

# DISTRACTED WORKING





# Goals

More than 50% of office workers will work from home at least part time after COVID. Mopria wanted to explore the situations and detail the story regarding the challenges and distractions these workers will face.

- 01 Identify and quantify key-work-from home distractions
- 02 Identify and quantify key-in-office distractions
- 03 Understand time spent on personal tasks during work
- 04 Explore how print and scan can help overcome these distractions

2	3
9	10
16	17
23	24
30	31

# Methods

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- ✓ We used Survey Monkey Audience to field the survey
- ✓ We solicited **573** total responses from individuals who met the following criteria:
  - Employed +30 hours/week
  - Currently work from home or in the office
  - Ages 21+



# Key Distractions

Office and work-from-home workers face the same amount of distractions per week, but a few of them stand out more than others.

## Top Distractions

01

**Personal communications** (online chats, texts, calls)



02

**Check email or surf the web**



03

**Unplanned conversations with work colleagues**



Office Workers

Work-From-Home Workers

# Other Distractions

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**69%**

Of work-from-home employees get distracted with **household chores**



**90%**

Of office workers face distractions related to **unplanned conversations with colleagues**



**66%**

Of work-from-home employees face distractions from their **pets**



**55%**

Of office workers get distracted by **watching videos and playing games** (for personal purposes)

# Usage of Print & Scan

Printing and scanning happens significantly more often in the office (vs. WFH), although scanning is less common than printing.



## Print Usage

**90% of office workers are frequent printers**

Print at least weekly

**66% of WFH employees are frequent printers**

Print at least weekly



## Scan Usage

**78% of office workers are frequent scanners**

They use printer, stand-alone devices or app on phones

**58% of WFH employees are frequent scanners**

They use printer, stand-alone devices or app on phones



\*on average

**All workers** spend  
over  $\frac{1}{4}$  of their work  
week in meetings

\*on average

**All workers** spend  
11 hours/week  
in meetings

\*on average

**46%**  
of meetings are deemed  
**unproductive**

# Meetings

Sometimes work itself can be considered a distraction. Meetings are a work-related source of distraction that can create stress and challenges for employees, regardless of their location.

# Unproductive meetings

- On average, **office workers** spend 11.7 hours/week in meetings. Of those hours, 6.6 of them are considered unproductive.
- On average, **work-from-home workers** sit in meetings for 10.5 hours/week. Of those hours, 50% of their time (3.5 hrs) is deemed unproductive.

43%

spend 6.6 hours  
on unproductive  
meetings

49%

spend 5.3 hours  
on unproductive  
meetings

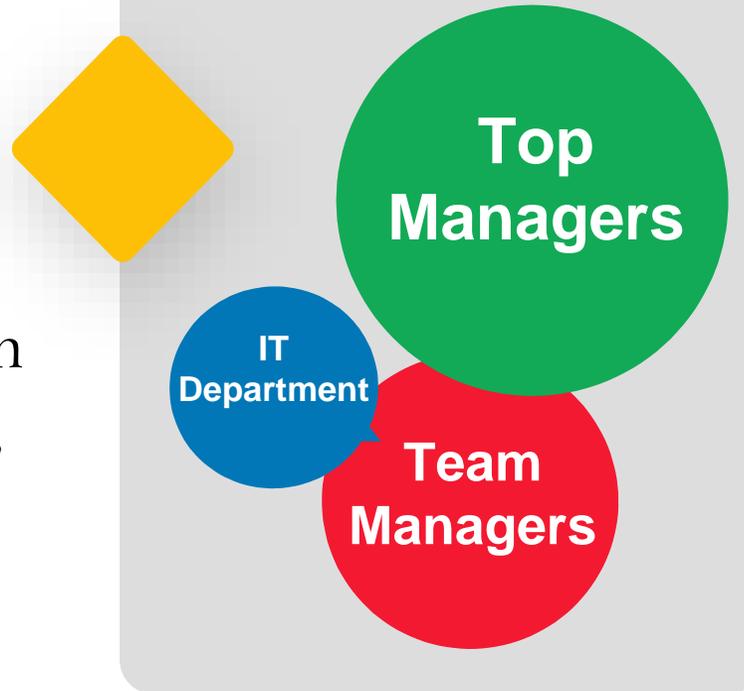
On average, nearly ½ of meetings  
(46%) that workers sit in are  
unproductive to their core tasks.

Office Workers

Work-From-Home Workers



Managers and IT employees spend significantly more time in meetings than their staff, with a higher percentage of management's meetings being unproductive.



