LexisNexis
Workplace Productivity Survey

Prepared by WorldOne Research
Contents

1. Methodology, Sampling and Quotas
2. Screen
3. Situation
4. Consequences
5. Solution
6. Legal Professionals Only
7. Demographics
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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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
Q2. Which of the following best describes your current position?

- Administrative or office support staff
- White collar or knowledge worker

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.
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

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecommunication</td>
<td>1.3%</td>
</tr>
<tr>
<td>Real Estate</td>
<td>1.3%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>4.0%</td>
</tr>
<tr>
<td>Pharmaceuticals</td>
<td>0.8%</td>
</tr>
<tr>
<td>Transportation/utilities/communications</td>
<td>1.0%</td>
</tr>
<tr>
<td>Retailer/distributor/wholesaler (non-computer related)</td>
<td>1.8%</td>
</tr>
<tr>
<td>Media/marketing/advertising/PR</td>
<td>1.0%</td>
</tr>
<tr>
<td>Manufacturer (non-computer related)</td>
<td>3.8%</td>
</tr>
<tr>
<td>Life Sciences</td>
<td>0.5%</td>
</tr>
<tr>
<td>Legal</td>
<td>10.3%</td>
</tr>
<tr>
<td>Healthcare/medical</td>
<td>4.8%</td>
</tr>
<tr>
<td>Government</td>
<td>4.3%</td>
</tr>
<tr>
<td>Financial Services (banking/accounting/insurance)</td>
<td>6.3%</td>
</tr>
<tr>
<td>Entertainment/recreation/hospitality/food services</td>
<td>1.0%</td>
</tr>
<tr>
<td>Engineering/architecture/construction</td>
<td>1.5%</td>
</tr>
<tr>
<td>Education</td>
<td>43.0%</td>
</tr>
<tr>
<td>Computer software developer</td>
<td>4.3%</td>
</tr>
<tr>
<td>Computer manufacturer (hardware, peripherals, etc.)</td>
<td>0.5%</td>
</tr>
<tr>
<td>Computer distributor/wholesaler/retailer</td>
<td>0.3%</td>
</tr>
<tr>
<td>Consumer Package Goods</td>
<td>0.3%</td>
</tr>
<tr>
<td>Consulting (non-computer related)</td>
<td>1.8%</td>
</tr>
<tr>
<td>Consulting (IT-related)</td>
<td>5.3%</td>
</tr>
<tr>
<td>Biotechnology</td>
<td>0.8%</td>
</tr>
<tr>
<td>Aerospace/Defense</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

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? – 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?

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

- Junior associate: Significantly higher than legal professionals
- Middle management: Significantly higher than legal professionals
- Manager: Significantly higher than legal professionals
- Vice President (including Senior Vice President, Executive Vice President): Significantly higher than legal professionals
- Director (including Managing Director, Associate Director): Significantly higher than legal professionals
- Human resources
- IT
- Finance
- Office management
- Professional

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

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

<table>
<thead>
<tr>
<th>Setting</th>
<th>Non-legal professional</th>
<th>Legal professionals</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large law firm (at least 500 attorneys)</td>
<td>6.6%</td>
<td>7.2%</td>
<td>7.5%</td>
</tr>
<tr>
<td>Medium sized law firm (100-500 attorneys)</td>
<td>8.8%</td>
<td>7.5%</td>
<td>7.5%</td>
</tr>
<tr>
<td>Small law firm (fewer than 100 attorneys)</td>
<td>19.5%</td>
<td>60.8%</td>
<td>55.0%</td>
</tr>
<tr>
<td>Corporation other than a law firm (in-house counsel)</td>
<td>3.8%</td>
<td>7.2%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Non-profit agency</td>
<td>3.2%</td>
<td>7.3%</td>
<td>8.8%</td>
</tr>
<tr>
<td>Federal, state or local government or court system</td>
<td>11.0%</td>
<td>24.4%</td>
<td>20.8%</td>
</tr>
<tr>
<td>Others (specify)</td>
<td>8.9%</td>
<td>31.7%</td>
<td>17.1%</td>
</tr>
</tbody>
</table>

*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?

