Survey Report:

Workflows

mopria®

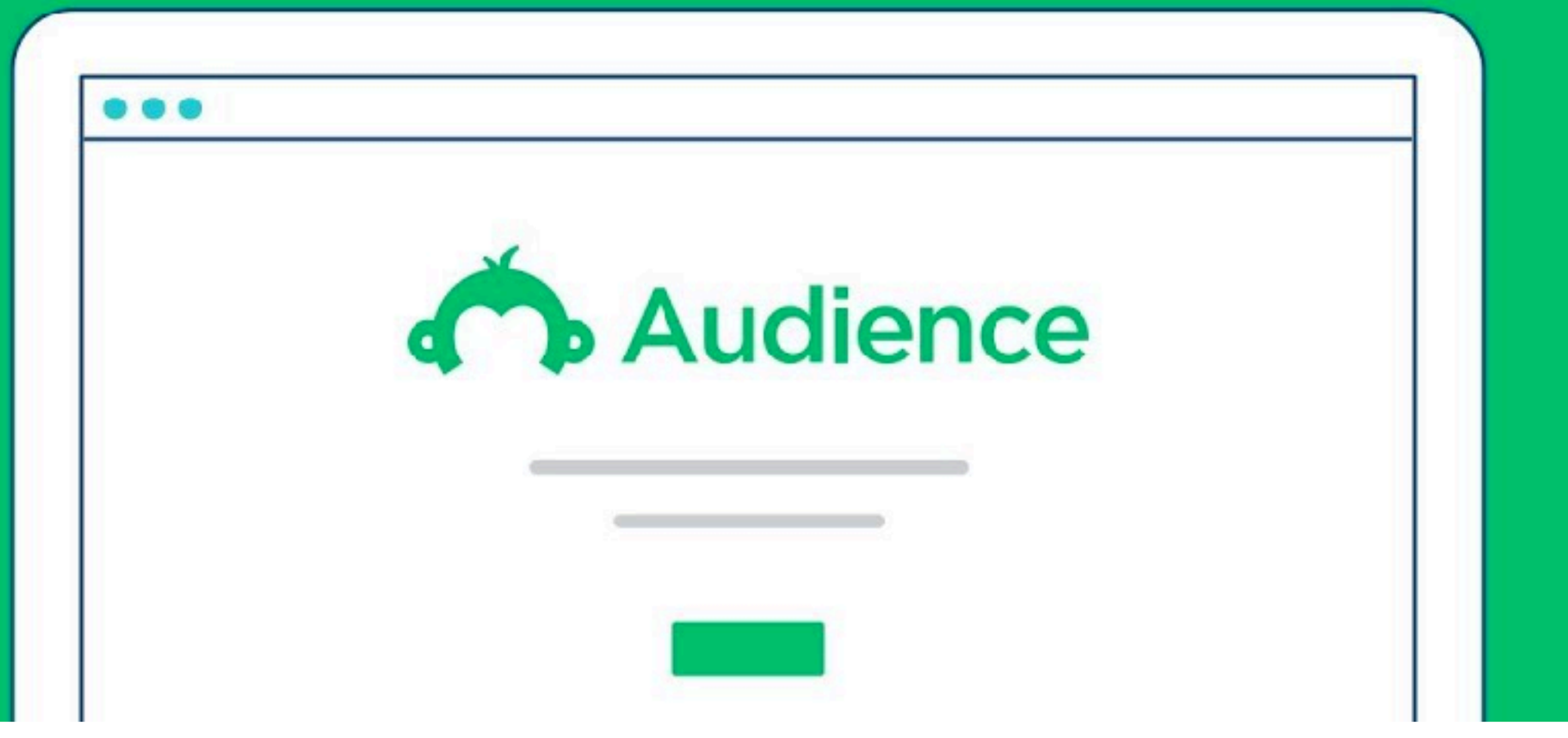
Goals

- Identify where scan and print fit in common workflows
- Understand differences between electronic and paper-borne documents
- Understand user preferences and habits in note-taking

