

U.S. STATE OF ENTERPRISE WORK REPORT

PRESENTED BY WORKFRONT | 2016-2017



ABOUT THE REPORT

The survey was conducted online by Regina Corso Consulting, between June 23 and July 1, 2016, among 606 U.S. respondents in total—all of whom are employed by a company with at least 500 employees, work on a computer, and collaborate with other people on projects.

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



Introduction

In your hands, you hold the results of Workfront's 2016 survey on the State of Enterprise Work, which delves into how work is managed and what employees are concerned with in enterprises, defined as companies with 500 employees or more.

Our past reports have found enterprise workers strapped for time and patience, and this year's report reveals that demands on enterprise workers have only increased in the last year. While the vast majority of workers express an optimistic view of their work life, troubling trends in the number of hours spent at work and the prevalence of inter-team conflict have arisen—both of which threaten to undermine enterprises' efforts to be more productive and, ultimately, more competitive. For example:

- The **amount of time office workers have** to spend doing their primary job duties **decreased in 2016, from 46% to 39%**.
- When asked what gets in the way of work the most, workers say **wasteful meetings (59%)** and **excessive emails (43%)** are the biggest offenders.
- In the last two years, the percentage of workers experiencing **conflict with other teams has risen from 81% in 2014 to 95% in 2016**.
- **Co-workers who talk too loud were named most annoying** by 38% of office workers—making it the biggest office pet peeve.
- **One in four office workers are calling for uninterrupted blocks of time** to increase their productivity.
- While **76% of office workers** go to work **just to “pay the bills,”** significant numbers of workers are also motivated by the possible promotion (30%), the mental challenge (27%), and appreciation/recognition (22%).

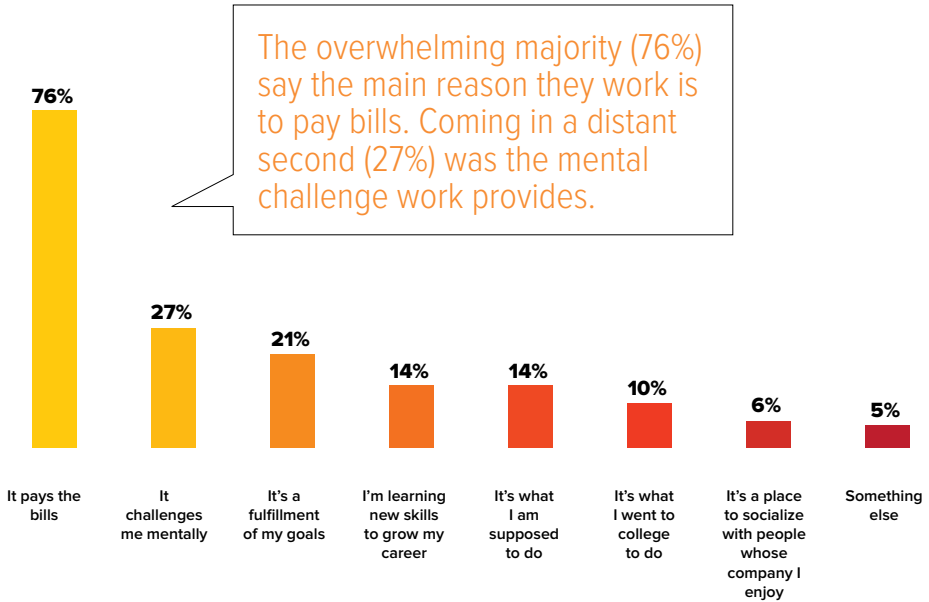
We hope this report proves helpful for enterprise leaders looking to build teams that are faster, more aligned, and more competitive in their respective markets.

A man with a beard is sitting in a chair, looking down at a laptop. The entire scene is overlaid with a semi-transparent orange filter. Numerous US dollar bills of various denominations (1, 5, 10, 20, 50) are shown falling from the top of the frame, some landing on the floor around the man's feet. The background is a plain, light-colored wall.

Why Do We Work?

The answer is money—workers remain understandably motivated by monetary gain. Despite this inescapable fact, however, it is also safe to say that certain secondary motivators were significant enough to be deserving of enterprise leaders' notice. Promotions, a mental challenge, and recognition from peers were especially strong, albeit distant, motivators for office workers.

QUESTION: Why do you go to work? Please select up to 2 responses.

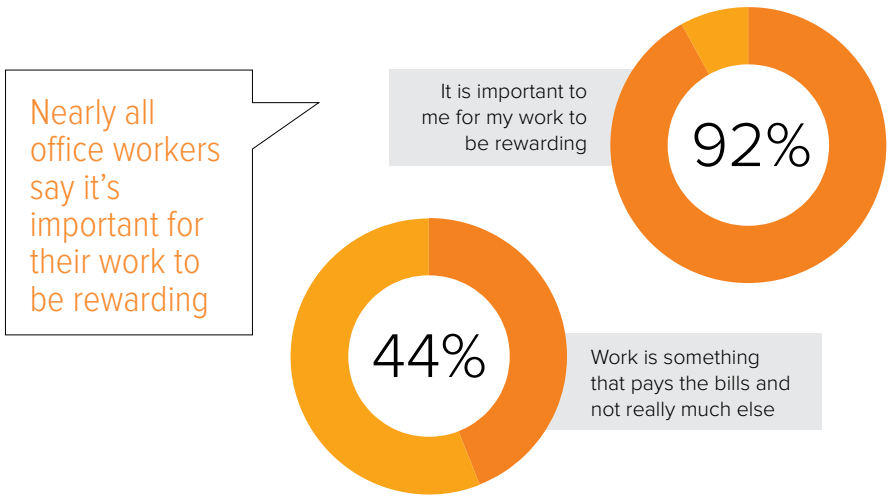


"It is interesting to think about employees in this regard. Are they losing interest in the tasks they have? Are they not completing them as they should because they are simply bored or not challenged enough anymore? It's great for me to see, as a business owner, that I need to pay attention to this exact thing and continue to stretch my employees mentally."