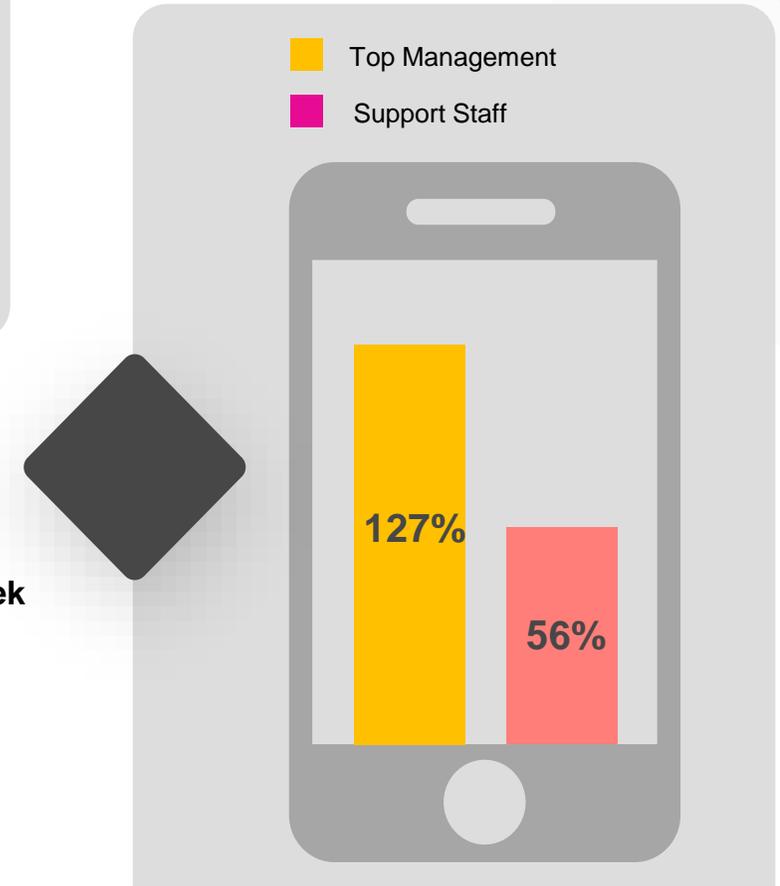
### Top 3 Job Roles With More Meetings/Week

Managers, team managers and IT department are the 3 job roles who spend the most time in weekly meetings.



### Unproductive vs. Productive Meetings

Senior leadership has over 2x as many weekly meetings as their support staff, with an average of 6 hours of unproductive meetings per week.



# How do meetings and distractions affect workers' productivity?



**46%**

Total workers struggle to finish projects on time

**57%**

Total workers work extra hours to finish work



**33%**

Total workers take more to finish their work

**37%**

Total workers feel less connected and isolated

**30%**



Total workers feel stressed out daily

## Complete less projects

46% of workers, working from home or in the office, are struggling to complete projects and activities on time.

## Work different/extra hours

57% of workers have to work additional hours to complete projects that they couldn't do during the day.

## Work takes longer

Nearly 1/3 of workers take more time to complete their work and overcome distractions.

