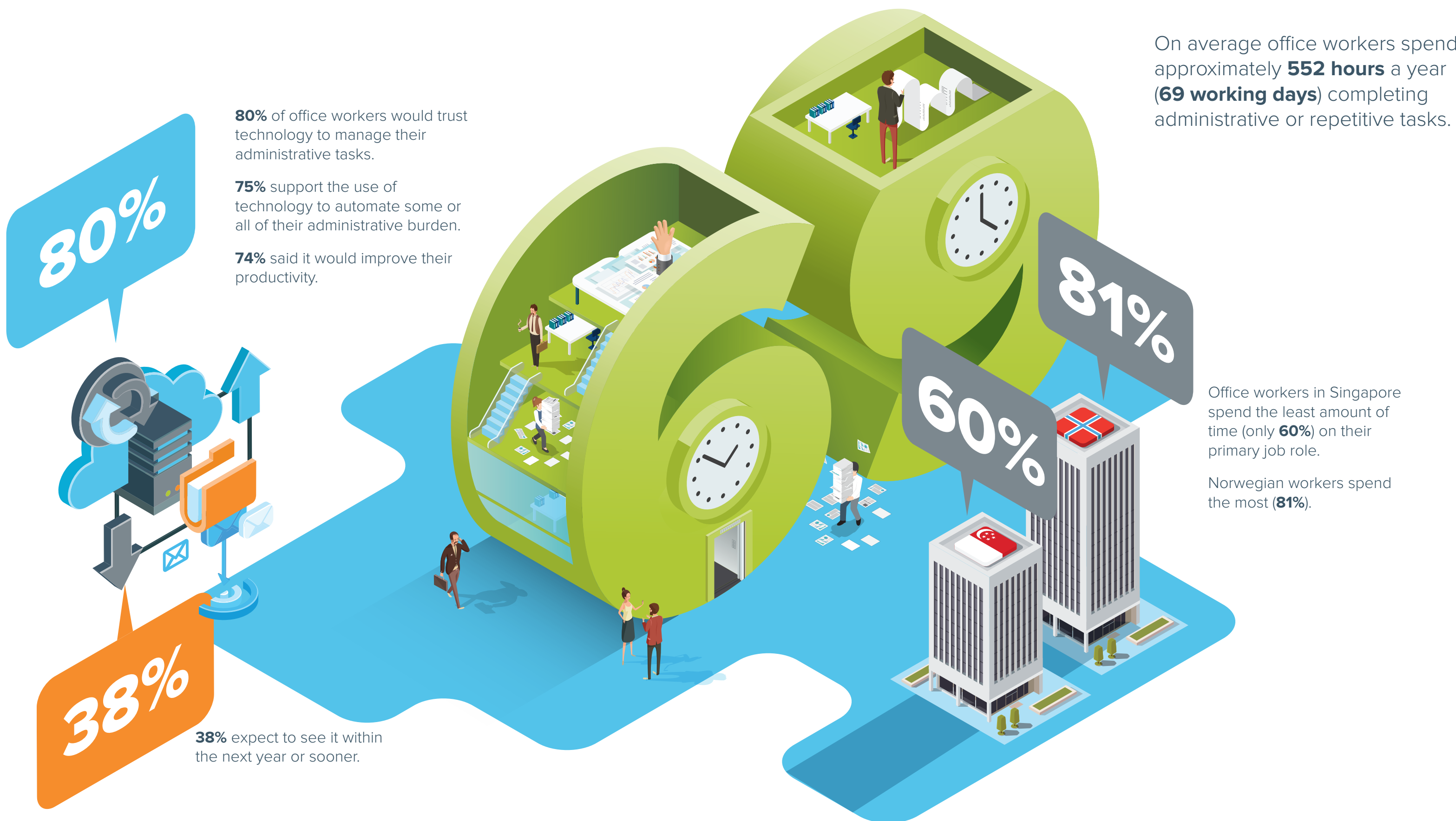


# Global productivity study:

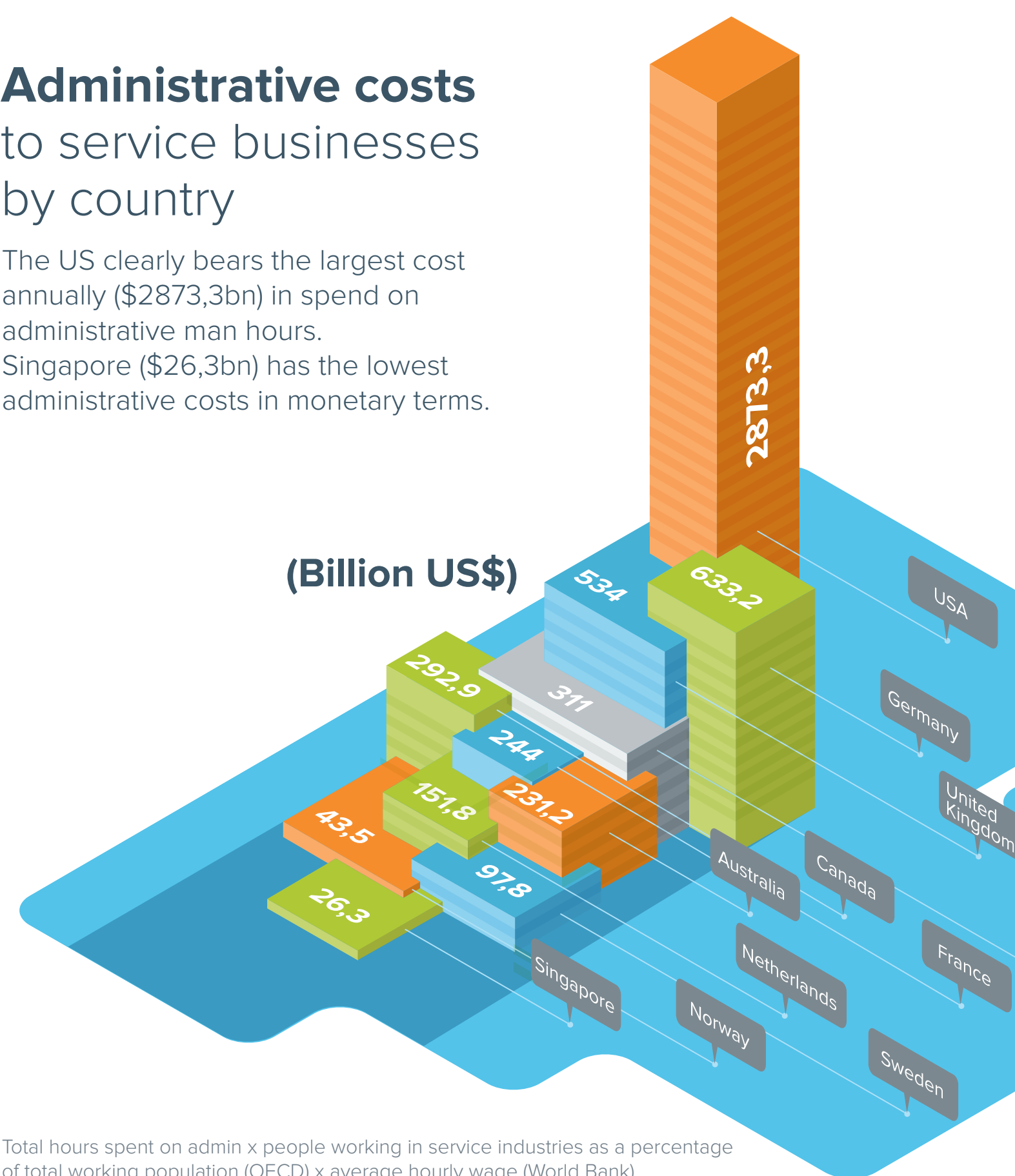
People spend 69 days on admin annually that could be spent on primary job duties.



