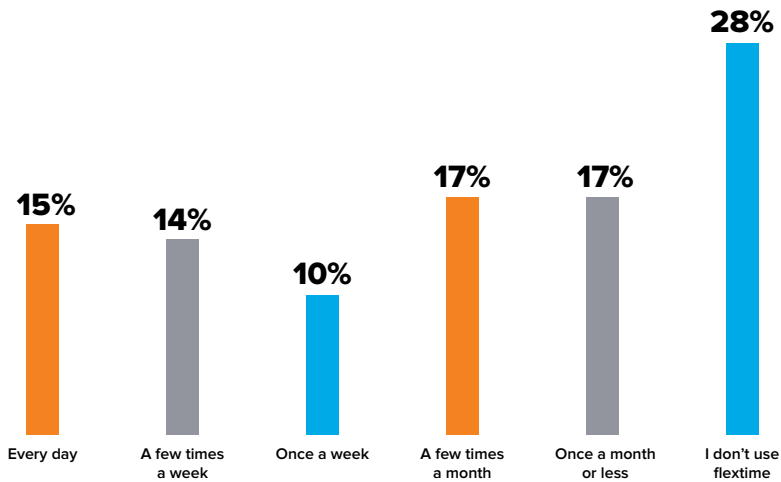
When it comes to flextime, which is closer to your opinion?



[N=2,001; population: office workers in the U.S.]

QUESTION

How often, if at all, do you take advantage of flextime?



Older workers (age 36+) are more likely than younger workers to work more hours and not use flextime.

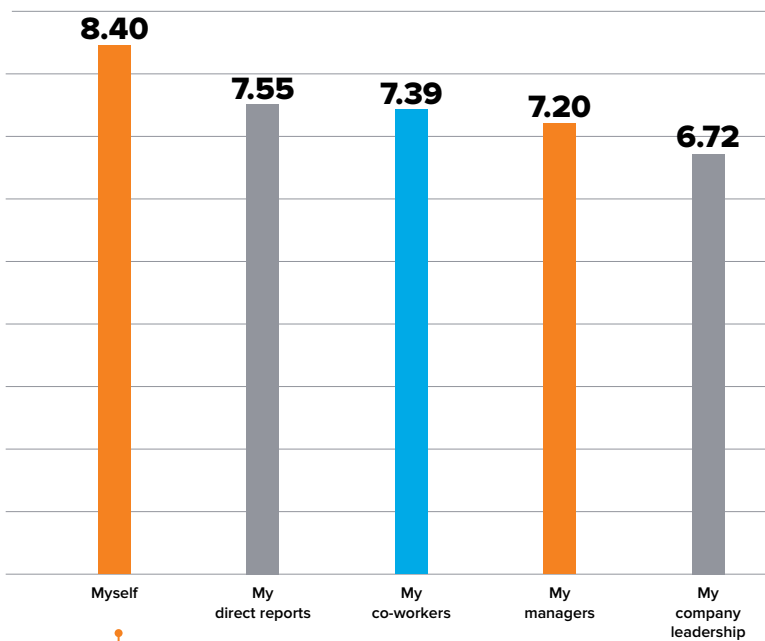
[N=2,001; population: office workers in the U.S.]

HOW KNOWLEDGE WORKERS ARE GETTING WORK DONE

On the topic of productivity, subjectivity reigns with knowledge workers. Just as in previous years' reports, workers rate themselves highest in productivity than their co-workers or superiors. While this might be accurate, it's more likely that a lack of visibility into what each team member is working on is to blame.

