

# LexisNexis Workplace Productivity Survey

Prepared by WorldOne Research

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# Methodology, Sampling and Quotas

- Methodology - WorldOne has utilised a CAWI approach for this project.
- The survey is scripted to be web friendly, which will ensure respondents fill in the survey via the internet by themselves.
- This study is conducted in the USA only
- Target samples are all white collar workers including 250 legal professionals and 400 non-legal professionals.
- Total sample size is 650.
- Survey concluded December 2007

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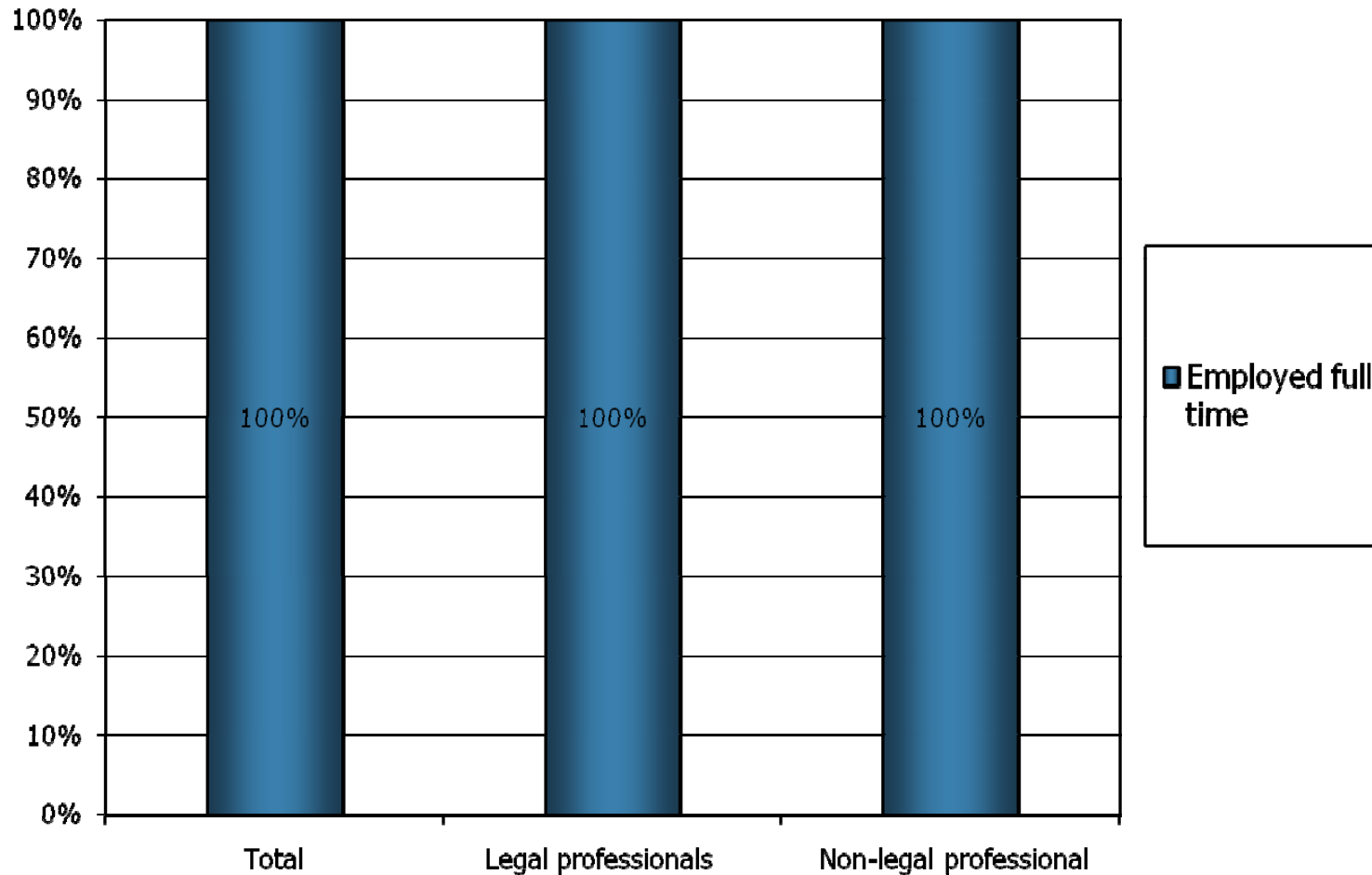
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All respondents are employed full time.

## Q1. Are you currently? (employment status)

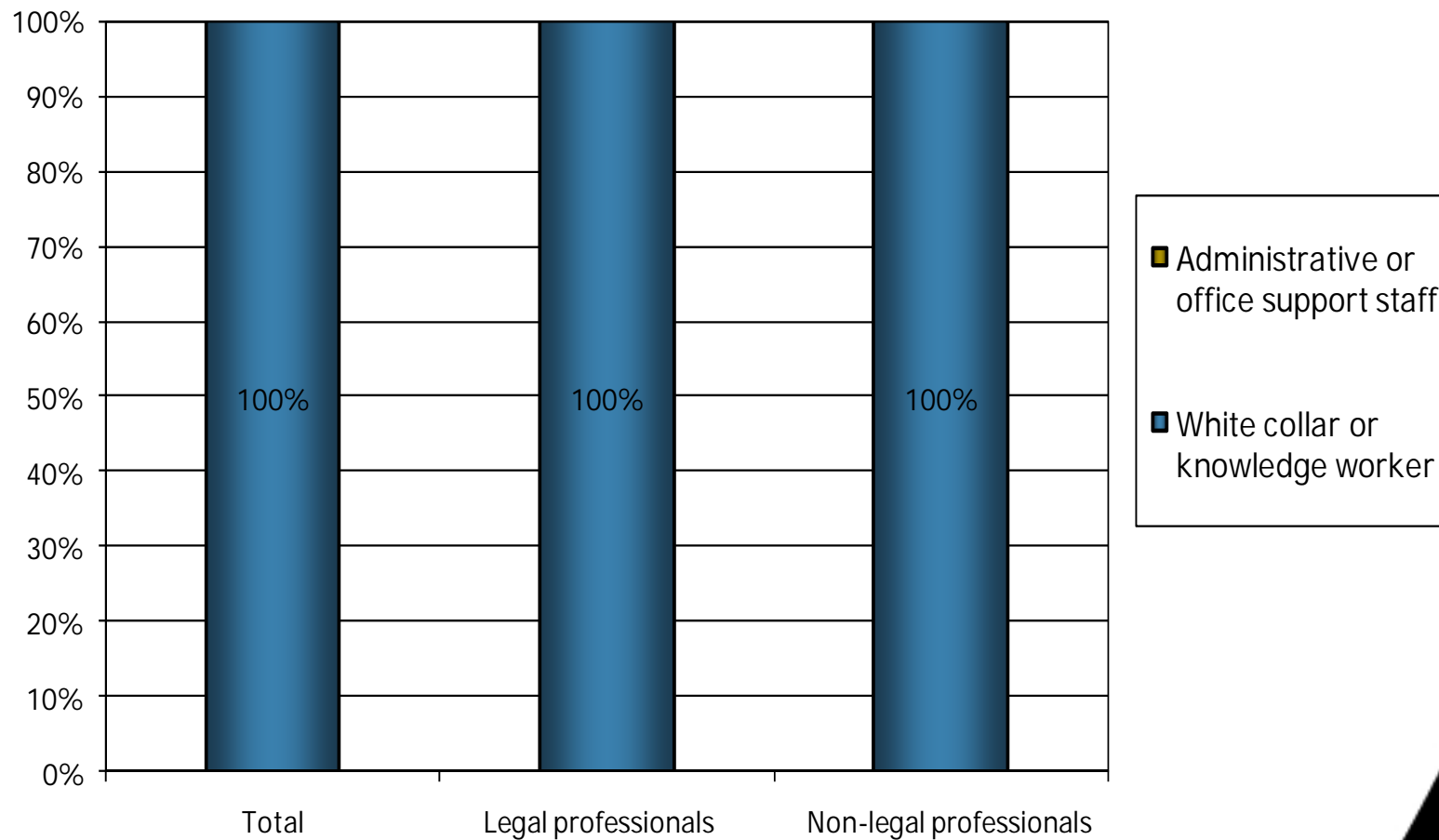


There is no significant difference between the two groups.

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

All respondents are white collar or knowledge workers.

## Q2. Which of the following best describes your current position?

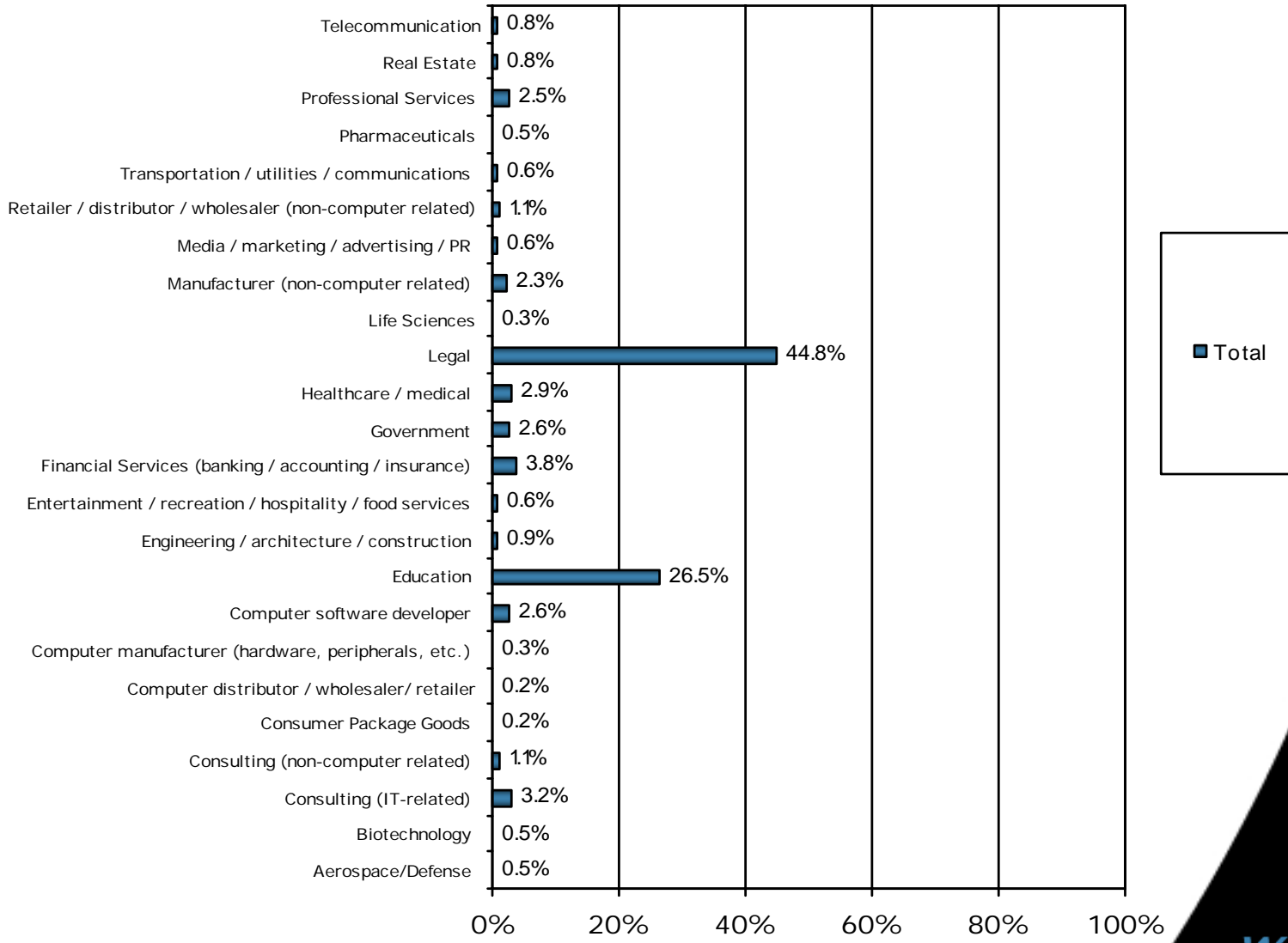


There is no significant difference between the two groups.

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

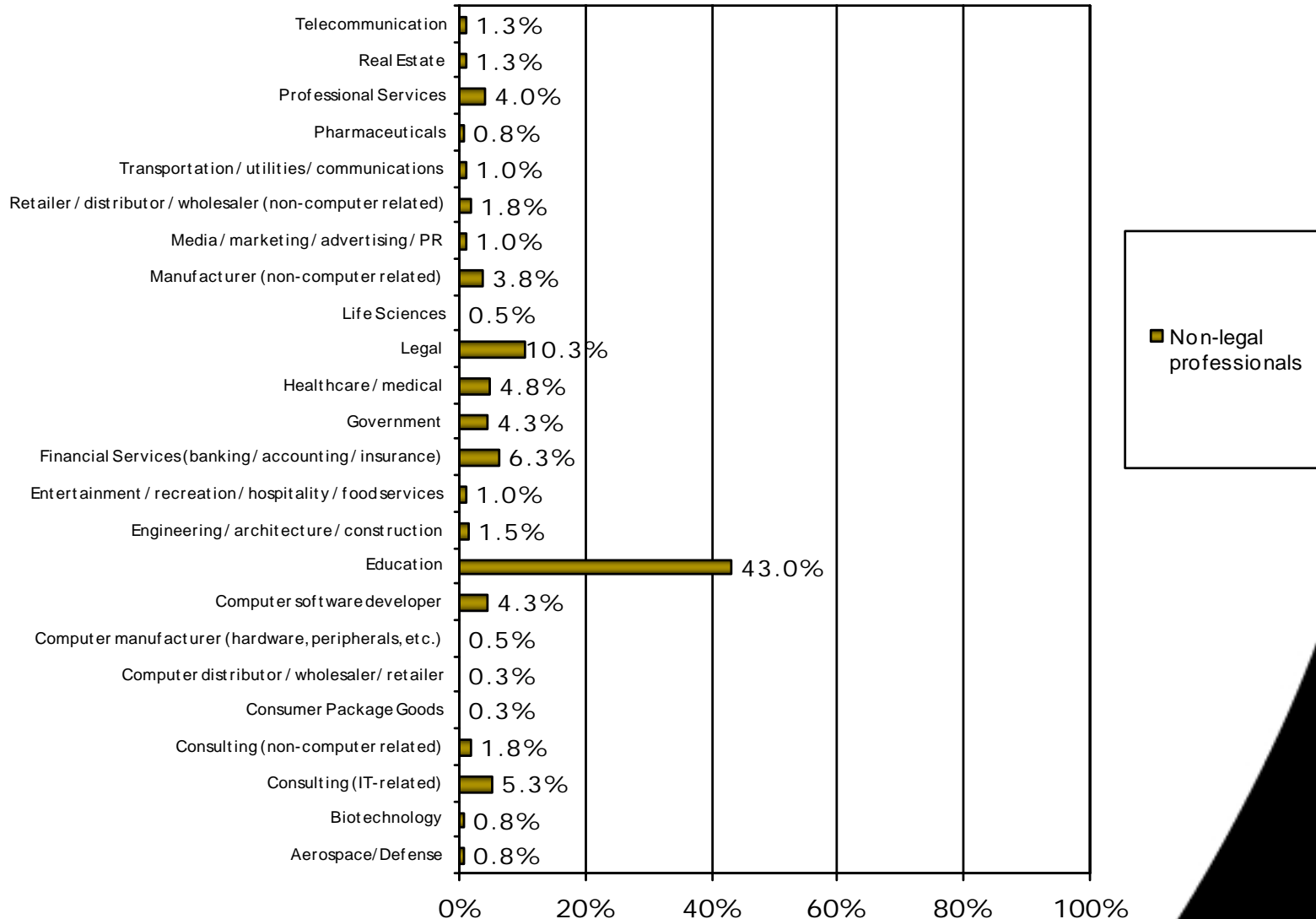
All legal professionals are employed in the legal sector, while non-legal professionals are spread around different sectors.

### Q3. Which of the following best describes the sector in which you are currently employed? – Total



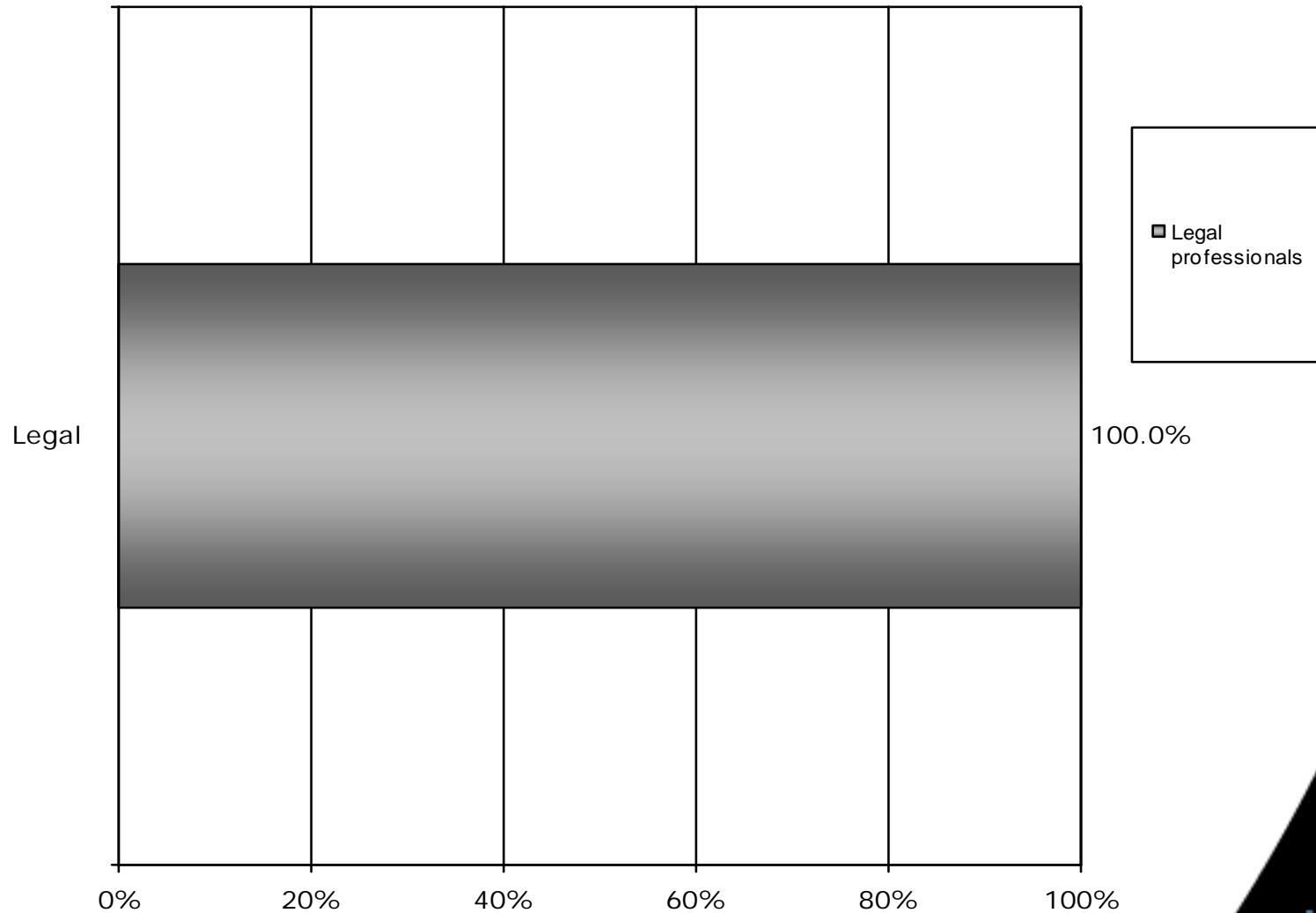
Base size: Total =650; Legal professionals = 250; Non-legal professionals =400