- None of these: 14.1%
- Law librarian: 1.2%
- Legal secretary: 2.0%
- Paralegal: 27.6%
- Partner: 28.4%
- Associate: 40.8%

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

: Significantly higher than legal professionals
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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*

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Total</th>
<th>Legal Professionals</th>
<th>Non-legal Professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 hour</td>
<td>5.1%</td>
<td>3.7%</td>
<td>6.4%</td>
</tr>
<tr>
<td>1 - less than 2</td>
<td>22.3%</td>
<td>27.4%</td>
<td>13.5%</td>
</tr>
<tr>
<td>2 - less than 4</td>
<td>27.4%</td>
<td>26.4%</td>
<td>28.0%</td>
</tr>
<tr>
<td>4 - less than 6</td>
<td>41.5%</td>
<td>4.4%</td>
<td>6.4%</td>
</tr>
<tr>
<td>6 or more</td>
<td>51.0%</td>
<td>3.3%</td>
<td>4.3%</td>
</tr>
</tbody>
</table>

**Mean**

- Total: 2.28
- Legal Professionals: 2.70
- Non-legal Professionals: 2.02

- **Less than 1 hour:** Significantly lower than legal professionals
- **4 - less than 6 hours:** Significantly higher 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**

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Total</th>
<th>Legal Professionals</th>
<th>Non-legal Professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 hour</td>
<td>62.5%</td>
<td>62.5%</td>
<td>24.0%</td>
</tr>
<tr>
<td>1 - less than 2</td>
<td>24.5%</td>
<td>58.5%</td>
<td>16.8%</td>
</tr>
<tr>
<td>2 - less than 4</td>
<td>25.2%</td>
<td>52.0%</td>
<td>24.0%</td>
</tr>
<tr>
<td>4 - less than 6</td>
<td>16.8%</td>
<td>24.5%</td>
<td>9.5%</td>
</tr>
<tr>
<td>6 or more</td>
<td>2.9%</td>
<td>12.3%</td>
<td>2.8%</td>
</tr>
</tbody>
</table>

Mean: Total = 1.78; Legal professionals = 1.99; Non-legal professionals = 1.65

Key:
- : 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**

<table>
<thead>
<tr>
<th>Task</th>
<th>Total</th>
<th>Legal professionals</th>
<th>Non-legal professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 or more</td>
<td>44.5%</td>
<td>28.0%</td>
<td>44.8%</td>
</tr>
<tr>
<td>4 - less than 6</td>
<td>4.2%</td>
<td>21.8%</td>
<td>4.7%</td>
</tr>
<tr>
<td>2 - less than 4</td>
<td>1.2%</td>
<td>33.2%</td>
<td>1.7%</td>
</tr>
<tr>
<td>1 - less than 2</td>
<td>1.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>less than 1</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Mean**

<table>
<thead>
<tr>
<th>Total</th>
<th>Legal professionals</th>
<th>Non-legal professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.08</td>
<td>1.99</td>
<td>2.14</td>
</tr>
</tbody>
</table>

*Significantly lower than legal professionals*

Base size: Total =650; Legal professionals = 250; Non-legal professionals =400
Legal professionals spend more time searching for documents and emails.

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

<table>
<thead>
<tr>
<th>Task</th>
<th>Total</th>
<th>Legal professionals</th>
<th>Non-legal professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 or more</td>
<td>57.7%</td>
<td>57.7%</td>
<td>57.7%</td>
</tr>
<tr>
<td>4 - less than 6</td>
<td>26.2%</td>
<td>26.2%</td>
<td>26.2%</td>
</tr>
<tr>
<td>2 - less than 4</td>
<td>11.8%</td>
<td>11.8%</td>
<td>11.8%</td>
</tr>
<tr>
<td>1 - less than 2</td>
<td>1.4%</td>
<td>1.4%</td>
<td>1.4%</td>
</tr>
<tr>
<td>less than 1 hour</td>
<td>1.2%</td>
<td>1.2%</td>
<td>1.2%</td>
</tr>
</tbody>
</table>

Mean: 1.75 (Total) 1.87 (Legal professionals) 1.67 (Non-legal professionals)

Significantly higher than legal professionals: 64.0%
Significantly lower than legal professionals: 22.0%

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.*

---

![Bar chart showing response distribution for each statement.]