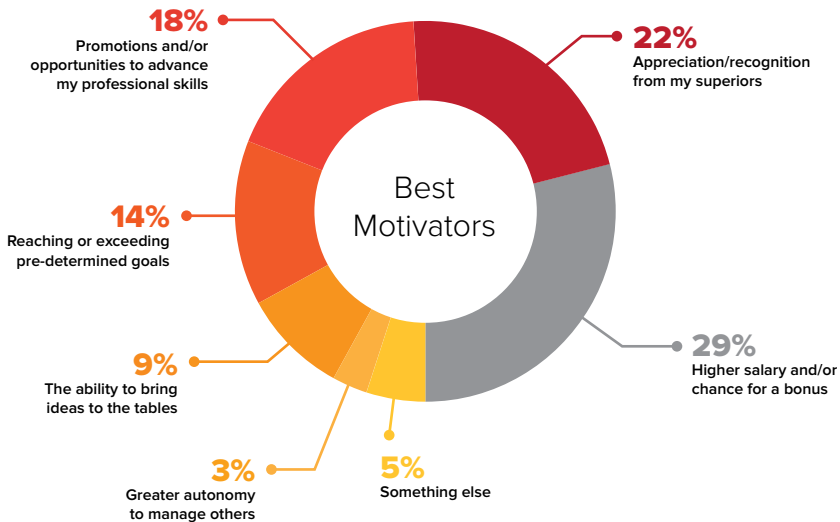


Matt Siltala
President & Founder, Avalaunch Media

QUESTION: How strongly do you agree or disagree with the following statements?

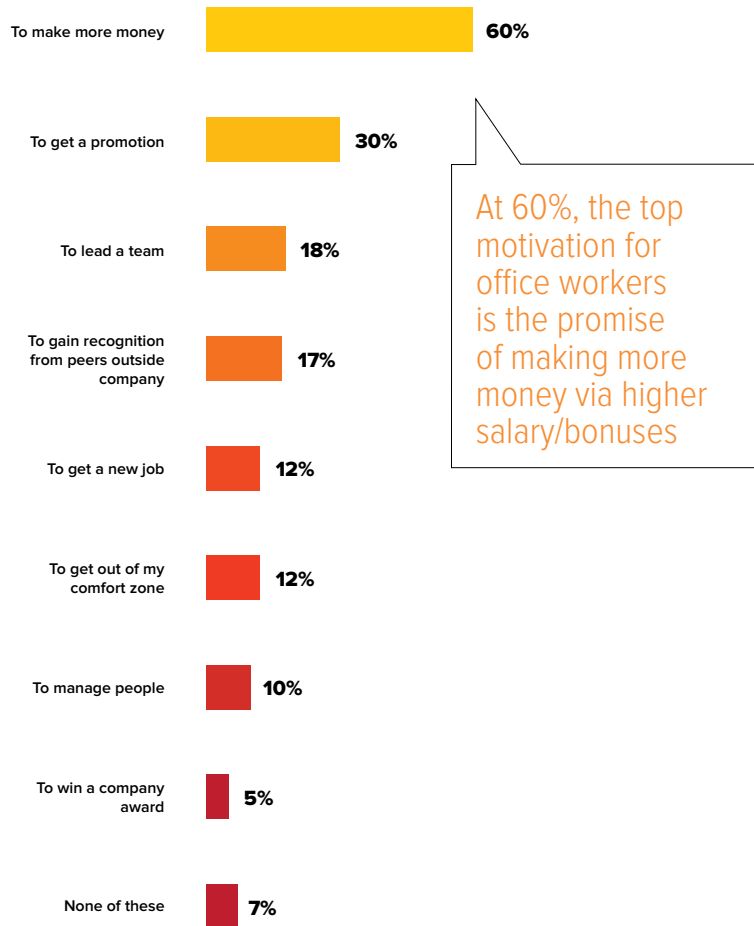


QUESTION: Which of the following is the best motivator for you personally to do well at work?



[N=606; population: office workers]

QUESTION: Thinking of your own personal goals at work, which one or two of these would you say is your strongest goal? While all may be a goal, which ones are your top two goals?



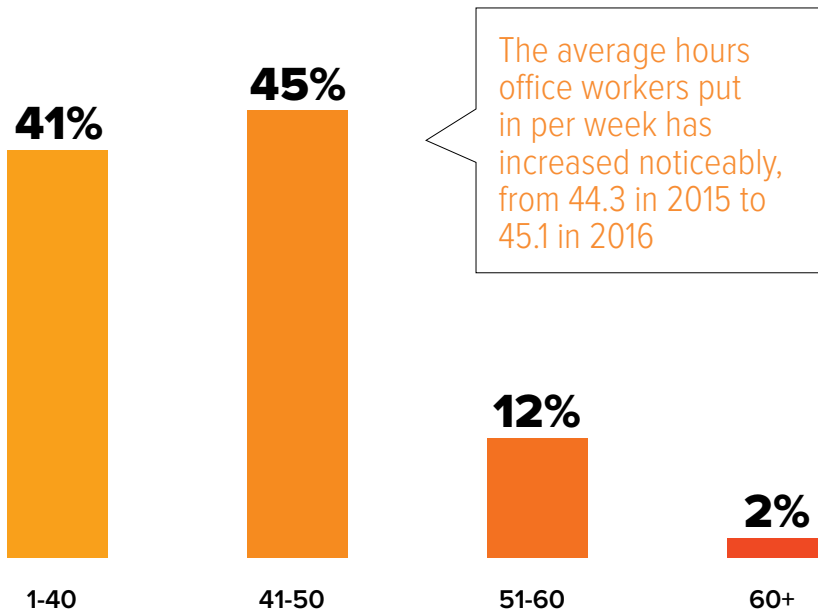


How Many Hours We Work

The number of hours worked per week by U.S. office workers has risen in the last year. Simultaneously, the number of hours taken up by email management and wasteful meetings has crept up, leaving workers with less time to dedicate to their primary job duties than ever before. This dearth of time also seems to be affecting how workers use their lunch breaks, with nearly half now using the time to catch up or get ahead of work in lieu of taking leave of their desks.

