

# THE GRAY WORK INDEX

Our Productivity Gap in 2024



By 2024, work was expected to be simpler and more productive.

It's not.

See how workers are feeling about the future of work.

## SECTION 1:

### FRUSTRATIONS OF MODERN WORK

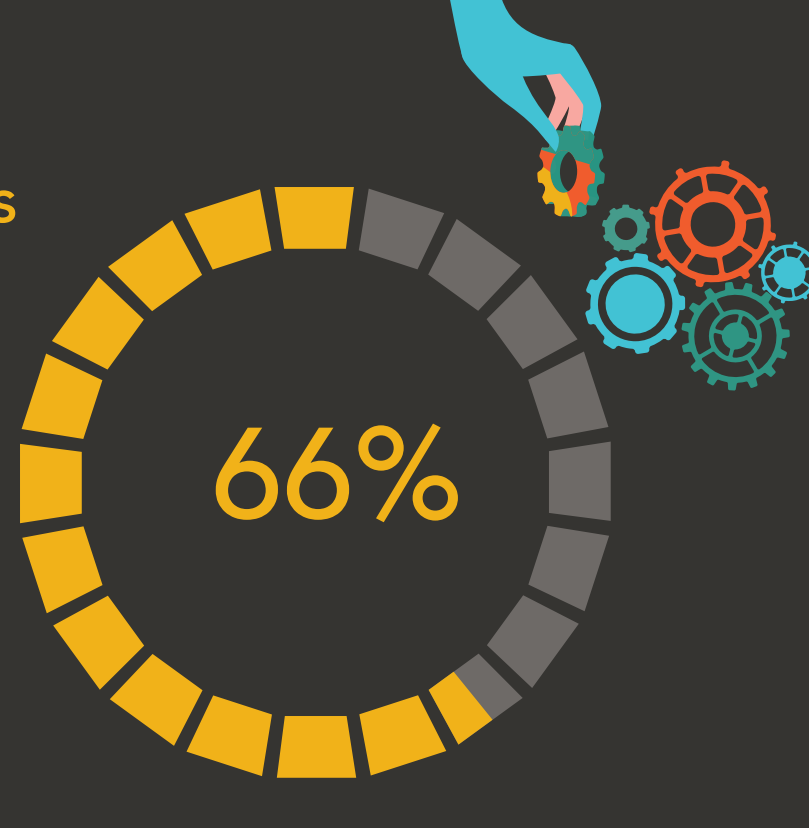
54%

of respondents say it's harder than ever to be productive in day-to-day work



People aren't getting more out of their work and feeling productive. Instead, they're struggling to get work done. And that's coming at a higher cost to companies.

Yet 66% of respondents found their organizations increasing investments in tools or software designed to enhance productivity, work management, and collaboration.



## SECTION 2:

### GRAY WORK AS THE CULPRIT

The culprit here? Gray Work. People are spending time on the wrong things, not the work that makes an impact.

58% of respondents spend less than 20 hours per week – that's half of a typical work week – on meaningful work that drives results.



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of respondents spend less than 20 hours per week – that's half the entire week – on meaningful work that drives results.

## SECTION 3:

### MORE TOOLS BUT LESS IMPACT

Productivity is stymied by the number of tools people need to use. And these tools don't eliminate the struggles of manual work.

74%

of respondents found that compared to a year ago, the amount of manual work in their jobs has either increased (38%) or stayed the same (36%) as the year before.



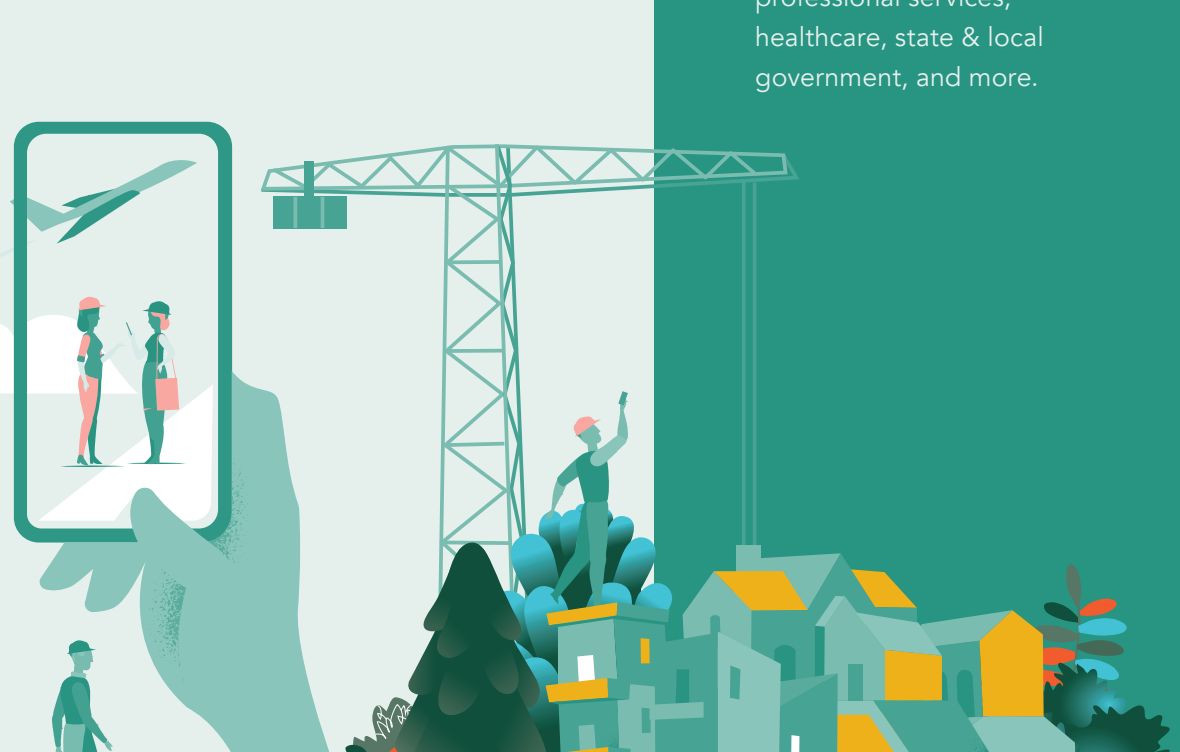
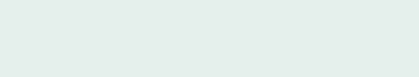
9 out of 10 respondents report being overwhelmed to some degree by the amount of software solutions they use daily.



## SECTION 4:

### WHERE IS THIS MOST TROUBLESOME?

Industries like construction, manufacturing, and professional services face the biggest impact of these challenges.



#### Methodology

For the second consecutive year, Quickbase surveyed workers to determine how they work and spend their time. We surveyed 1,923 workers in the United States and the United Kingdom & Ireland in February 2024. Respondents ranged across a dozen operationally complex industries, including construction, manufacturing, professional services, healthcare, state & local government, and more.