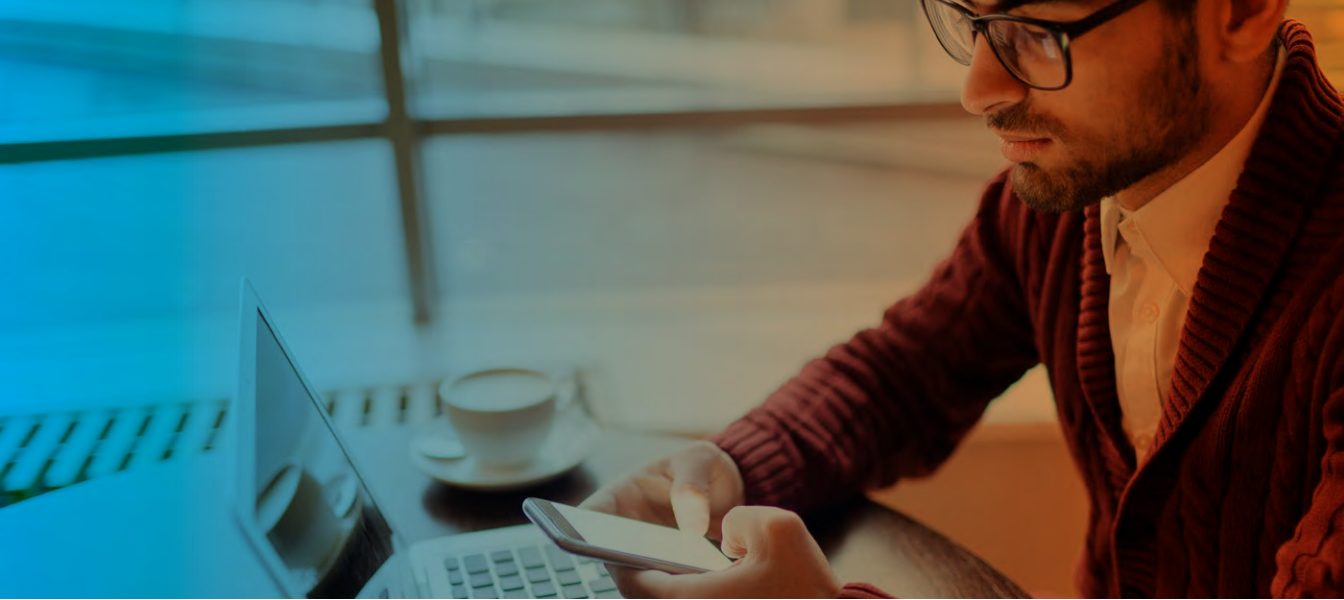
QUESTION

How would you rate the following groups overall with regards to their productivity?



Pat yourself on the back much? For the last two years, knowledge workers have thought more highly of their productivity than others'.

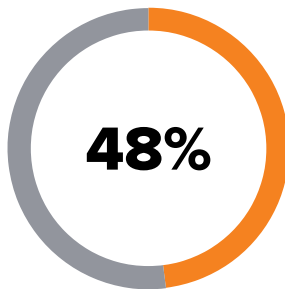
[N=2,001; population: office workers in the U.S.]



QUESTION

How strongly do you agree with the following?

% saying strongly/somewhat agree



“When there is a major news event, productivity in the office drops significantly.”

Younger workers (age 18-35) are more likely than their older counterparts to say that major news events significantly affect office productivity.

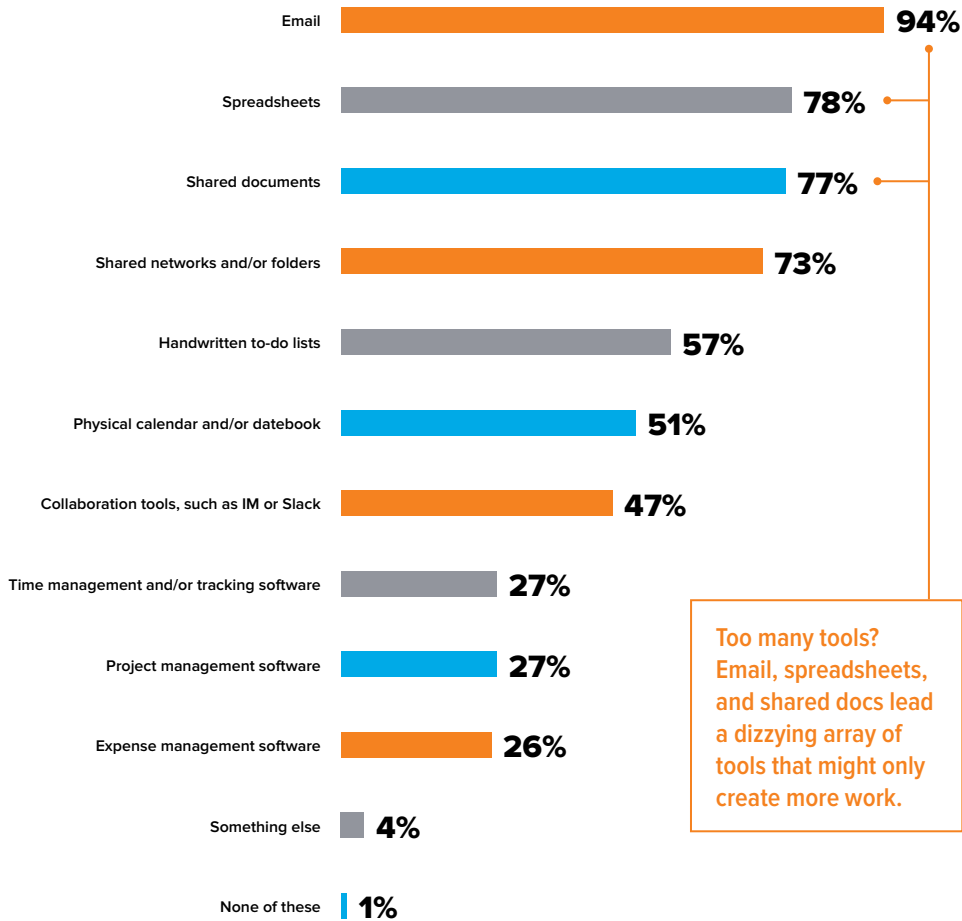
[N=2,001; population: office workers in the U.S.]

