



State of Collaboration Survey

Companies are not doing enough
and it's costing them



Contents

Introduction	3
Key takeaways	4
Why is collaboration important?	5
The state of collaboration is in crisis	7
Solving the collaboration crisis	8
The bottom line	11
Appendix	12

Introduction

The pandemic has forever changed the way we work. Hybrid and remote work have evolved from stop-gap solutions to employee expectations that companies must meet in order to remain competitive. A critical component of meeting these expectations: providing the tools that facilitate and promote working remotely, in the office, or anywhere in between.

The shift to remote work has also massively impacted how employees collaborate. Collaboration was previously taken for granted as something that could be done in-person at any point, since teams were most commonly in the same place at the same time. Of course, that's no longer the case.

Collaboration is foundational to the future of work. The companies that survive—and thrive—will be those who figure out how to facilitate effective collaboration (either virtual, in-person, or a hybrid of both) in this new landscape.

It's no surprise that virtual collaboration tools have become absolutely essential. They're no longer a “nice to have” option. And virtual collaboration tools must be simple, intuitive, and effective so teams can get the most out of them.

To learn more about the state of collaboration in 2022 and beyond, Corel conducted a primary research survey that polled 2,027 office workers from the US, UK, Germany, Italy, the Netherlands, and Australia.

Top survey goals:

- Gain a deeper understanding of how well enterprise employees believe their organization has adapted to remote collaboration.
- Find out if employees feel that their organization supports them by providing access to the right collaboration tools.
- Tools aside, discovering whether employees believe their company offers them enough opportunities to collaborate—virtually or otherwise.

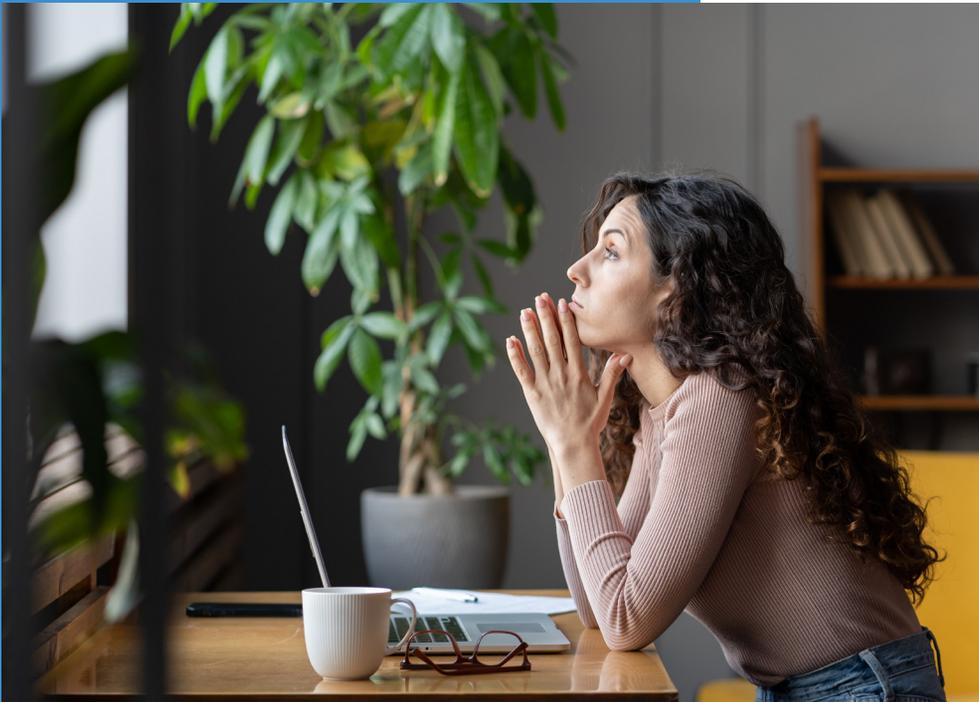


Key takeaways

Top survey findings:

- A whopping 41% of enterprise employees either have left their job or would consider leaving their job due to poor collaboration at work.
- Nearly two-thirds of the respondents (64%) claim that poor collaboration is costing them at least three hours per week in productivity, with 20% claiming they are wasting as many as six hours per week.
- Employees lay blame for poor collaboration squarely on company leadership. More than three-quarters (78%) say leadership could be doing more to promote collaboration within the organization, with 27% saying their organization hasn't invested in the right collaboration tools.

In this report, we'll dive deeper into the results of our research and the state of collaboration among today's remote and hybrid organizations.



Why is collaboration important?