## Q3. Which of the following best describes the sector in which you are currently employed? – Non-legal professionals





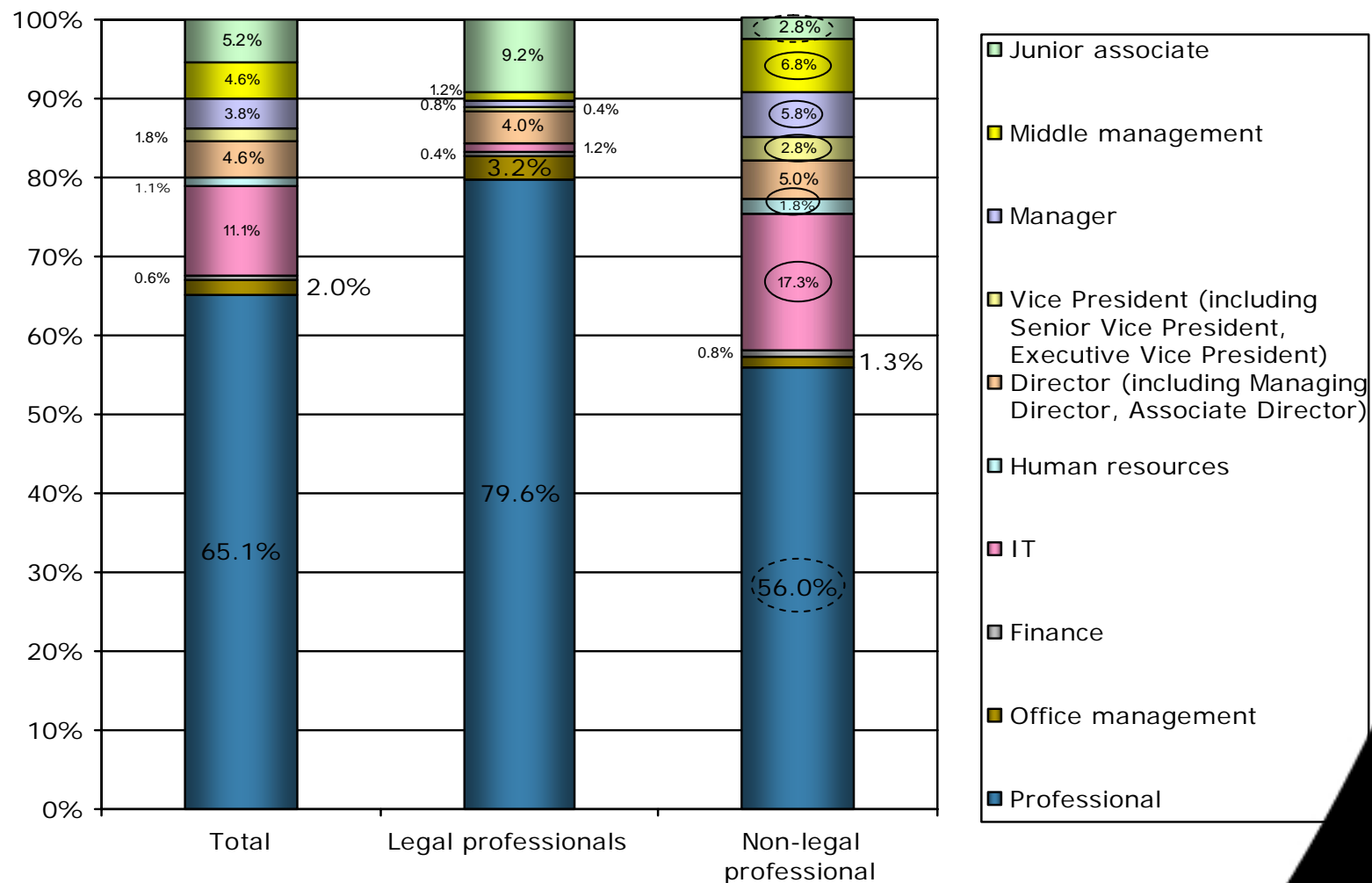
Q3. Which of the following best describes the sector in which you are currently employed? – Legal professionals



Base size: Total =650; Legal professionals = 250; Non-legal professionals =400

Most respondents will describe themselves as professionals, especially the legal segment.

### Q4. Which of the following best describes your current position?

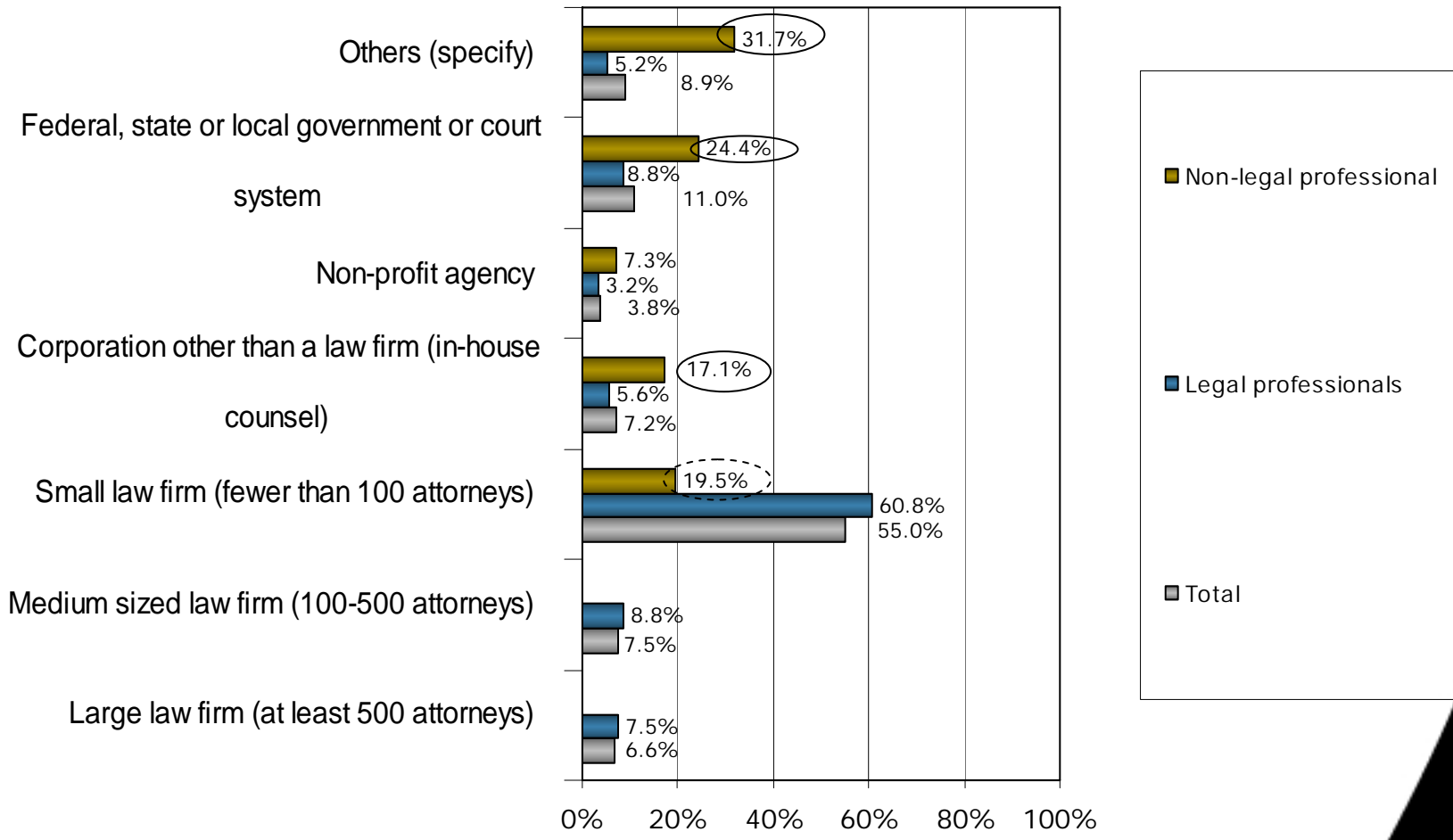


○: Significantly higher than legal professionals      ○: Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

Non-legal professionals are more likely to be working as freelancers, self-employed or in solo trade (mentions of other specifics).

Q5. Which of the following best describes the setting where you are currently employed?

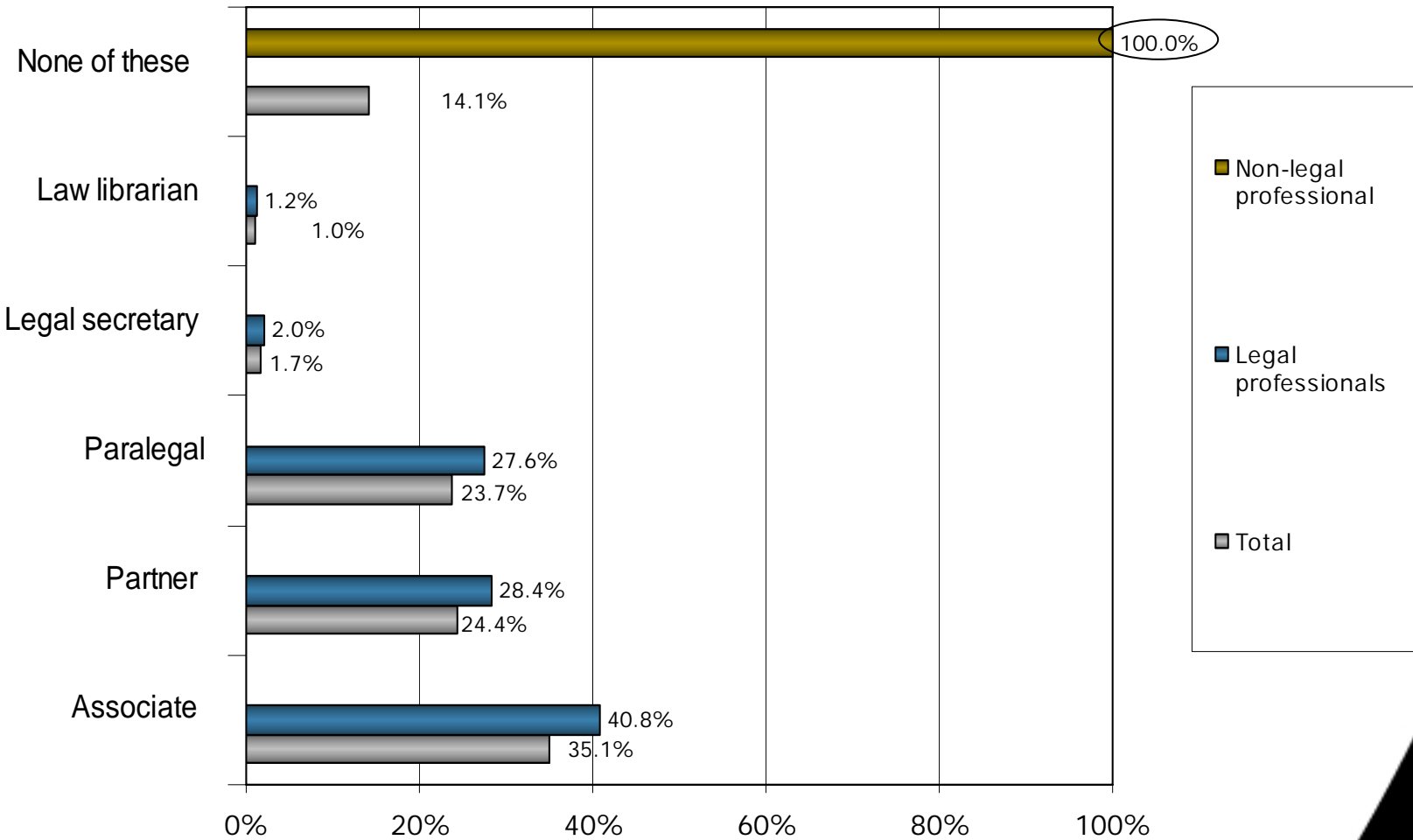


○: Significantly higher than legal professionals      ○: Significantly lower than legal professionals

Base size: All legal workers, Total = 291; Legal professionals = 250; Non-legal professionals = 41

Q6 is asked for respondents working in the legal sector only; 41 respondents working in the legal sector do not fit into any of the given positions, therefore, were not counted as legal professionals.

## Q6. Which of the following best describes your current position?



: Significantly higher than legal professionals

Base size: All legal workers, Total = 291; Legal professionals = 250; Non-legal professionals = 41

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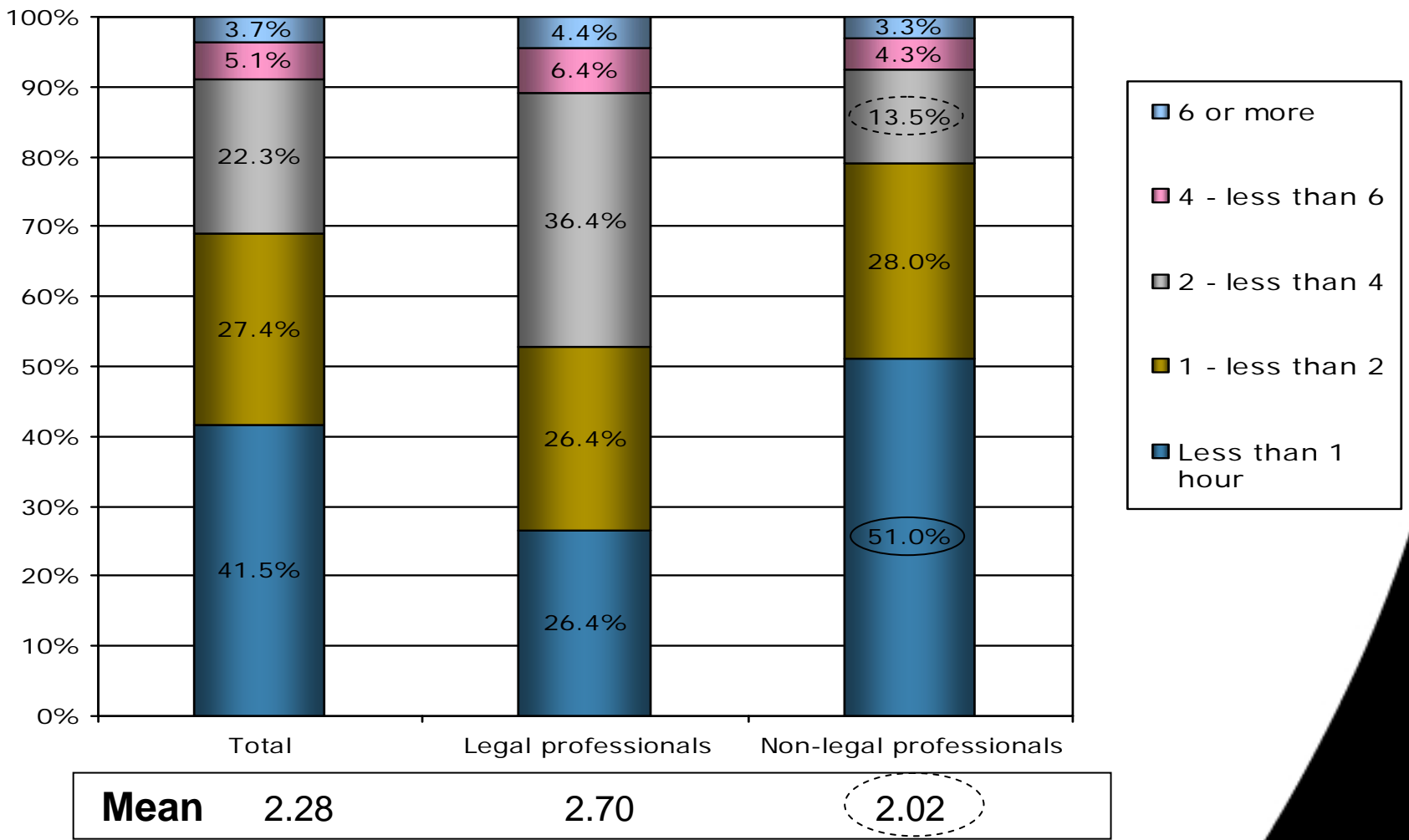
6. Legal Professionals Only

7. Demographics

Legal professionals spend more hours conducting online research.

Q7. During the average workday, how many hours would you estimate that you spend performing each of the following tasks?

*Conducting online research using Yahoo, Google, or other research tools such as LexisNexis or Factiva*

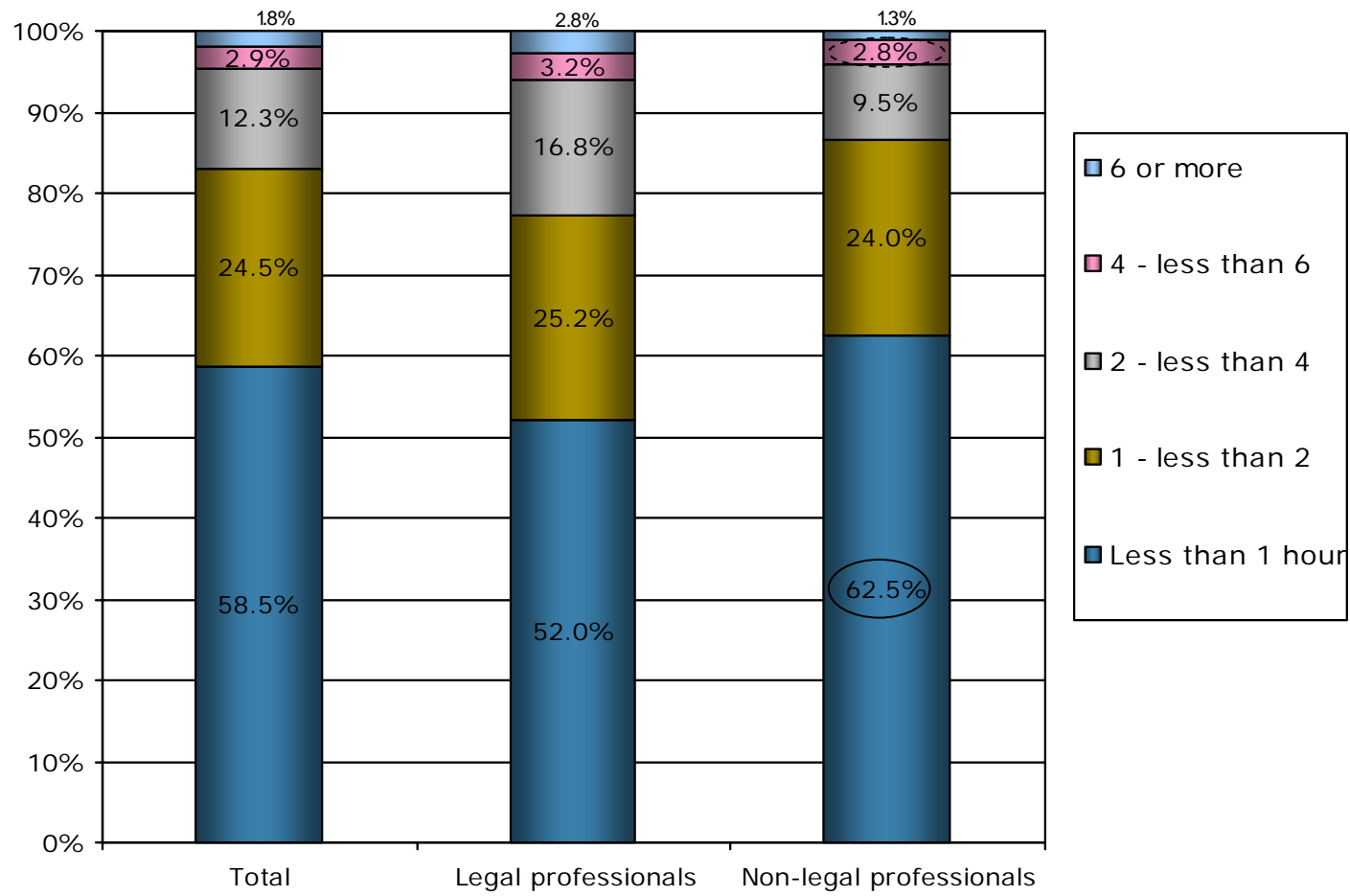


○: Significantly higher than legal professionals      ○: Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

Legal professionals spend more hours conducting offline research.

