Habits and tools:

# Scanning at work

mopria®

# Goals

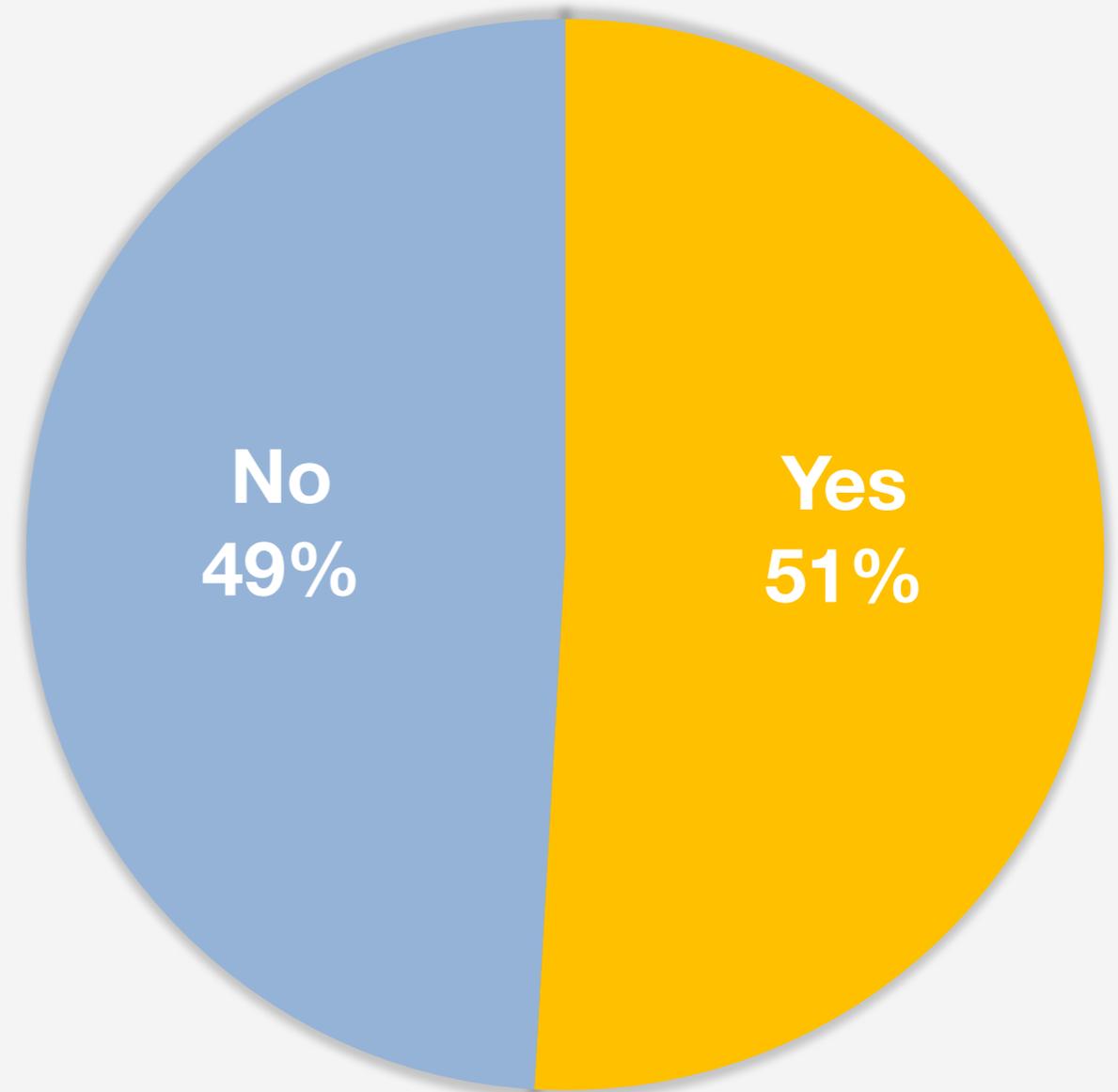**Understand how scanning habits and tools differ across work environments**