HOW TOOLS ARE HELPING/ HURTING KNOWLEDGE WORKERS

U.S. knowledge workers have no shortage of work management tools, not the least of which are those old standbys email and spreadsheets. Email, for all the problems it solves, seems to be creating new problems as it is stretched far beyond its original purpose, stealing workers' time and preventing them from finding critical project information. Finally, as more and more technology lets workers work remotely and at non-standard times of the day, those tools appear to be redefining—or erasing altogether—the boundaries between work and personal life.

QUESTION

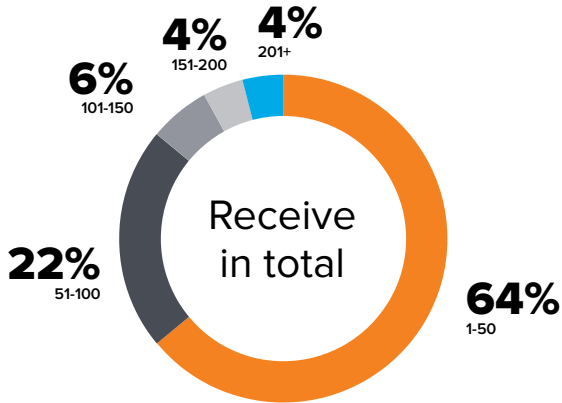
Which of the following tools, if any, do you currently use to manage your work?



[N=2,001; population: office workers in the U.S.]

QUESTION

On a typical day, how many emails do you...?



Of the 68 emails received per day by the average knowledge worker, 21 will be junk and 27 will demand some kind of answer or action.

Receive that are junk



Receive that you have to answer/do something about



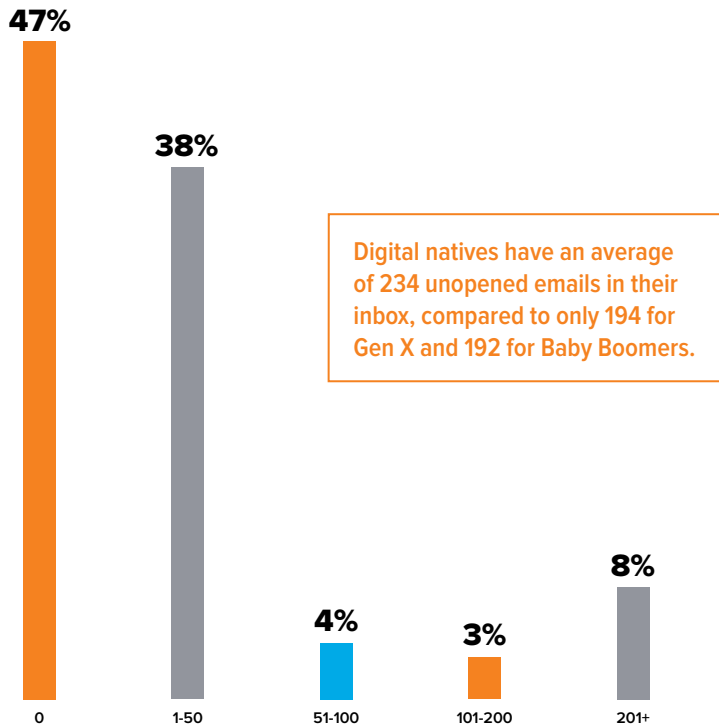
Send



[N=2,001; population: office workers in the U.S.]

