



Microsoft “Get It Done” Survey of Office Workers

Executive Summary and Survey Results

Presented by:
Harris Interactive Public Relations Research

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About the Survey

Survey Method

This survey was conducted online within the United States by Harris Interactive on behalf of Microsoft from October 16-23, 2013 among 1,000 U.S. employed adults ages 18 and up, who use technology (such as computers, smartphones, and tablets) every day to get their work done, and work in a traditional, executive/shared/not at the company headquarters, or virtual office. Figures for age, sex, race/ethnicity, education, region, and household income were weighted where necessary to bring them into line with their actual proportions in the population. Propensity score weighting was also used to adjust for respondents' propensity to be online.

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with nonresponse, error associated with question wording and response options, and post-survey weighting and adjustments. Therefore, Harris Interactive avoids the words "margin of error" as they are misleading. All that can be calculated are different possible sampling errors with different probabilities for pure, unweighted, random samples with 100% response rates. These are only theoretical because no published polls come close to this ideal.

Respondents for this survey were selected from among those who have agreed to participate in Harris Interactive surveys. The data have been weighted to reflect the composition of the U.S. employed adult population. Because the sample is based on those who agreed to participate in the Harris Interactive panel, no estimates of theoretical sampling error can be calculated.

About Harris Interactive

Harris Interactive is one of the world's leading market research firms, leveraging research, technology, and business acumen to transform relevant insight into actionable foresight. Known widely for **The Harris Poll**[®], Harris offers proprietary solutions in the areas of market and customer insight, corporate brand and reputation strategy, and marketing, advertising, public relations and communications research across a wide range of industries. Additionally, Harris has a portfolio of multi-client offerings that complement our custom solutions while maximizing a client's research investment. Serving clients worldwide through our North American and European offices, Harris specializes in delivering research solutions that help our clients stay ahead of what's next. For more information, please visit www.harrisinteractive.com.

Executive Summary

The World is My Office

While two in three office workers believe there is a clear line between when their professional life stops and their personal life begins, the data from Microsoft's *Get It Done* survey suggests quite the opposite – that in 2013, the barrier between personal and professional is not only blurry, but in fact may no longer exist at all. In reality, more than three-quarters of office workers say they work at least occasionally at unconventional times, either on weekends or outside of normal business hours and more than 1 in 2 office workers say they are now *expected* to be available no matter what time it is.

- > More than 3 in 4 (77%) say they work on weekends or outside of normal business hours.
- > More than 1 in 2 office workers (56%) say they are expected to be available to respond to work-related issues outside of traditional office hours.
- > 55% need to be able to get work done no matter where they are.
 - Almost 2 in 3 office workers (64%) expect to be able to get work done at home.
 - In fact, 44% have multi-tasked by working while watching television; 36% while eating a meal at home; 19% while going to the bathroom; 9% while taking a shower or bath; and 4% while having sex!
 - 47% have done work while on vacation.
- > 7 in 10 office workers say they expect to be able to get work done in a public space such as an airport, train/subway station, cafe, outdoor park, doctor's office, grocery or retail store, etc.
- > Among all office workers, the primary reasons for working outside of traditional business hours are: necessity (40% say they simply have too much to do and need to work extra hours to get ahead) or desire (39% say it allows them to have a more flexible work day).

The High-level Work Never Stops

Only 21% of office workers say they do their best thinking *exclusively* in the office. Everyone else says that at least some of their best thinking occurs outside the office's traditional four walls. When outside the office, work is no longer limited to quick, mundane tasks like reading and responding to emails, but often includes high-level strategic action like writing, editing, collaborating and analyzing. It is essential to about half (if not more) of office workers to have the ability to: access documents from anywhere, pick up exactly where they left off during the workday, and feel confident in the privacy and security of their work files.

- > 77% of office workers say that at least some of their best thinking for work occurs outside the office. And nearly 4 in 10 office workers (37%) say their best thinking occurs exclusively outside of the office.
 - In fact, 33% of office workers say they think best at home; 35% say on their commute to or from work; 13% say just before they go to sleep, 11% say in a public place (e.g., library, café, park), and 16% say in the shower!
 - More than twice as many office workers say they do their best thinking for work first thing in the morning, compared to just before they go to sleep (28% vs. 13%).
- > When working outside the traditional office setting:
 - 56% of office workers say they need to be able to access documents from anywhere.
 - 50% say they need to be confident that their documents are secure and private.
 - 46% say they need to be able to pick up where they left off while editing and co-authoring.
- > When working outside of the traditional office setting, the majority of office workers (62%) are reading and responding to emails. However, many are also:
 - Editing or writing documents (46%);
 - Collaborating with others (42%) via audio or video conference calls, company social network or other avenues;
 - Analyzing data or information (38%); and,
 - Making strategic decisions (25%).

