



IS WORK EMAIL  
*Disrupting the Personal Lives*  
OF US EMPLOYEES?

**samanage**

# Samanage Email Overload Survey Report

March 30, 2016

## SCREENER QUESTION: Do you receive company emails on your mobile device?

Only people who responded with "Yes, I do" moved on to the remaining questions. All analysis stating 'respondents' after this point in the report references US online consumers who receive company emails on their mobile device.

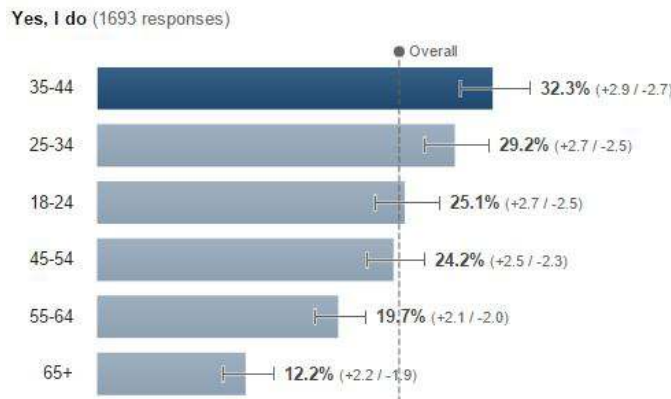


### QUESTION FINDINGS:

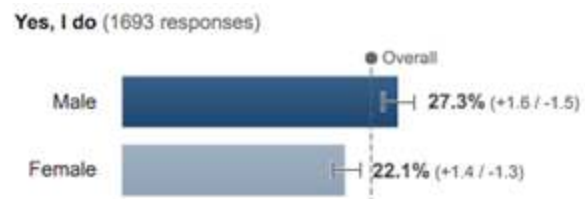
- One in four U.S adults (24.6%) receive company emails on their mobile device.

### ADDITIONAL FINDINGS:

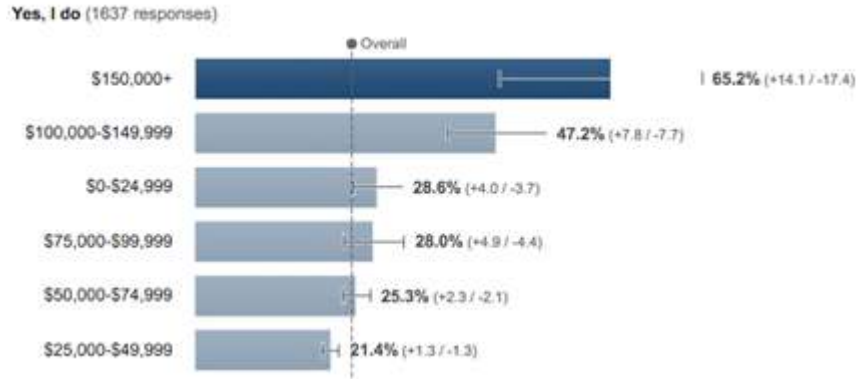
- Young Millennials age 18-24 (25.1%) and older Millennials age 25-34 (29.2%) are more than twice as likely to get company emails on their mobile device compared to Baby Boomers age 65+ (12.2%).



- Men are more likely to receive company emails on their mobile device than women (27.3% of men vs. 22.1% of women).



- Respondents making more than \$150,000 were most likely to receive company emails on their mobile device (65.2%).



**QUESTION 1: How many work emails do you receive on a daily basis?**

**QUESTION FINDINGS:**

- Nearly 20 percent of respondents said they receive more than 100 emails on a daily basis.

**ADDITIONAL FINDINGS:**

- Four out of five young Millennials age 18 and 24 said they receive less than 100 work emails on a daily basis (80.9%).