QUESTION

How many emails do you currently have unopened/unread in your inbox?



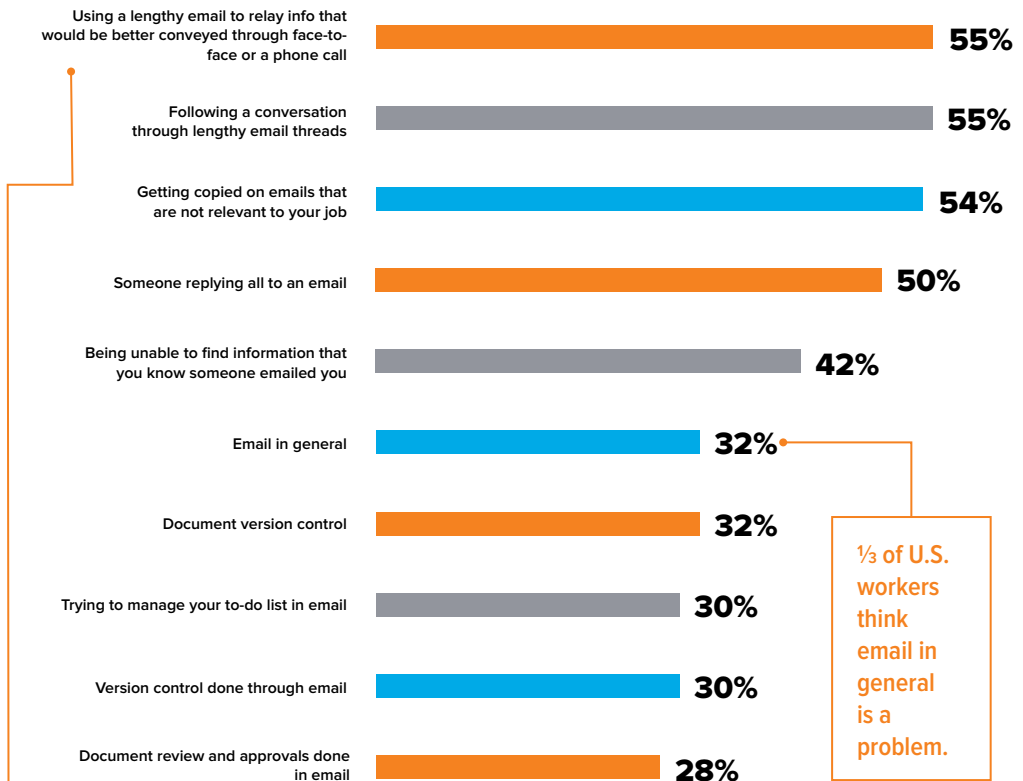
America's bloated inbox: U.S. workers have, on average, almost 200 unread/unopened emails, compared to only 134 for UK workers.

[N=2,001; population: office workers in the U.S.]

QUESTION

How much of a problem would you say each of these are when it comes to email?

% saying a big/somewhat of a problem



The edge of email's effectiveness: For the majority of knowledge workers, the inability to convey or find critical information in email is a significant problem.

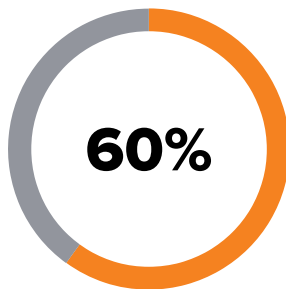
[N=2,001; population: office workers in the U.S.]



QUESTION

How strongly do you agree with the following?

