



Hybrid workplace habits & hangups

The workplace has changed. Employees are working from more places, using more SaaS tools, and expecting more from their workplace experience. A survey of 1,043 knowledge workers conducted by The Harris Poll found that SaaS sprawl – and its drag on employee productivity and experience – is real.

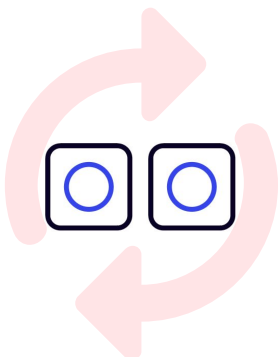
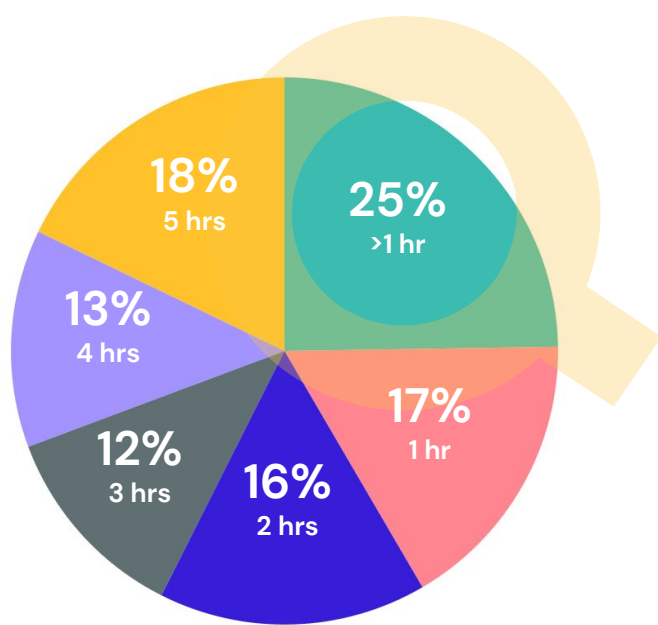
The time suck of SaaS sprawl

Employed Americans spend, on average, at least

2 hours a day or 25% of their workweek

looking for documents, information, or people they need to do their jobs.

26% of workers aged 35–44 spend a whopping **5 hours a day** searching for information that they need.



Over one-third of workers, 35%, switch between work apps at least

4X an hour.

This increases to **50%** for workers aged 18–34.



26%

have created a work item that they later discovered already existed.

45%

get annoyed when coworkers ask them for documents or information they are unable to find.

20%

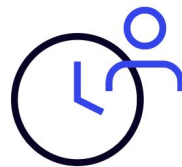
have gotten into work disagreements because of misunderstandings due to virtual communication.

24%

are guilty of asking a colleague for documents and information rather than taking the time to find it themselves.

18%

get interrupted by coworkers **at least 5 times an hour.** More women agreed (20%) compared to men (15%).



My way or the highway



43%

of employed Americans would **consider leaving their job** if their company didn't have an efficient/easy way to access the information and people they need to get their job done.

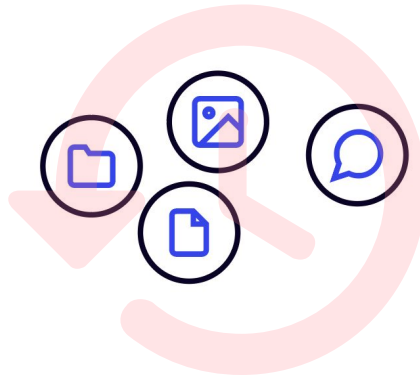
This jumps to **51%** of those aged 18–34 and **57%** of those aged 35–44.

This also jumps to **54%** for those who are parents—many of whom have been under additional pressure dealing with childcare during the pandemic.

45%

of employed Americans think their company's process for organizing shared documents and information is stuck in the dark ages and **needs to modernize.**

This jumps to **53%** of those aged 35–44 and **52%** of those under 35.



48%

would be willing to give up their morning coffee/tea in exchange for the ability to instantly find or have access to the documents and information they need at any given moment at work.

Again, this number increases to **60%** for parents, who are often forced to be more protective of their time.

42%

find it harder to manage the documents and information they need to get work done than their email inbox.

44%

think searching to find what they need at work is more painful than going to the dentist.

Survey Methodology: This survey was conducted online within the United States by The Harris Poll on behalf of Glean from December 16 – 20, 2021 among 1,043 employed adults ages 18 and older. This online survey is not based on a probability sample and therefore no estimate of theoretical sampling error can be calculated.

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