Q7. During the average workday, how many hours would you estimate that you spend performing each of the following tasks?  
*Conducting offline research using books or documents*



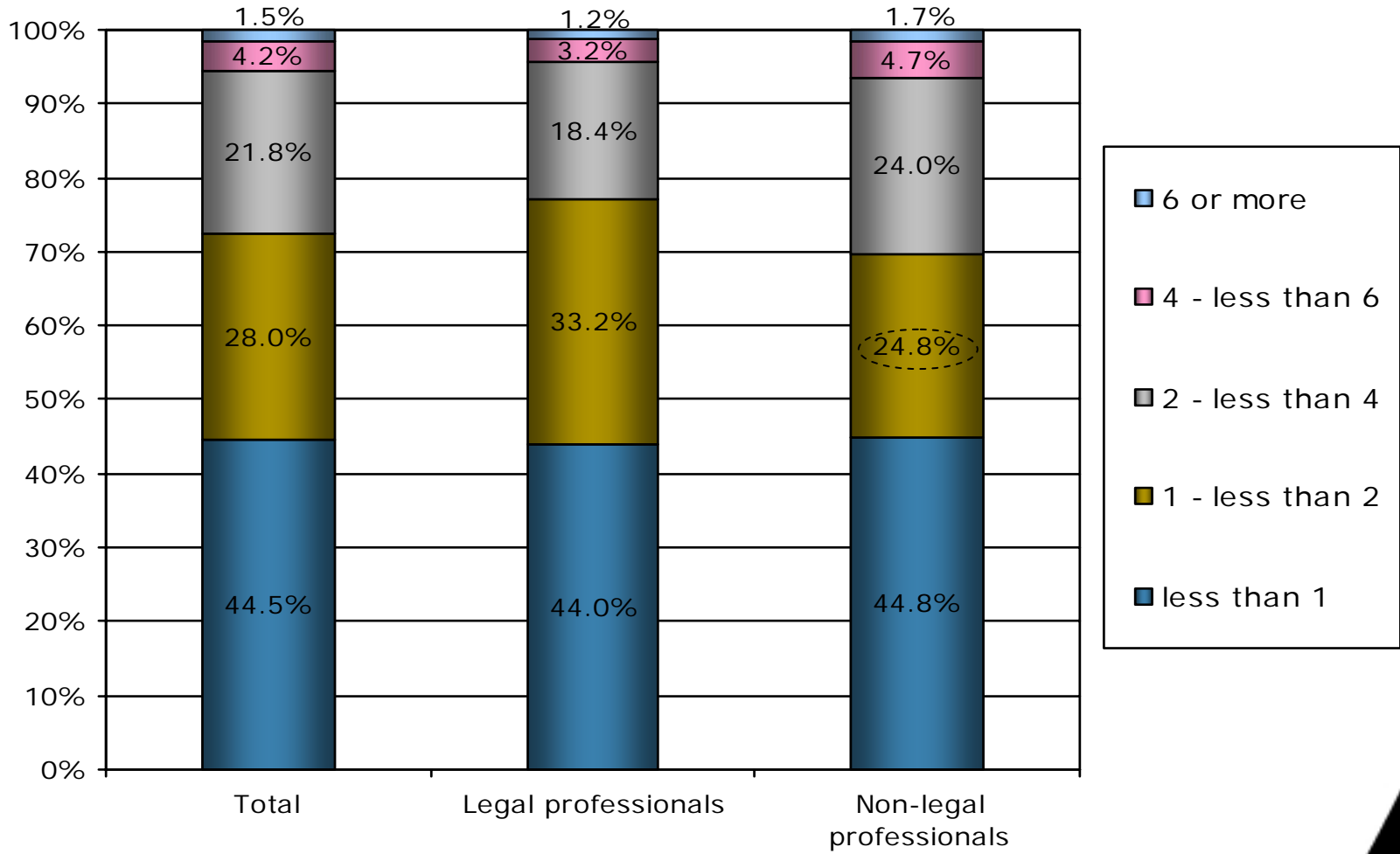
<b>Mean</b>	1.78	1.99	1.65
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○: Significantly higher than legal professionals      ○: Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

Both segments spend a similar amount of time attending meetings.

Q7. During the average workday, how many hours would you estimate that you spend performing each of the following tasks?  
*Attending meetings*



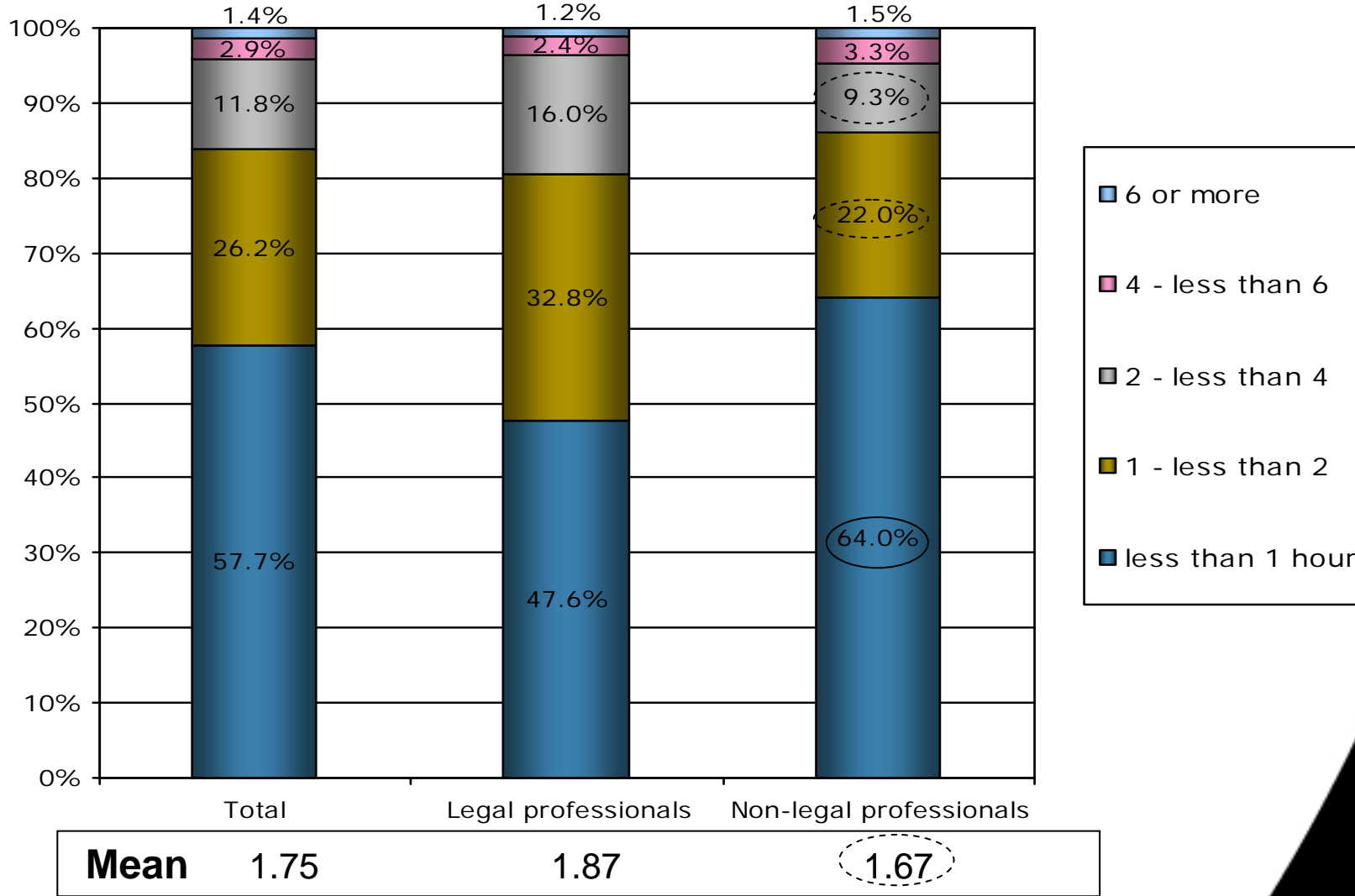
<b>Mean</b>	2.08	1.99	2.14
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*(Dashed circle around 24.8%)*: Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400



**Q7. During the average workday, how many hours would you estimate that you spend performing each of the following tasks?**  
*Searching for documents or emails created previously*

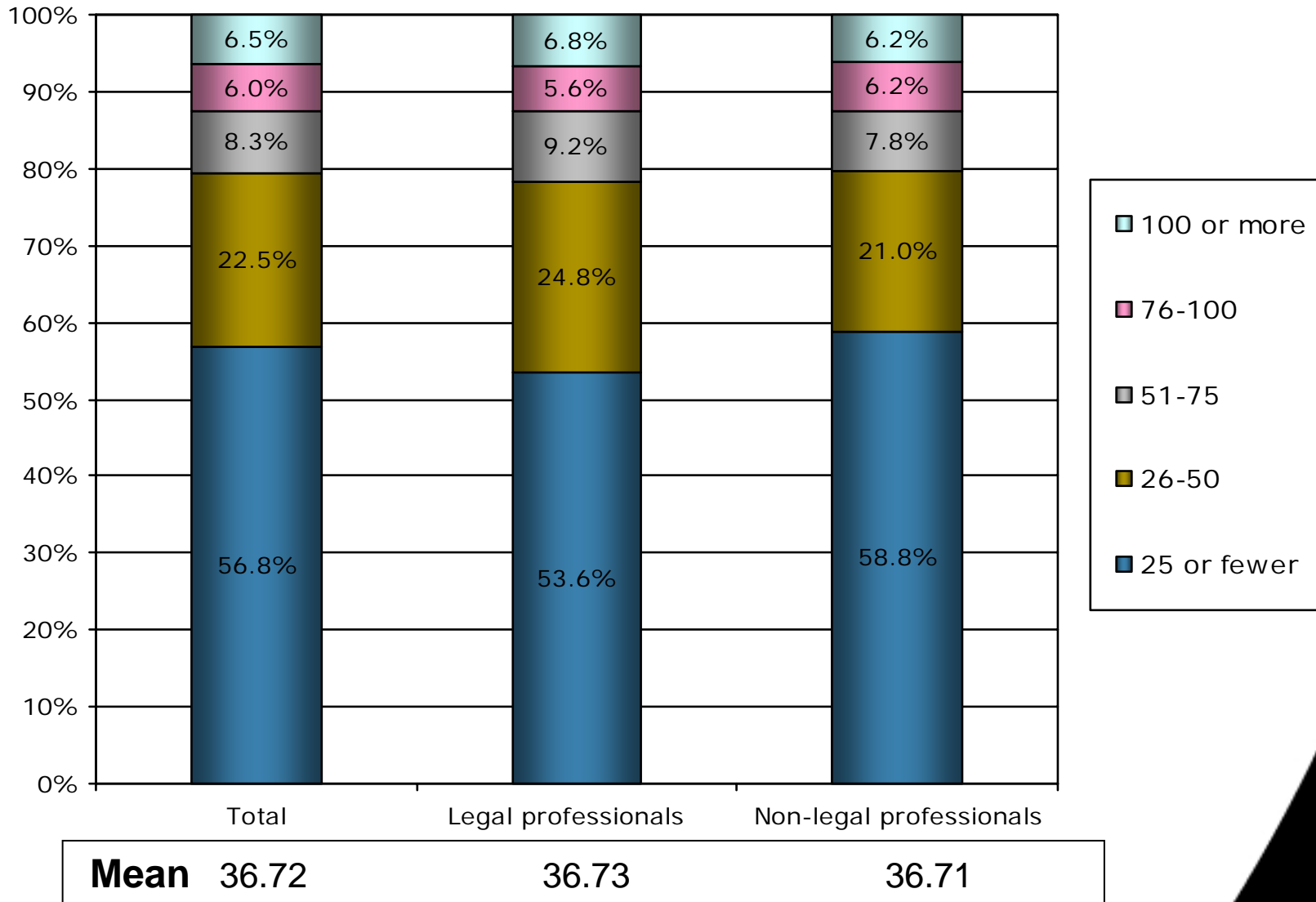


○ :Significantly higher than legal professionals      ○ :Significantly lower than legal professionals

Base size: Total =650; Legal professionals = 250; Non-legal professionals =400

Both segments receive a similar amount of work-related emails per day.

Q8. During the average workday, how many work-related e-mails would you estimate that you receive?



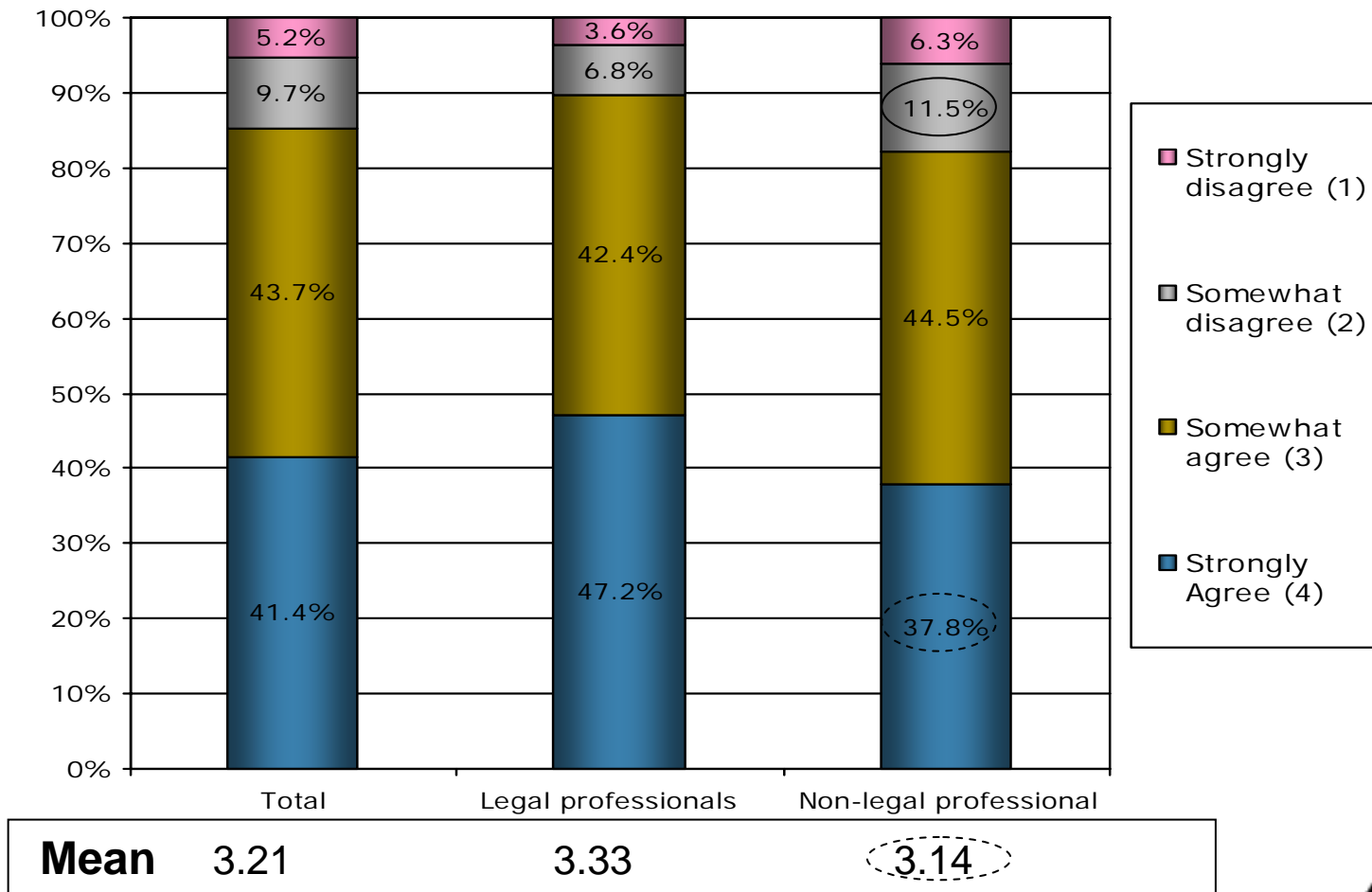
There is no significant difference between the two groups.

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

Over 85% of respondents agree this statement, more from legal professionals.

Q9. For each of the following statements, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

*Not being able to access the right information at the right time is a huge time-waster.*

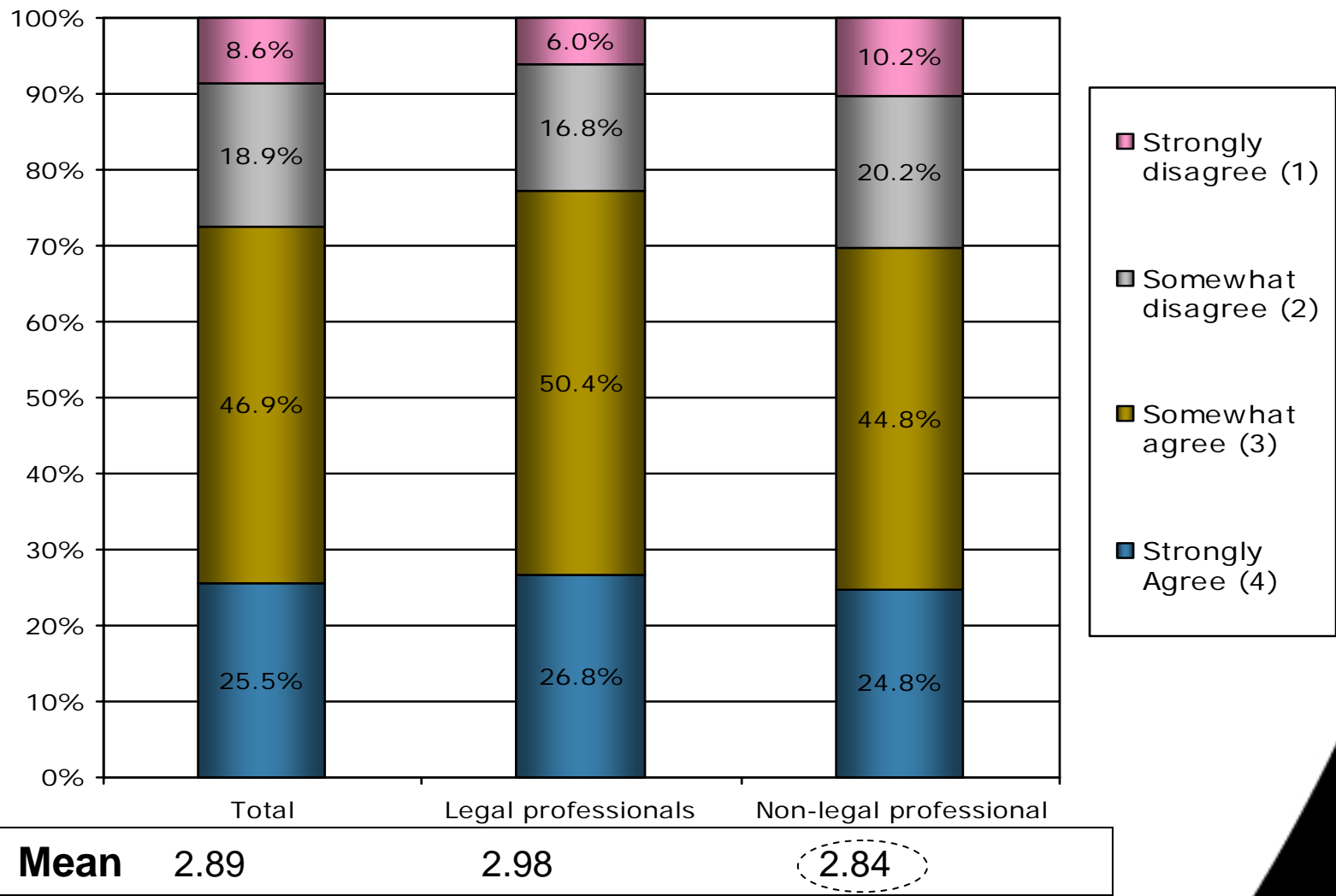


○: Significantly higher than legal professionals

⊖: Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

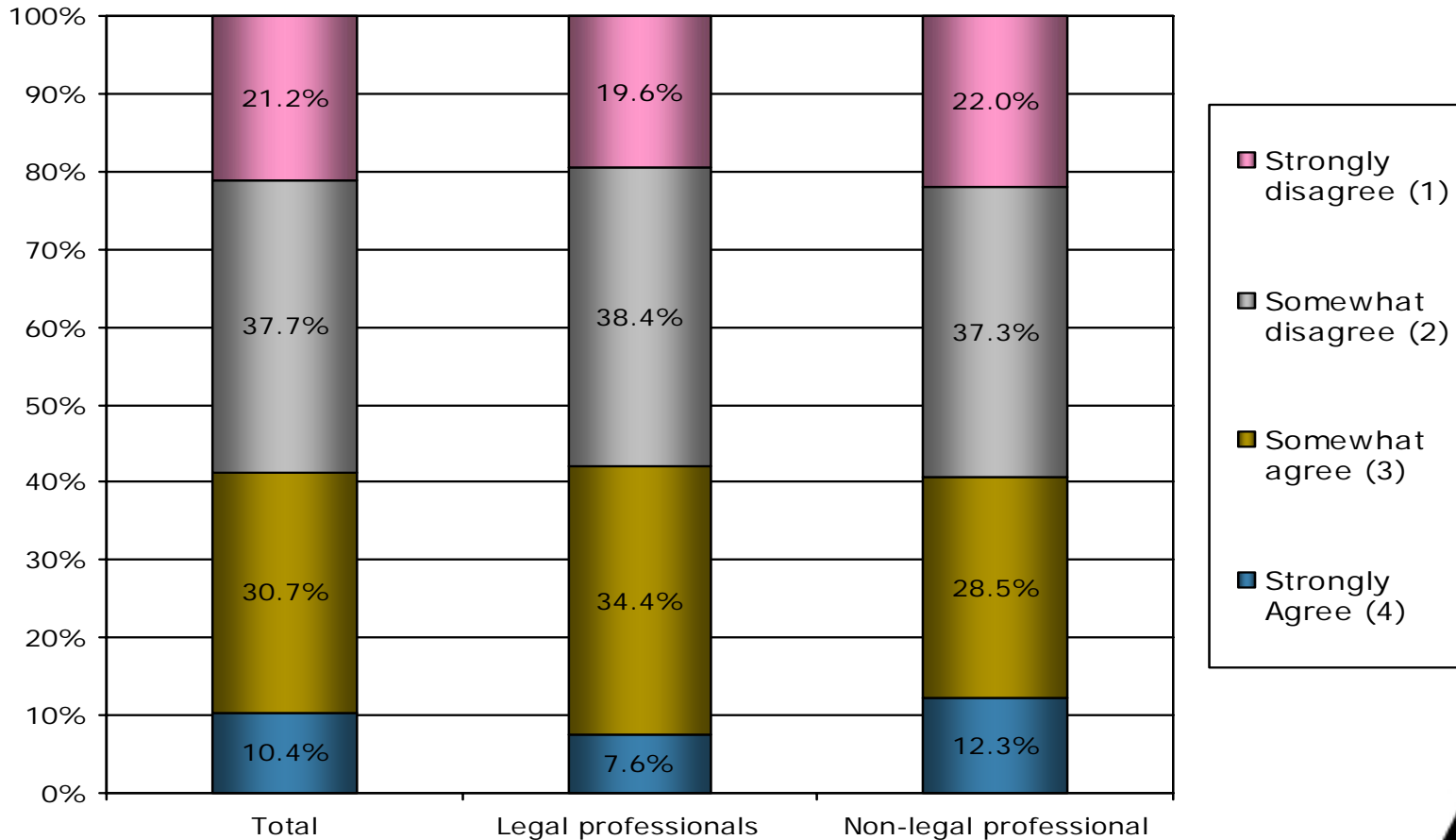
Q10. Level of agreement with the following statement: *People like me are increasingly overloaded by the amount of information they have to deal with in their jobs.*



**2.84**: Significantly lower than legal professionals

Despite the previous complaints, 59% of respondents do NOT believe they will break down.