% saying strongly/somewhat agree

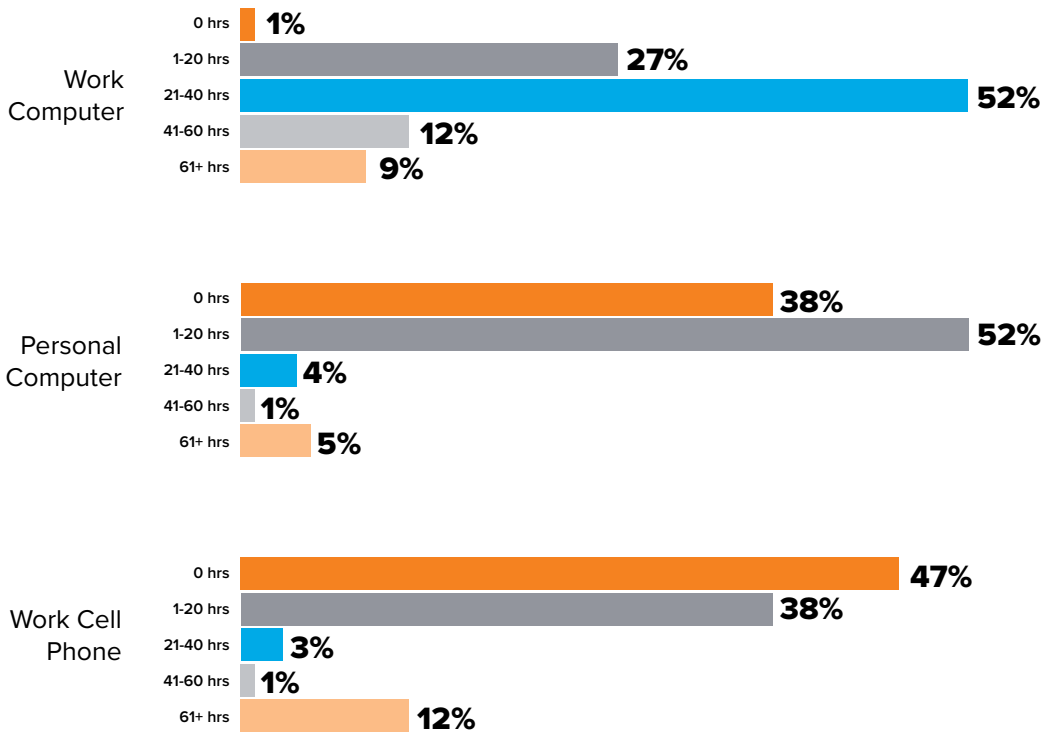


“The time I have to spend dealing with email is time I could be more productive.”

[N=2,001; population: office workers in the U.S.]

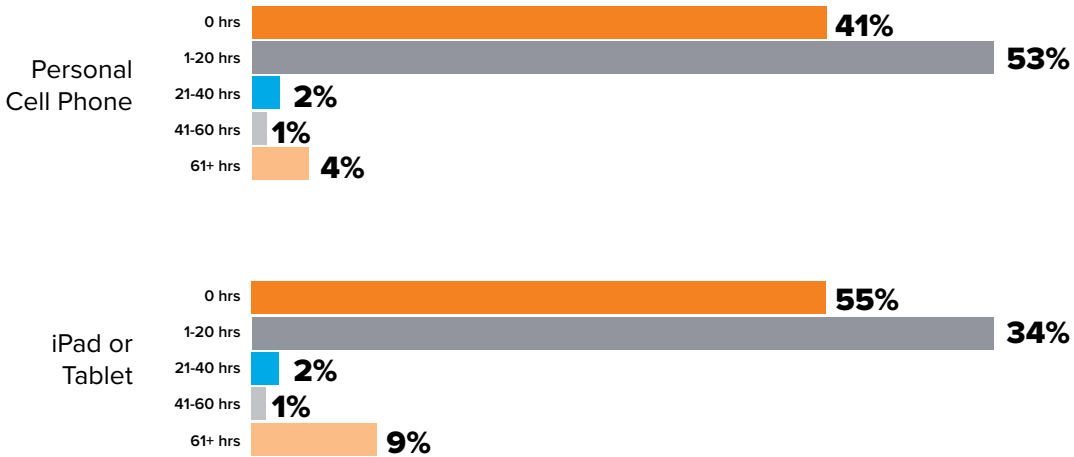
QUESTION

Thinking of an average week, how many hours would you say you spend doing work on each of these devices?