- **Total**: 5.2% Strongly disagree, 3.6% Somewhat disagree, 6.3% Somewhat agree, 3.7% Strongly agree.
- **Legal professionals**: 9.7% Strongly disagree, 6.8% Somewhat disagree, 11.5% Somewhat agree, 4.3% Strongly agree.
- **Non-legal professionals**: 43.7% Strongly disagree, 42.4% Somewhat disagree, 37.8% Somewhat agree, 4.3% Strongly agree.

**Mean**
- **Total**: Mean 3.21
- **Legal professionals**: Mean 3.33
- **Non-legal professionals**: Mean 3.14

- Significantly higher than legal professionals
- Significantly lower than legal professionals

Base size: Total = 650; Legal professionals = 250; Non-legal professionals = 400
72% of respondents agree with information overload, more from legal professional.

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.*

<table>
<thead>
<tr>
<th>Strongly disagree (1)</th>
<th>Somewhat disagree (2)</th>
<th>Somewhat agree (3)</th>
<th>Strongly Agree (4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>Legal professionals</td>
<td>Non-legal professional</td>
<td></td>
</tr>
<tr>
<td>8.6%</td>
<td>18.9%</td>
<td>46.9%</td>
<td></td>
</tr>
<tr>
<td>6.0%</td>
<td>16.8%</td>
<td>50.4%</td>
<td></td>
</tr>
<tr>
<td>10.2%</td>
<td>20.2%</td>
<td>44.8%</td>
<td></td>
</tr>
</tbody>
</table>

Mean: 2.89 2.98 2.84

Significantly lower than legal professionals

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

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Legal professionals</th>
<th>Non-legal professional</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strongly disagree</strong></td>
<td>10.4%</td>
<td>7.6%</td>
<td>12.3%</td>
</tr>
<tr>
<td><strong>Somewhat disagree</strong></td>
<td>30.7%</td>
<td>34.4%</td>
<td>28.5%</td>
</tr>
<tr>
<td><strong>Somewhat agree</strong></td>
<td>21.2%</td>
<td>19.6%</td>
<td>22.0%</td>
</tr>
<tr>
<td><strong>Strongly agree</strong></td>
<td>37.7%</td>
<td>38.4%</td>
<td>37.3%</td>
</tr>
</tbody>
</table>

**Mean**

- Total: 2.31
- Legal professionals: 2.30
- Non-legal professionals: 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.*

![Bar chart showing the level of agreement among total respondents, legal professionals, and non-legal professionals.]

<table>
<thead>
<tr>
<th>Level of Agreement</th>
<th>Total</th>
<th>Legal Professionals</th>
<th>Non-Legal Professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree (1)</td>
<td>11.4%</td>
<td>26.5%</td>
<td>42.8%</td>
</tr>
<tr>
<td>Somewhat Disagree (2)</td>
<td>22.8%</td>
<td>48.4%</td>
<td>39.3%</td>
</tr>
<tr>
<td>Somewhat Agree (3)</td>
<td>8.8%</td>
<td>20.0%</td>
<td>19.0%</td>
</tr>
<tr>
<td>Strongly Agree (4)</td>
<td>13.0%</td>
<td>28.8%</td>
<td>19.0%</td>
</tr>
</tbody>
</table>

**Mean:**
- Total: 2.70
- Legal Professionals: 2.80
- Non-Legal Professionals: 2.64

*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.*

<table>
<thead>
<tr>
<th>Strongly disagree (1)</th>
<th>Strongly disagree (2)</th>
<th>Somewhat agree (3)</th>
<th>Strongly agree (4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.5%</td>
<td>25.6%</td>
<td>45.7%</td>
<td>24.2%</td>
</tr>
<tr>
<td>22.0%</td>
<td>44.8%</td>
<td>44.8%</td>
<td>25.6%</td>
</tr>
<tr>
<td>7.7%</td>
<td>23.3%</td>
<td>46.3%</td>
<td>23.3%</td>
</tr>
</tbody>
</table>

**Mean**

- Total: 2.83
- Legal professionals: 2.81
- Non-legal professionals: 2.84

There is no significant difference between the two groups.

