

THE STATE OF WORKPLACE PRODUCTIVITY REPORT

Cornerstone OnDemand's The State of Workplace Productivity Report

About the Survey

The Cornerstone OnDemand State of Workplace Productivity Report survey was conducted between August 16 and August 23, 2013 among 1,029 employed Americans ages 18 and over, using an email invitation and an online survey. Results of any sample are subject to sampling variation. The magnitude of the variation is measurable and is affected by the number of interviews and the level of the percentages expressing the results. In this particular study, the chances are 95 in 100 that a survey result does not vary, plus or minus, by more than 3.1 percentage points from the results that would be obtained if interviews had been conducted with all persons in the universe represented by the sample. The margin of error for any subgroups will be slightly higher.

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For more information regarding the survey findings, visit www.csod.com/resources/research/state-of-workplace-productivity-2013

1. Which of the following, if any, have you ever experienced, even just a little bit?

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Work overload	50%	58%	48%	49%	48%
Information overload	34%	41%	31%	33%	31%
Technology overload	25%	38%	21%	24%	20%
None of these	37%	28%	40%	41%	38%

2. When it comes to collaboration in my workplace, there is:

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Too much	6%	7%	5%	7%	5%
Not enough	38%	35%	39%	41%	39%
About the right amount	56%	58%	56%	52%	57%

3. Which of the following, if any, would motivate you to collaborate with coworkers more often?

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Motivated to collaborate (NET)	81%	87%	79%	81%	78%
Positive recognition of the input I share	50%	61%	47%	50%	46%
Encouragement from senior staff	41%	48%	39%	43%	37%
Ability to easily share input with different departments or offices	33%	41%	31%	36%	28%
Receiving requests to give input only on specific subjects or projects that are relevant to me and my interests, expertise or experience	31%	33%	30%	30%	30%
Ability to share input when and how I please, such as anytime, from anywhere and on any type of device	28%	38%	25%	29%	23%
Ability to share input with coworkers I don't typically work with	27%	27%	27%	28%	28%
Other	3%	2%	3%	2%	4%
Nothing	19%	13%	21%	19%	22%

4. In which type of collaboration at work would you most like to participate?

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
In-person	72%	60%	76%	69%	79%
Online	23%	34%	19%	23%	17%
Via phone or video conference	5%	6%	5%	8%	4%

5. Which of the following devices, if any, do you ever use for work purposes?

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Desktops (NET)	63%	58%	65%	69%	62%
Desktop computer provided by my employer	51%	49%	52%	56%	49%
Personal desktop computer	21%	18%	22%	23%	21%
Laptops (NET)	36%	46%	33%	38%	31%
Laptop computer provided by my employer	26%	34%	23%	27%	22%
Personal laptop computer	18%	25%	17%	20%	14%
Smartphones (NET)	29%	52%	23%	31%	18%
Personal smartphone	24%	45%	18%	24%	15%
Mobile smartphone provided by my employer	8%	12%	7%	11%	5%
Tablets (NET)	13%	20%	10%	14%	8%
Personal tablet	8%	16%	6%	8%	4%
Tablet provided by my employer	6%	9%	6%	7%	5%
Personal devices (NET)	43%	56%	39%	44%	36%

6. How many applications, if any, do you use for work purposes during a typical work week?

*Base = Use device(s) (853)

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Use Apps (NET)	65%	68%	65%	70%	62%
Less than one a week	11%	12%	10%	8%	12%
1-2	15%	17%	14%	15%	13%
3-4	17%	15%	17%	20%	15%
5 or more	23%	24%	23%	26%	22%
I never use applications for work purposes	35%	32%	35%	30%	38%
Mean excluding 0	4.3	4.2	4.5	4.5	4.2
Median excluding 0	3.0	3.0	3.0	3.0	3.0

7. Which of the following types of applications do you use for work purposes at your current job?

**Base = Use work apps (558)*

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Productivity applications	49%	52%	48%	50%	47%
Database management applications	34%	35%	34%	35%	33%
Social networking or collaboration applications	28%	39%	24%	28%	22%
File sharing applications	28%	33%	26%	26%	27%
Project and task management applications	20%	24%	19%	18%	20%
Learning and HR applications	17%	21%	16%	15%	17%
Financial management applications	14%	15%	13%	14%	14%
Sales and marketing applications	12%	14%	11%	16%	8%
Other	21%	14%	24%	23%	24%