Assumptions

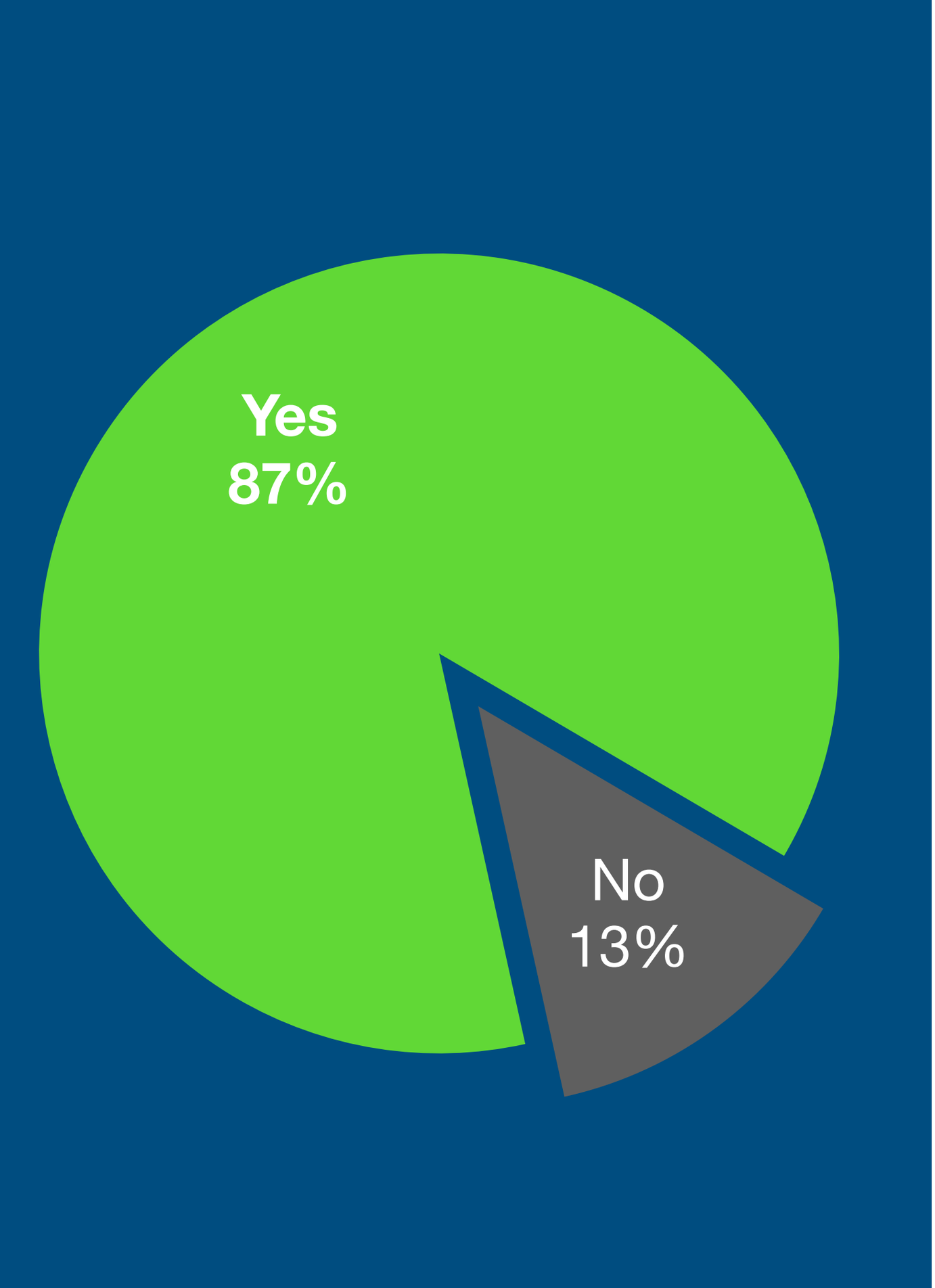
- Office workers are most likely to take part in common business workflows

- Signing documents is a simple and common workflow that could potentially leverage both print and scan



Methods

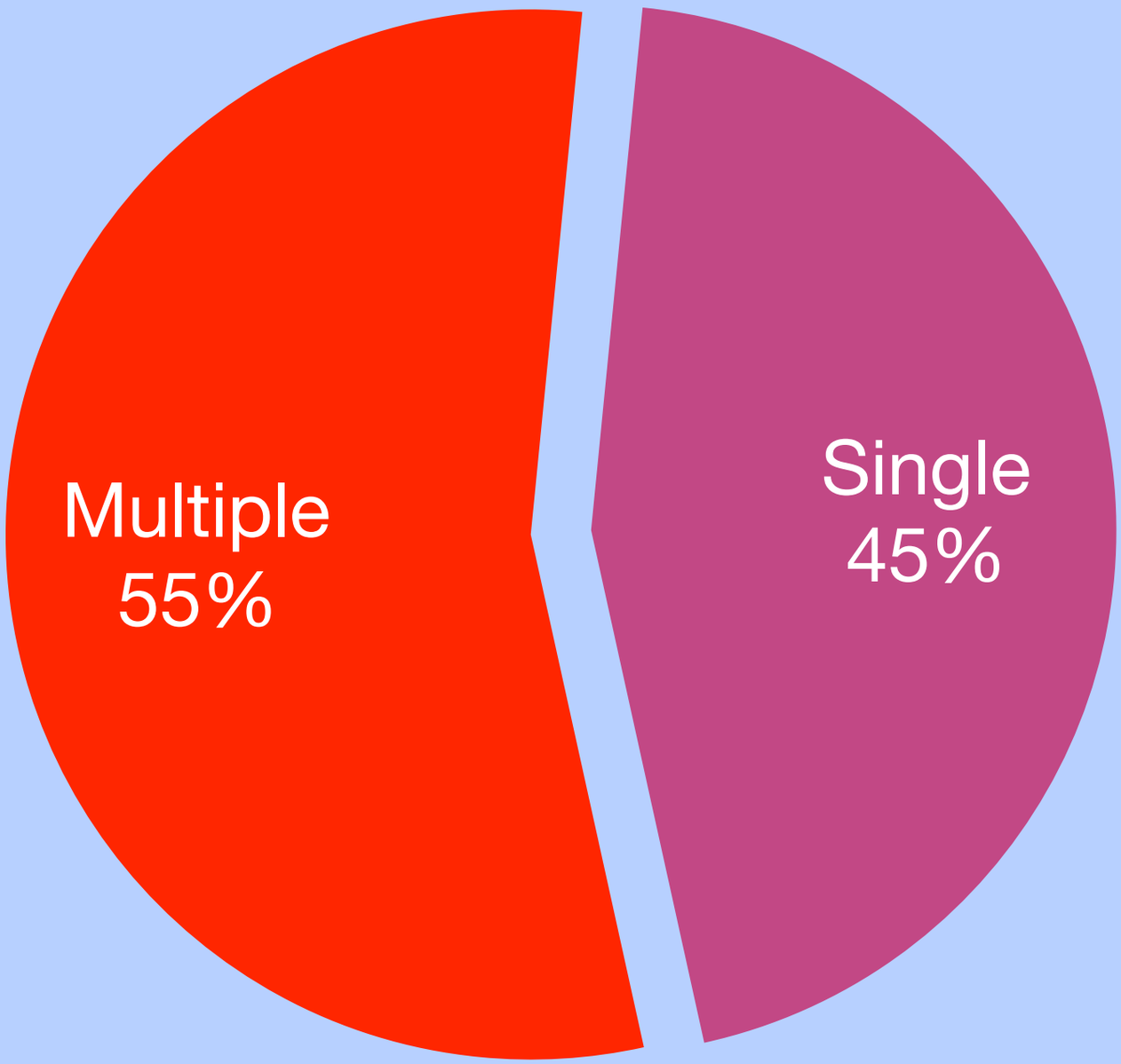
- Used SurveyMonkey Audience to field the survey
- We surveyed **1,377 individuals** between the ages of 25-65 **that work in an office setting**