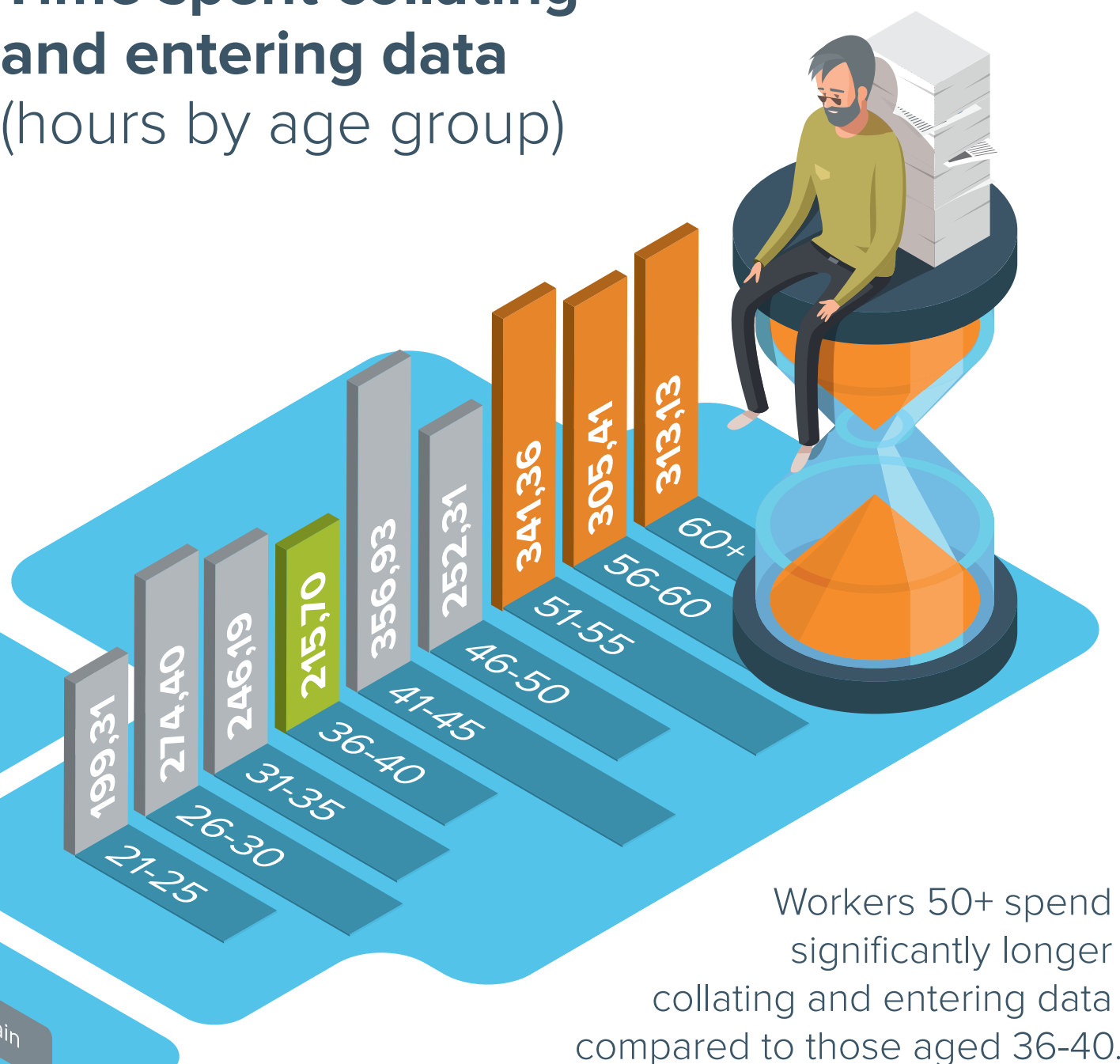
## The cost of lost productivity to the service industry

### Administrative costs to service businesses by country

The US clearly bears the largest cost annually (\$2873.3bn) in spend on administrative man hours. Singapore (\$26.3bn) has the lowest administrative costs in monetary terms.