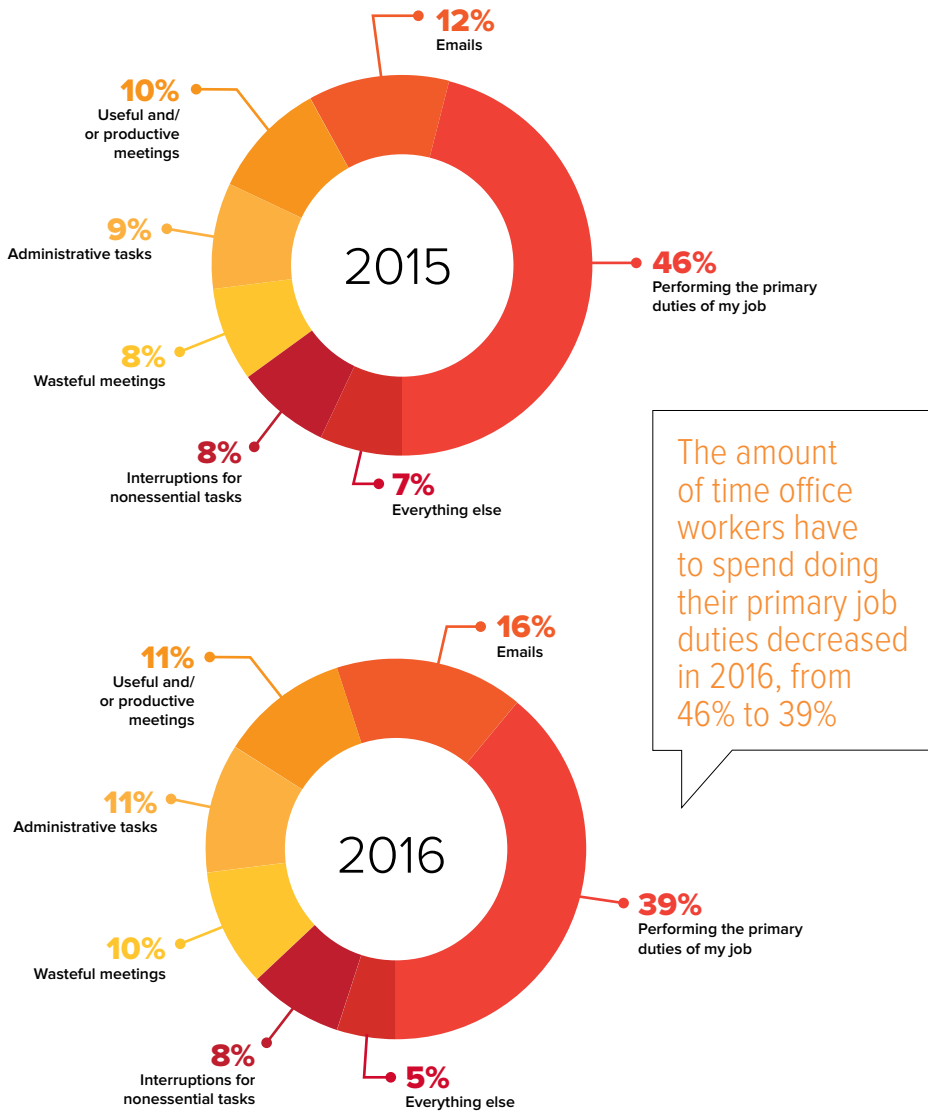


QUESTION: Overall, how many hours do you work in a typical week?



[N=606 total; population: office workers]

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

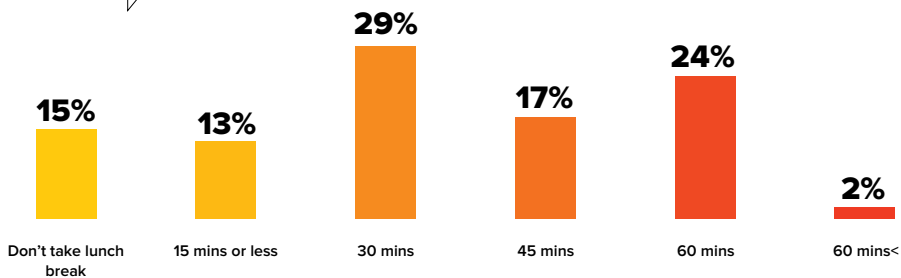


[population: 2015 and 2016 office workers; base sizes 2015 = 617, 2016 = 606]



QUESTION: How much time do you typically take for lunch?

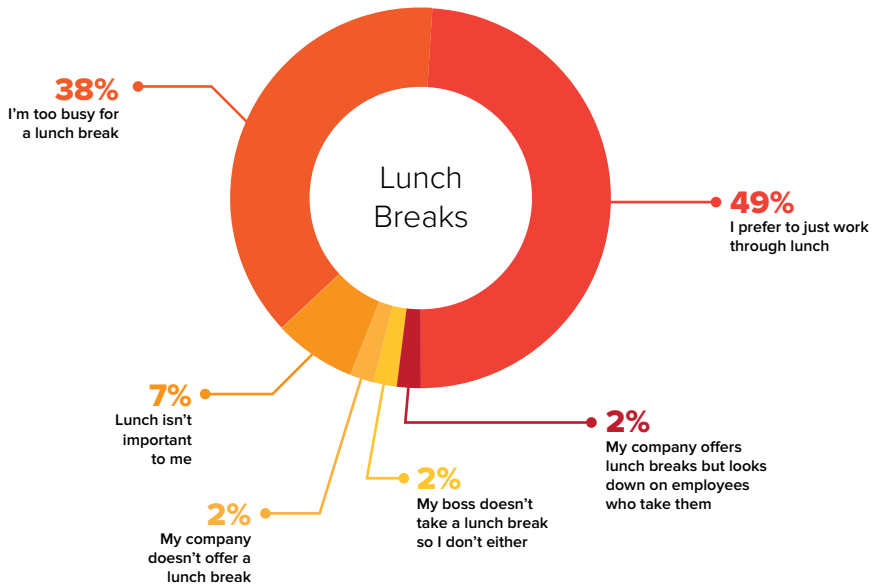
The lunch hour is dead! 57% of general office workers get 30 minutes or less, with 28% taking 15 mins or less



[N=606; population: office workers]