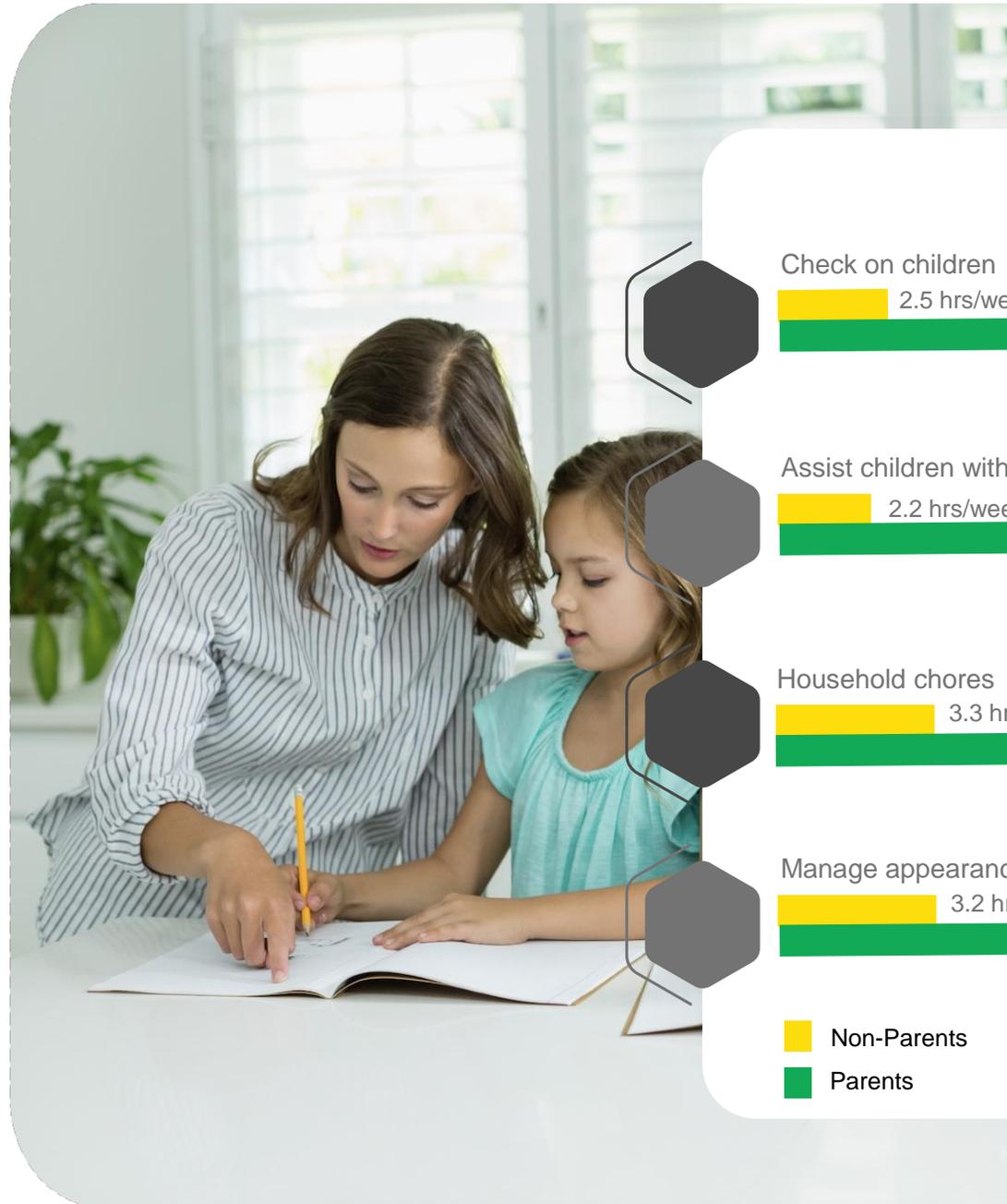
## Toxic environment

37% of total workers feel less connected, more isolated or less connected with work and nearly 30% feels stressed out daily.

# Parents are the most vulnerable to distractions

Parents living with children face **37% more distractions** compared to non-parents\*, with the main area being focusing on supporting their children.

\*Non-parents include both adults with no children and parents with children older than 18 who no longer live with them.



# The survey showed that work life balance for parents working from home has gotten worse during COVID.

- Parents working from home face **10% more distractions** than in-office parents.
- The main areas of distractions are:
  - ✓ Monitoring and supporting children
  - ✓ Managing household matters



Assisting Children

Check on children



Assist children with school or education



Managing Household Matters

Household chores



Discuss household matters



Office Workers

Work-From-Home Workers

# What is the impact of distractions on parents and how do they cope?



Nearly 25% of parents feel less connected, more **isolated** and less confident about their work.



The most common way to avoid distractions for parents (36%) is **limiting access to email, IM platforms.**



20% of parents **create activities, purchase new technology** or **hire a nanny** to overcome distractions.



# Print and Scan Can Help

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The survey showed that print and scan can help mitigate these distractions, by offering an ability to be more productive and overcome these challenges all workers face – both from home and at the office.



# Untapped potential

There is an untapped potential in the use of printing and scanning to mitigate and overcome distractions for all workers.