Base size: Total =650; Legal professionals = 250; Non-legal professionals =400
More legal professionals have information management software.

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.*

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Legal professionals</th>
<th>Non-legal professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree (1)</td>
<td>22.8%</td>
<td>38.9%</td>
<td>9.4%</td>
</tr>
<tr>
<td>Somewhat disagree (2)</td>
<td>16.8%</td>
<td>44.0%</td>
<td>8.8%</td>
</tr>
<tr>
<td>Somewhat agree (3)</td>
<td>38.9%</td>
<td>30.4%</td>
<td>28.0%</td>
</tr>
<tr>
<td>Strongly agree (4)</td>
<td>26.5%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Mean: Total = 2.25; Legal professionals = 2.31; Non-legal professionals = 2.21

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

- Significantly higher than legal professionals
- Significantly lower than legal professionals
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?

Mean:
- Total: 8.89
- Legal professionals: 9.02
- Non-legal professionals: 8.81

Significantly higher than legal professionals

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

Mean: 39.35%  41.82%  37.81%

- 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? % Using information:

Legal professionals spend less time using information.

Mean

<table>
<thead>
<tr>
<th>Total</th>
<th>Legal professionals</th>
<th>Non-legal professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>81% - 100%</td>
<td>61% - 80%</td>
<td>41% - 60%</td>
</tr>
<tr>
<td>61% - 80%</td>
<td>41% - 60%</td>
<td>21% - 40%</td>
</tr>
<tr>
<td>41% - 60%</td>
<td>21% - 40%</td>
<td>0% - 20%</td>
</tr>
<tr>
<td>21% - 40%</td>
<td>0% - 20%</td>
<td></td>
</tr>
<tr>
<td>0% - 20%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mean</th>
<th>Legal professionals</th>
<th>Non-legal professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>60.65%</td>
<td>58.18%</td>
<td>62.19%</td>
</tr>
</tbody>
</table>

: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

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Legal professionals</th>
<th>Non-legal professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receiving and</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>managing information</td>
<td>60.7%</td>
<td>41.8%</td>
<td>37.8%</td>
</tr>
<tr>
<td>Using information</td>
<td>39.4%</td>
<td>58.2%</td>
<td>62.2%</td>
</tr>
</tbody>
</table>

- :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 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?

<table>
<thead>
<tr>
<th>Situation</th>
<th>Average no. of times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spending too much time conducting research</td>
<td></td>
</tr>
<tr>
<td>Having trouble recreating how time was spent for billing purposes</td>
<td></td>
</tr>
<tr>
<td>Delivering incomplete documents, email or other communications because the necessary information could not be found</td>
<td></td>
</tr>
<tr>
<td>Missing deadlines because of trouble finding necessary information</td>
<td></td>
</tr>
<tr>
<td>Disagreements among colleagues about the right way to organize information</td>
<td></td>
</tr>
<tr>
<td>Having trouble finding the correct or most recent version of a document</td>
<td></td>
</tr>
<tr>
<td>Needing to search for an old email or document</td>
<td></td>
</tr>
<tr>
<td>Needing to recreate a document because a previously created version could not be found</td>
<td></td>
</tr>
<tr>
<td>Missing a meeting or appointment because of scheduling miscommunications</td>
<td></td>
</tr>
</tbody>
</table>

Average no. of times

- Non-legal professionals
- Legal professionals
- Total

- : 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)

- **Total**: 93.4% Yes, 6.6% No
- **Legal professionals**: 96.4% Yes, 3.6% No
- **Non-legal professional**: 91.5% Yes, 8.5% No

Significantly higher than legal professionals:
- Total: 93.4%
- Legal professionals: 96.4%

Significantly lower than legal professionals:
- Non-legal professional: 91.5%

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

1. Methodology, Sampling and Quotas
2. Screen
3. Situation
4. Consequences
5. Solution
6. Legal Professionals Only
7. Demographics
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?