- Scanning habits include scanning in front of others and back-office scanning, as well as frequency and volume of scanning

- Tools include scanner software and hardware

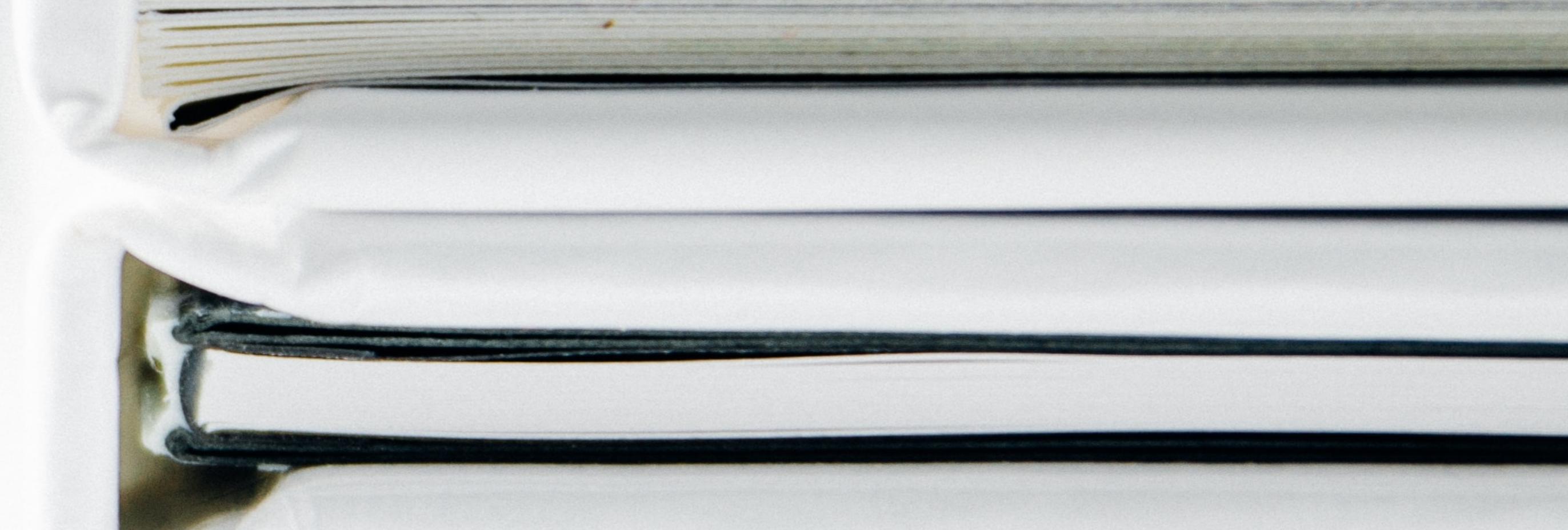**Identify any preferences and/or natural propensities**