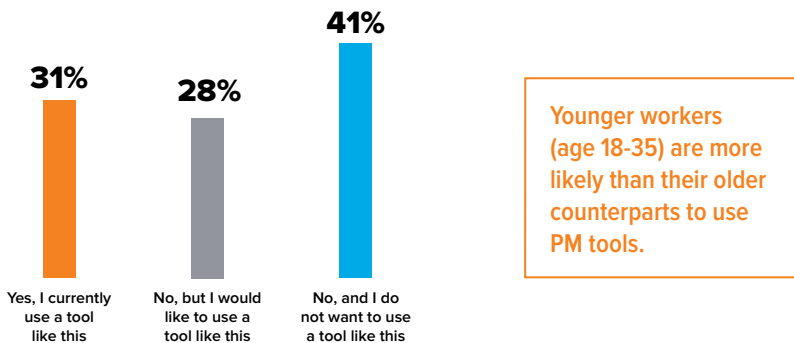
With workers toggling back and forth between work and personal devices, technology is clearly blurring the lines between work and personal life.

[N=2,001; population: office workers in the U.S.]



QUESTION

During the course of your day, do you currently use a project management tool that tracks accountability, visibility, and assigned work, tasks, and/or projects?



[N=2,001; population: office workers in the U.S.]

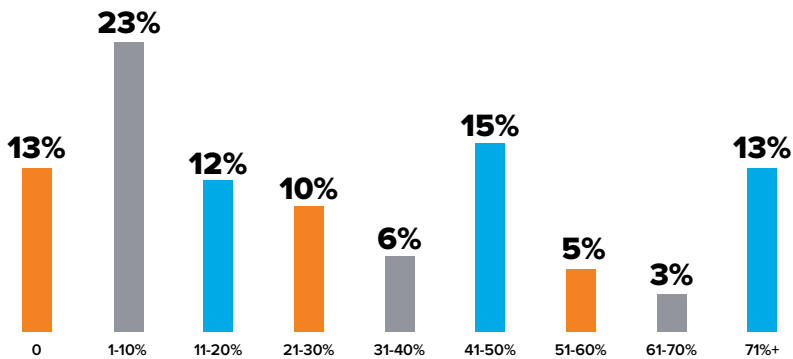
HOW KNOWLEDGE WORKERS VIEW AUTOMATION

While many are wary of the impending encroachment of automation into the workplace, knowledge workers seem to be diving in headfirst, citing the added productivity and innovation that could result from it. Even these automation enthusiasts, however, see limits to the presence of automation in work management.



QUESTION

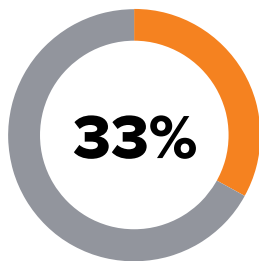
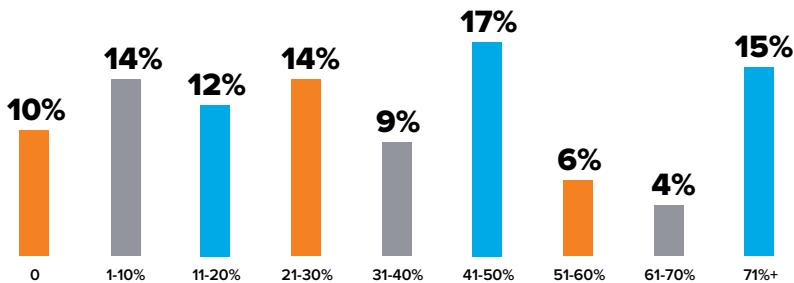
When it comes to the day-to-day aspects of your job, what percentage would you say is automated?



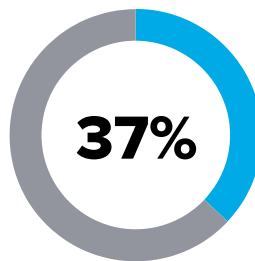
[N=2,001; population: office workers in the U.S.]

QUESTION

When it comes to the day-to-day aspects of your job, what percentage should be automated, if your company took advantage of available technology?