Q11. Level of agreement with the following statement: *If the amount of information I receive continues to increase, I will soon reach a breaking point where I can't handle any more information.*



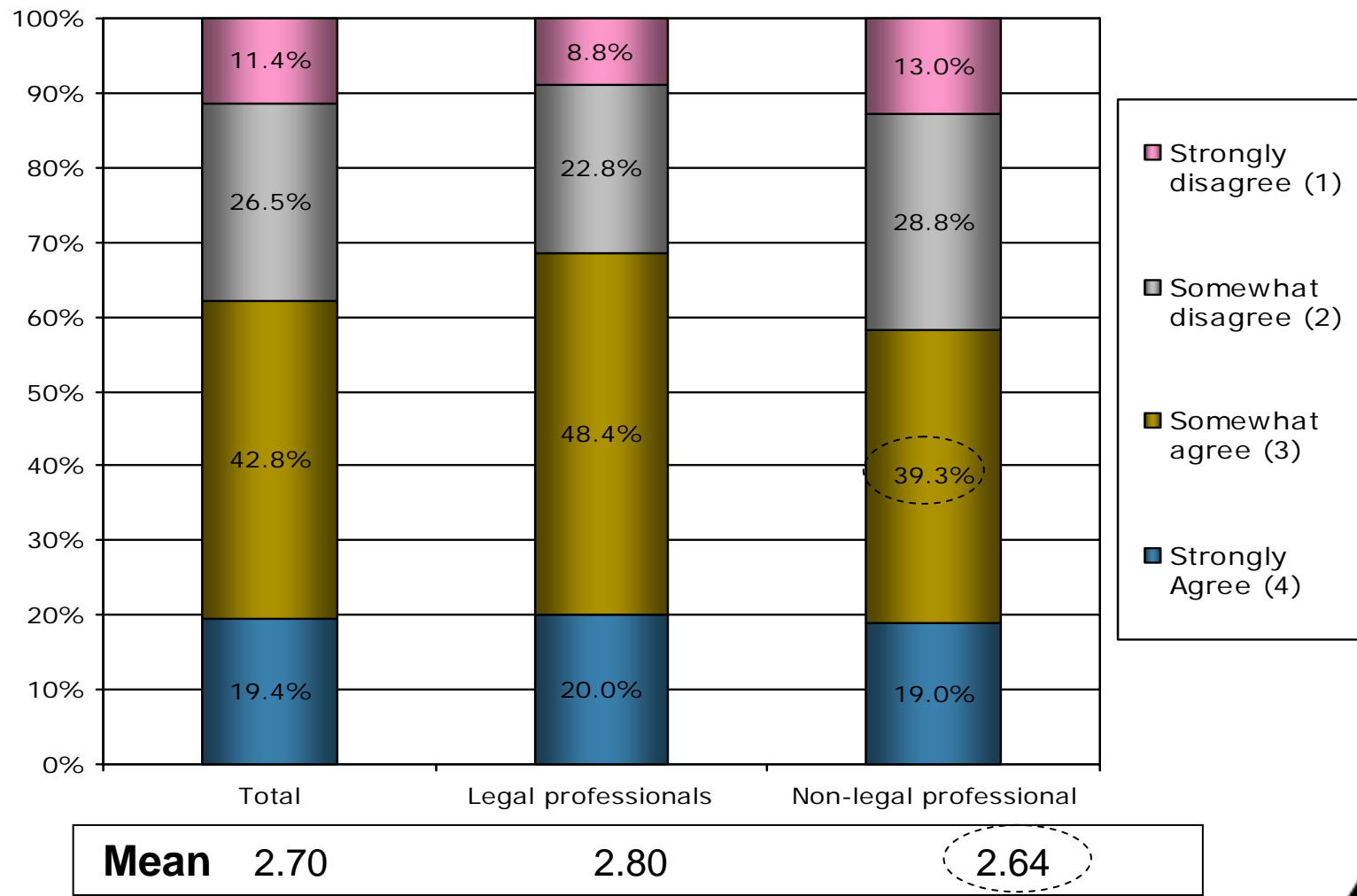
Mean	Total	Legal professionals	Non-legal professional
	2.31	2.30	2.31

There is no significant difference between the two groups.

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

62% of respondents agree time is wasted on finding information, more from legal professionals.

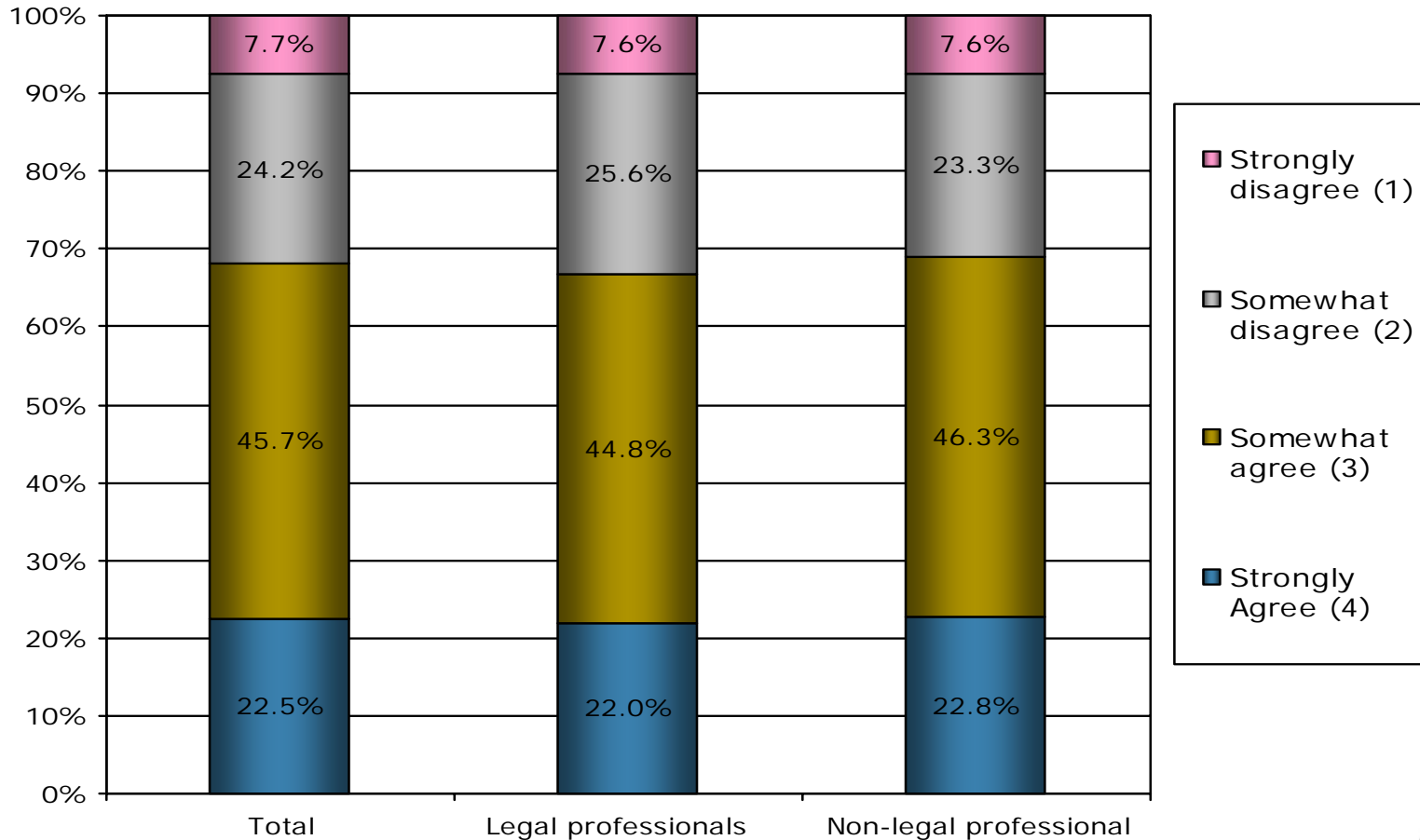
Q12. Level of agreement with the following statement:  
*I spend a lot of time sifting through irrelevant information to find what I need.*



*(Dashed circle)*: Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

Q13. Level of agreement with the following statement: *I wish I could spend less time organizing information, and more time using the information that comes my way.*

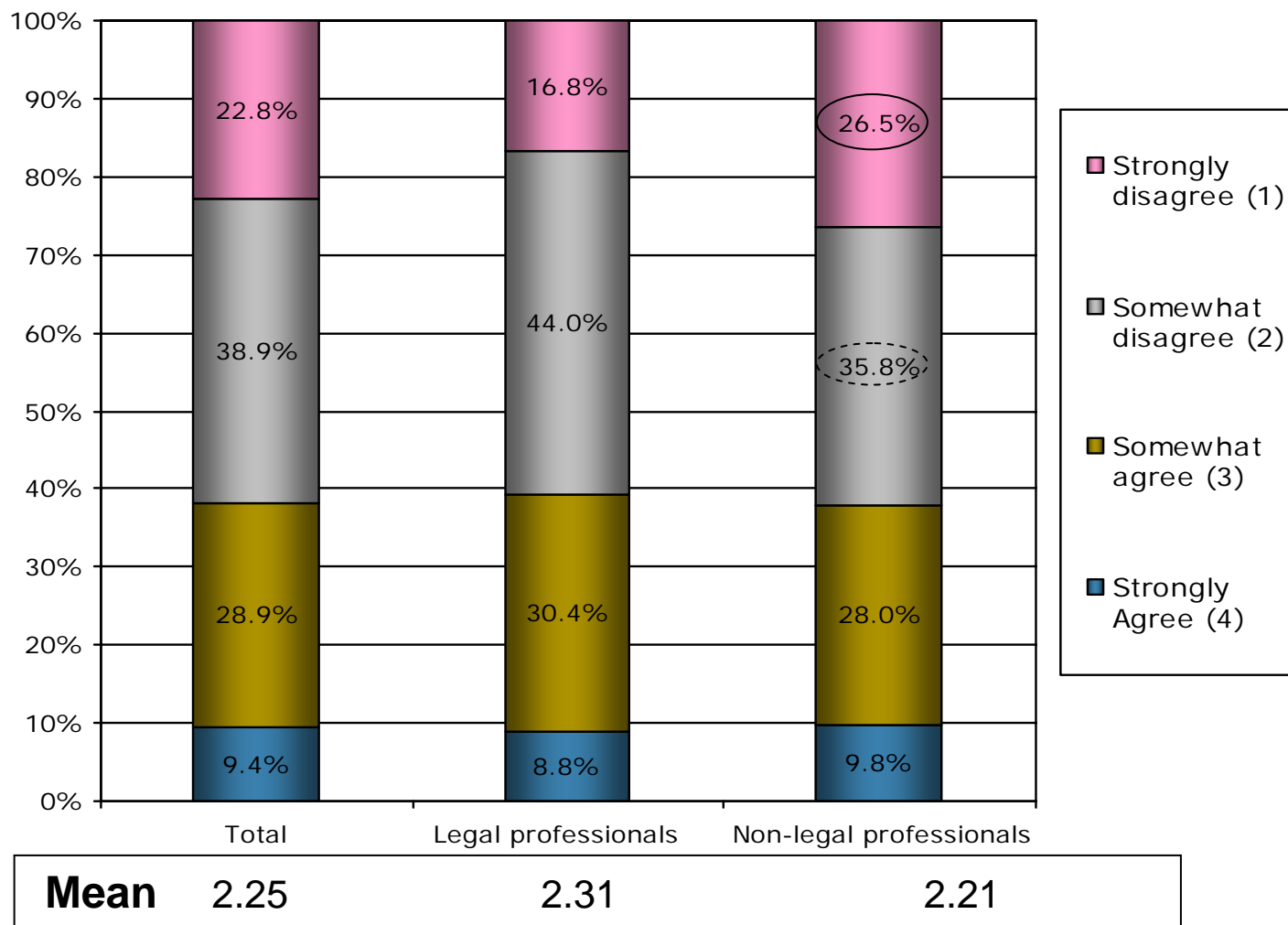


Mean	Total	Legal professionals	Non-legal professional
	2.83	2.81	2.84

There is no significant difference between the two groups.

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

Q14. Level of agreement with the following statement: *I do not have the information management software I need to efficiently manage the information I receive.*



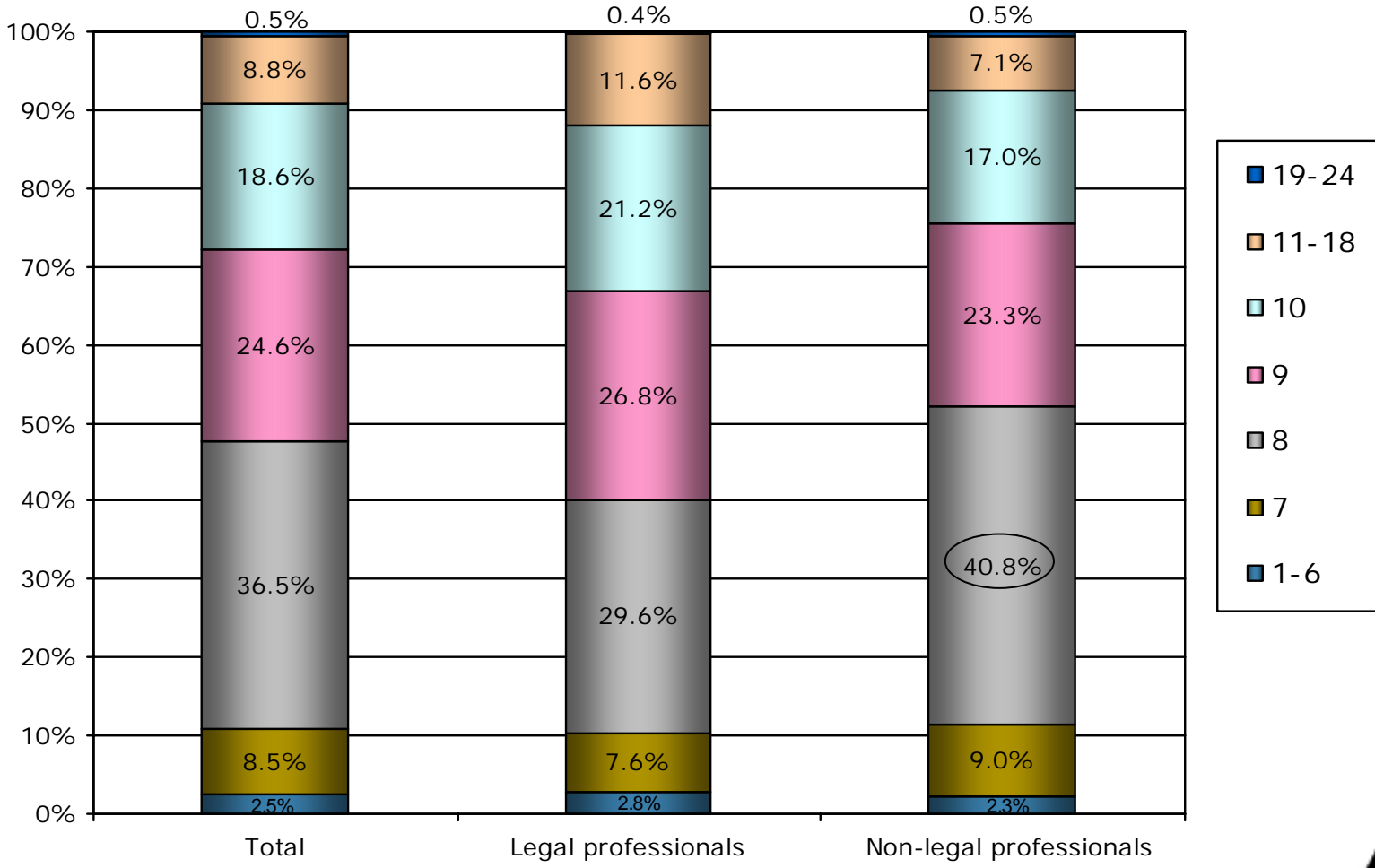
○: Significantly higher than legal professionals      ○: Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400



Legal professionals work slightly longer than non-legal, but there is no significant difference.