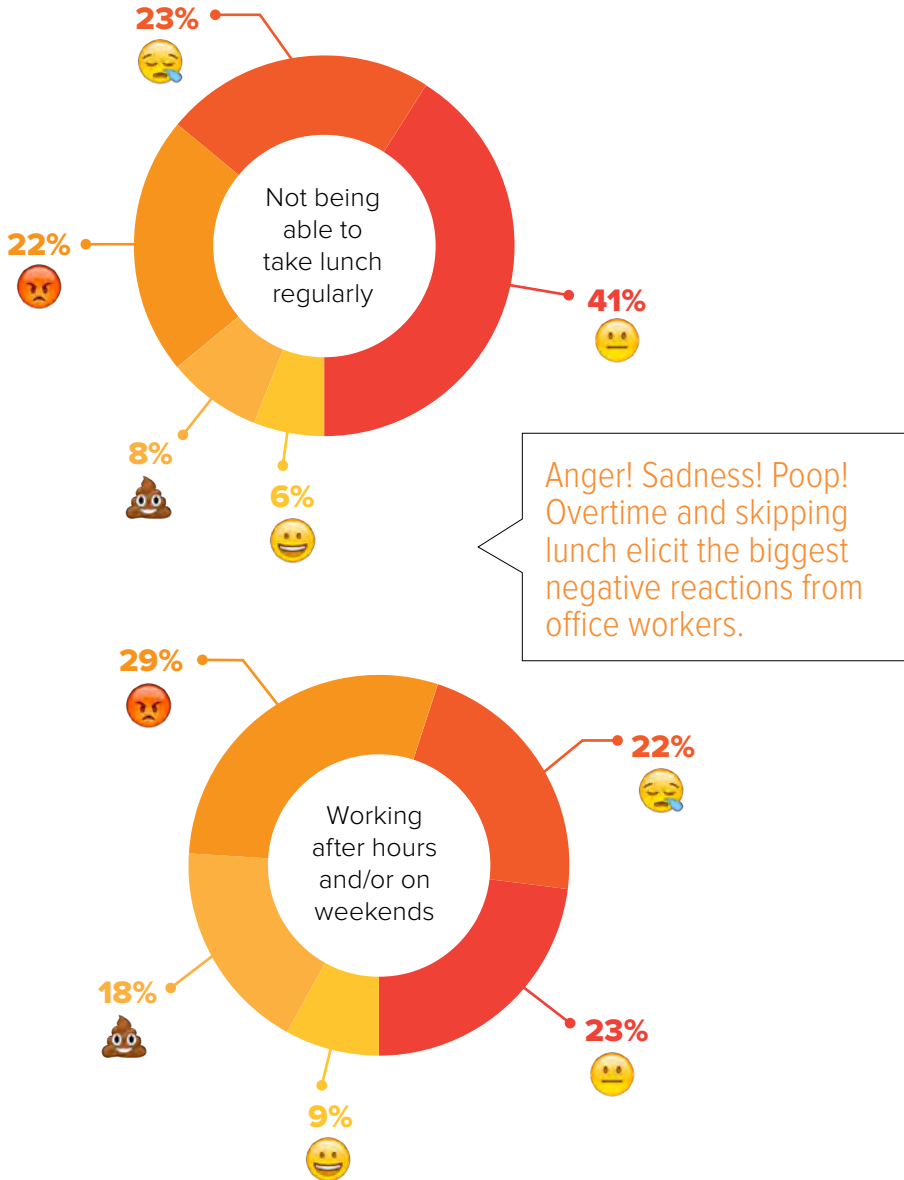
QUESTION: Which of these is closest to why you don't take a longer break for lunch?

Leaving on time more important than lunch? “Too busy for a lunch break” and “I prefer to work through lunch” are the two biggest reasons for not taking a lunch break.



[Base: office workers who take 15 minutes or no time for lunch, N=169 total; population: officer workers]

QUESTION: Which of the following emoji would you use when asked to describe the following aspects of your workday?



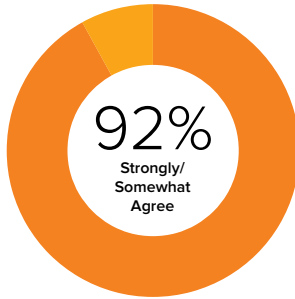
[N=606; population: office workers]



How Productive Are We

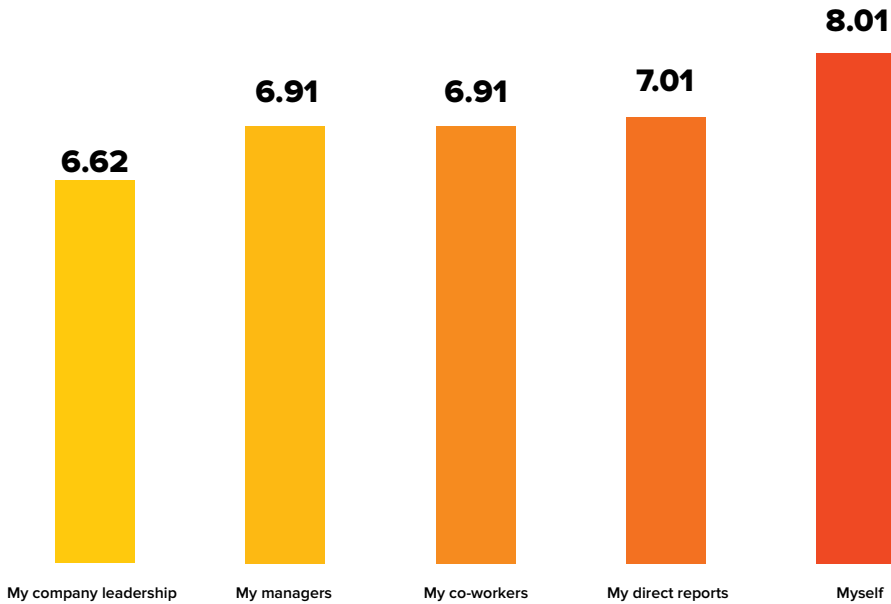
The vast majority of workers consider themselves productive at work—more productive, in fact, than their peers and managers. This productivity varies by hour—peaking for many in the morning and then taking a dip during the early afternoon. But it can also be stymied by practices that are all too common in the office, like wasteful meetings, too many emails, and a glut of oversight.

QUESTION: How strongly do you agree or disagree with the following statement?