**79%**

Of all workers believe **printing helps them focus**

**78%**

Of all workers believe **printing is key to improve their work**

**78%**

of all workers **prefer reading printed materials** vs from a screen

**71%**

of all workers would be more productive with **easy mobile scan and print**



**84%**

Of IT employees believe **print helps them focus better**

**80%**

Of all parents believe **printing would help with productivity**

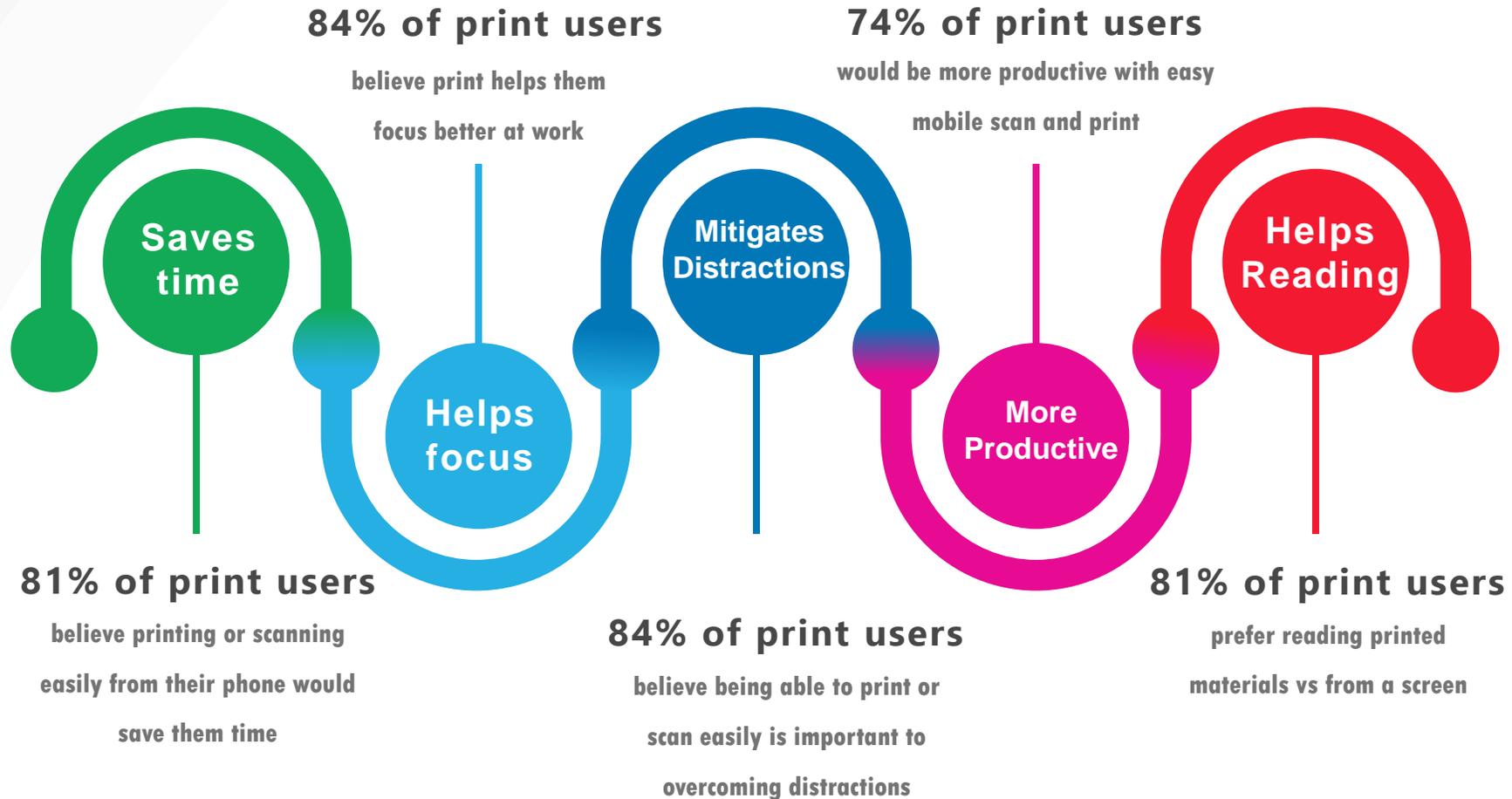
**88%**

Of all parents believe **mobile printing and scanning help save time**

**90%**

Of top managers value being able to **access print, scan**

# Frequent print users also see benefits from more print/scan



# Discovery



This survey highlighted that **all workers are facing distractions, productivity challenges and psychological hurdles** — no matter where they are working from (office or at home), regardless if they're parents or not and independently from the job function they hold.



There are great, untapped opportunities in **printing and scanning options** that can be offered to workers everywhere to **improve their wellbeing and general work productivity** — from the way working parents can entertain their children at home, to improving the way information is shared amongst colleagues.

**THANK YOU**