# Methods

- Used SurveyMonkey Audience to field the survey

- Solicited responses from **2,868** individuals

- **1,460** eligible respondents who scan frequently at work

- Ages **22 to 65**

**DOES YOUR JOB REQUIRE YOU TO SCAN DOCUMENTS FREQUENTLY?**

No
49%

Yes
51%

*(n=2,868)*

# Hypotheses

**Hypothesis 1:**

**People who scan in the presence of others are:**

- ✅ More likely to use desktop scanners
- ✅ Scan smaller batches at high volume

**Hypothesis 2:**

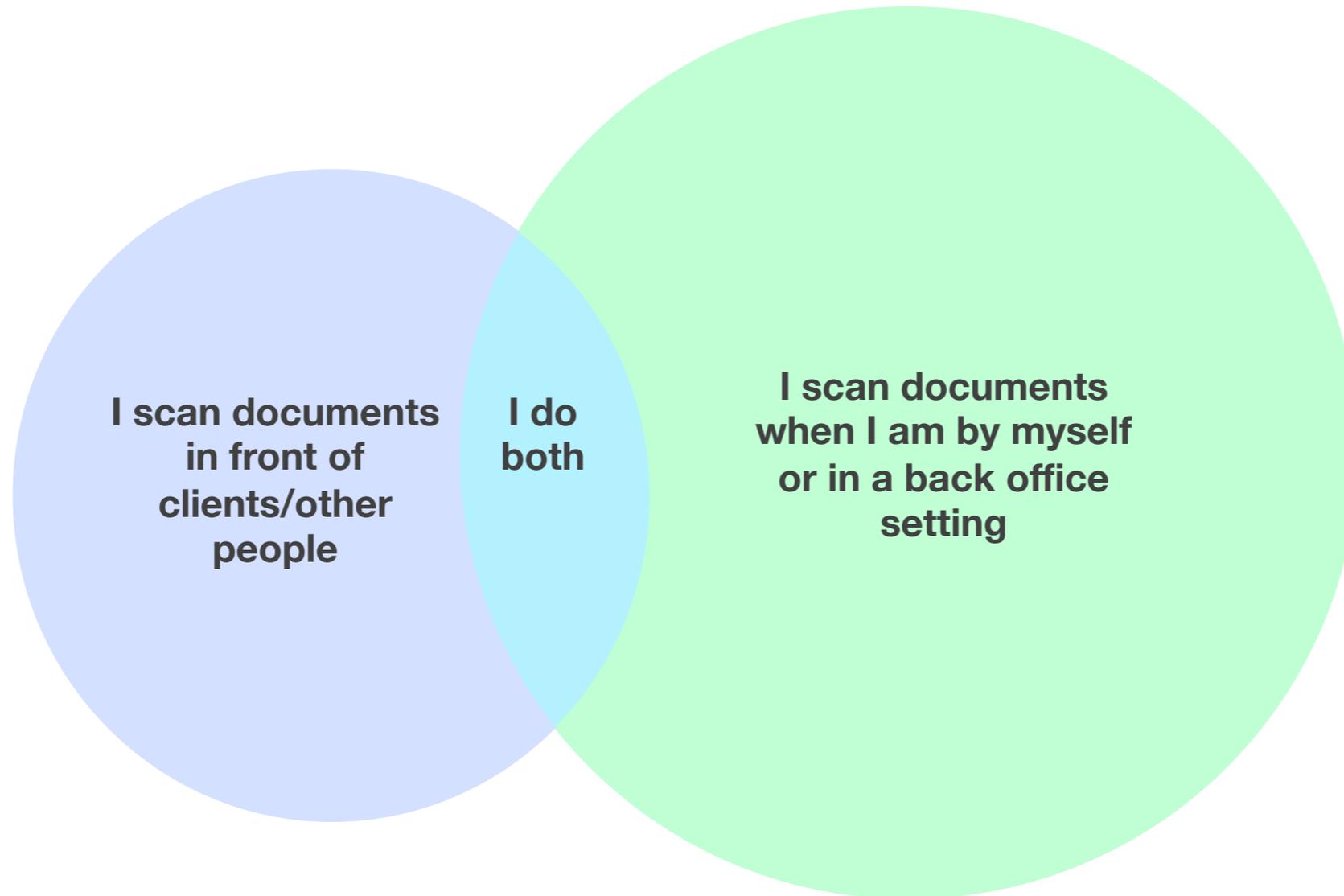**People who scan in the absence of others are:**