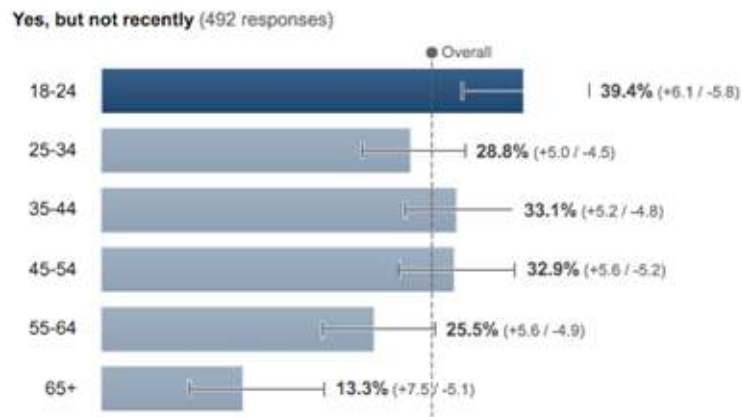
**QUESTION 2: Have you ever woken up to check work email?**

**QUESTION FINDINGS:**

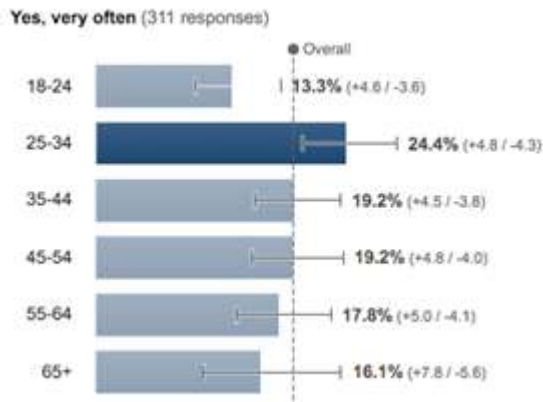
- Roughly one in three respondents (30.8%) said they have woken up to check work email, but not recently. However, one in five respondents said they wake up to check work email very often (19.2%).

**ADDITIONAL FINDINGS:**

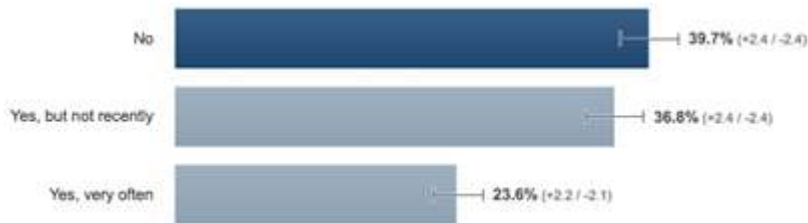
- 39.4% of young Millennials (between the ages 18 and 24) said they have woken up to check work email, but not recently. This compares to just 13.3% of Baby Boomers who said the same.



- One in four respondents between the ages of 25 and 34 said they wake up very often to check work email (24.4%). This compares to just 13.3% of Young Millennials (18 to 24).



**QUESTION 3: Have you ever checked work emails during dinner?**



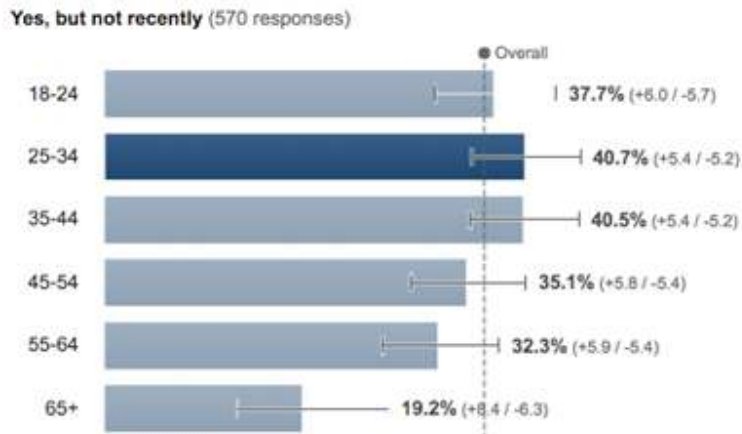
**QUESTION FINDINGS:**

- 36.8% said they had said checked work emails during dinner, just not recently, and nearly one in four check work emails during dinner very often (23.6%).

