

# eProductivity Audit Survey Results

As at  
12 February 2015

Survey Question	Benchmark Average*	Your organisation
How many e-mails do you receive on average each day?	<b>37</b>	<b>?</b>
How many e-mails do you send (new messages and replies) on average each day	<b>26</b>	<b>?</b>
What ratio or percentage of e-mail do you receive internally (i.e. from colleagues) compared to e-mail from external sources?	<b>66%</b>	<b>?</b>
What percentage of received e-mails require an action from you (as opposed to simply being read or filed)?	<b>58%</b>	<b>?</b>
What percentage of incoming e-mail is NOT directly related to your workplace role and tasks (i.e.: you receive them as are 'cc' or 'bcc')?	<b>26%</b>	<b>?</b>
What percentage of the e-mails you receive are immediately clear to you on the meaning of their message?	<b>71%</b>	<b>?</b>
What percentage of e-mails you receive have a message which would be better handled by face-to-face contact or a phone call?	<b>30%</b>	<b>?</b>
How many e-mails are left in your In-box right now (per person)?	<b>1368</b>	<b>?</b>
How much time do you spend processing e-mail each day (per person)?	<b>2.32 hrs</b>	<b>?</b>
How much is this time worth on an annual basis (per person)?	<b>\$27,913</b>	<b>?</b>
How often during the day do you check your Inbox? 1. Most of the time 2. Whenever they arrive 3. Randomly throughout day 4. At several planned times 5. At 1 or 2 planned times 6. Infrequently	<b>2.35</b>	<b>?</b>