- ✅ More likely to use office scanners
- ✅ Scan large batches at low volume

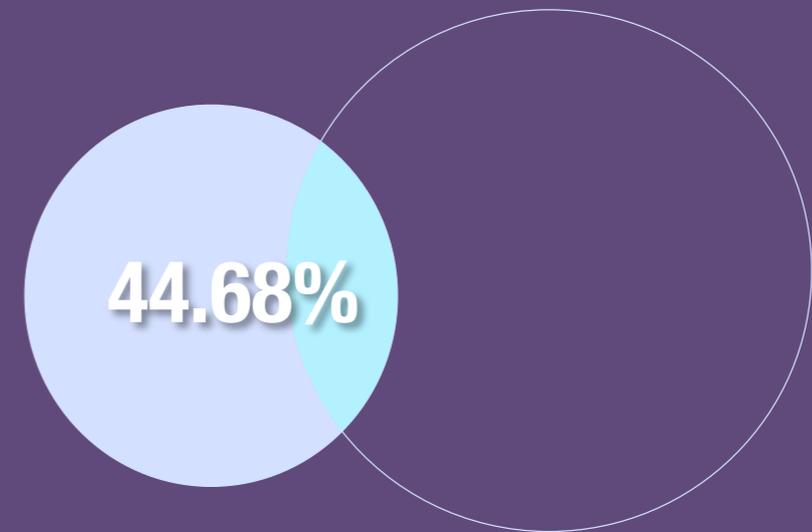**Hypothesis 3:**

**Employees scan to:**

- ✅ Keep record/file
- ❌ Populate an automated workflow
- ✅ Make documents actionable

# Our survey respondents fell into 3 key groups



I scan documents in front of clients/other people

I do both

I scan documents when I am by myself or in a back office setting

# 44.68%

## Hypothesis 1: Scanning in the presence of others

44.68%

## Discovery

The minority of respondents (44.68%) scan in the presence of clients/other people.

This group was more likely to use a desktop scanner and scan a small set of documents at a higher volume compared to all other groups.
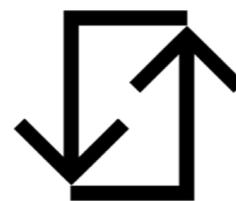
# Employees who scan in the presence of others…

### Scan a small volume of documents at a time

**63.94%**

compared to 63.27% who scan in the absence of others
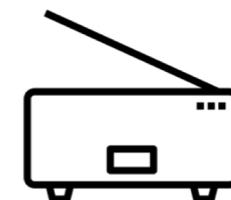
### Scan multiple times a day

**57.57%**

compared to 47.42% who scan in the absence of others

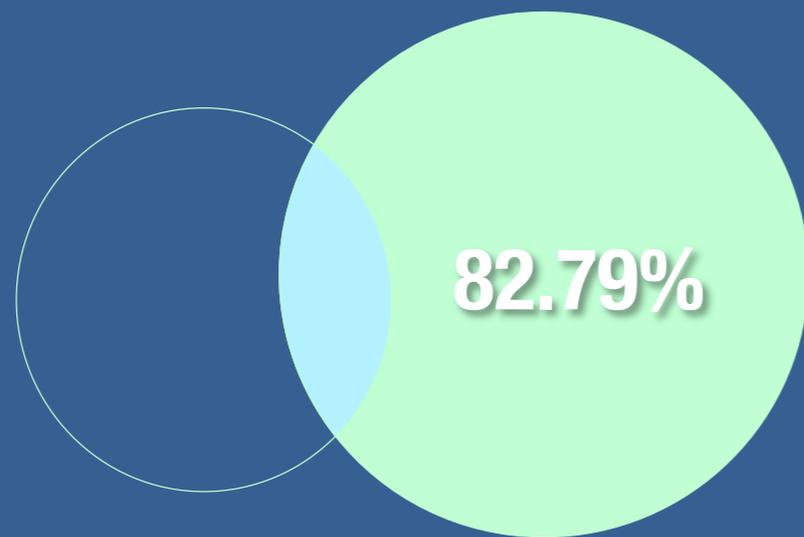### Use a desktop scanner

**26.42%**

compared to 22.82% who scan in the absence of others

*(n=1,421)*

# Hypothesis 2:
# Scanning in the absence of others

## Discovery

The majority of respondents (82.79%) scan
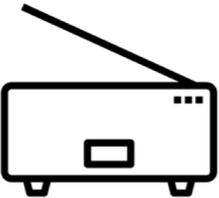alone or in a back-office setting.