Avg. % job aspects currently automated



Avg. % job aspects potentially automated

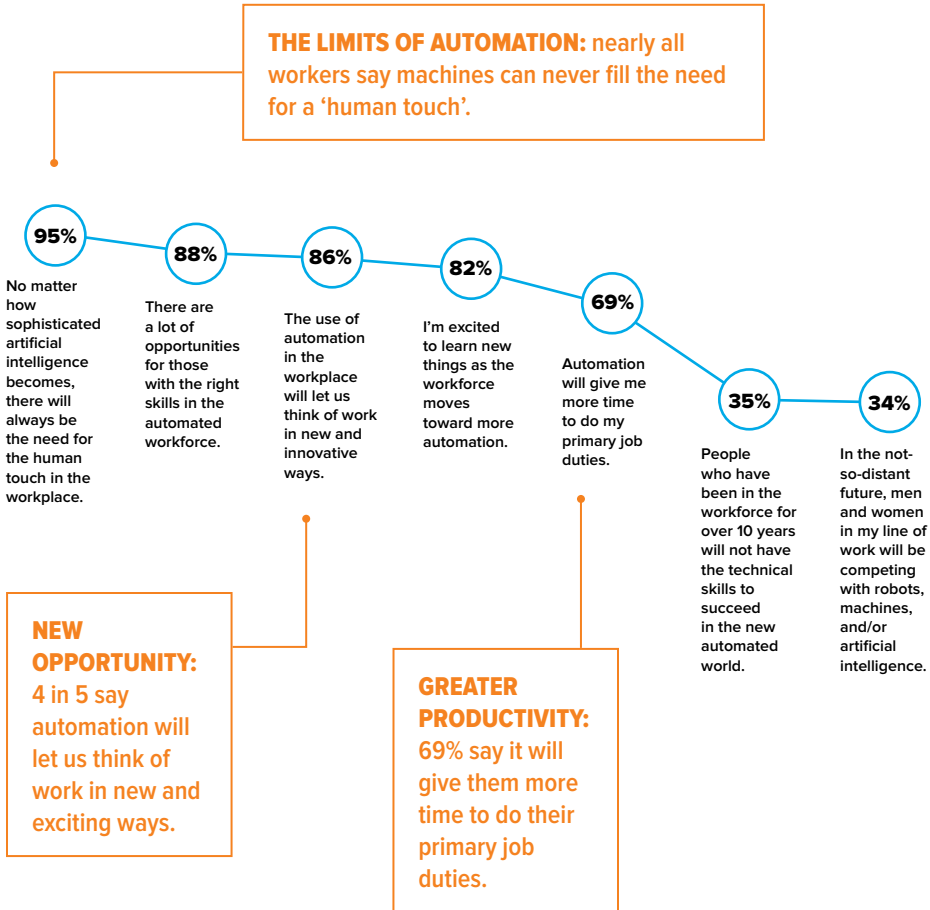
Work automation is here! 1/3 of workers' jobs are now automated and more could be with current technology.

[N=2,001; population: office workers in the U.S.]

QUESTION

How strongly do you agree with the following?

% saying strongly/somewhat agree



[N=2,001; population: office workers in the U.S.]

WHAT WILL BE THE FUTURE OF KNOWLEDGE WORK

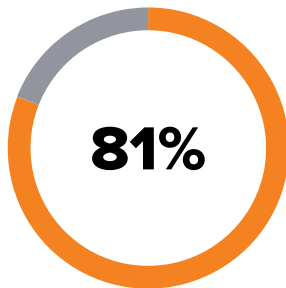
Unlike their counterparts in other job types, knowledge workers see a bright future ahead. From whence does this optimism spring? Technology that promises to give knowledge workers greater freedom in how, where, and when they work.



QUESTION

How strongly do you agree with the following?