I feel I'm productive at my job

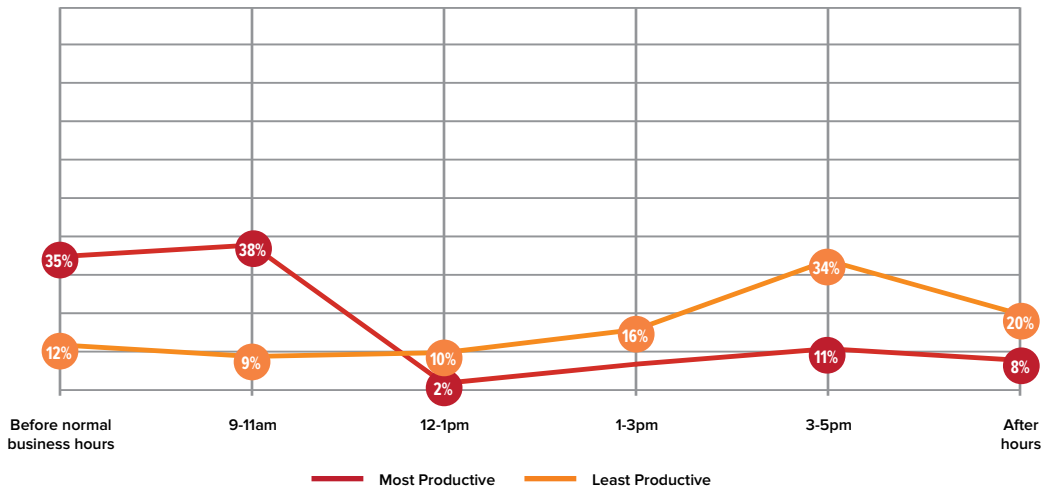
QUESTION: How would you rate the following groups overall with regard to their productivity? (On a scale of 1-10)



[N=606 total; population: officer workers]



QUESTION: Thinking about your typical day, when do you find you are most productive and least productive?



Naps, anyone? Office workers are most productive in the morning time and are the least productive between 12 and 3pm.

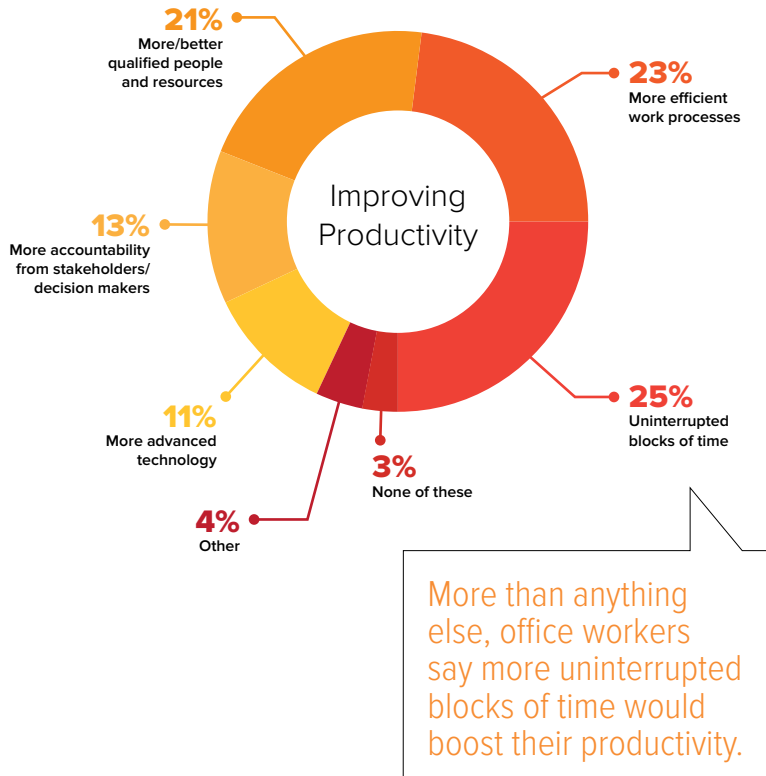
[N=606; population: office workers]

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



[N=606; population: office workers]

QUESTION: Which one of the following would do the most to improve your work productivity?



"Interruptions are part of daily living. Yes, productivity could go up, but not as much work would get done. So many important conversations take place in the form of interruptions. Distractions...now that's a different story."



James M Shaffer

Sr. Infrastructure Project Manager Consultant at Enable Midstream Partners

[N=606; population: office workers]

A man and a woman are smiling and looking at a laptop screen together. The man is on the left, wearing glasses and a dark shirt. The woman is on the right, wearing a patterned jacket over a polka-dot shirt. The background is a warm, orange-toned office setting.

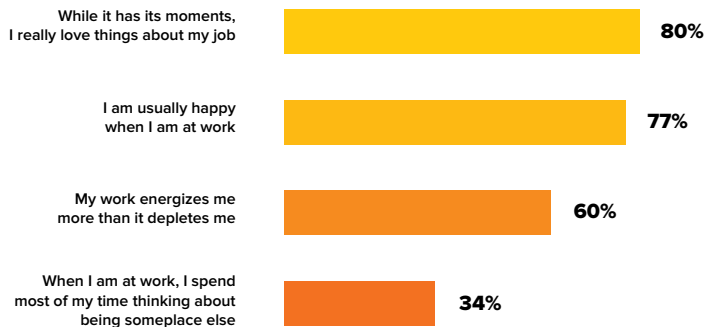
Are We Happy At Work?

In general, U.S. enterprise workers express a great deal of positivity, and even love, regarding their jobs, their co-workers, and, yes, their bosses. When asked, however, workers also expressed noteworthy levels of annoyance with co-workers who, either through unwanted visits or aural distractions, made it difficult for them to complete their work.

QUESTION: How strongly do you agree or disagree with each of the following statements?