People sign documents at work

- 86.9% have signed documents at work
- We asked questions based on two workflows: documents that require single and multiple signatures

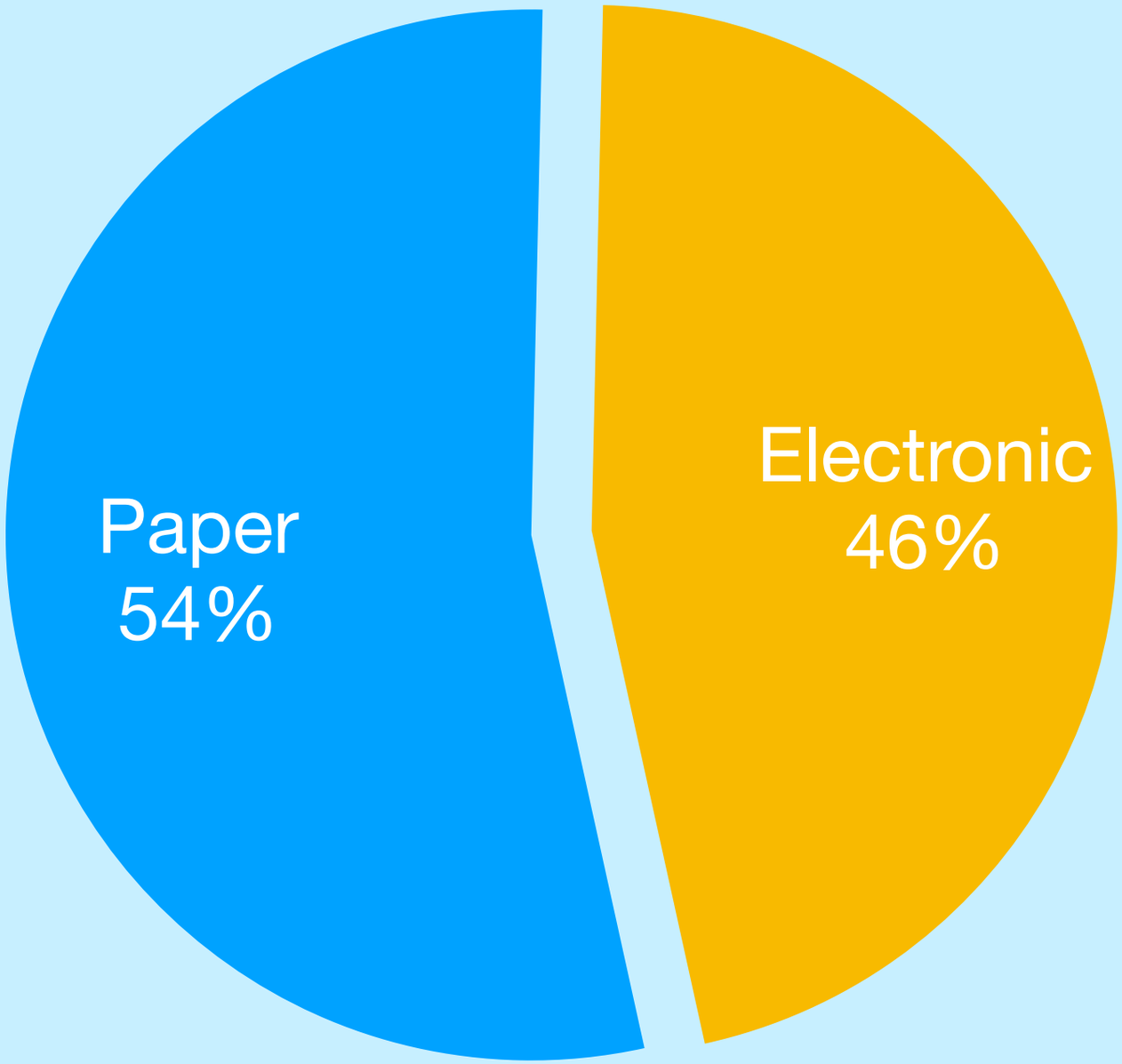
(n = 1362)



Signing Documents

- 55.02% individuals reported signing documents that required multiple signatures
- 44.98% were the sole signers
- This breakdown is roughly the same for both digital and paper-borne flows

(n = 1176)