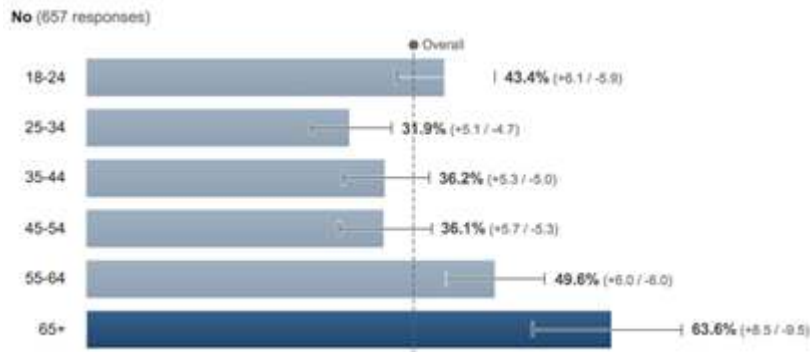
Google Consumer Survey found this question too close to call to rank top-line answers against each other. We can say with confidence, however, the statistics found in the Additional Findings section below.

**ADDITIONAL FINDINGS:**

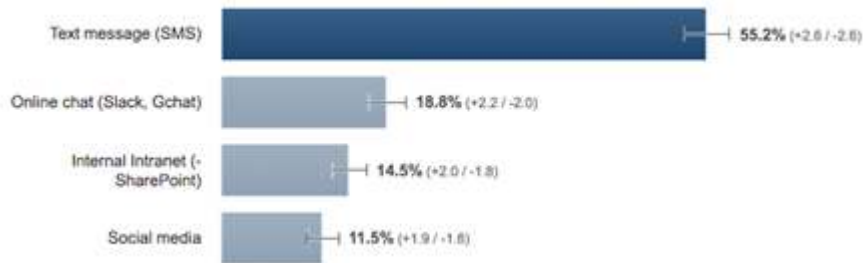
- 40.7% of respondents between the ages 25 and 34 said they've checked work emails during dinner, but not recently. Almost the same percentage (40.5%) of respondents between the ages of 35 and 44 agreed. This compares to just 19.2% of Baby Boomers (ages 65+).



- 63.6% of Baby Boomers (ages 65+) said they have never checked work emails during dinner.



**QUESTION 4: If you could replace work email with another communication tool, which would you prefer from the solutions below?**