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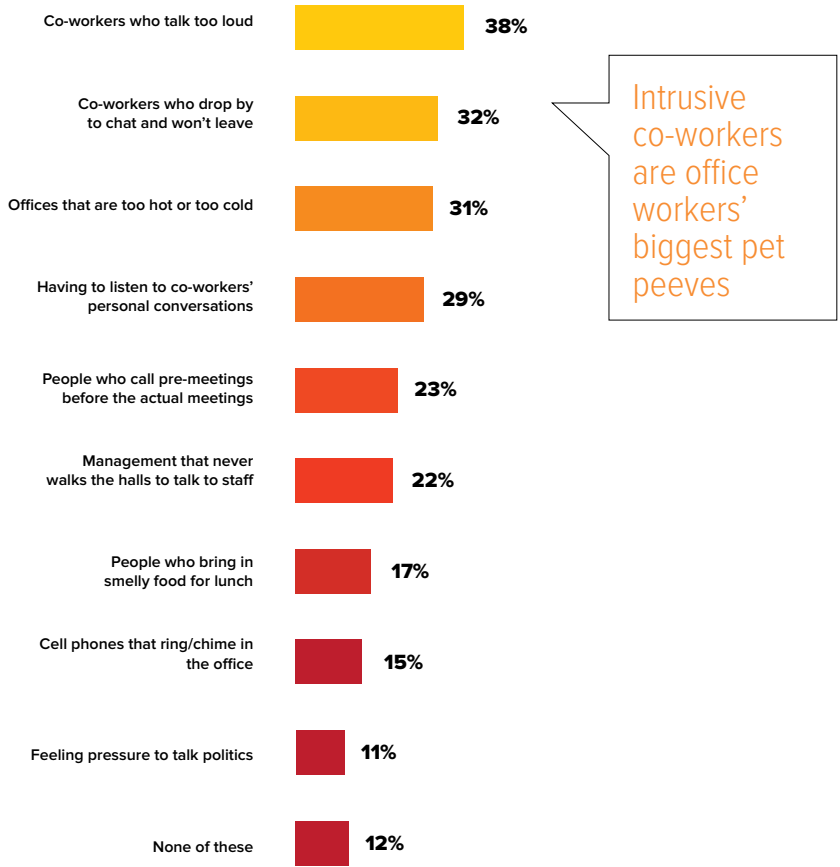
“Collaborative, open workspaces create challenges for productivity but also create more social environments that make that 77% happy at work. For the other 23% this social environment is actually what causes their unhappiness. This is the delicate balance we all need to negotiate.”



Robert Kelly
Host of #PMChat

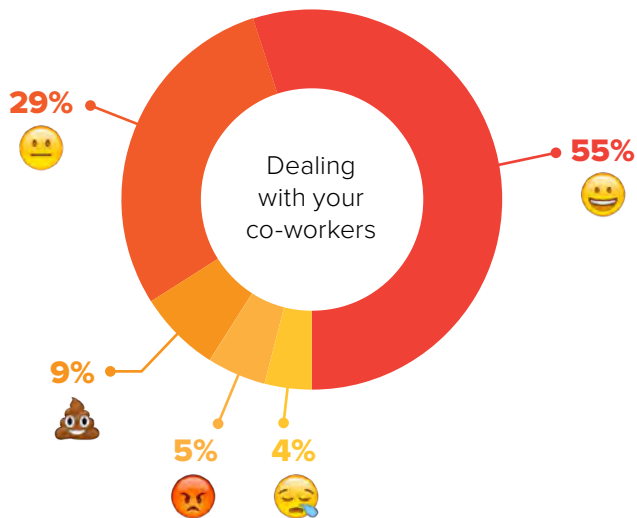
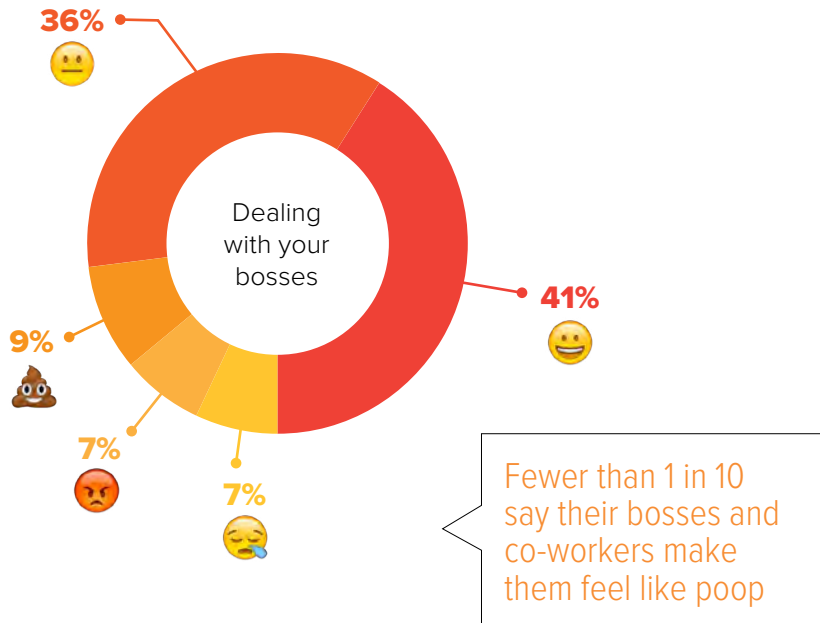
[N=606; population: office workers]

QUESTION: When you think of your office, which two or three of these do you find the most irritating about working in an office?



[N=606; total population: office workers]

QUESTION: Which of the following emoji would you use when asked to describe the following aspects of your workday?



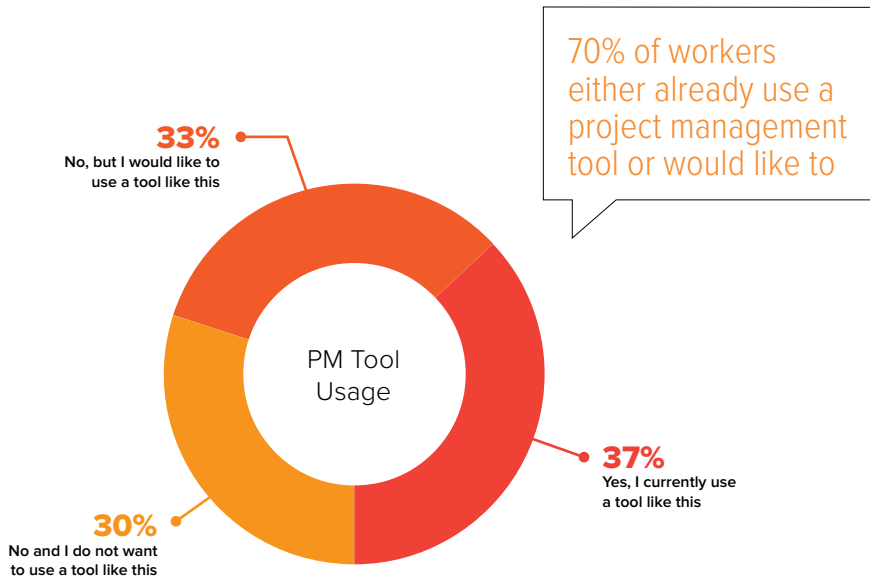
[N=606; population: office workers]



What Do We Work With

U.S. workers' views of email are increasingly lukewarm, and some outrightly negative, while their views of spreadsheets are decidedly rosier. The tool that is showing the most growth in acceptance and use by workers, however, is project management software.