Origins of Document

- We also took into consideration the start of each of those workflows

- 53.8% start as a paper document

- 46.2% start as an electronic file

n= 1182

Multiple signers: workflows

The most common workflow (with multiple signers) at **43.06%**

The second most common at **26.13%**

A close third **20.97%** is returning an electronic file with a signed hardcopy

Least common at **9.84%** is receiving a hardcopy but sending electronically

(n = 620)

Hardcopies stay that way

64.03% returned the document non-electronically

35.97% delivered it electronically

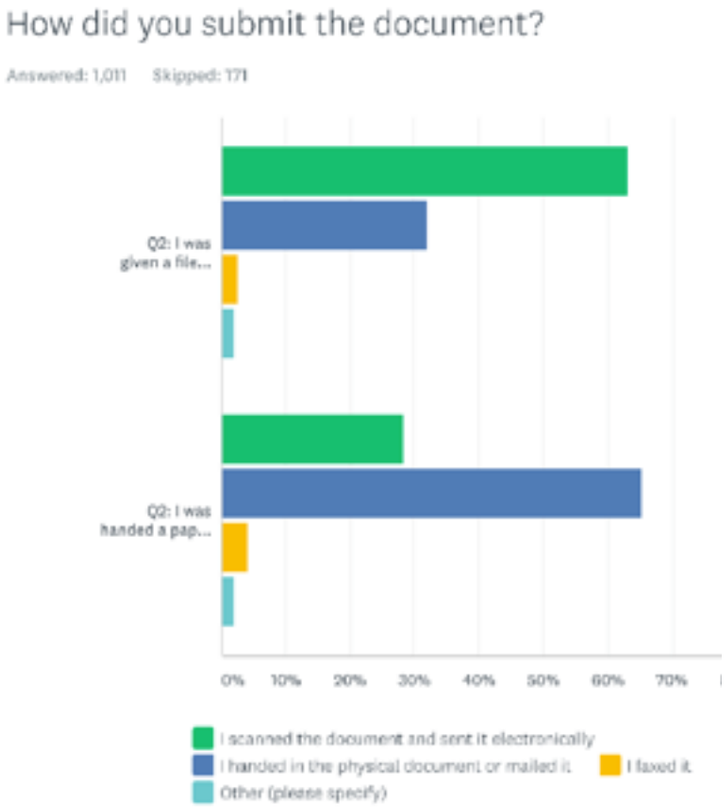
(n = 620)

When returning electronically, **72.52% used the office scanner**

(n = 222)

All submissions

How a document is received, dictates how it will be treated.



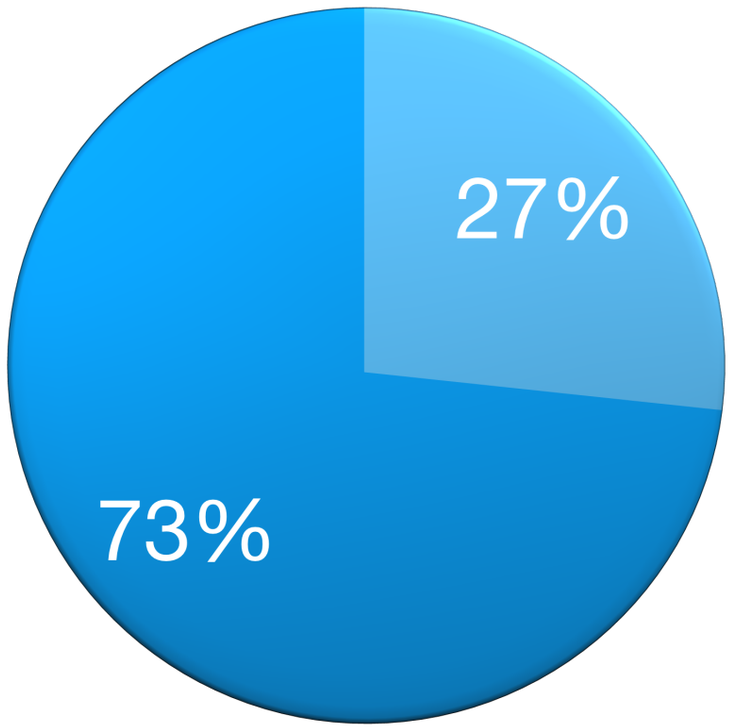
	I SCANNED THE DOCUMENT AND SENT IT ELECTRONICALLY	I HANDED IN THE PHYSICAL DOCUMENT OR MAILED IT	I FAXED IT	OTHER (PLEASE SPECIFY)	TOTAL
Q2: I was given a file that I then had to print and sign. (A)	63.15% 293 B	32.11% 149 B	2.59% 12	2.16% 10	45.90% 464
Q2: I was handed a paper document that I could sign with a pen. (B)	28.34% 155 A	65.27% 357 A	4.20% 23	2.19% 12	54.10% 547
Total Respondents	448	506	35	22	1,011

(n = 1011)