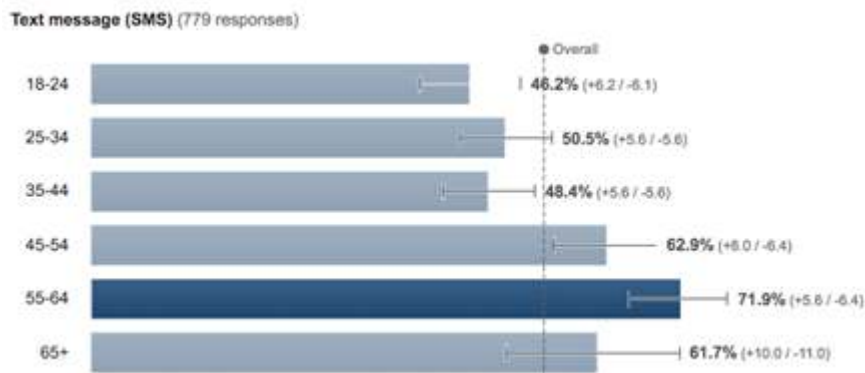


**QUESTION FINDINGS:**

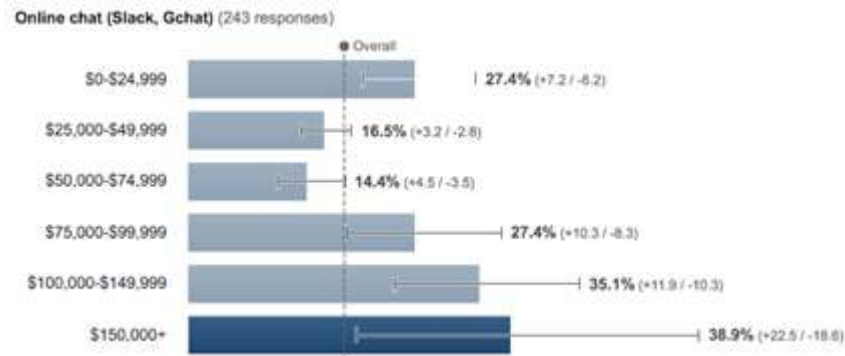
- The majority (55.2%) of respondents would prefer text messages to replace work email, when given the choice between text message, online chat, internal intranet and social media,
- Almost one in five (18.8%) would choose an online chat tool, such as Slack or G-chat. Only one in ten (11.5%) would choose social media to replace work email.

**ADDITIONAL FINDINGS:**

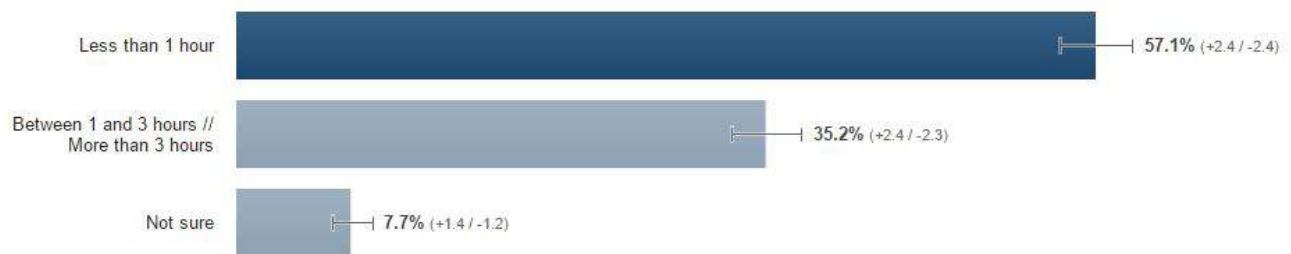
- The vast majority of respondents between the ages of 55 and 64 (71.9%) would replace work email with text message, when given the option between text message, online chat, internal intranet and social media. This compares to just 46.2% of Young Millennials (ages 18 to 24) who said the same.



- The popularity of online chat services (such as Slack and G-chat) as a replacement for work email varied greatly based on income. 38.9% of respondents making more than \$150,000 said they'd prefer to replace work email with online chat. This compares to just 14.4% of respondents making between \$50,000 and \$74,999 who prefer the same.



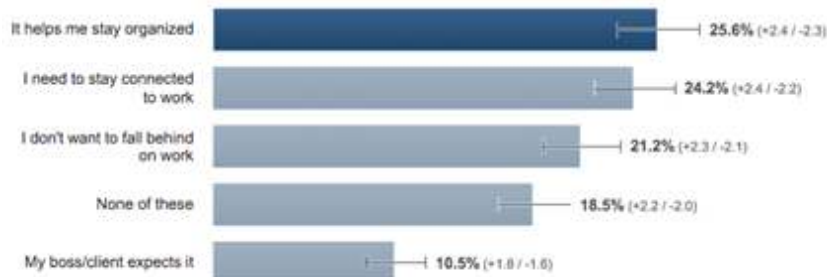
**QUESTION 5: How many hours outside of work do you spend checking email?**



**QUESTION FINDINGS:**

- More than one in three respondents (35.2%) said they spend more than 1 hour checking email outside of work.