82.79%
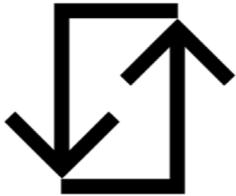
82.79%

# Employees who scan in the absence of others…

### Use an office scanner

**59.80%**

compared to 57.08% who
scan in the presence of others

### Scan once a day or
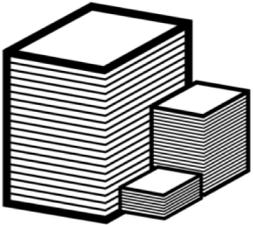### once a week

**46.24%**

compared to 37.28% who
scan in the presence of others

*(n=1,421)*

### Scan a large set of documents
### at once

**35.11%**

compared to 34.49% who
scan in the presence of others

# 14.24%

## Hypothesis 3: Reasons employees scan

### Discovery

Recordkeeping and organizing scanned files are the main motivations for scanning among employees across the board.

However, workflows don't appear to be commonly defined--only 14.24% of respondents have a workflow that automatically organizes scanned files for them.

# When saving scanned documents, respondents...

**Have a workflow that automatically organizes scanned files for them**

**14.24%**

*(n=1,412)*

**Save via a shared platform**

**68%**

*(n=1,230)*

**With automated workflows, have a product or system that they use to organize files**

**83.18%**

*(n=214)*

# Respondents reported referencing saved files for…

**Internal recordkeeping**

**64.62%**

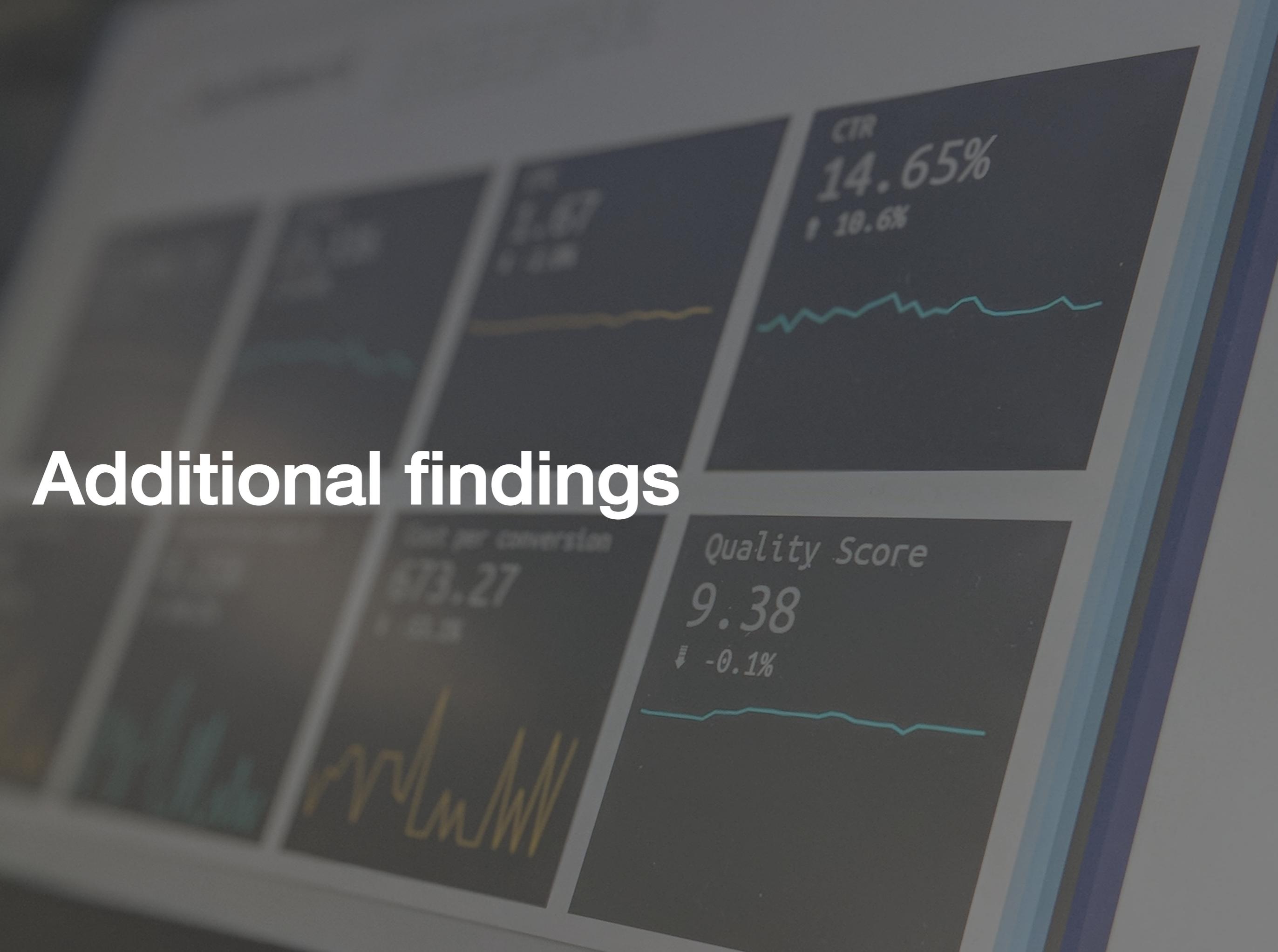**Referencing info within the file**

**55.35%**

**Copying the record for an external party**
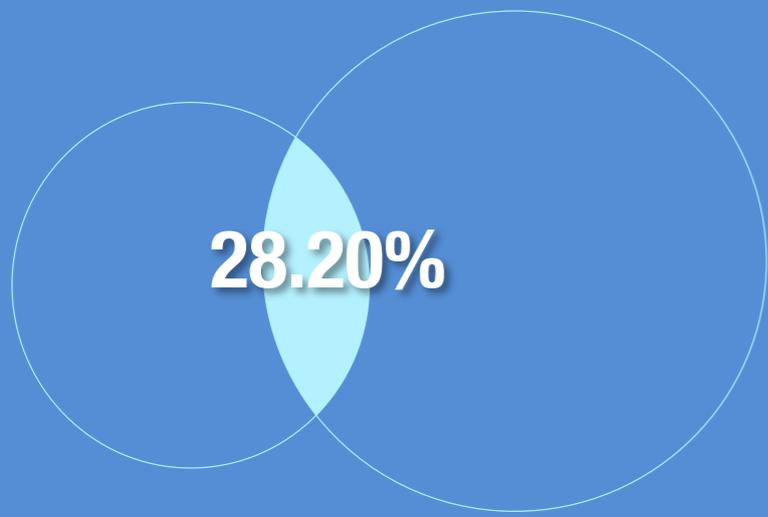
**36.23%**

*(n=1,402)*

# Additional findings

**28.20%**

# 28.20%

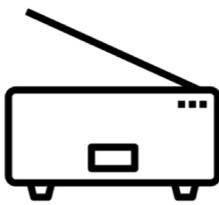## Employees who scan both in the presence and absence of others

### Discovery

Data indicates that this group's scanning behavior is heavily influenced by their workplace environment.

Their scanning habits are primarily related to working in a shared space or sharing a scanner with others.

# Compared to the entire survey population, this group...

Shares an office scanner with others
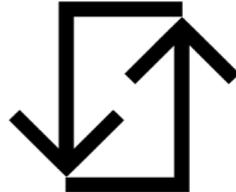
91.94%