Nature of Notes

84.47% take notes on paper

n=1314



- 73.33% take notes in a notebook

- 26.67% take notes on a paper with related content printed on it

n = 1110

Notes are primarily personal

76.74% did NOT share notes that were taken on paper

n =1100

59.43% did NOT share notes that were taken electronically

n =880

Preferences

80.5% enjoy the feel of pen and paper

60.91% *choose* to take notes with pen and paper

71.13% believe they are more likely to remember their notes later, if they take it on paper

n=1292

Notes stay in format created

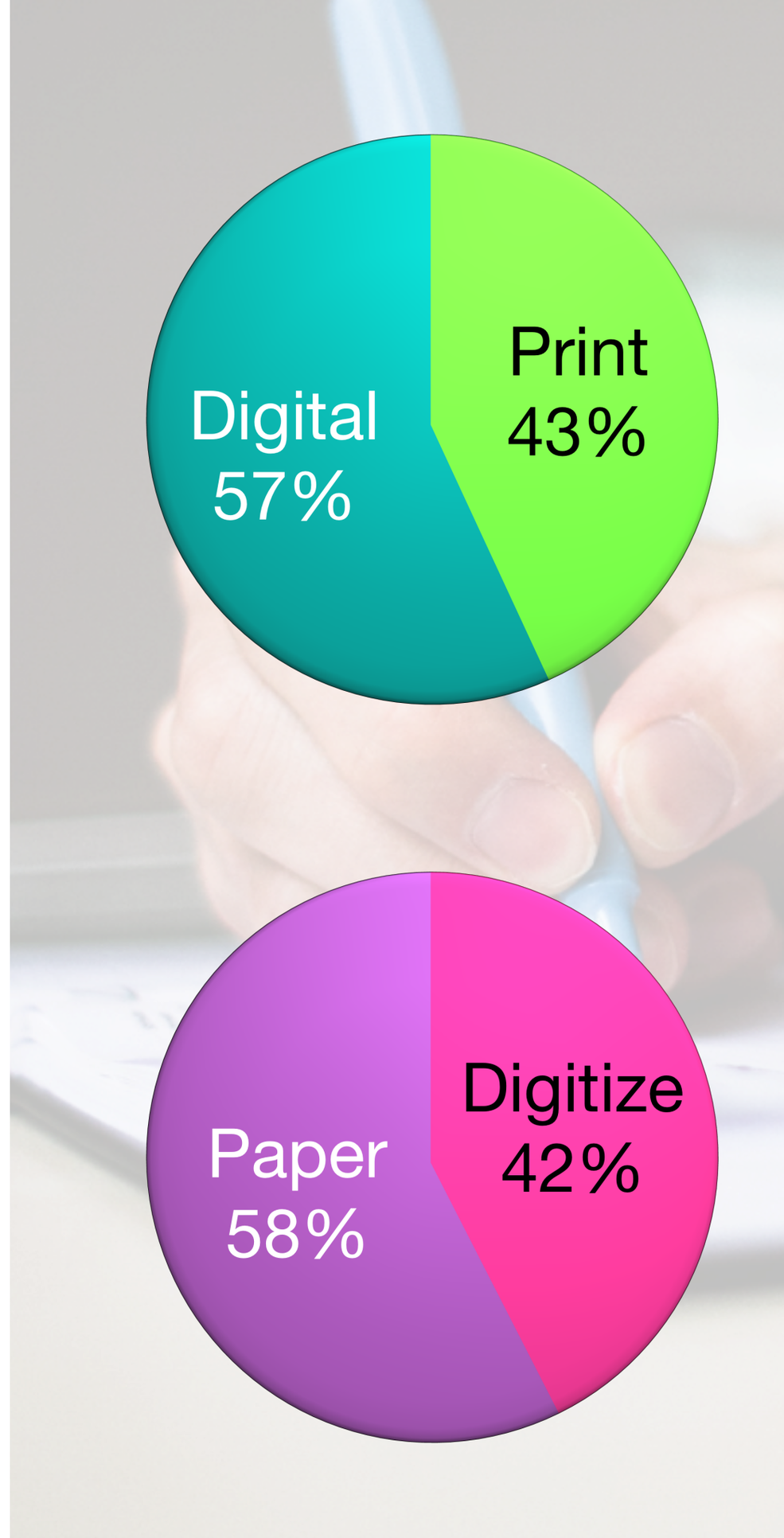
When taking notes on an electronic device:

- 56.89% keep them digital
- 43.11% print them out to review

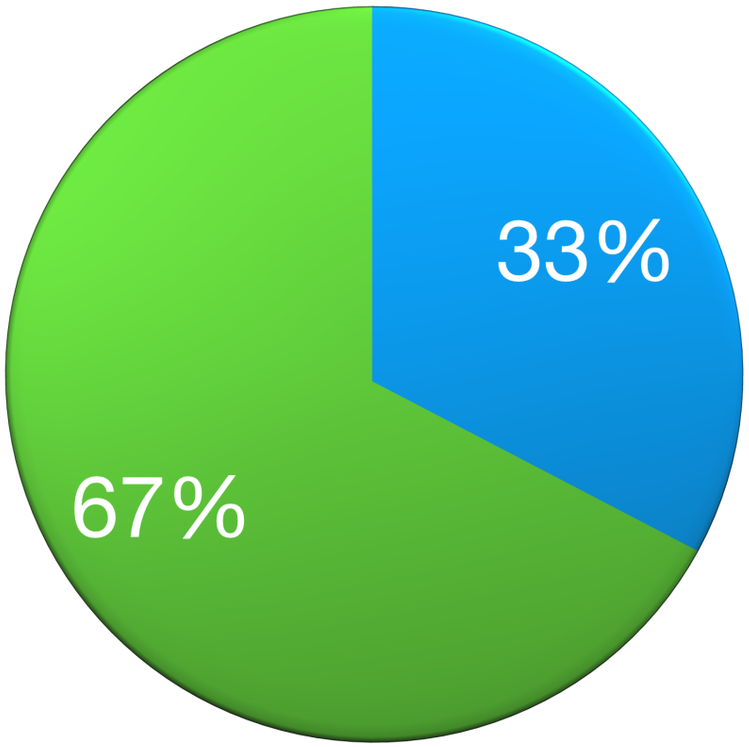
When taking notes on paper:

- 57.51% keep them as paper
- 42.49% digitize their notes

n=1292



Electronic notes

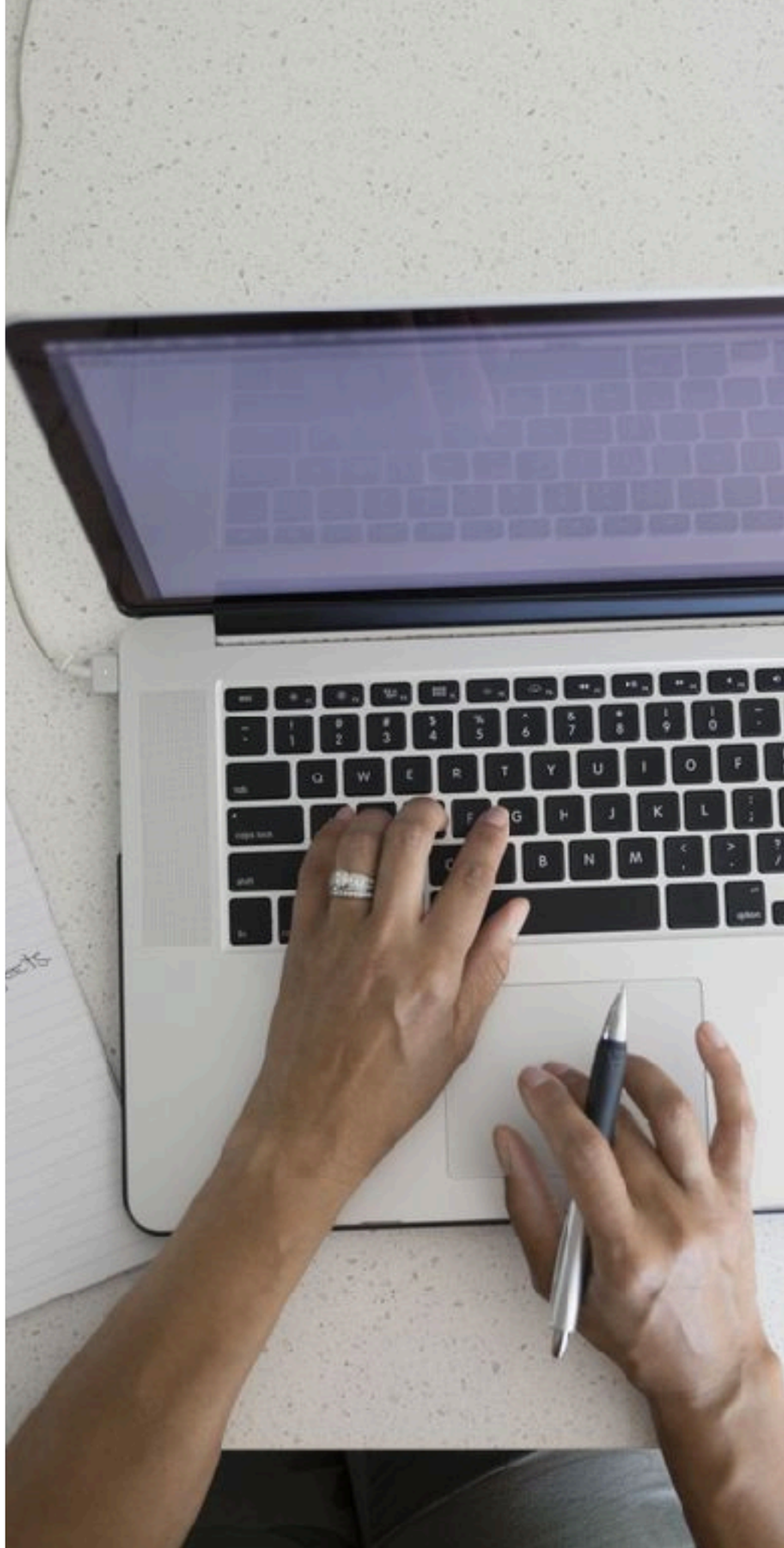


- 67.35% have taken electronic notes
- 32.65% do not take electronic notes at work, preferring pen and paper for notes