**QUESTION 6: Which reasoning best describes why you would check work email after hours?**



**QUESTION FINDINGS:**

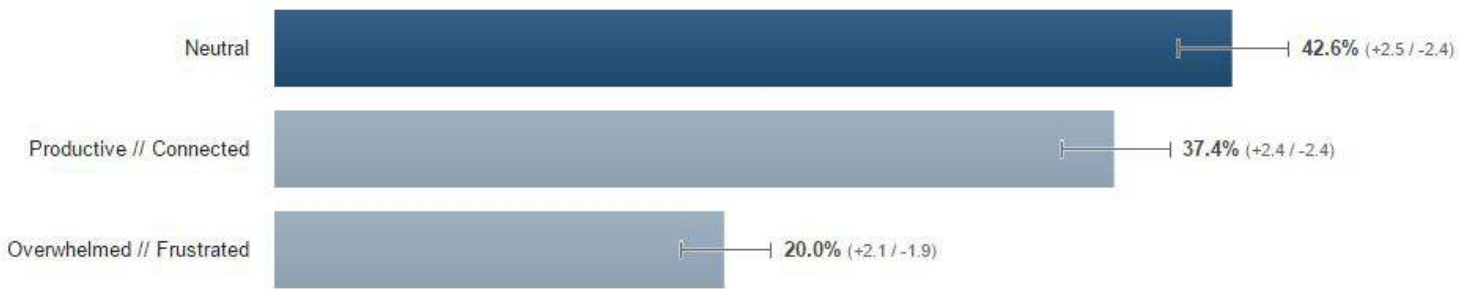
- One in four respondents (25.6%) said they check work email after hours because it helps them stay organized, almost equal to those who admitted the need to stay connected to work (24.2%) and not fall behind on work (21.2%).
- Additionally, one in ten (10.5%) check work email after hours because their boss or client expects it.

Google Consumer Survey found this question too close to call to rank top-line answers against each other. We can say with confidence, however, the statistics found in the Additional Findings section below.

**ADDITIONAL FINDINGS:**

- Men were more likely to check work email after hours because they need to stay connected to work than women (27.8% of men vs. 20.2% of women).

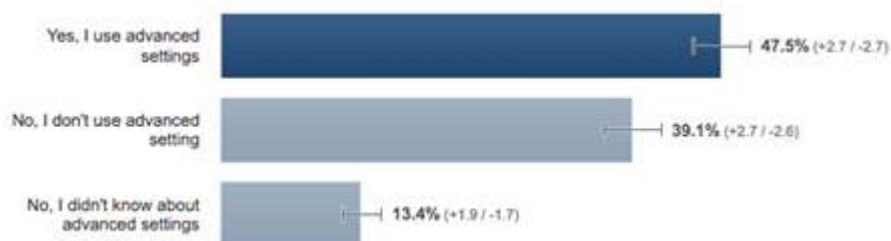
**QUESTION 7: How do you feel when you check email outside of work?**



**QUESTION FINDINGS:**

- Twenty percent of U.S. adults admitted negative feelings, including feeling overwhelmed and frustrated, toward checking email outside of work.

**QUESTION 8: Do you have any advanced email settings in place to control, automate or organize your email (inbox folders, spam filters or alerts for email from high priority contacts)?**