8. Which of the following best describes you in regards to the applications you use for work purposes?

**Base = Use work apps (558)*

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
I only use applications that my company provides	65%	57%	68%	61%	72%
I only use applications that my company does not provide	8%	11%	7%	12%	3%
I use a mix of applications that my company provides and does not provide	27%	32%	25%	27%	25%

9. Which of the following, if any, are important to you when using an application for work purposes? That it:

**Base = Use work apps (558)*

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Importance (NET)	98%	99%	98%	98%	99%
Is easy to use	77%	80%	76%	74%	79%
Can access the information I need, when I need it	73%	70%	74%	67%	79%
Helps me to be more productive	62%	59%	63%	63%	63%
Helps me to work smarter	48%	47%	48%	48%	48%
Helps me to collaborate with others	40%	46%	38%	39%	38%
Is accessible on multiple devices	35%	42%	33%	34%	32%
Is visually appealing	21%	22%	21%	23%	20%
Other	-	-	-	-	1%
Nothing	2%	1%	2%	2%	1%

10. Does your company have policies or rules for each of the following?

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Using a personal device for work purposes					
Yes	41%	40%	41%	42%	41%
No	45%	46%	44%	48%	40%
I don't know	15%	14%	15%	10%	19%
Using applications for work purposes that are not provided by the company					
Yes	36%	32%	38%	40%	36%
No	43%	47%	42%	46%	40%
I don't know	21%	20%	21%	15%	24%
Using devices provided by the company for personal purposes					
Yes	48%	45%	49%	49%	49%
No	38%	43%	36%	41%	34%
I don't know	14%	13%	15%	10%	18%

10. Does your company have policies or rules for each of the following? *(continued)*

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Using devices provided by the company for personal purposes					
Yes	48%	45%	49%	49%	49%
No	38%	43%	36%	41%	34%
I don't know	14%	13%	15%	10%	18%

11. Which of the following, if any, describe any applications you downloaded in the last 12 months to use for work purposes?

**Base = Downloaded applications (303)*

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
It helps me to be more efficient at work	60%	51%	64%	66%	61%
It helps make my job easier	50%	41%	54%	54%	54%
I need it in order to do my job	37%	33%	39%	32%	44%
Other employees at my company are currently using it	30%	30%	30%	26%	35%
I downloaded it onto a personal device even though I wasn't required by my employer to do so	29%	43%	23%	24%	21%
I had never used it before	18%	21%	18%	16%	19%
I was the first employee at my company to use it	15%	21%	12%	13%	12%
Other	2%	2%	2%	2%	2%

12. How likely or unlikely would you be to download applications to use for work purposes in the next 12 months and use your own money to pay for it?

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Likely (NET)	28%	41%	24%	30%	20%
Extremely likely	8%	14%	6%	9%	4%
Somewhat likely	20%	28%	18%	21%	16%
Unlikely (NET)	72%	59%	76%	70%	80%
Somewhat unlikely	17%	21%	16%	18%	14%
Extremely unlikely	55%	38%	60%	52%	65%

13. How willing or unwilling would you be to use wearable technology if it enabled you to do your job better?

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Willing (NET)	58%	66%	55%	62%	50%
Extremely willing	17%	22%	16%	17%	15%
Somewhat willing	41%	45%	39%	45%	35%
Unwilling (NET)	42%	34%	45%	38%	50%
Somewhat unwilling	21%	24%	20%	17%	23%
Extremely unwilling	21%	9%	25%	21%	27%

14. If a colleague has wearable technology to get his or her job done, which of the following would you be likely to feel?

	TOTAL	MILLENNIALS	OLDER GEN	GEN X	BABY BOOMERS
Curious	67%	72%	65%	65%	65%
Like I was at a professional disadvantage	12%	15%	12%	13%	11%
Embarrassed for my colleague	9%	11%	9%	12%	8%
Jealous	5%	9%	3%	5%	2%
Frustrated	4%	4%	4%	5%	5%
Upset	4%	5%	4%	4%	3%
Other	14%	7%	16%	15%	17%

Generational Breakouts

- Older Generations = Gen X, Baby Boomers, Traditionalists (792)
- Millennials = ages 18-32 years (237)
- Gen X = ages 33-48 years (317)
- Baby Boomers = ages 49-67 years (444)
- Traditionalists = ages 68-plus years (31)