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
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.

<table>
<thead>
<tr>
<th>Top Distractions</th>
<th>Office Workers</th>
<th>Work-From-Home Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal communications (online chats, texts, calls)</td>
<td>8.4 hrs/week</td>
<td>8.8 hrs/week</td>
</tr>
<tr>
<td>Check email or surf the web</td>
<td>7.0 hrs/week</td>
<td>6.8 hrs/week</td>
</tr>
<tr>
<td>Unplanned conversations with work colleagues</td>
<td>7.8 hrs/week</td>
<td>6.1 hrs/week</td>
</tr>
</tbody>
</table>
Other Distractions

- **69%** Of work-from-home employees get distracted with household chores
- **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)
- **90%** Of office workers face distractions related to unplanned conversations with colleagues
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
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.

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

43% spend 6.6 hours on unproductive meetings

49% spend 5.3 hours on unproductive meetings

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?

- **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 finish work.
- **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% feel 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.
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  

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

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<tr>
<th></th>
<th>Office Workers</th>
<th>Work-From-Home Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check on children</td>
<td>4.8 hrs/week</td>
<td>6.6 hrs/week</td>
</tr>
<tr>
<td>Assist children with school or education</td>
<td>4.7 hrs/week</td>
<td>6.2 hrs/week</td>
</tr>
<tr>
<td>Household chores</td>
<td>4.8 hrs/week</td>
<td>6.0 hrs/week</td>
</tr>
<tr>
<td>Discuss household matters</td>
<td>4.9 hrs/week</td>
<td>6.1 hrs/week</td>
</tr>
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</table>
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

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
90% Of top managers value being able to access print, scan

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 all parents believe printing would help with productivity
Frequent print users also see benefits from more print/scan

- 84% of print users believe print helps them focus better at work
- Saves time
- 74% of print users believe being able to print or scan easily is important to overcoming distractions
- Mitigates Distractions
- 81% of print users prefer reading printed materials vs from a screen
- Helps Reading
- 84% of print users believe printing or scanning easily from their phone would save them time
- Helps focus
- More Productive
- 81% of print users would be more productive with easy mobile scan and print
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