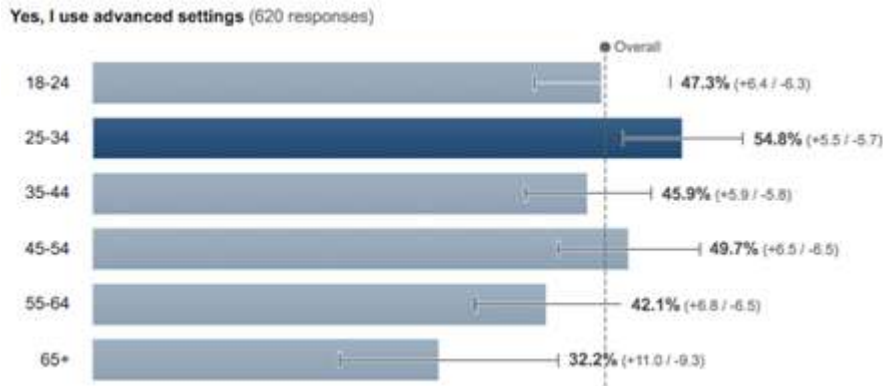


**QUESTION FINDINGS:**

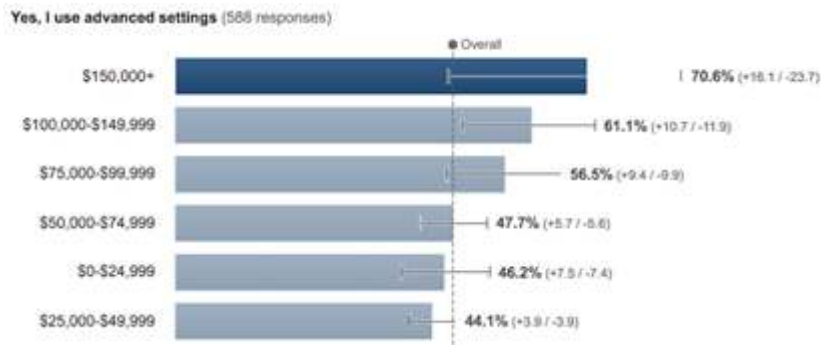
- Almost half (47.5%) of respondents said they use advanced email settings to control, automate or organize their email.

**ADDITIONAL FINDINGS:**

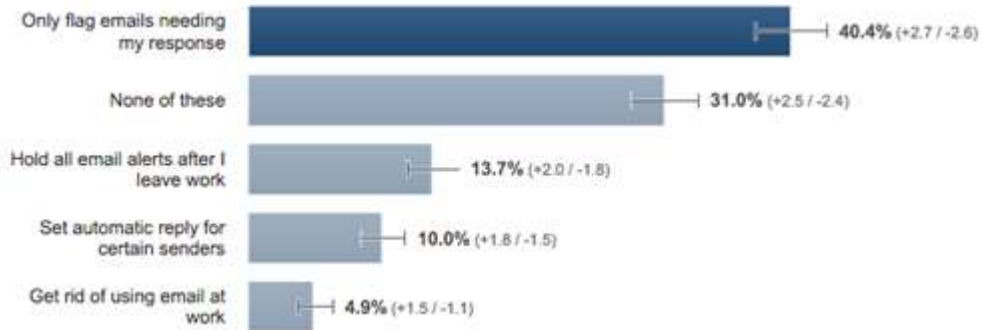
- Nearly half of young Millennials age 18-24 (47.3%) use advanced email settings to control, automate or organize their email compared to 32.2% to Baby Boomers age 65+.



- Income impacted whether respondents use advanced email settings:
  - 70.6% of those making more than \$150,000 use advanced email settings. This compares to 47.7% of those making between \$50,000 and \$74,999.



**QUESTION 9: From the options below, which solution would best help control after-hours email interruptions on a daily basis?**



**QUESTION FINDINGS:**

- The majority of respondents (40.4%) said only flagging emails needing their response would help control after-hours email interruptions.
- Nearly 15% of consumers believe holding all email alerts after work would help control after work hours email interruptions.

###

**Survey Methodology:**

Samanage commissioned a survey of U.S. online consumers about email anxiety. The survey was shown to 55,674 people age 18+ with 9,138 responses, for a 16.4% response rate at a 95% confidence level.

The survey was weighted against the U.S. Census Bureau Current Population Survey for age, gender and region of the United States to be representative of the adult Internet population.

With a total sample size of 1,500 screened respondents, the calculated margin of error with a 95% confidence interval for results among the entire sample is +/- 2.53%. The calculated margins of error for results among smaller sub-groups are higher.

Samanage was the sole investor in the study. The timeframe of the study was 03/18/2016 - 03/24/2016.

**Additional notes:**

- Demographics: Demographic information provided in the following document was determined by Google. Any 'unknown' demographic information is a result of obscured user data (i.e., an individual has chosen to remain anonymous or not disclose certain demographic information to Google).
- The insights provided in this document are reported at a 95% confidence level. This means that if you were to run the exact survey again, there would be a 95% chance that the results would be substantially the same.