**Q15. Approximately how many hours do you work at your job in a typical workday?**



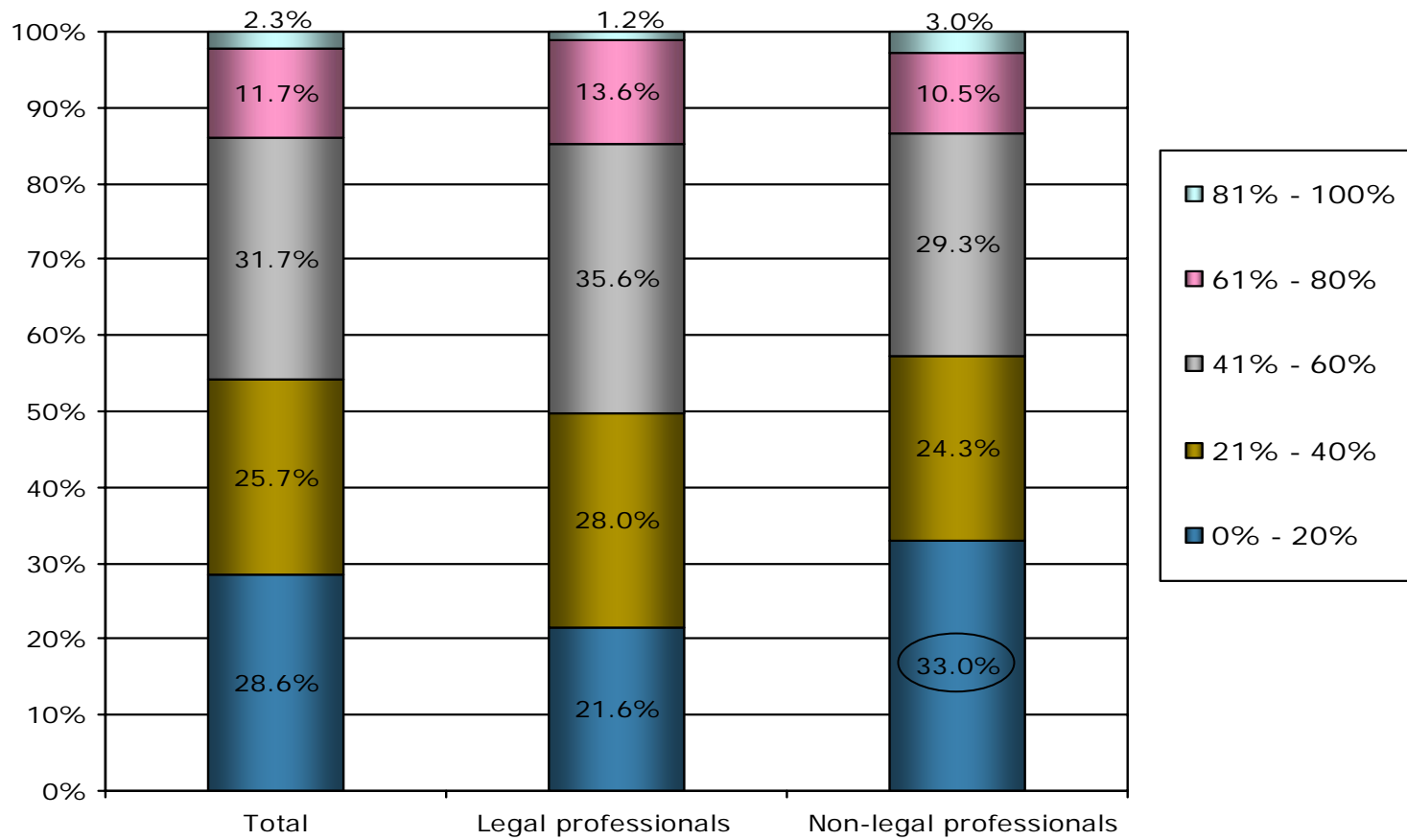
<b>Mean</b>	<b>8.89</b>	<b>9.02</b>	<b>8.81</b>
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40.8%: Significantly higher than legal professionals

Legal professionals spend more time receiving and managing information.

Q16. In a typical day, what percentage of your working hours are spent receiving and managing information and what percentage are spent using information?

*% Receiving and managing information:*



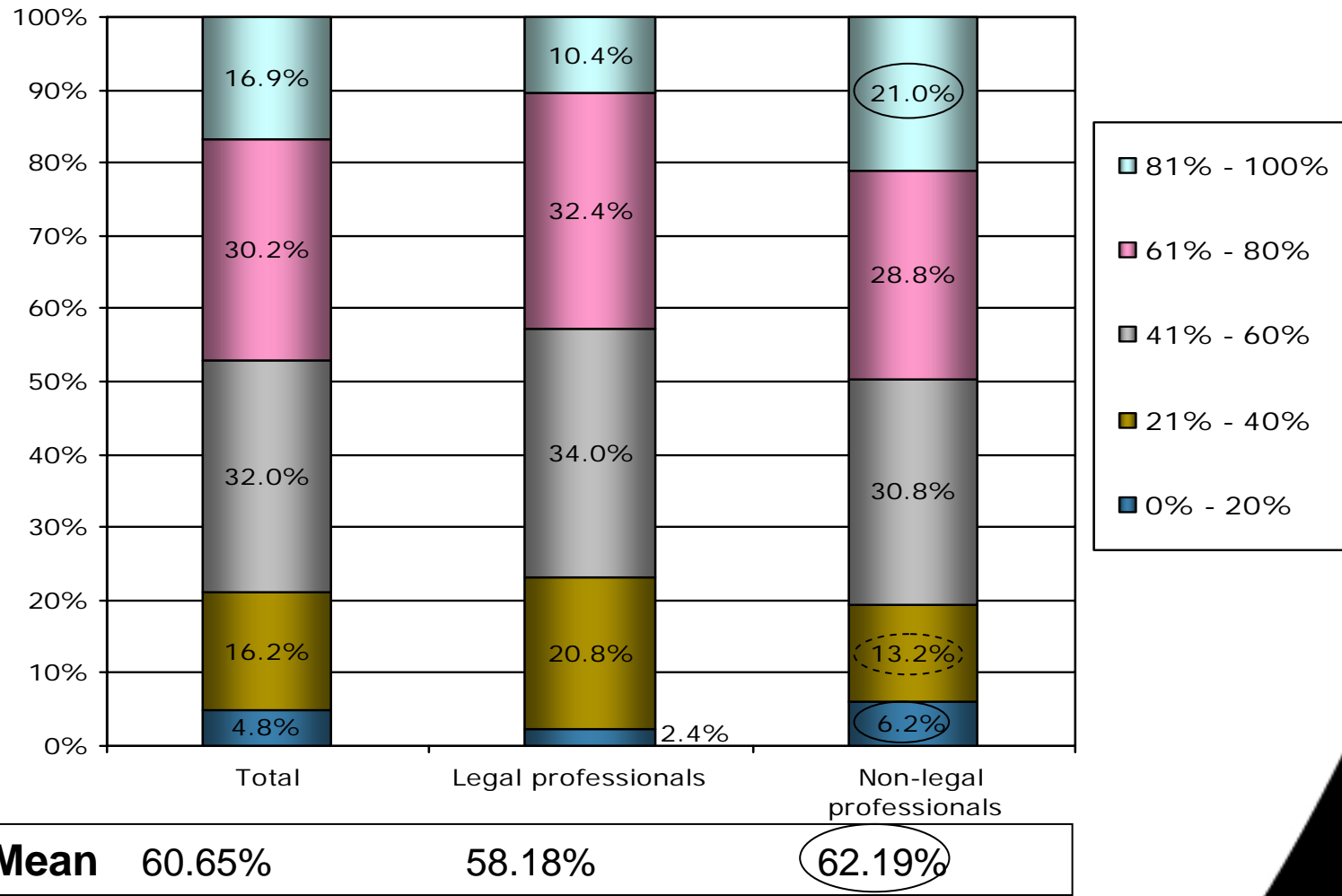
<b>Mean</b>	39.35%	41.82%	37.81%
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○: Significantly higher than legal professionals      ○: Significantly lower than legal professionals

Base size: Total = 650, Legal professionals = 250, Non-legal professionals = 400

Legal professionals spend less time using information.

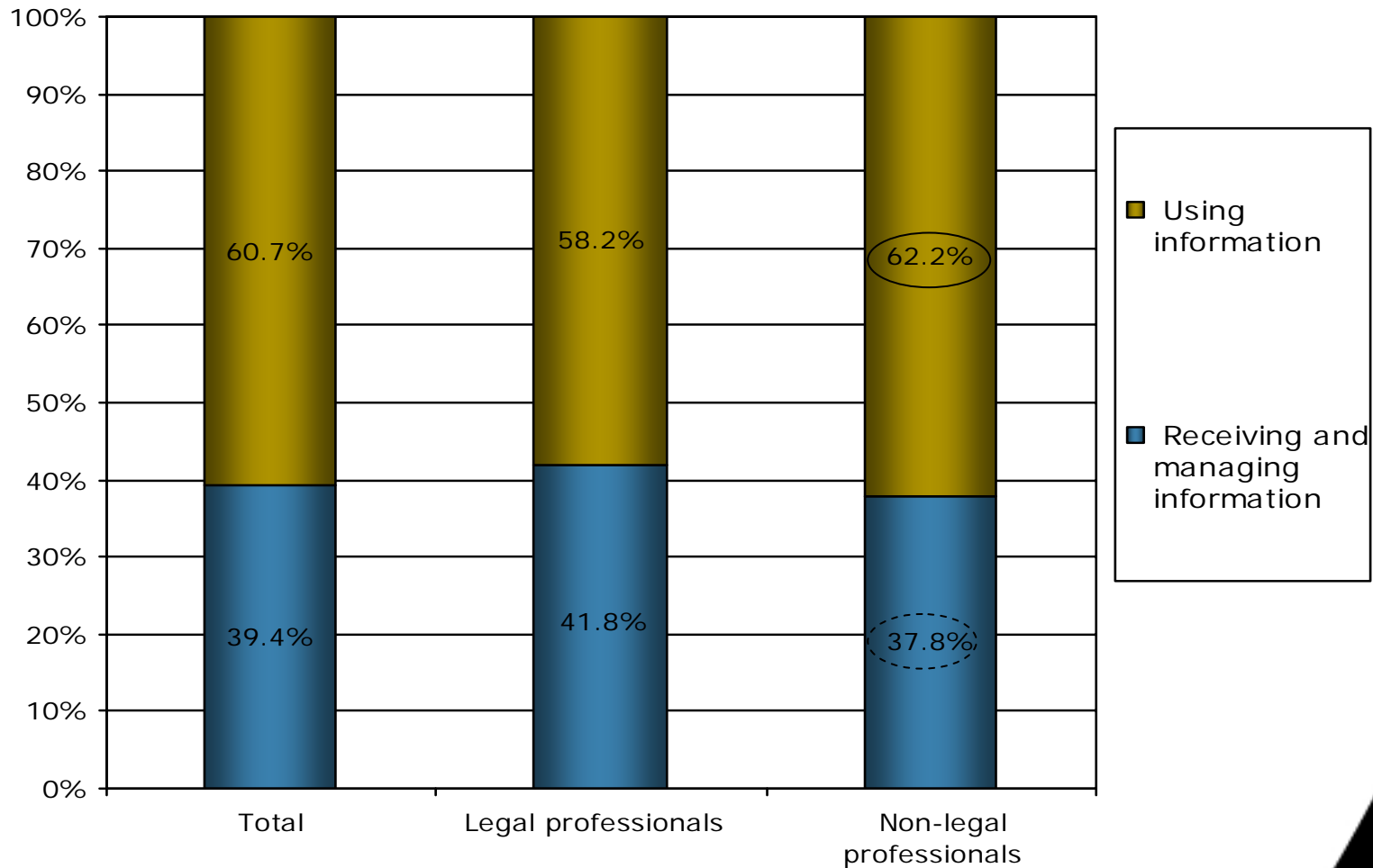
Q16. In a typical day, what percentage of your working hours are spent receiving and managing information and what percentage are spent using information? % Using information:



○: Significantly higher than legal professionals      ○: Significantly lower than legal professionals

Base size: Total = 650, Legal professionals = 250, Non-legal professionals = 400

Q16. In a typical day, what percentage of your working hours are spent receiving and managing information and What percentage are spent using information? *Receiving and managing information / Using information: Summary*



○: Significantly higher than legal professionals      ○: Significantly lower than legal professionals

Base size: Total = 650, Legal professionals = 250, Non-legal professionals = 400

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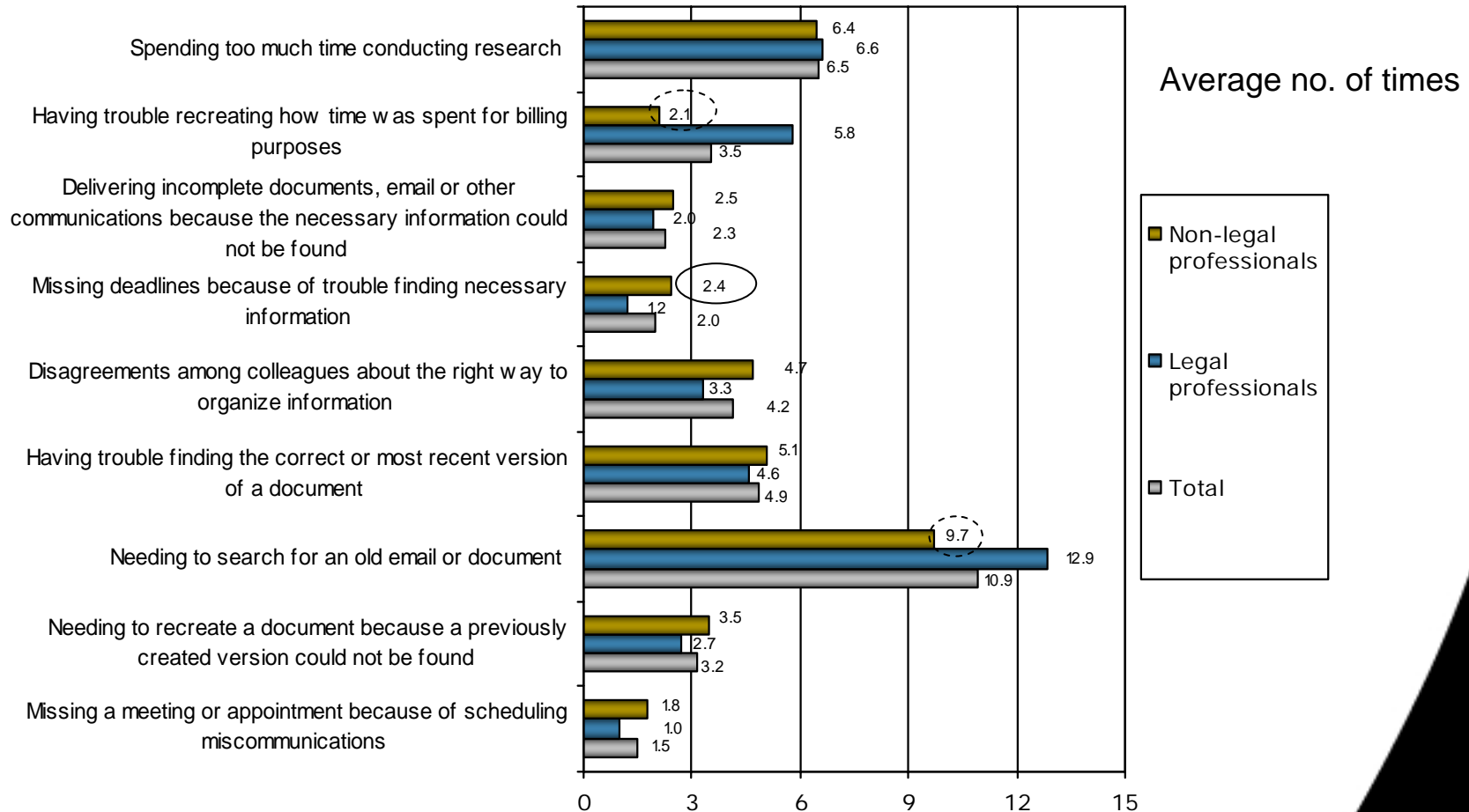
5. Solution

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Legal professionals are more likely to need to search for an old email or document and have trouble recreating how time was spent for billing purposes.

## Q17. In the average work week, how many times do you experience each of the following situations?



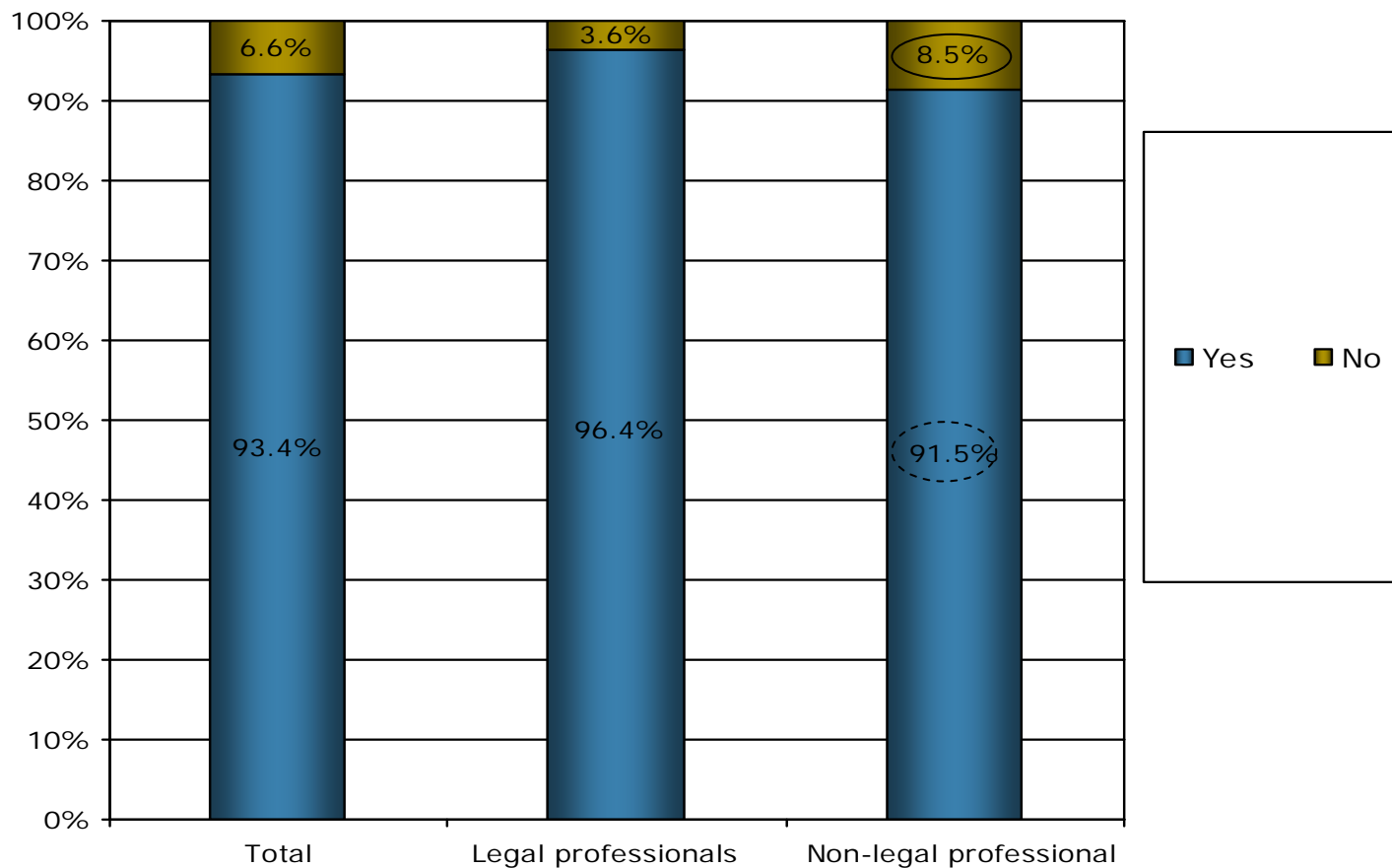
○: Significantly higher than legal professionals

⊖: Significantly lower than legal professionals

Base size: Total = 650, Legal professionals = 250, Non-legal professionals = 400

More legal professionals have experienced some of the consequences mentioned.

## Q17 Ever experienced any of these things? (all statements)



○: Significantly higher than legal professionals

⊖: Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400

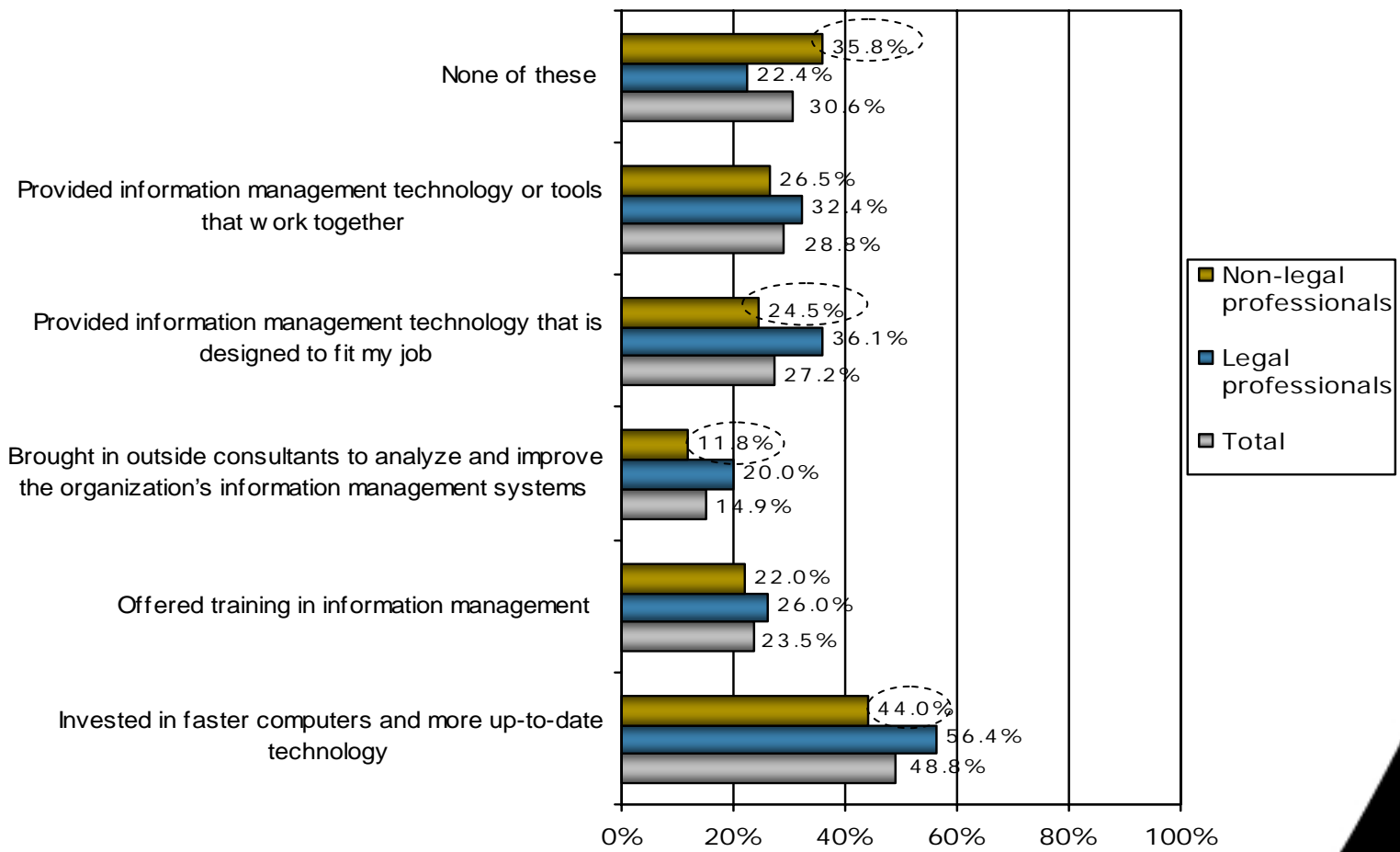
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Legal professionals receive more help from their organizations than non-legal professionals.