n = 1308

67.2% of electronic notes made on a laptop

n=881



Purpose of digital

- 63.93% do NOT prefer a digital device for SHARING

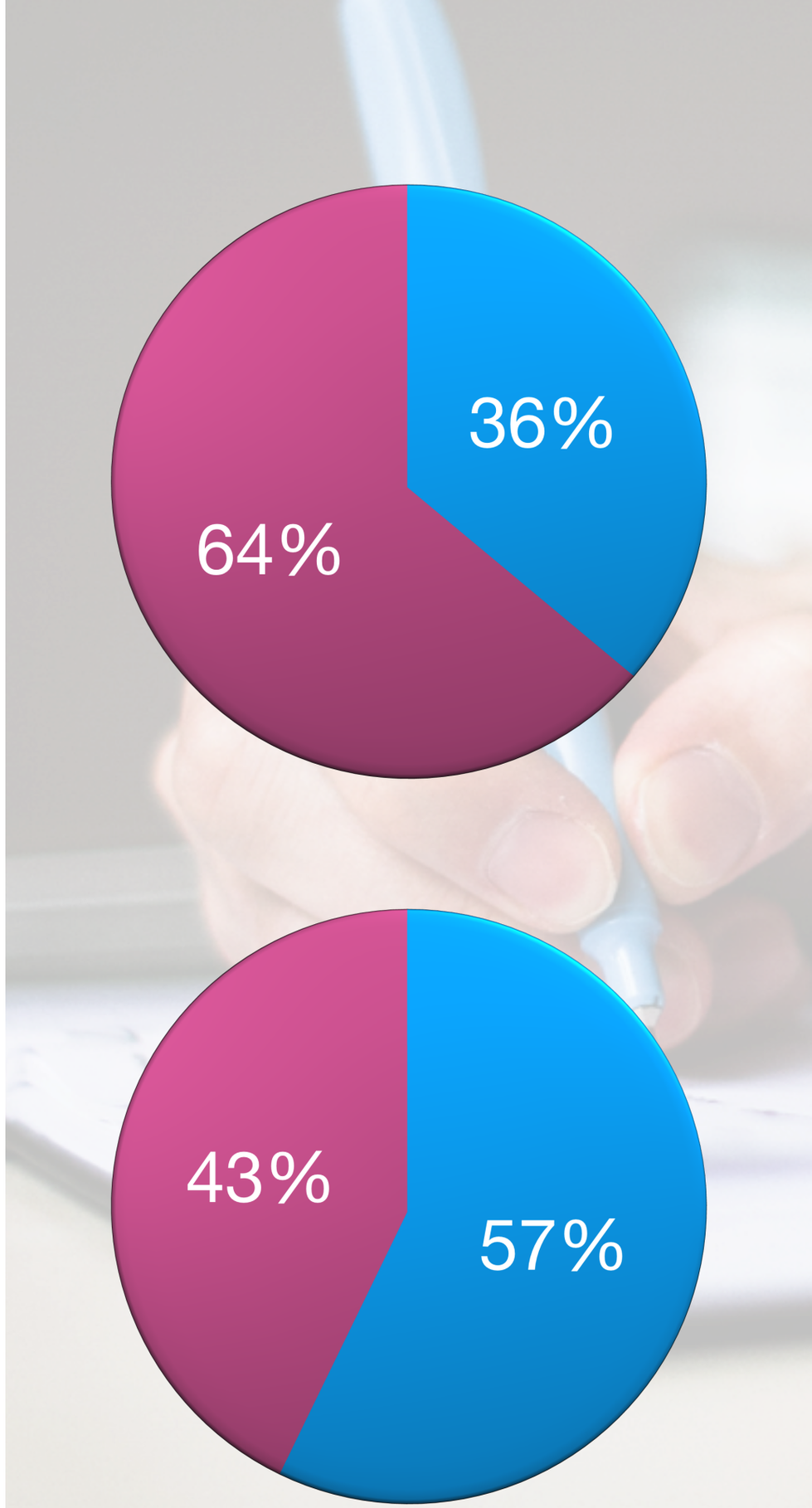
- 36.07% prefer to take notes on a digital device to share them

HOWEVER this shifts when it comes to SEARCHING:

- 57.2% prefer to take notes on a digital device to search at a later date

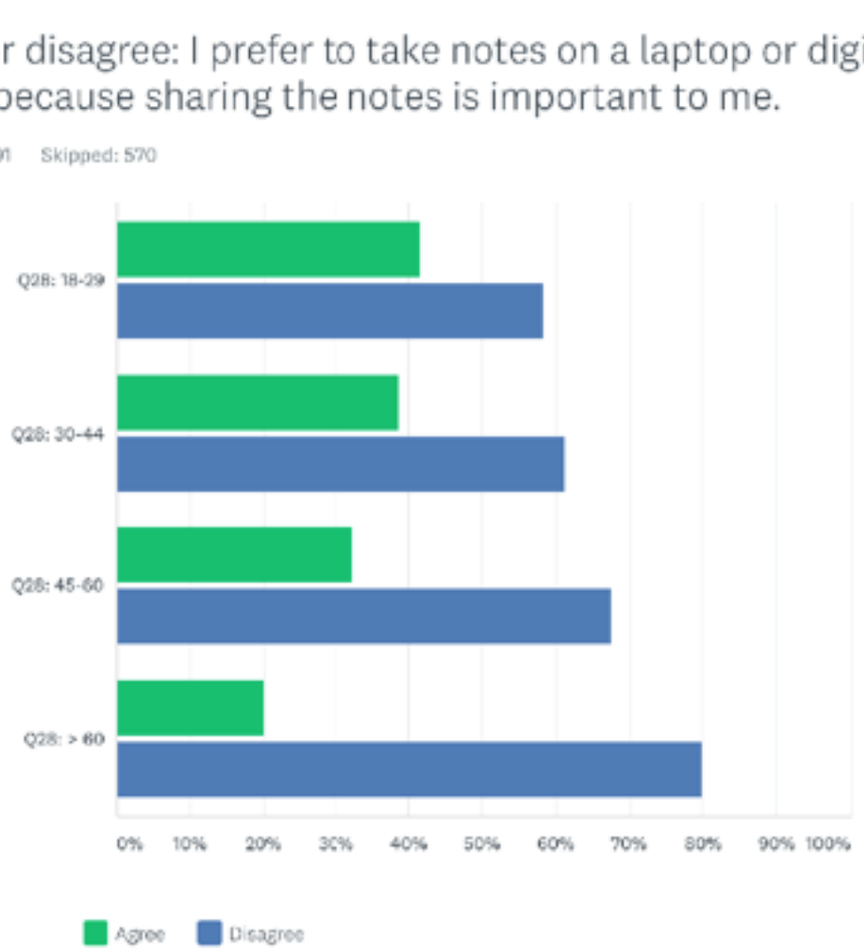
- 42.80% do NOT prefer to take notes on a digital device