% saying strongly/somewhat agree

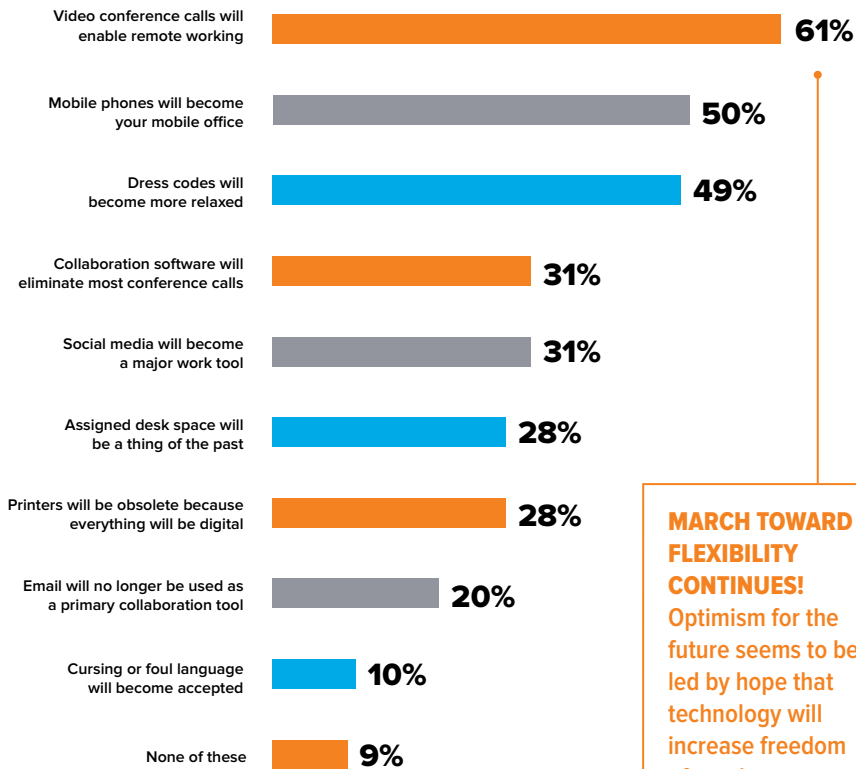


“I am prepared for the workplace of the future.”

[N=2,001; population: office workers in the U.S.]

QUESTION

Looking ahead 5 years, what will be different in the office?



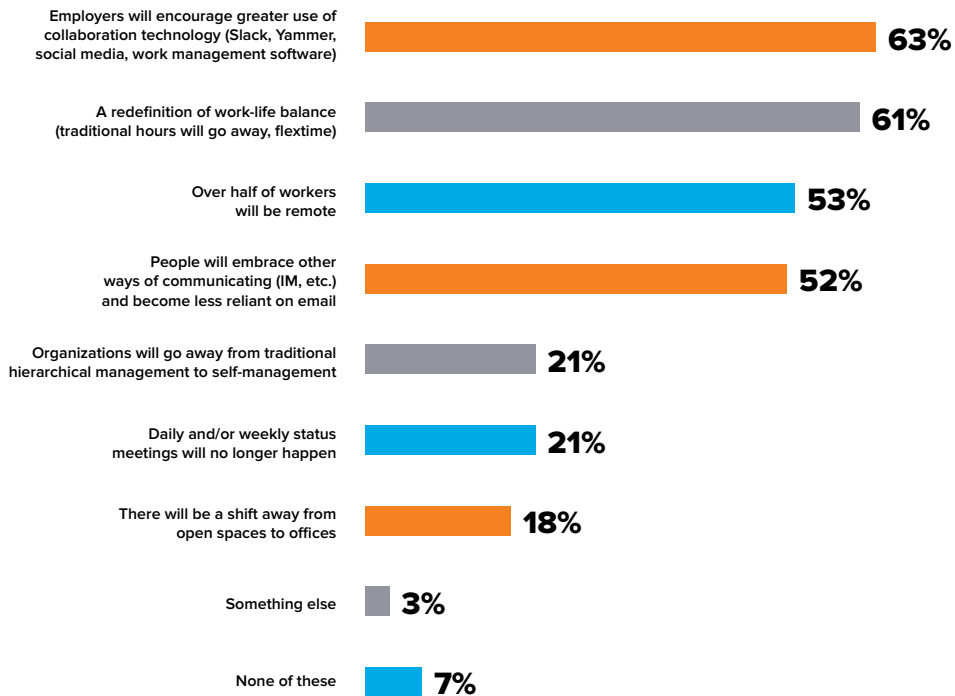
MARCH TOWARD FLEXIBILITY CONTINUES!

Optimism for the future seems to be led by hope that technology will increase freedom of employees to work where and when they want.

[N=2,001; population: office workers in the U.S.]

QUESTION

When you think of the workplace of the future, which of the following do you believe will happen?



[N=2,001; population: office workers in the U.S.]

MEET THE FUTURE OF WORK

Forward-looking companies must recognize today that tomorrow's enterprise work cannot be executed via yesterday's email and spreadsheets. Tomorrow's solutions must automate the manual work of organizing, communicating, and reporting on work and provide the right data at the right time so human knowledge workers can do their best work, faster than ever before. This is where Workfront's work automation solution reigns supreme.

Workfront provides:

- Consolidated features all in one easy-to-use tool
- Centralized feedback and approvals accessible to the entire team
- Standardized templates to save time and improve accuracy

To learn more about the 2017-2018 State of Enterprise Work Report, visit:

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