### Time spent collating and entering data (hours by age group)

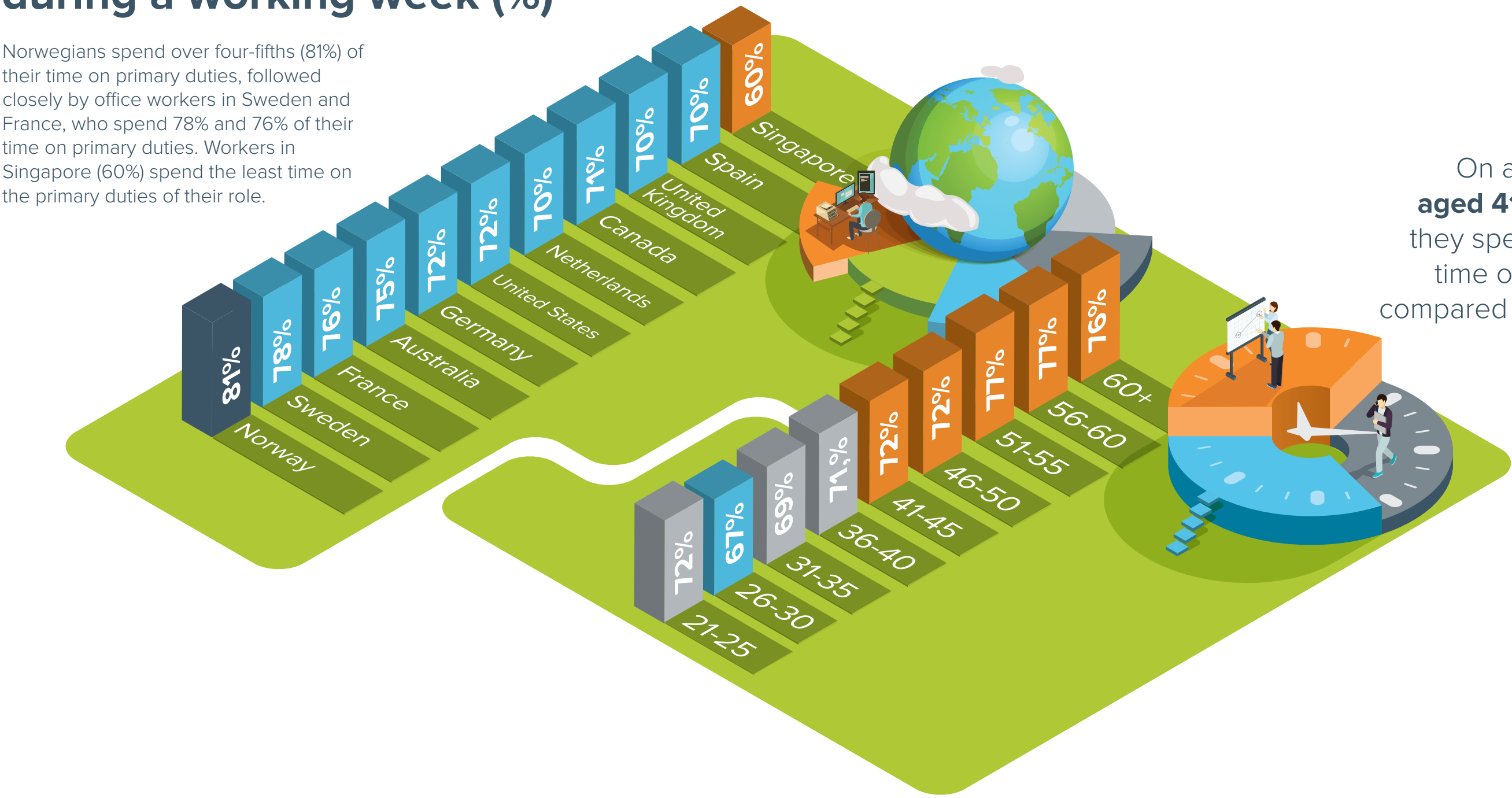


Total hours spent on admin x people working in service industries as a percentage of total working population (OECD) x average hourly wage (World Bank).

## How much time do office workers spend carrying out administrative tasks versus primary job duties?

### Time spent on primary duties on average per country during a working week (%)

Norwegians spend over four-fifths (81%) of their time on primary duties, followed closely by office workers in Sweden and France, who spend 78% and 76% of their time on primary duties. Workers in Singapore (60%) spend the least time on the primary duties of their role.



On average, respondents aged **41** and above estimate they spend significantly more time on their primary duties compared to those aged **26-30**

## What impact can new technology have on productivity?

### Technology to aid productivity

**One in six** workers in Germany, Sweden, Norway and the UK do not feel they are provided with the appropriate technology to be most productive in their role, rising to a quarter of office workers in France and the Netherlands.

**Three quarters** of respondents would support the introduction of technology to automate administrative or repetitive tasks.