Q18. Which, if any, of the following things has your company or organization done in the last 2 years to help you and your colleagues manage information efficiently?

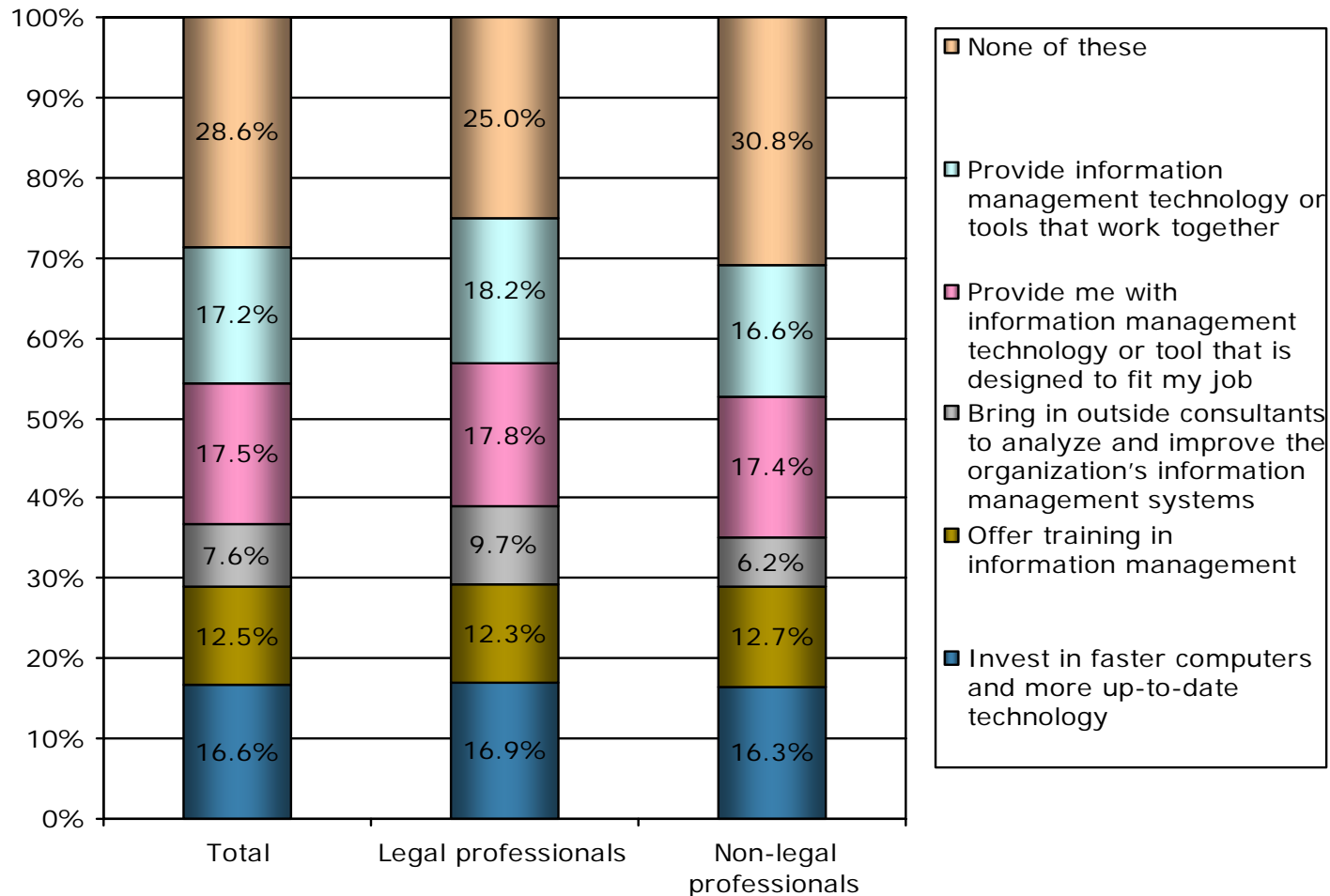


: Significantly lower than legal professionals

Base size: Total = 650, Legal professionals = 250, Non-legal professionals = 400

There is no single solution which can solve the problem, and most believe none of these will help.

## Q19. Please indicate which ONE of the following your company could do that would be MOST helpful to you in better handling information in your job?



There is no significant difference between the two groups.

Base size: All those whose company has not done all 5 things, Total = 622, Legal professionals = 236, Non-legal professionals = 386

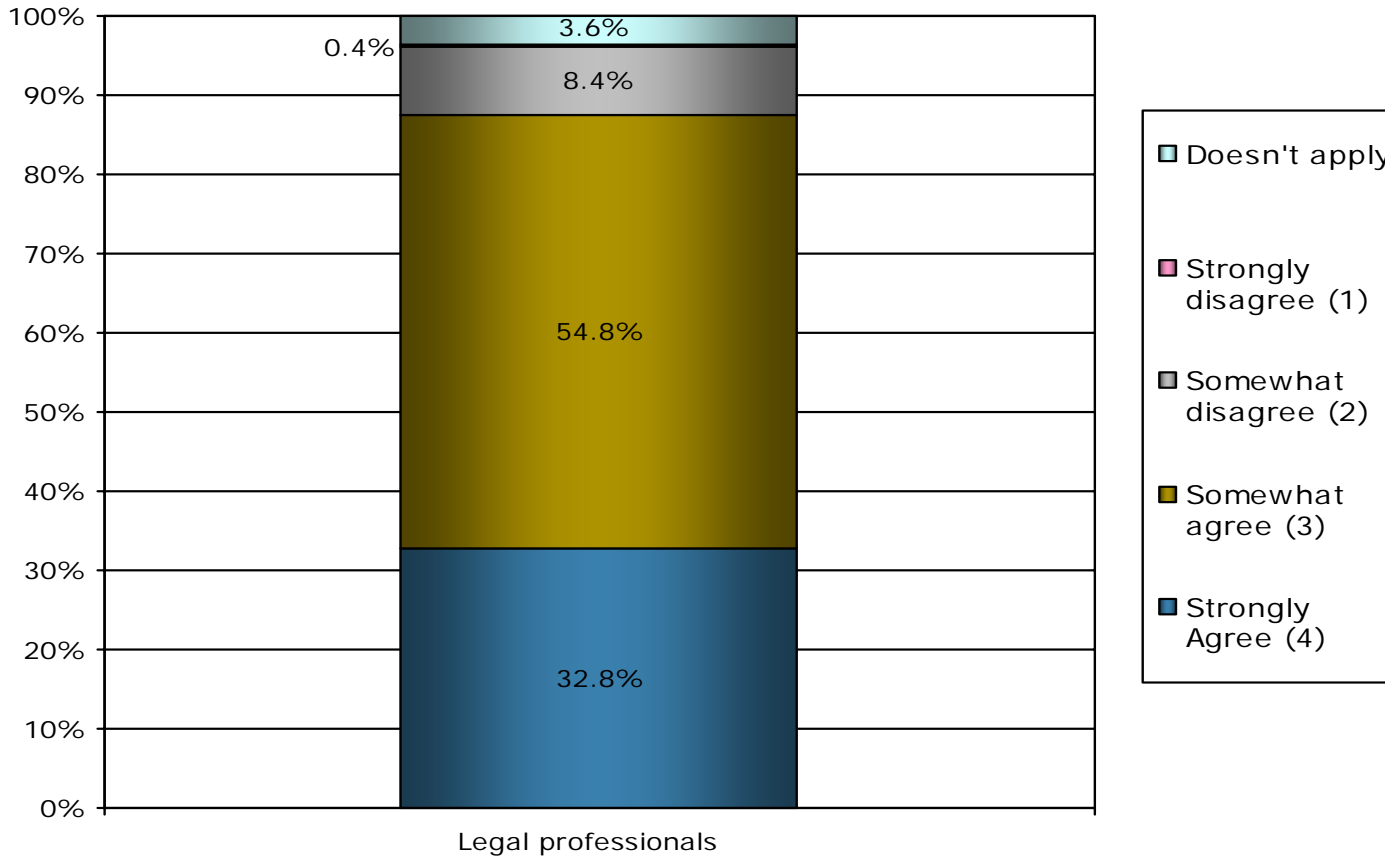
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88% of legal professionals would like to have cutting edge information management technology.

Q20. Please indicate if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

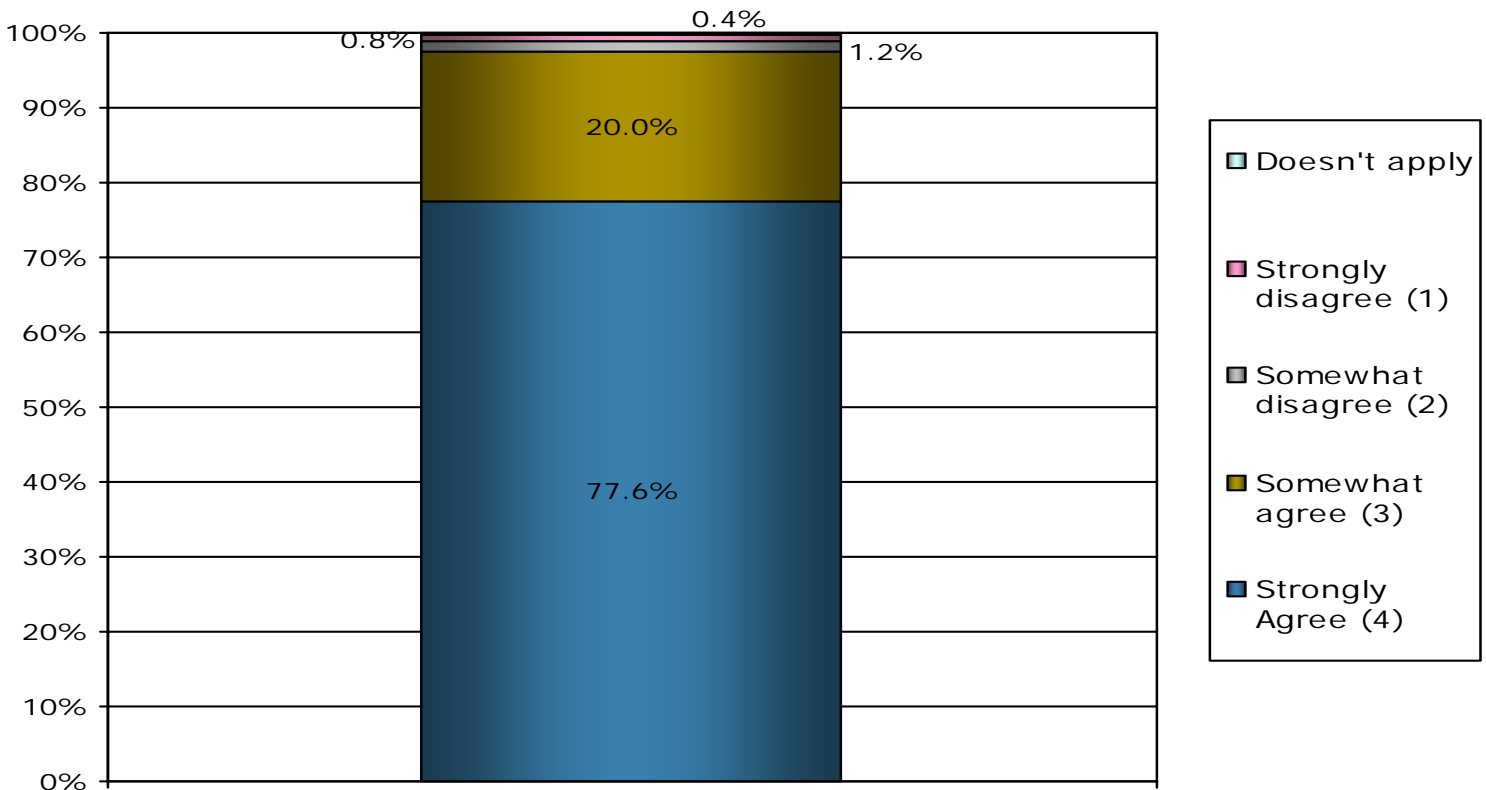
*Having cutting edge information management technology is a crucial competitive differentiator in the legal profession.*



**Mean 3.24**

Nearly all (98%) of legal professionals agree with this statement.

Q21. Please indicate if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.  
*The consequences of mismanaging information are extremely serious in the legal profession.*

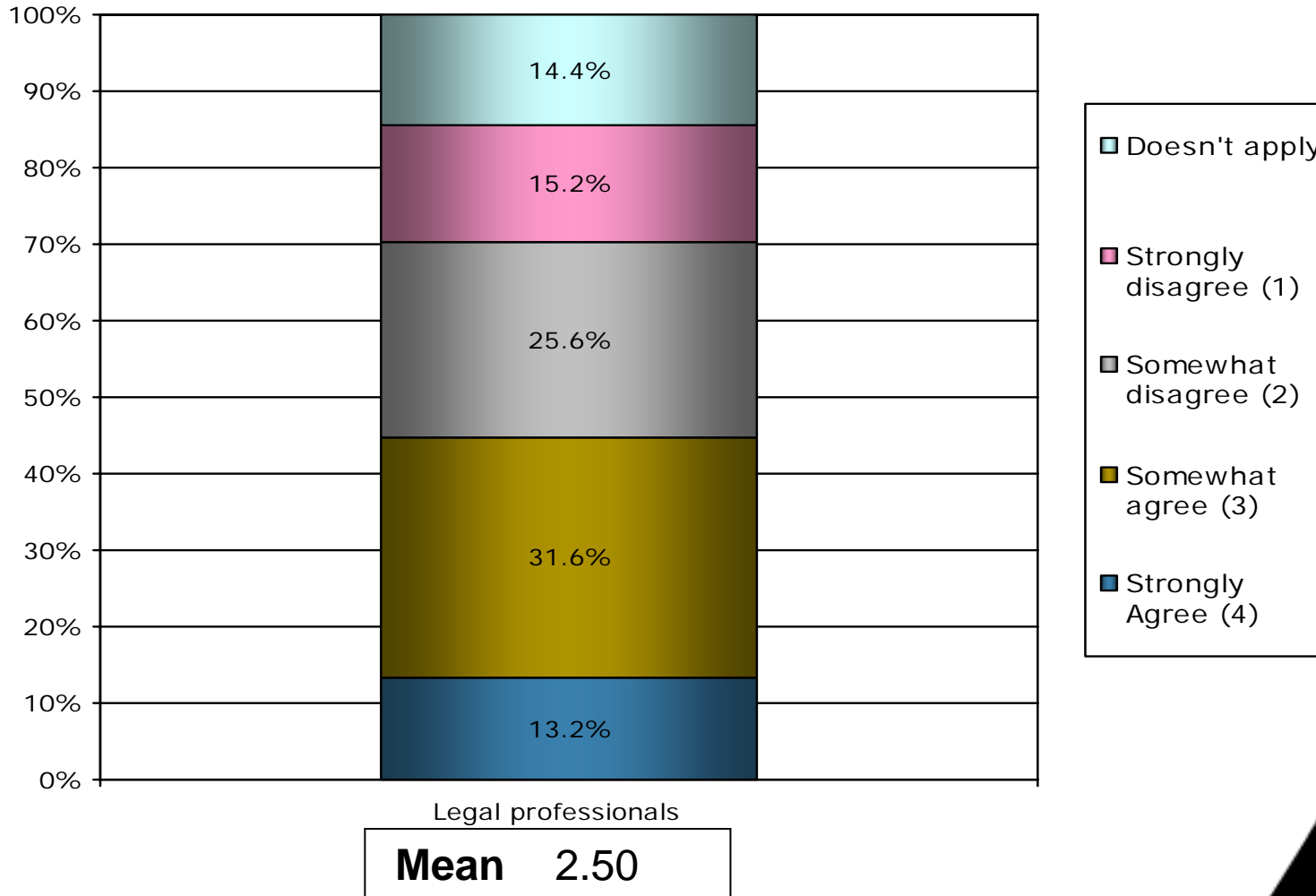


**Mean 3.75**

Compare with previous statements; only 45% of legal professionals agree with this one.

**Q22.** Please indicate if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

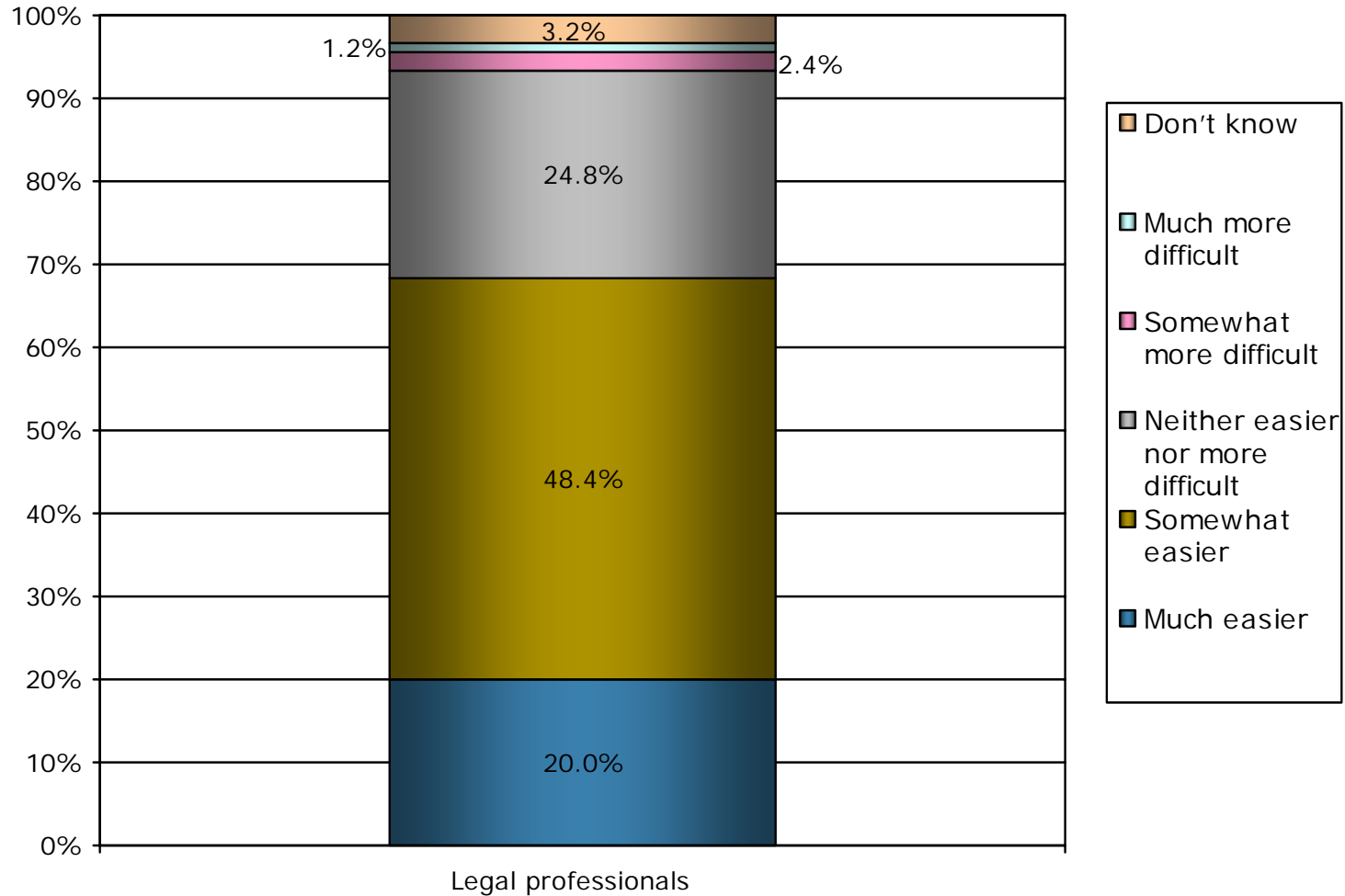
*Research takes up so much of my time that sometimes I end up not billing for time I spend on it.*



Base size: Legal professionals = 250

68% of legal professionals do believe things are getting easier.