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?



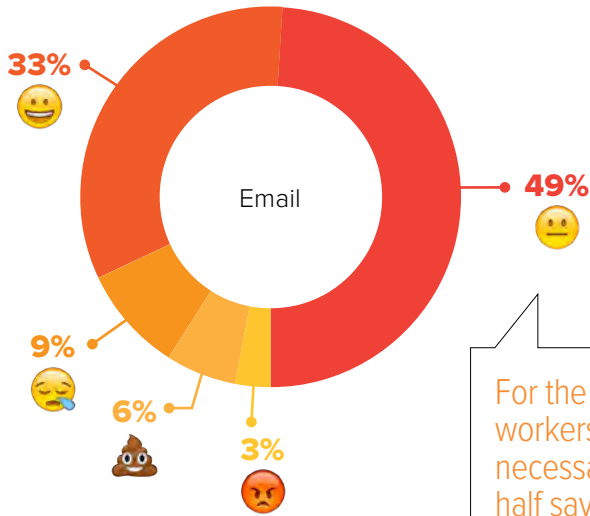
“On any size team, a project management tool is becoming as vital as a computer. Even for a sole proprietor, logging hours and assets against that work is made so much more efficient through a project management tool.”



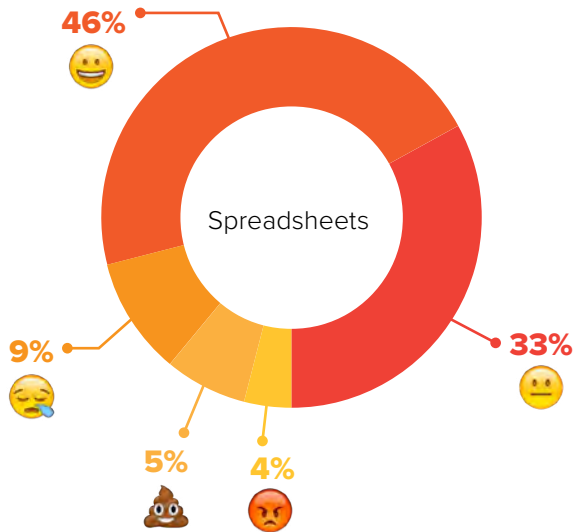
Kelly Santina
Head of Operations & Media at Convince & Convert

[N=606; population: office workers]

QUESTION: Which of the following emoji would you use when asked to describe the following aspects of your workday?



For the majority of office workers, email is a necessary evil and nearly half say “whatever” to it, while spreadsheets are considerably more popular



[N=606; population: office workers]



How We Communicate At Work

U.S. enterprise workers have a love-hate relationship with email and meetings. While they tout the effectiveness of email, they also blame its overuse for hurting their productivity. While they say that face-to-face meetings are effective, only a small minority of them express positive feelings about meetings. Both of these examples point to long-held office practices that are likely in desperate need of an overhaul.



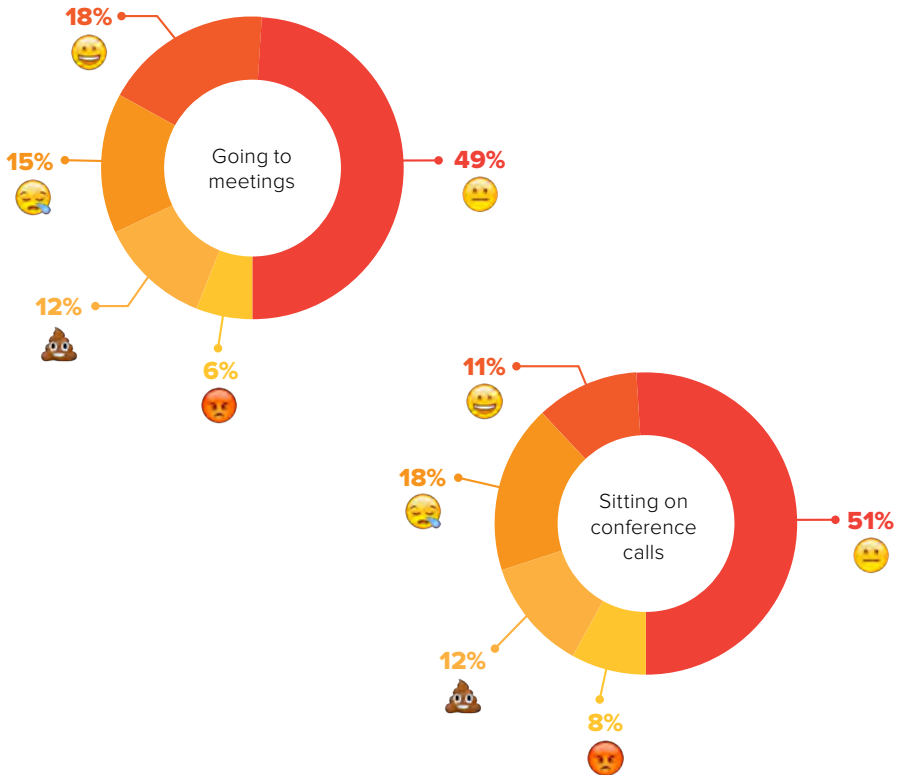
QUESTION: Overall, how effective or ineffective do you think each of these types of communication is at your company?

Conflicting reports? Although nearly all workers say meetings are effective, most of them also express ambivalence or outright negativity toward them



[N=606; population: office workers]

QUESTION: Which of the following emoji would you use when asked to describe the following aspects of your workday?



"I hate meetings. I detest them, in fact. When meetings drag on, I will avoid them. Also, if you plan for an hour, that does not mean you have to go for the full hour. If you get what you needed done in 20 min? Great! Move on!"