n=1292

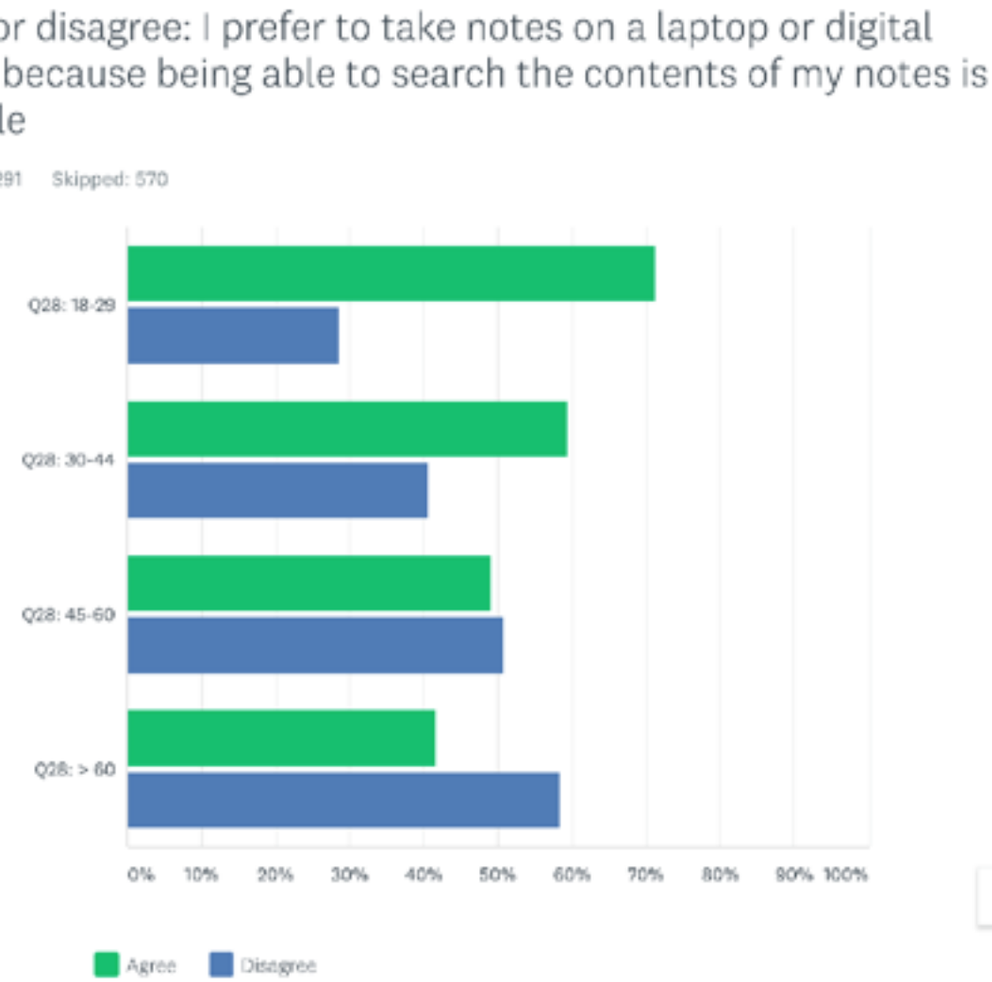


Direct Relationship to Age

- Younger are more split on sharing, older are more polarized
- Younger prefer searching notes, older care less



Sharing



Searching

(n = 1011)

Electronic notes are shared more

23.46% people shared their paper notes

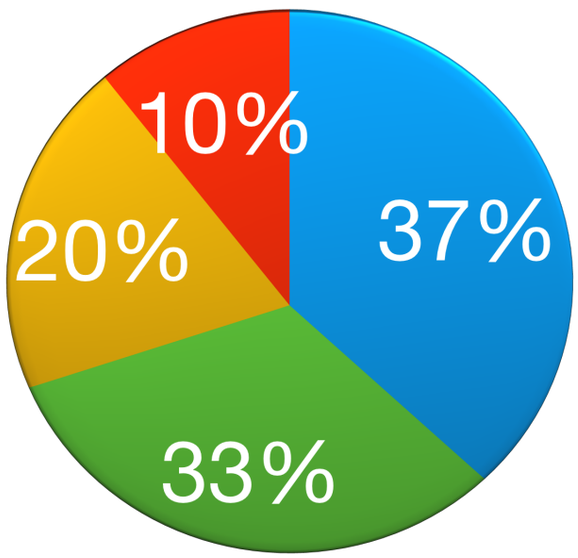
n=1110

The majority (67.83%) shared it electronically

n=258

In total 15.77% shared their paper notes electronically

n=1110 total



Of those that shared their notes electronically:

36.78% scanned the document,
32.76% typed their notes,
19.54% took a photo of the document,
10.34% sent a fax.

n=174

Whereas: 40.57% shared their electronic-borne notes

n=880

Potential Future Research

More complex document workflows

- Hypothesis: Form documents such as invoices needs to be organized (into folders) and information needs to be extracted; it may or may not need to be printed afterwards for filing purposes.

- Hypothesis: A paper invoice needs to have the information extracted either manually or digitally. It may either need to be scanned/digitized followed by manual or automatic organization or stored physically in a folder.

thank you