Flexibility Is Valuable, If Not Required

As mentioned, more than 1 in 2 office workers say it is now an expectation and a necessity to be able to get work done whenever and wherever they are. But stating the obvious, to ensure success outside of the office, flexibility is key. More than 1 in 2 office workers say they would be willing to work *more hours*, and a staggering 1 in 5 say they would be willing to *take a pay cut*, to have greater flexibility in their day!

- > 56% say they are expected to be available to respond to work-related issues outside of traditional office hours.
- > 55% need to be able to get work done no matter where they are.
- > 53% say they would be willing to work more hours, and 20% say they would be willing to take a pay cut, to have greater flexibility in where and when they get their work done.

Almost Half of Workers Feel Naked Without Mobile Work Technology

The vast majority of office workers praise technology that allows them to work outside the office, saying it makes them more productive, more successful, more committed, more collaborative, and more focused. Nearly 1 in 2 office workers even go as far as saying they “feel naked” when they don’t have their mobile work devices on them. And despite the fact that about 3 in 4 office workers say they currently have access to this type of technology, many still appear to crave more. About 2 in 5 would give up access to some vital indulgence – like a favorite TV show, caffeine or even a vacation – to have access to better work technology that lets them get things done wherever they are.

- > Nearly 3 in 4 (72%) office workers currently have access to technology that allows them to get work done outside of their traditional office; however, the other 1 in 4 (28%) do not.
- > About 1 in 2 office workers (47%) feel naked if they don’t have their mobile work devices (e.g., phone, tablet, or laptop) on them.
- > About 4 in 10 (42%) would give up access to a key indulgence – such as alcohol (20%); caffeine (16%); a favorite TV show (10%); a favorite food (6%); or a vacation (5%) – to have better technology at work that lets them get work done wherever they are.
- > Among office workers who have access to technology that allows them to work outside the traditional office, the majority say it has made them: more productive (93%); more successful (93%); more committed to their job (89%); more collaborative (83%); and more focused (79%).

Men Blur Line More Than Women

There is a significant gender gap with respect to the increasingly blurry line between personal and professional, as well as the use of technology to successfully traverse that line. Men are much more likely than women to let work bleed into their personal life; to expect and need to get work done outside of traditional office hours; and to do a wide variety of high-level tasks outside the office. Some of the key differences between male and female office workers include:

- > Men are more likely to say:
 - There is no clear line between when their work stops and their personal life begins (45% vs. 24%).
 - They are expected to be able to respond to work-related issues outside of traditional business hours (65% vs. 48%).
 - They need to be able to get work done no matter where they are (62% vs. 49%).
 - They feel naked if they don't have their mobile work devices on them (53% vs. 42%).
 - They work outside of normal business hours or on the weekend (86% vs. 70%).
- > Men are more likely to work while they are:
 - On vacation (53% vs. 41%);
 - Home sick (51% vs. 42%);
 - Commuting to or from work (47% vs. 28%);
 - Out to eat (35% vs. 20%); and,
 - Going to the bathroom (27% vs. 11%).
- > Outside of the traditional office, men are more likely to:
 - Feel it's imperative to be able to join conference calls from anywhere (37% vs. 23%).
 - Say that it is essential to be able to tap into a network of people at work without knowing exactly who has the information they need (26% vs. 12%).
 - Need to edit or write documents (52% vs. 39%); work with others (51% vs. 34%); analyze data or information (47% vs. 30%); make strategic decisions (37% vs. 14%); and access restricted company content or resources (27% vs. 15%).

Survey Results

BASE: QUALIFIED RESPONDENTS

Q700 When or where do you do your best thinking for work? Please select all that apply.

<i>Base</i>	1,000
In the office	62%
On my way to or from work	35%
At home	33%
IN MEETINGS (NET)	28%
In meetings with colleagues	24%
In meetings with customers or partners	13%
First thing in the morning	28%
In the shower	16%
During the weekend	13%
Just before I go to sleep	13%
In a public environment outside the office (e.g., library, cafe, park)	11%
Other	4%
Not sure	1%

SPECIAL Q700 "IN THE OFFICE" TABLE

<i>Base</i>	1,000
Best thinking is in the office <u>only</u>	21%
Best thinking is in the office <u>and</u> another place	41%
Best thinking is <u>outside</u> of the office	37%
Not sure	1%

BASE: QUALIFIED RESPONDENTS**Q705** Have you ever worked when you were...? Please select all that apply.*Please think about taking conference calls, collaborating with others, editing documents and any other work that you might do.*

<i>Base</i>	1,000
On vacation	47%
Home sick	46%
Watching television	44%
Commuting to or from work	37%
Eating a meal at home	36%
Driving a car	29%
Out to eat	27%
In bed	27%
Going to the bathroom	19%
At a child's event or activity (e.g., soccer game, dance lesson, theater performance)	10% <i>20% among parents</i>
Taking a shower or bath	9%
Having sex	4%
Out on a date	4%
At a wedding	3%
None of the above	22%

BASE: QUALIFIED RESPONDENTS**Q710** When you're not in your office, where do you expect to be able to get work done? Please select all that apply.