Matt Sitala
President at Avalaunch Media

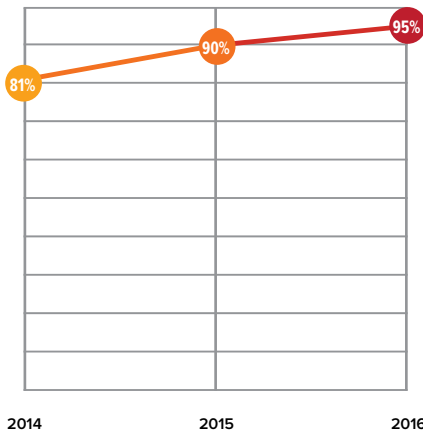
[N=606; population: office workers]

Why We Fight in the Office

Inter-team conflict is more pervasive than ever, having grown by 14 percentage points just in the last two years. Interestingly, the most common source of this conflict—under-communication, clashing priorities, and misunderstandings about urgency—has not changed. Neither have its devastating effects. Productivity remains the biggest casualty of inter-team conflict.



Office workers experiencing conflict with other departments/groups/teams



Conflict rising!
In the last 2
years, office
conflict has
gone from
alarming to
all-present

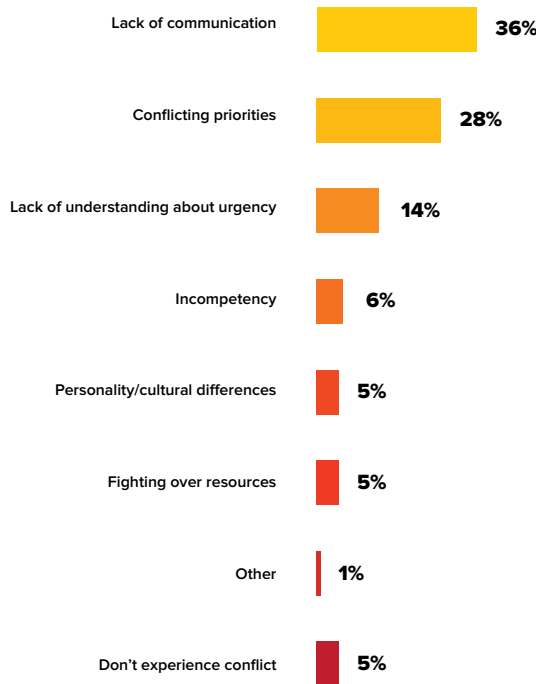
"The speed of business, 'flattening' of organizations, and transparency of collaborative tools all combine to create a very competitive environment."



Robert Kelly
Host of #PMChat

[N=606; population: office workers]

QUESTION: Which of the following is the most common source of conflict with other departments/groups/ teams?



"While working on a client project, we had two separate groups at corporate that were stakeholders. Neither group had seen the other's work. When we sent the content and visuals off for approval, both sides were angry. It took almost an extra month to sort through all of the issues and get the approvals needed to finish the project, all due to lack of communication."

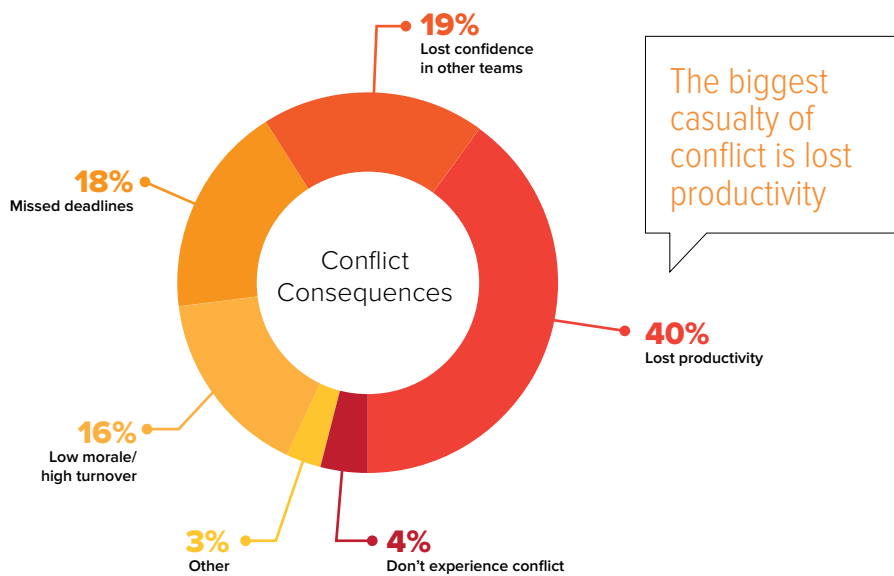


Matt Hodson
Solutions Architect at Tata Consulting Services

[N=606; population: office workers]



QUESTION: What is the most common consequence of conflict between your department/group/team and others, meaning the one thing you most frequently encounter?



[N=606; population: office workers]



What's Next At Work

U.S. enterprise workers envision a future where the majority of workers work outside the office and meetings have become an endangered species. Their boldest prediction, however, comes from the quarter of workers who see email being supplanted by another mode of communication within the next five years.

QUESTION: How strongly do you agree or disagree with the following statements?



The rise of the remote workplace? More than half of workers predict that most will go remote in the near future, while 1/3 say meetings are on the way out

“While I maintain that email won’t ever entirely disappear and should remain as a valuable tool in workers’ arsenals, I do subscribe to the belief that it probably won’t be the MAIN mode of communication in five years—once the older generation is really starting to phase out of the workforce and the younger workers who have experience with more collaborative tools are phasing in heavily. So count me in the 27%.”



Vincent Orleck
CMO, BRANDish

Meet Workfront

Workfront is a cloud-based Enterprise Work Management solution that helps IT departments, marketing service groups, and other enterprise teams conquer the problems associated with traditional project management. It provides a single system of truth that eliminates work chaos, provides global visibility, and increases productivity. Workfront offers a complete adoptable solution—powerful enough for technical users, intuitive enough for business stakeholders, and flexible enough to support Agile, Waterfall, or a mix of the two. It works in the same ways you do.

To learn more about Workfront Enterprise Work Management for IT, Marketing, and other teams, and how it can increase enterprise productivity, please contact us at the following:

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