<table>
<thead>
<tr>
<th>Option</th>
<th>Non-legal professionals</th>
<th>Legal professionals</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invested in faster computers and more up-to-date technology</td>
<td>44.0%</td>
<td>56.4%</td>
<td>48.8%</td>
</tr>
<tr>
<td>Offered training in information management</td>
<td>22.0%</td>
<td>26.0%</td>
<td>23.5%</td>
</tr>
<tr>
<td>Brought in outside consultants to analyze and improve the organization's information management systems</td>
<td>18.8%</td>
<td>20.0%</td>
<td>14.9%</td>
</tr>
<tr>
<td>Provided information management technology that designed to fit my job</td>
<td>24.5%</td>
<td>36.1%</td>
<td>27.2%</td>
</tr>
<tr>
<td>Provided information management technology or tools that work together</td>
<td>26.5%</td>
<td>32.4%</td>
<td>28.3%</td>
</tr>
<tr>
<td>None of these</td>
<td>30.6%</td>
<td>35.8%</td>
<td>30.6%</td>
</tr>
</tbody>
</table>
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?

- None of these
- Provide information management technology or tools that work together
- Provide me with information management technology or tool that is designed to fit my job
- Bring in outside consultants to analyze and improve the organization’s information management systems
- Offer training in information management
- Invest in faster computers and more up-to-date technology

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
Contents

1. Methodology, Sampling and Quotas
2. Screen
3. Situation
4. Consequences
5. Solution
6. Legal Professionals Only
7. Demographics
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.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doesn't apply</td>
<td>0.4%</td>
</tr>
<tr>
<td>Strongly disagree (1)</td>
<td>8.4%</td>
</tr>
<tr>
<td>Somewhat disagree (2)</td>
<td>32.8%</td>
</tr>
<tr>
<td>Somewhat agree (3)</td>
<td>54.8%</td>
</tr>
<tr>
<td>Strongly agree (4)</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

Mean 3.24

Base size: Legal professionals = 250
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.

![Bar Chart]

Mean 3.75

Base size: Legal professionals = 250
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.

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

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 ...

- 24.8% Much more difficult
- 48.4% Somewhat more difficult
- 20.0% Neither easier nor more difficult
- 3.2% Somewhat easier
- 1.2% Much easier
- 1.2% Don’t know

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.**

![Bar chart showing the importance levels of a tool that returns the most comprehensive results. The chart indicates that 56.0% of legal professionals found it very important, 40.8% found it somewhat important, 2.4% found it not very important, and 0.8% found it not at all important. The mean importance level is 3.52.]

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

Mean 3.50

Base size: Legal professionals = 250
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.

There is no strong importance indication in online communities.

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.*

![Bar chart showing the level of importance for the statement.]

Mean 3.02

Base size: Legal professionals = 250
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.*

![Bar Chart]

- **Not at all important (1):** 0.8%
- **Not very important (2):** 6.0%
- **Somewhat important (3):** 41.2%
- **Very important (4):** 52.0%

**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.*

![Bar chart showing the level of importance for a tool with regularly updated information among legal professionals.]

**Mean** 3.74

Base size: Legal professionals = 250
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) 3.2%
- Not very important (2) 17.6%
- Somewhat important (3) 49.2%
- Very important (4) 30.0%

**Mean** 3.06

Base size: Legal professionals = 250
Contents

1. Methodology, Sampling and Quotas
2. Screen
3. Situation
4. Consequences
5. Solution
6. Legal Professionals Only
7. Demographics
Q25. Respondent age

Base size: Total = 650, Legal professionals = 250, Non-legal professionals = 400
Gender split is similar for both legal and non-legal professionals.

**Q26. Gender**

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Legal Professionals</th>
<th>Non-legal Professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Male</td>
<td>Female</td>
<td>Male</td>
</tr>
<tr>
<td></td>
<td>31.8%</td>
<td>35.2%</td>
<td>29.8%</td>
</tr>
<tr>
<td></td>
<td>68.2%</td>
<td>64.8%</td>
<td>70.3%</td>
</tr>
</tbody>
</table>

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