<i>Base</i>	1,000
Home	64%
Coffee shop or cafe	24%
Airport	24%
Airplane	20%
On ground public transportation (e.g., train, subway, bus)	15%
Outdoor park	13%
Train/subway station	11%
Restaurant or bar	11%
Doctor's office	9%
Child's school or activities	5% <i>12% among parents</i>
Exercise gym or fitness center	4%
Grocery or retail store	4%
Other	9%
None; I only expect to work inside the office.	30%

BASE: QUALIFIED RESPONDENTS

Q715 When you work away from your traditional office setting, what kind of work do you need to do?
Please select all that apply.

<i>Base</i>	1,000
ANY (NET)	77%
Read and respond to emails	62%
Edit or write documents	46%
WORK WITH OTHERS (SUB-NET)	42%
Share or collaborate on documents	26%
Collaborate with others via audio conference calls	22%
Host or participate in meetings	19%
Collaborate with others via video conference calls	12%
Collaborate with others via company social network	10%
Analyze data or information	38%
Make strategic decisions	25%
Access restricted company content or resources	21%
Other	11%
I never work away from my traditional office setting	23%

BASE: QUALIFIED RESPONDENTS

Q720 In thinking about your work outside of the traditional office setting, which of the following are essentials or “must-haves” to you? Please select all that apply.

<i>Base</i>	1,000
Being able to access my documents from anywhere	56%
Being confident that my work files are secure and private	50%
Being able to pick up where I left off while editing, co-authoring, etc.	46%
Being able to work on multiple devices and access my work information from any of them	36%
Being able to join conference calls from anywhere	30%
Being able to quickly identify if a work colleague is available, busy, etc.	26%
Being able to tap into a network of people at work without knowing exactly who has the information I need	19%
Being able to communicate via video conference	13%
None of the above	24%

BASE: QUALIFIED RESPONDENTS

Q725 Which of the following, if any, are reasons why you might work outside normal business hours or on the weekend?
Please select all that apply.

<i>Base</i>	1,000
I simply have too much work to do and need to work extra hours to get ahead.	40%
It allows me to have a more flexible work day.	39%
I have more time to think about what I need to achieve.	29%
I have too many distractions in the office during normal business hours.	23%
I feel more creative.	19%
Other	14%
I never work outside of normal business hours or on the weekend.	23%

BASE: QUALIFIED RESPONDENTS**Q730** How strongly do you agree or disagree with the following statements about your job?

<i>Base (n=1,000)</i>	AGREE (NET)	Strongly agree	Somewhat agree	DISAGREE (NET)	Somewhat disagree	Strongly disagree
I have the technology and tools I need to get my work done when and where I need to.	76%	31%	45%	24%	15%	9%
I am expected to be available to respond to work-related issues outside of traditional office hours.	56%	20%	36%	44%	19%	24%
I need to be able to get work done no matter where I am.	55%	18%	37%	45%	23%	22%
I would be willing to work more hours if I had more flexibility in where and when I got work done.	53%	17%	36%	47%	23%	24%
I feel naked if I don't have my mobile work devices (e.g., phone, tablet, laptop) on me	47%	19%	28%	53%	21%	32%
There is no clear line between when my work stops and my personal life begins.	34%	9%	25%	66%	24%	42%
I would be willing to take a pay cut if I had more flexibility in where and when I got my work done.	20%	5%	15%	80%	20%	60%
I carpool or take public transportation to work just so that I can get work done during my commute.	12%	3%	9%	88%	12%	76%

BASE: QUALIFIED RESPONDENTS**Q800** The next few questions are about technology. We would like you to think about everything from laptops and smart phones to file sharing and video conferencing.

Do you have access to technology in your current job that allows you to work in places other than your traditional office?

<i>Base</i>	<i>1,000</i>
Yes	72%
No	28%

BASE: HAS ACCESS TO TECHNOLOGY (Q800/1)

Q805 In thinking back over your career, we would like to know how technology, that allows you to work outside the traditional office, has changed your work life.

Please complete this sentence: Because of this kind of technology... (Please select one from each row)

If you have always had access to this kind of technology, please tell us how you imagine it would have changed your work experience.

<i>Base</i>	718
I am more productive.	93%
I am less productive.	7%
I am more successful.	93%
I am less successful.	7%
I am more committed to my job.	89%
I am less committed to my job.	11%
I have more time to get things done.	85%
I have less time to get things done.	15%
I am more collaborative.	83%
I am less collaborative.	17%
I am more focused.	79%
I am less focused.	21%
I work more hours.	74%
I work fewer hours.	26%

BASE: QUALIFIED RESPONDENTS

Q810 Which of the following, if any, would you be willing to give up for better technology at work, that lets you get things done wherever you are? Please select all that apply.

<i>Base</i>	1,000
ANY (NET)	42%
Alcohol	20%
Caffeine	16%
My morning cup of coffee or tea	16%
My favorite TV show	10%
My favorite food	6%
A vacation	5%
Other	5%
I would not be willing to give up anything for better technology at work.	58%