Q23. Compared with two years ago, would you say that finding specific pieces of legal research or information is ...

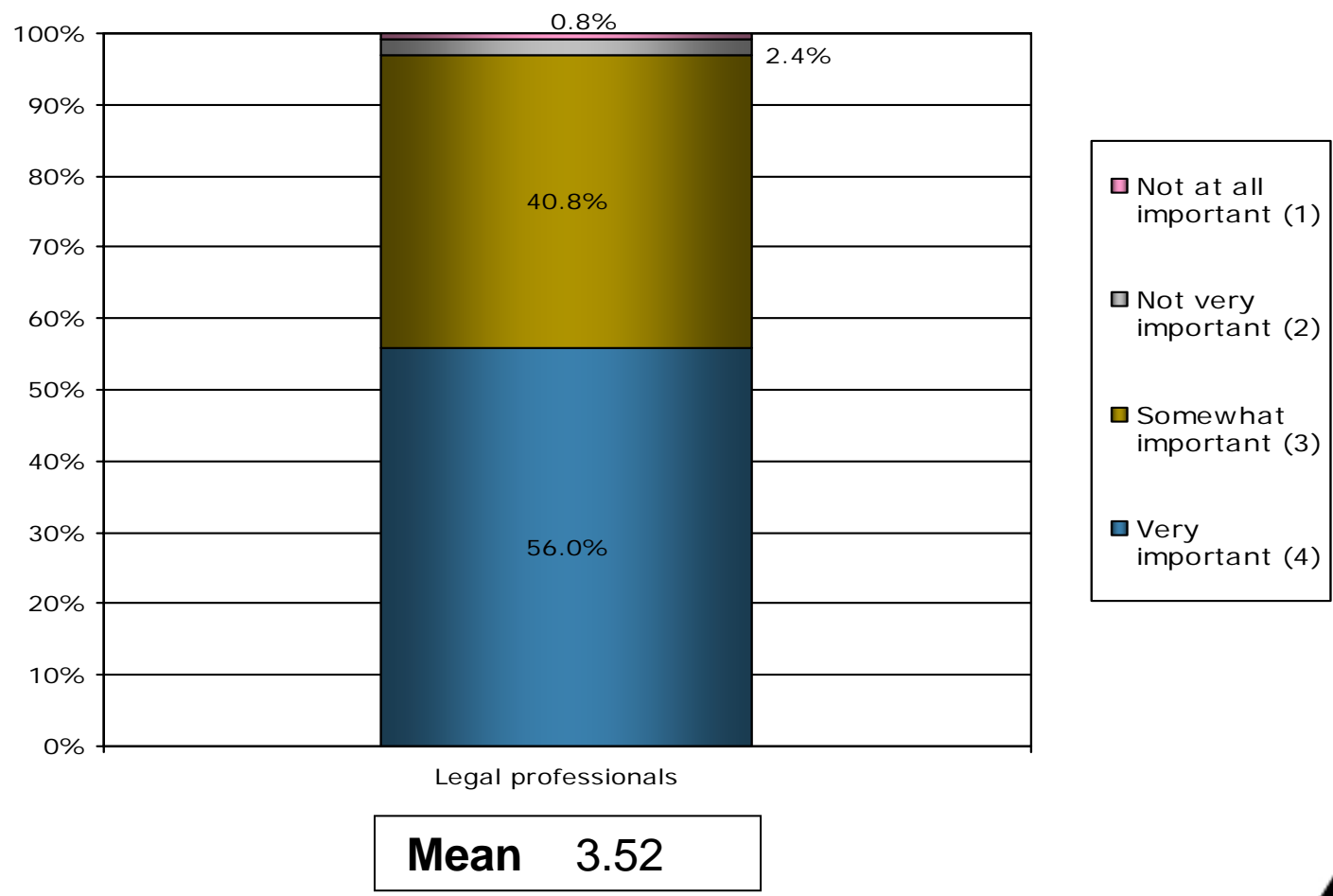


**Mean 3.86**

Base size: Legal professionals = 250

97% of legal professional perceived that a tool which returns the most comprehensive results is important.

Q24. Please take a moment to think about the tools you use to conduct legal research. For each of the following elements of a legal research tool, please indicate its importance level.  
*A tool that returns the most comprehensive results.*

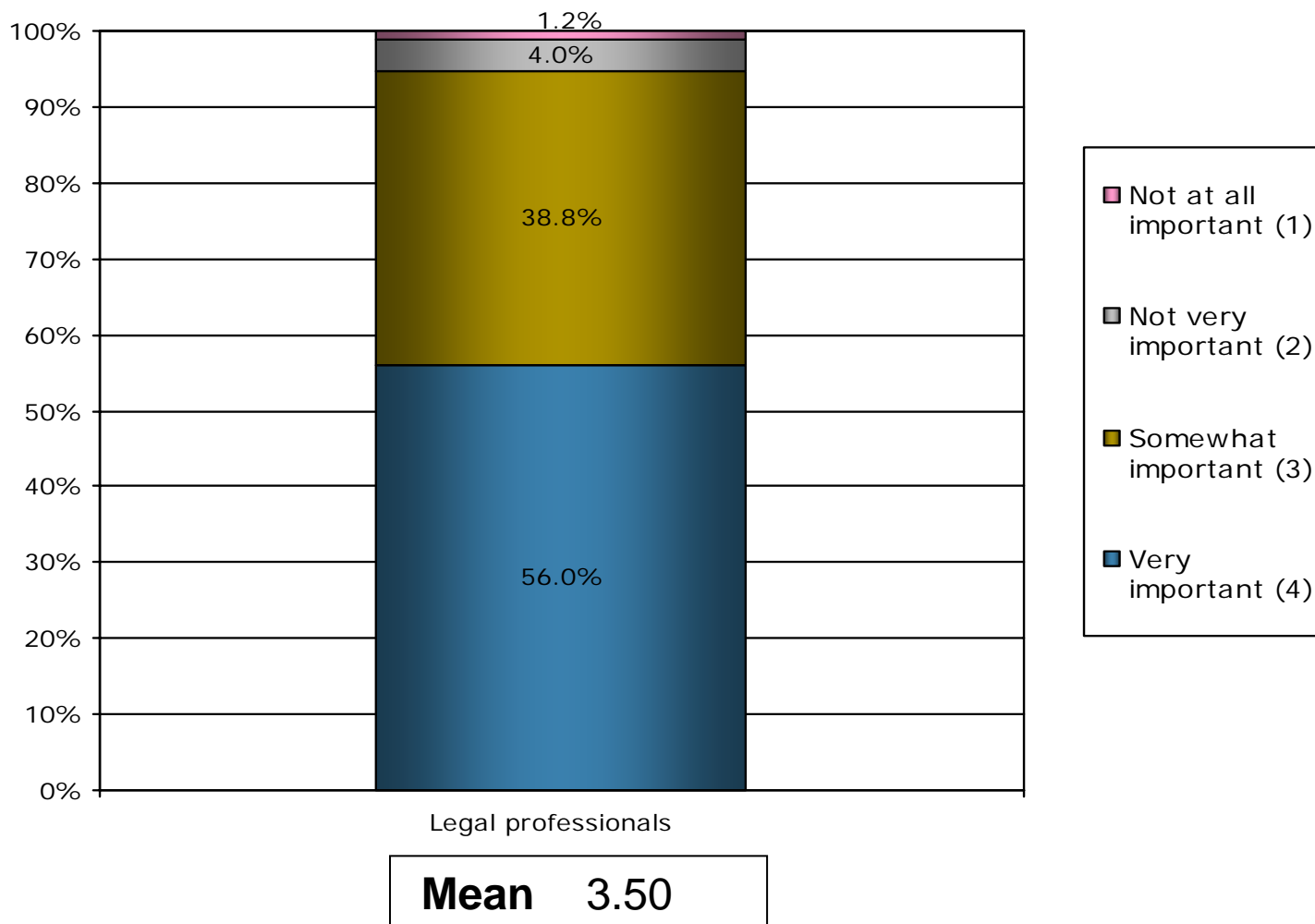


Base size: Legal professionals = 250



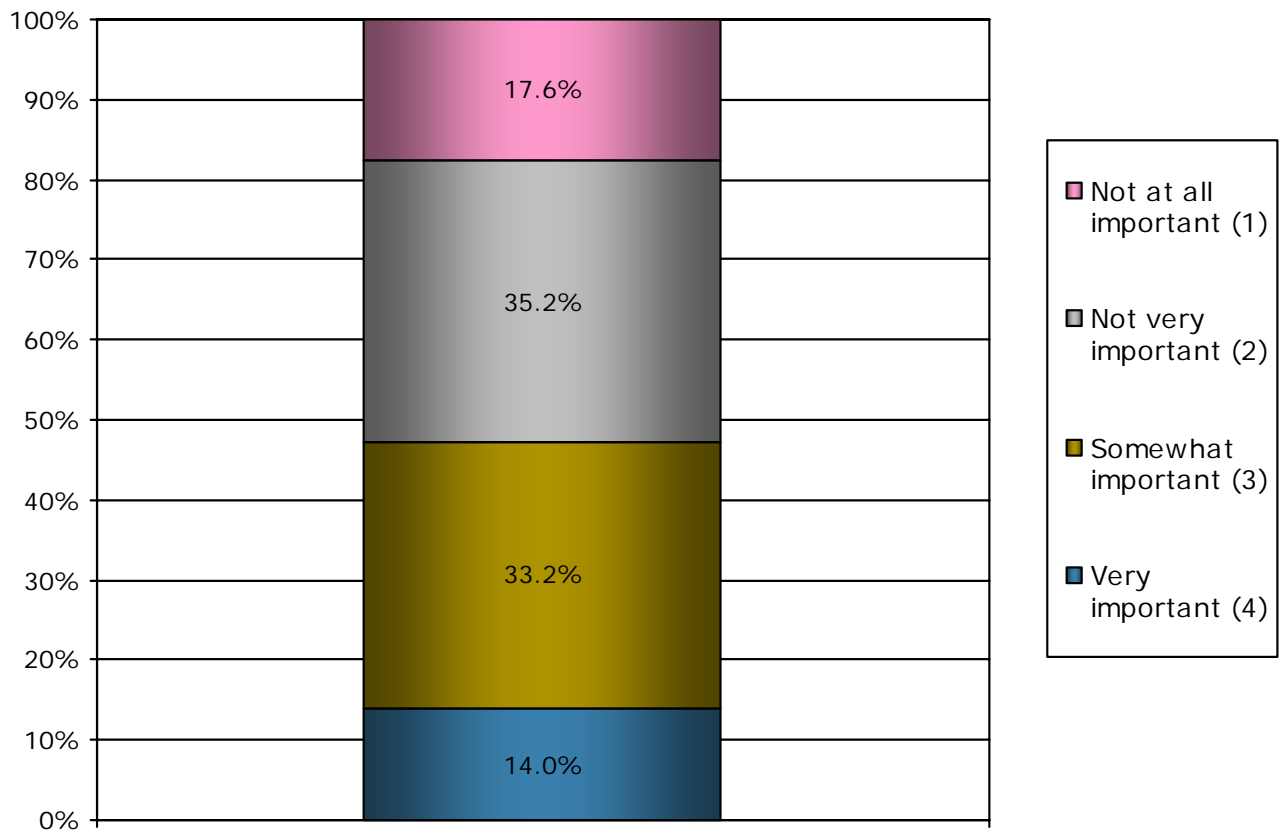
95% of legal professional perceived that a tool specialized in their area is important.

**Q24. Level of importance to following statement:**  
*A tool that is designed for the area of practice that I specialize in*



There is no strong importance indication in online communities.

Q24. Level of importance accorded to following statement:  
*A tool that offers me access to online communities where I can discuss issues of law with peers.*



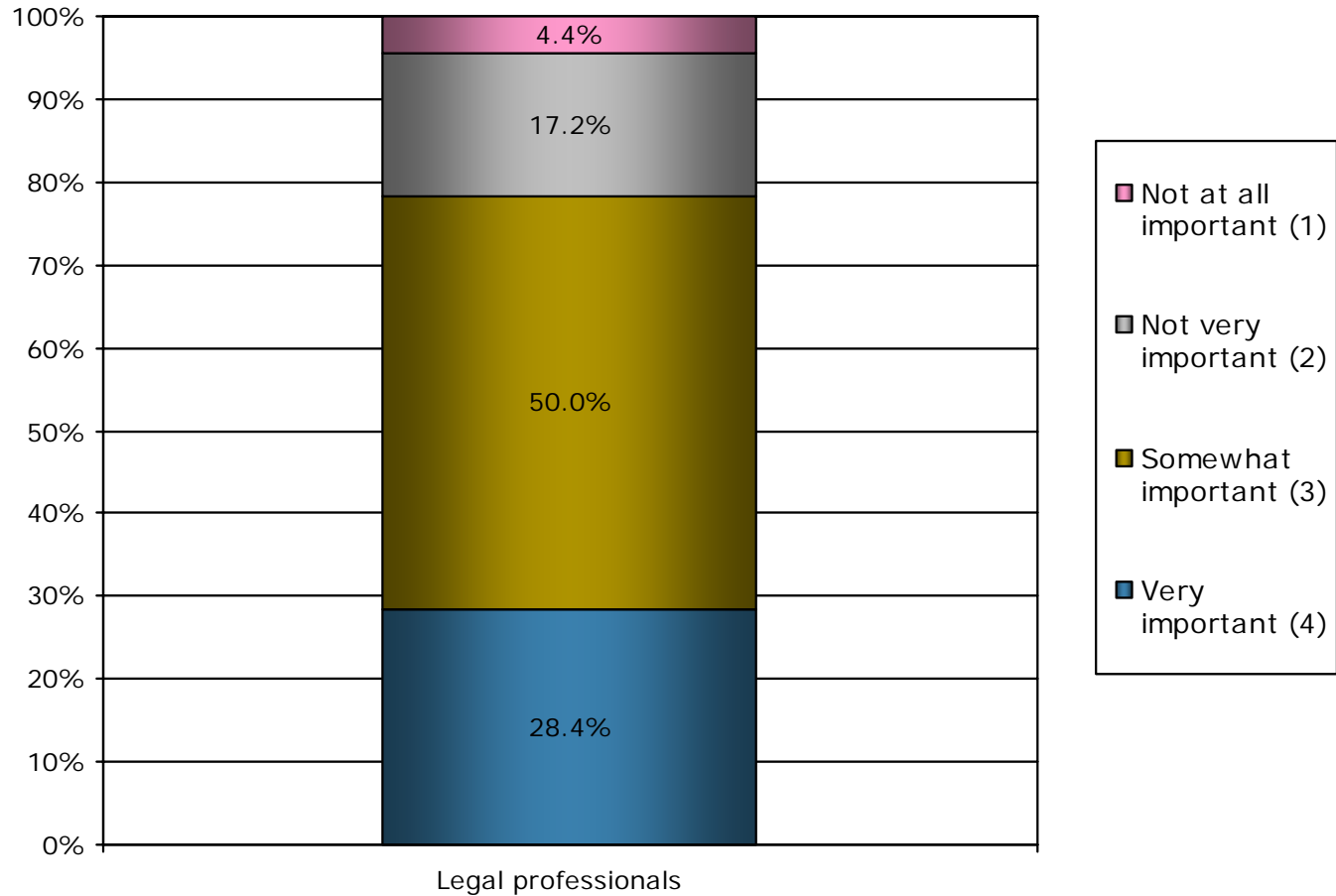
Legal professionals

**Mean 2.44**

Base size: Legal professionals = 250

78% of legal professionals perceived it is important to have a tool that provides analysis and expertise.

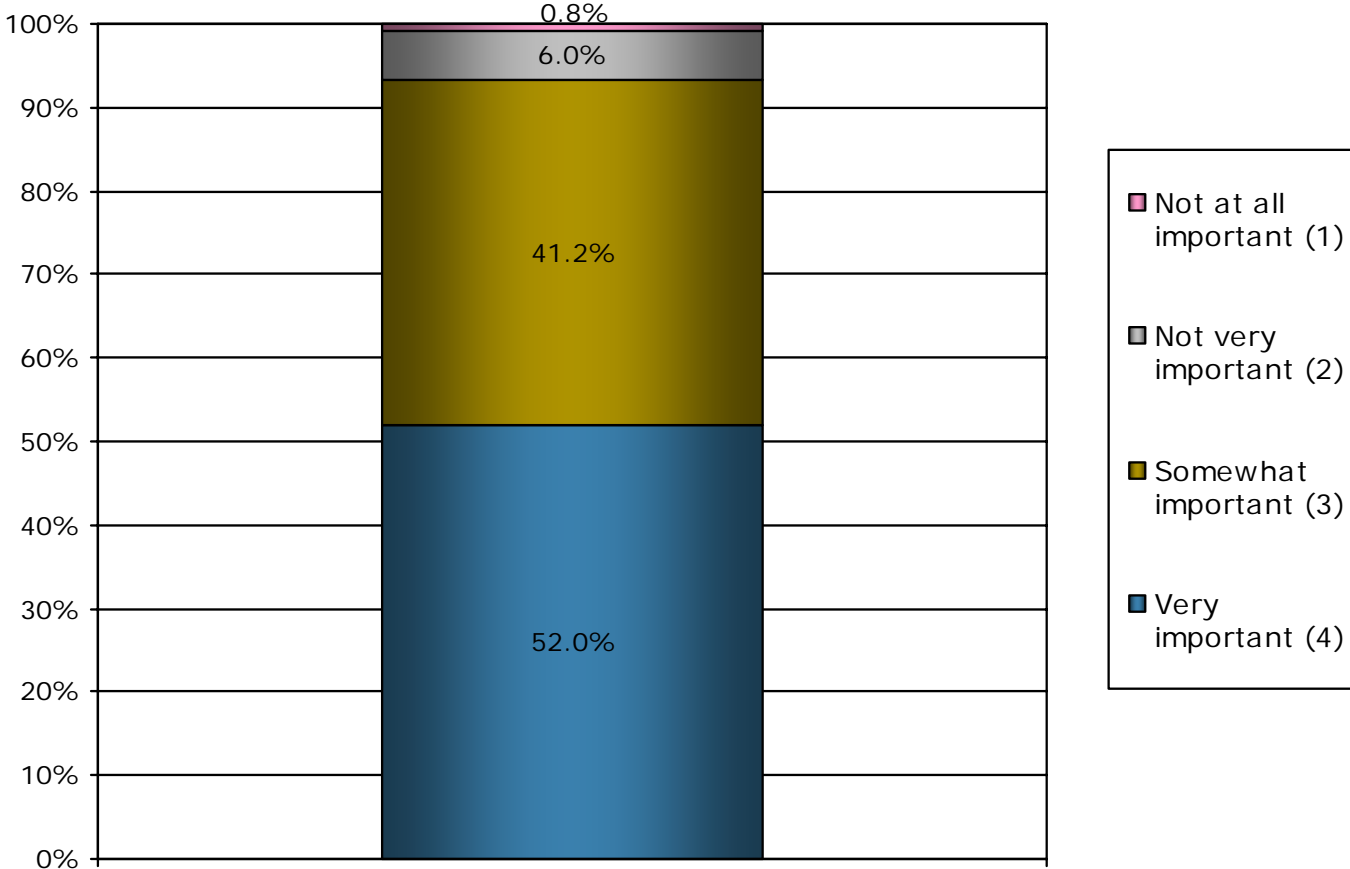
Q24. Level of importance accorded to following statement:  
*A tool that provides analysis and expertise in addition to data.*



**Mean 3.02**

93% of legal professionals perceived it is important to have a tool that offers only the most relevant documents and data.