compared to 89.89% of client facing employees

Scans in front of others because they scan in a shared space

59.80%

compared to 52.31% of all survey respondents

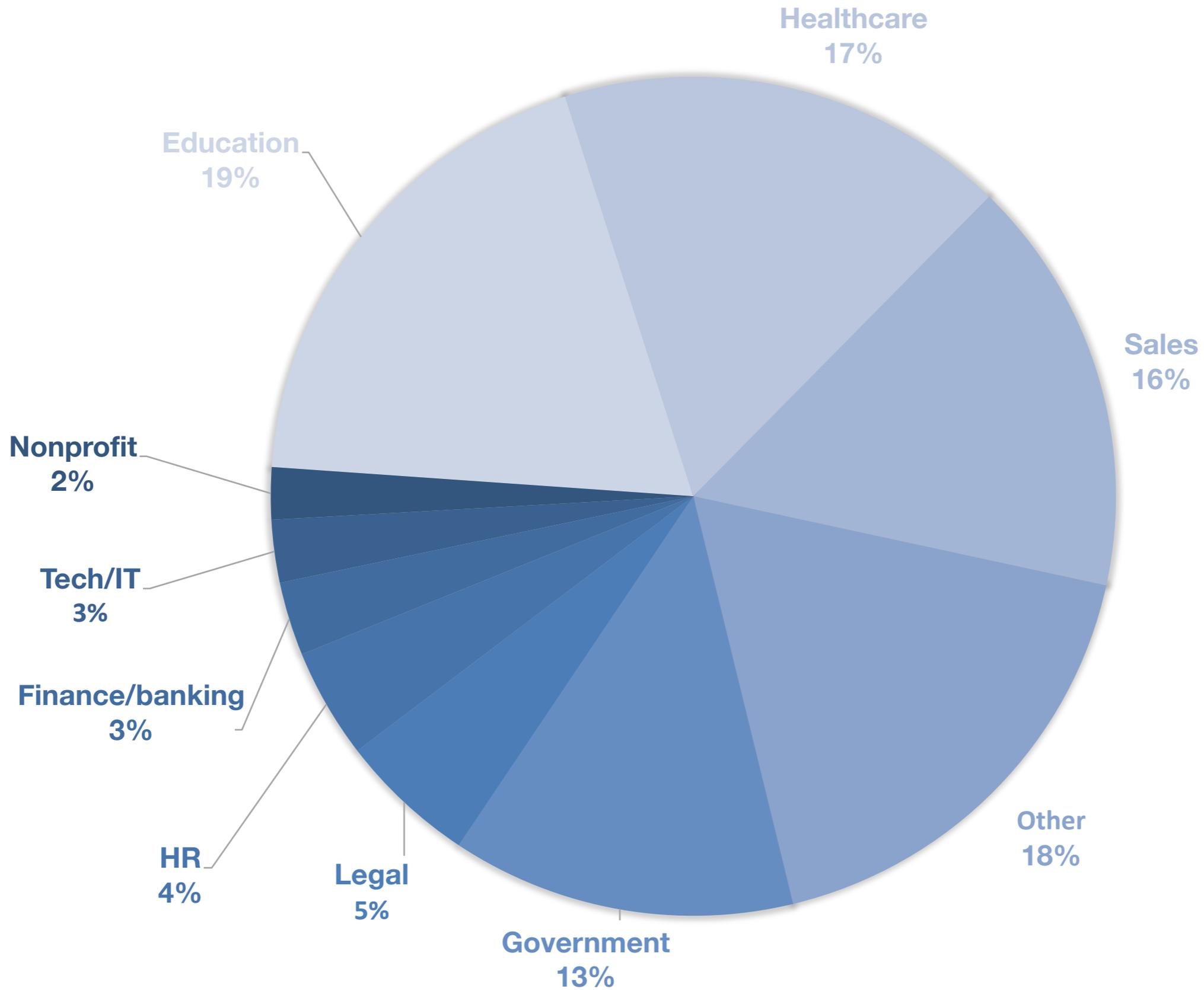Scans by themselves because the documents don't require any input