Q24. Level of importance accorded to the following statement:  
*A tool that offers only the most relevant documents and data for my needs.*

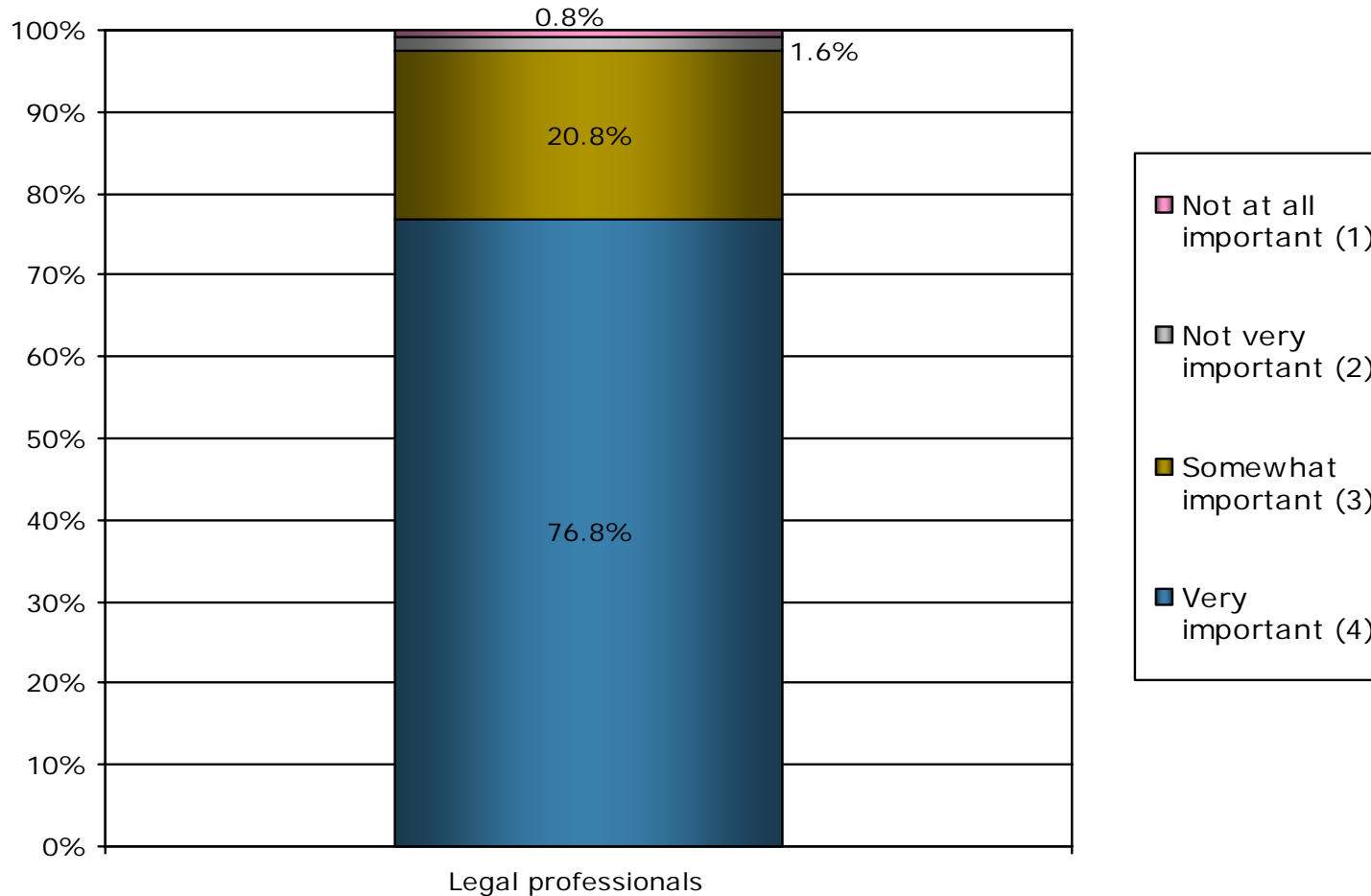


Legal professionals  
**Mean 3.44**

Base size: Legal professionals = 250

Nearly all (97%) of legal professionals perceived it is important to have a tool with information that is regularly updated..

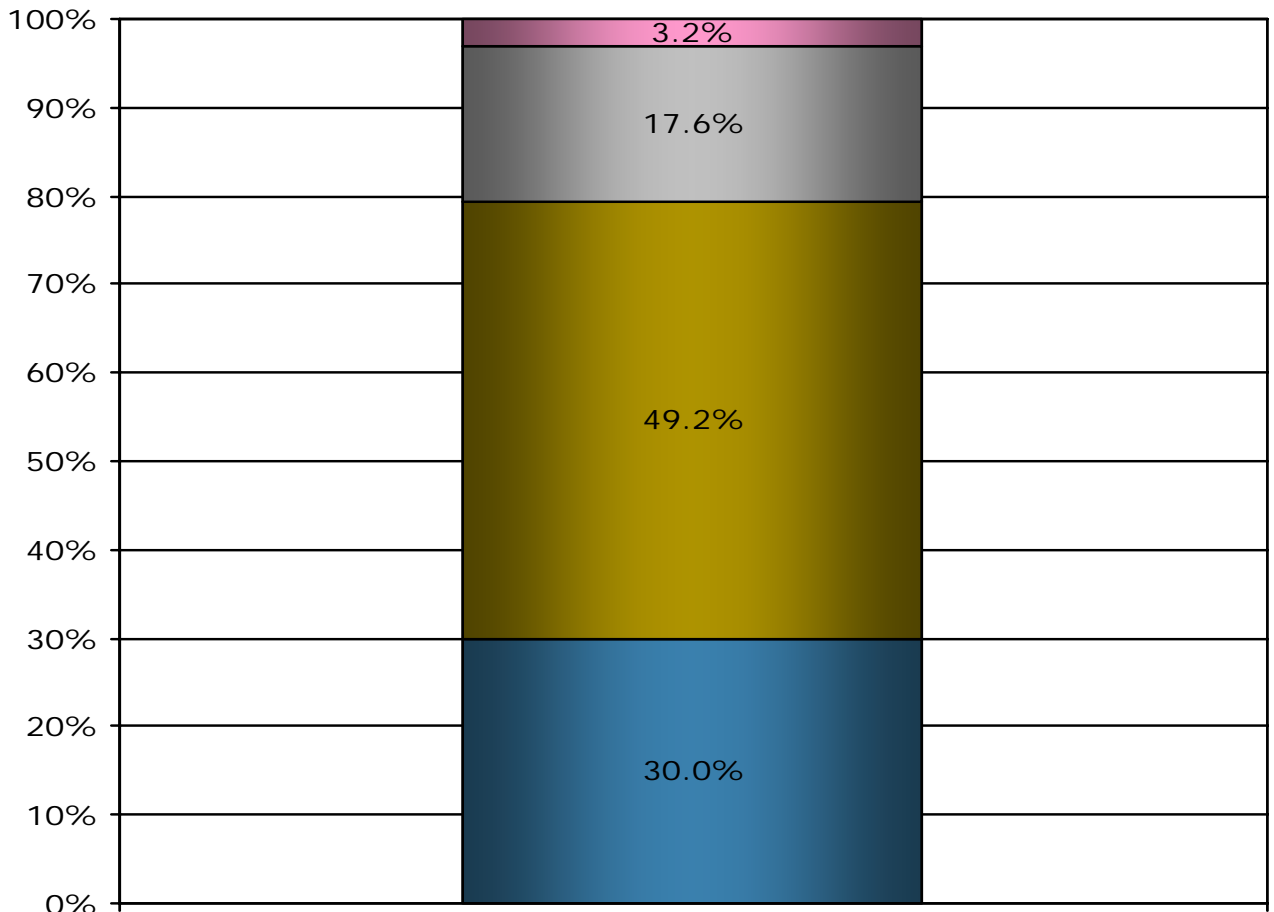
**Q24. Level of importance accorded to following statement:**  
*A tool with information that is regularly updated.*



**Mean 3.74**

79% of legal professionals perceived it is important to have a tool that integrates research into workflow.

**Q24. Level of importance accorded to following statement:**  
*A tool that integrates research into your workflow.*



- Not at all important (1)
- Not very important (2)
- Somewhat important (3)
- Very important (4)

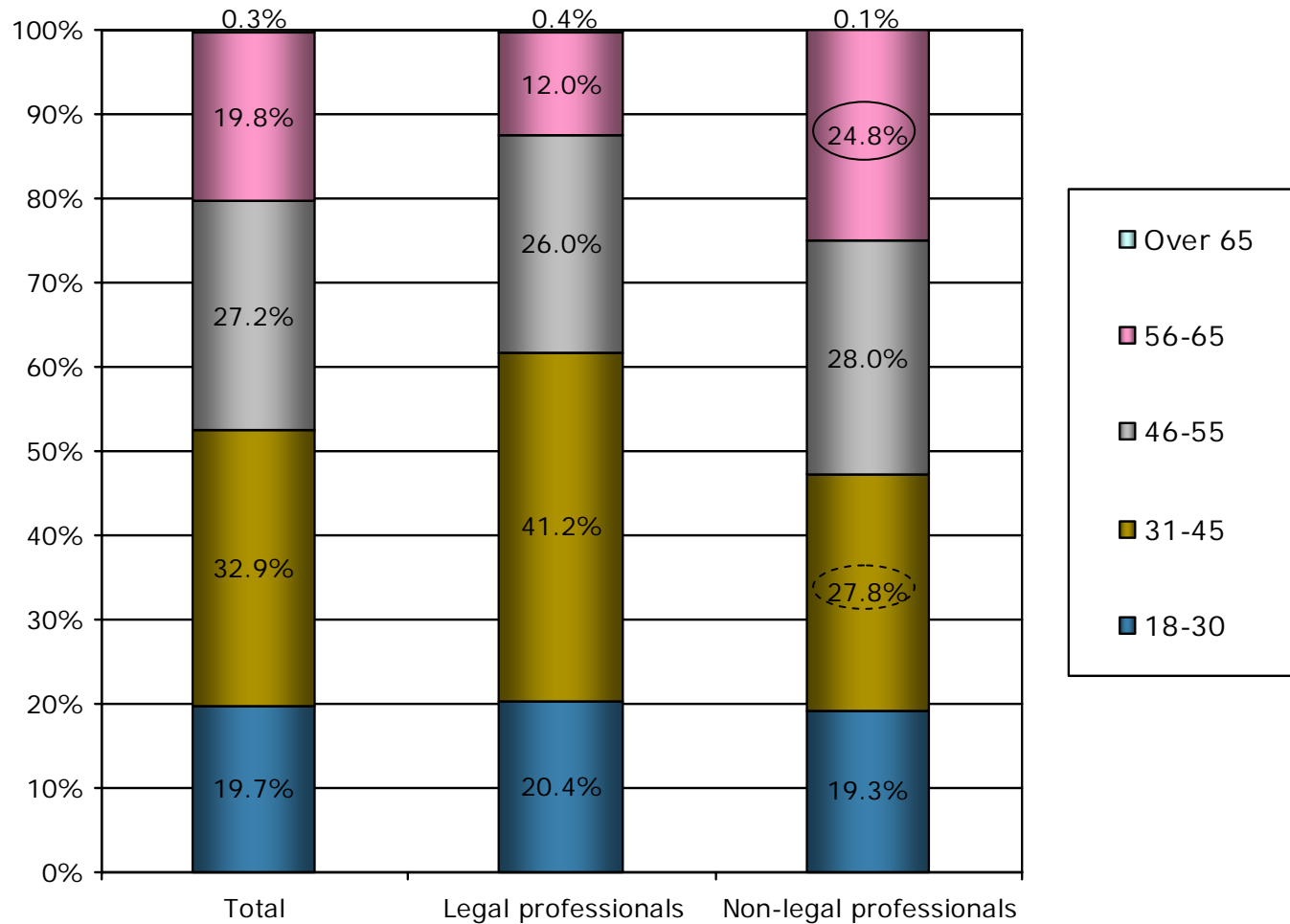
Legal professionals  
**Mean 3.06**

Base size: Legal professionals = 250

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## Q25. Respondent age



 :Significantly higher than legal professionals

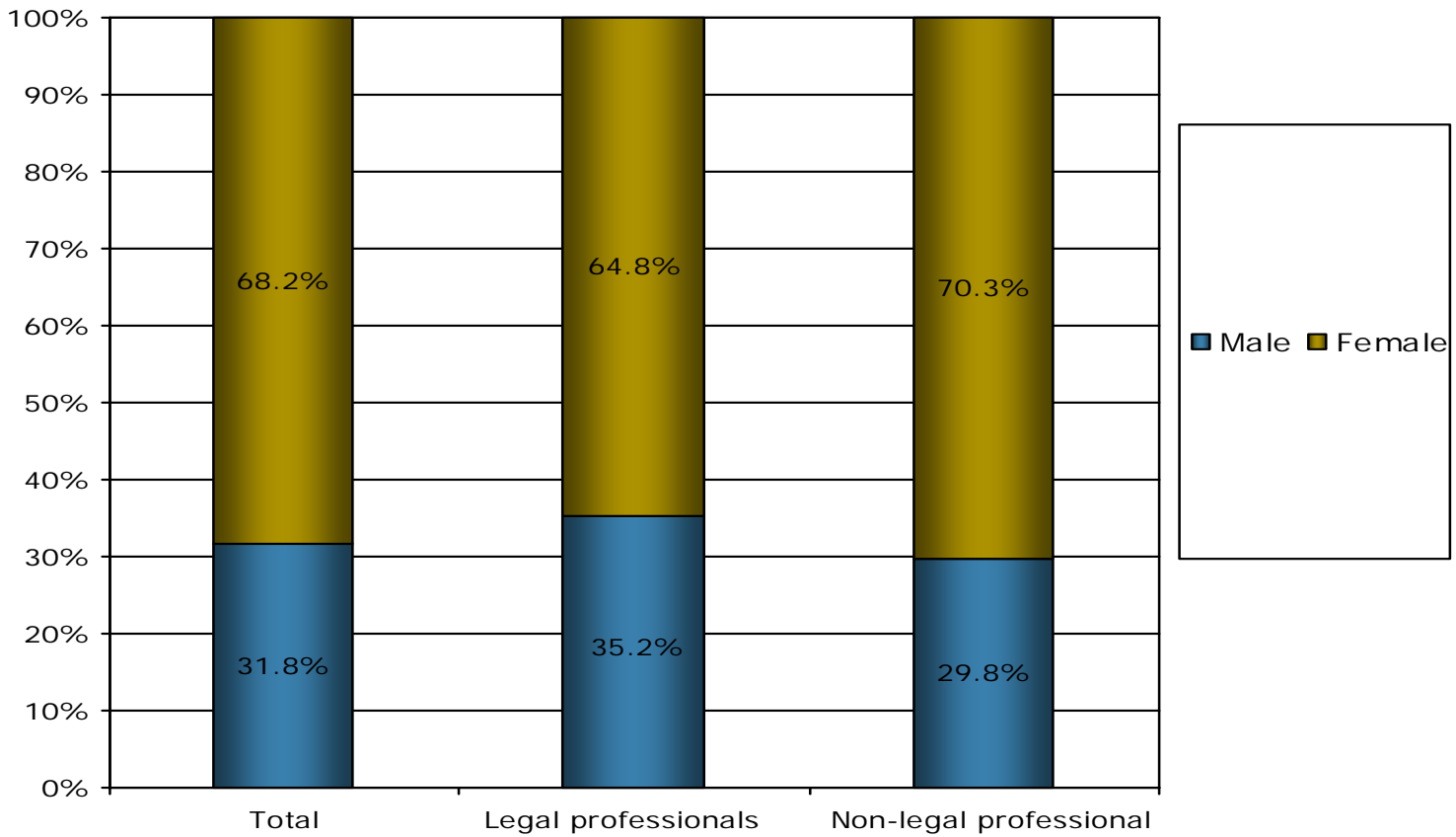
 :Significantly lower than legal professionals

Base size: Total =650, Legal professionals = 250, Non-legal professionals =400



Gender split is similar for both legal and non-legal professionals.

### Q26. Gender

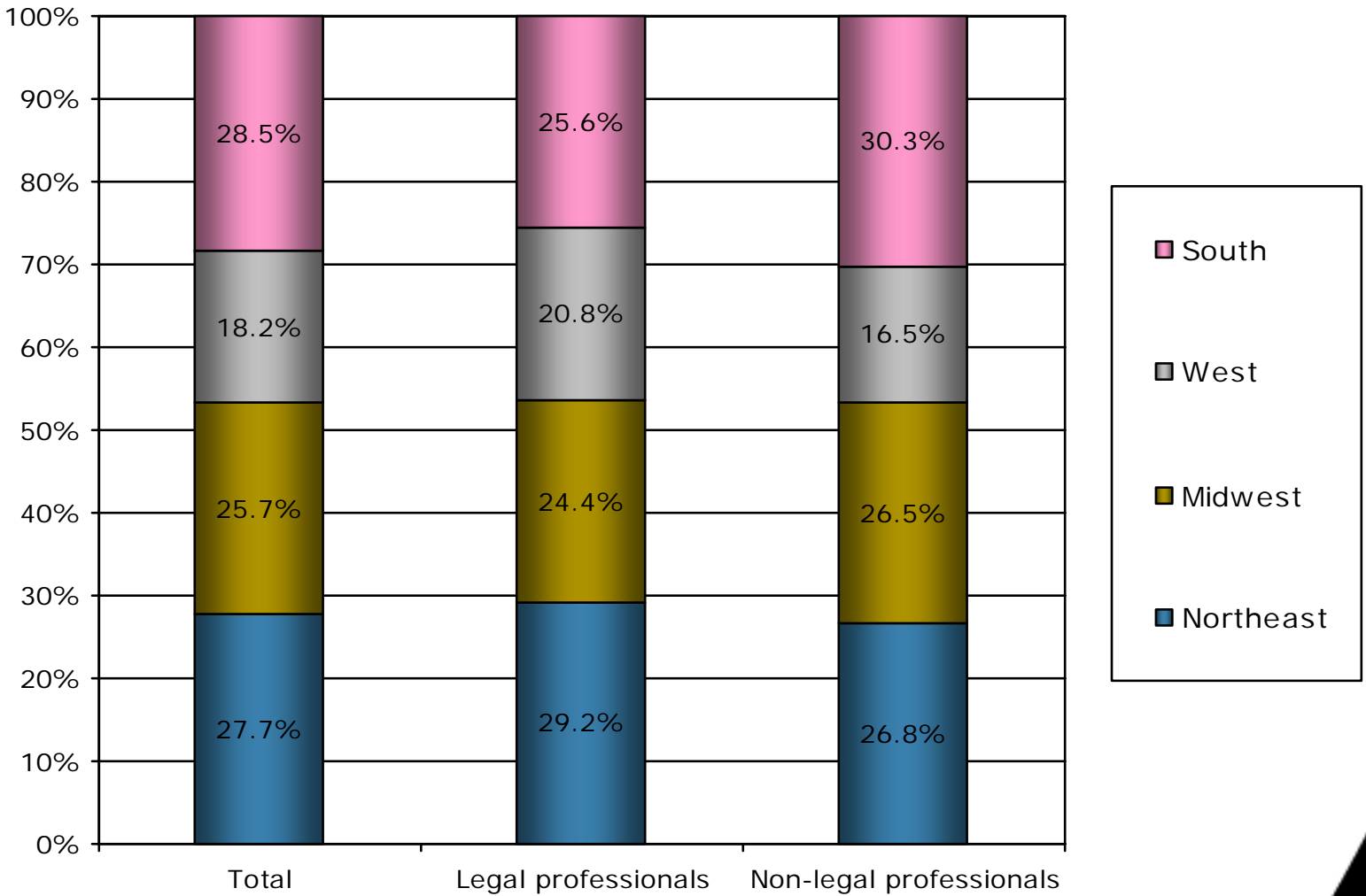


There is no significant difference between the two groups.

Base size: Total =650, Legal professionals = 250, Non-legal professionals =400

An even regional spread of US is covered by both segments.

### Q27. Region



There is no significant difference between the two groups.

Base size: Total =650, Legal professionals = 250, Non-legal professionals =400

# LexisNexis Workplace Productivity Survey

Prepared by WorldOne Research