56.08%

compared to 46.87% of client facing employees

*(n=1,460)*

# Breakdown by industry



Healthcare
17%

Education
19%

Sales
16%

Nonprofit
2%

Tech/IT
3%

Finance/banking
3%

Other
18%

HR
4%

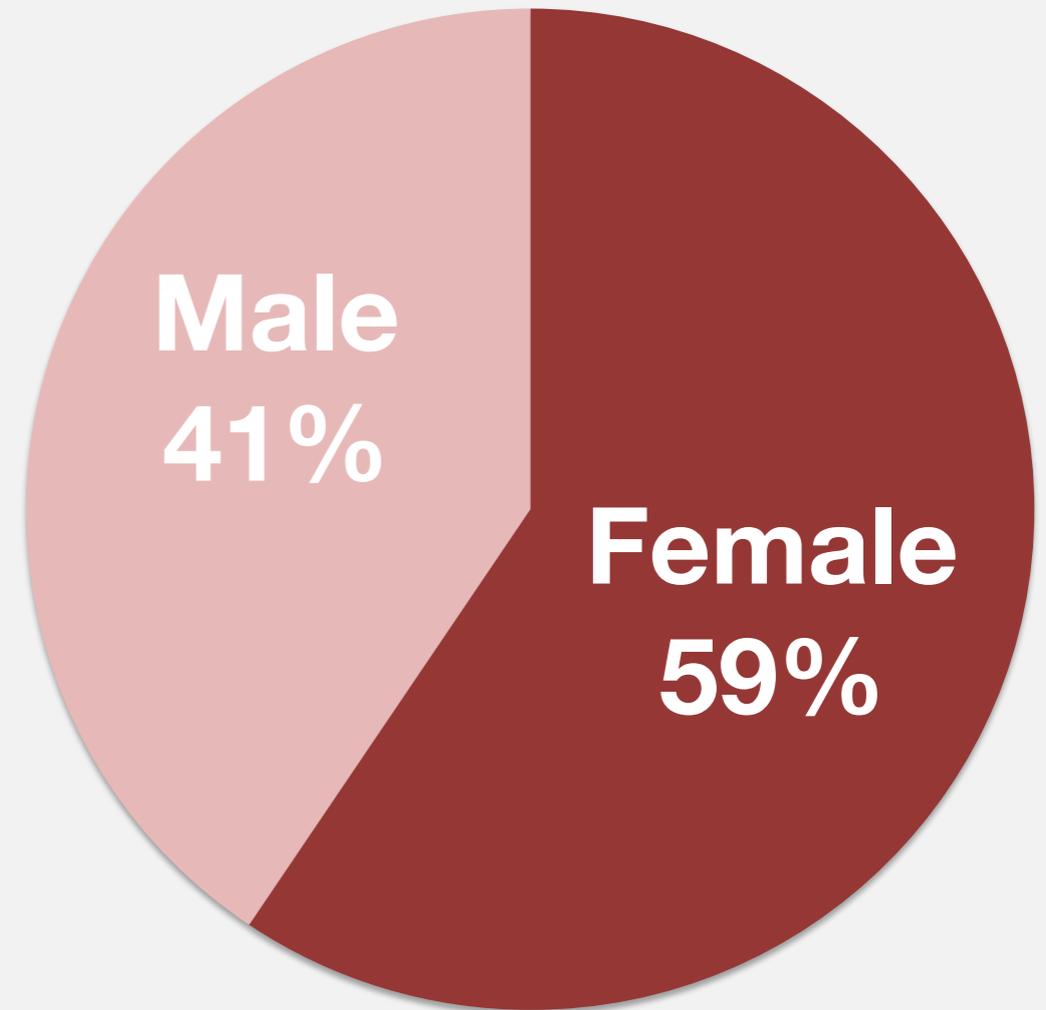Legal
5%

Government
13%

*(n=1,447)*

# Is scanning a female dominated activity?

- 59.42% of respondents that scan frequently at work identify as female

- However, when comparing male and female responses, workplace preferences or habits do not diverge based on gender

*(n=1,402)*

# Respondents scan documents in the presence of others because they...

Have to use a scanner in a shared space and are not interacting with that person

**52.31%**

Are receiving new documents from that person

**42.13%**

Require a signature from that person before scanning the document

**38.43%**

*(n=648)*

# Respondents scan in the absence of others because…

**They wait to have access to a scanner or to scan multiple documents at once**
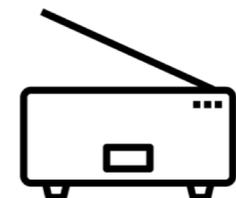
**67.56%**

**The documents don't require anyone else's input**

**46.87%**

**They have access to a personal scanner**

**31.67%**

*(n=1,421)*

# 15.17% of all respondents scan documents using a phone or tablet

Picture with app or tablet

**9.44%**

of all respondents

Scanning app on phone or tablet

**6.72%**

of all respondents

This behavior was more common when scanning in the presence of others

**17.32%**

Compared to 15.17% of all respondents

*(n=1,419)*

# Thank you!