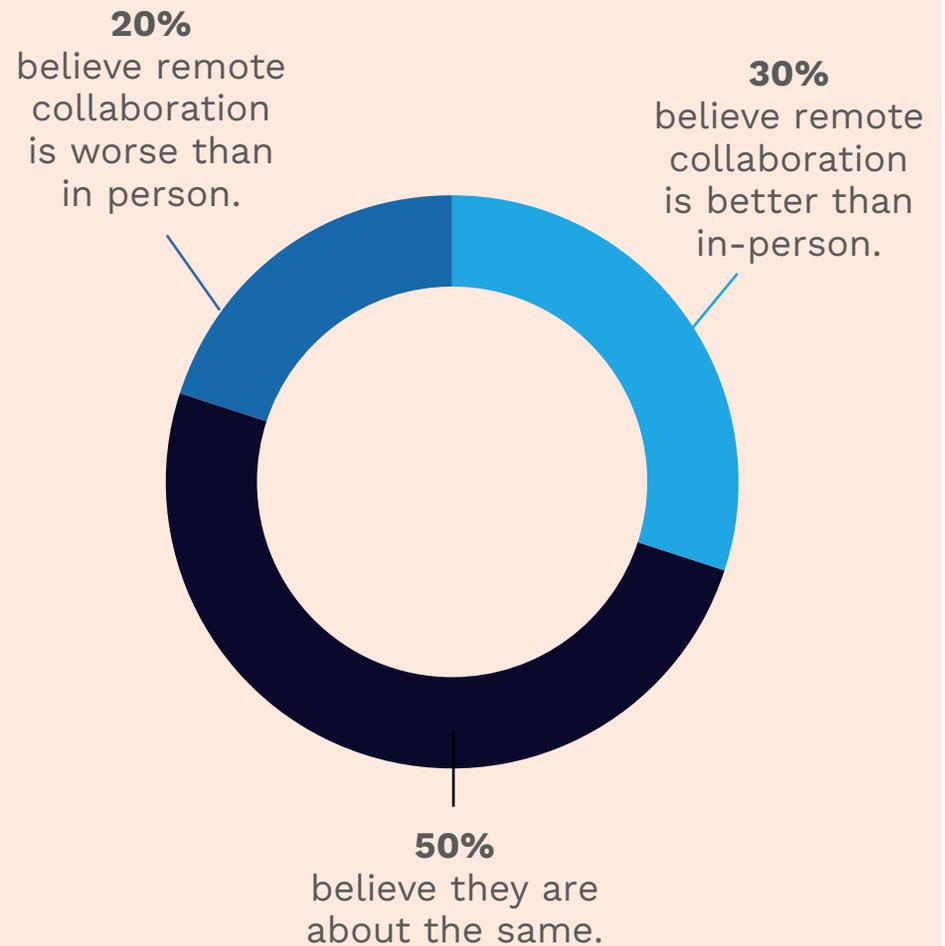
Employees who find themselves working on remote or hybrid teams often report communication challenges that could potentially be alleviated with the right tools, policies, and solutions in place. Insufficient collaboration infrastructure leads to frustrating crossed wires and costly miscommunication.

Since we can no longer collaborate in person the way we once did, it's essential that organizations adapt to this new way of working if they want to be successful in a post-pandemic world.

“Collaboration, in terms of how we work together, and the tools we use to do so, is firmly under the spotlight at present,” says Scott Day, Chief People Officer at Corel. “Prior to the pandemic, we underappreciated how easy it was to collaborate. Now, with the shift to new hybrid models of working, cracks in how we work together have begun to show and the onus is on businesses to actively seek new models of collaboration that suit the way that their employees want to work.”

While many employees enjoy and prefer remote and hybrid work, it's a mixed bag—and often depends on the tools at employees' disposal.

When asked whether remote or in-person collaboration were better, here's what we found:



While myriad benefits of hybrid and remote work have emerged over the past few years, enhanced collaboration is perhaps one of the more surprising. Many would assume that collaboration was an inherent casualty of hybrid and remote work, not everyone agrees. Among those who felt virtual collaboration was superior to in-person collaboration, 44% felt that virtual meetings were more efficient. Nearly as many (41%) said that they enjoy setting their work hours, and virtual collaboration makes that more feasible. And 36% admitted that they find it less intimidating to follow up with people virtually.

Employers should take note of the context around all three of those statistics. Meetings have long had a bad rap (see ubiquitous “this could have been an email” jokes), but can leaning into virtual meetings yield more efficient, effective collaboration that makes it easier for people to hop into a meeting and back to their work after it’s done without excess transition time?

As for the enjoyment of setting their own hours, many national and global companies have noticed that they can have people in multiple time zones collaborating with no flights and hotels required. While someone in an outlier time zone might feel the squeeze a bit more, many companies have moved toward holding meetings in the middle of the day so dispersed contributors are less likely to be inconvenienced.

Finally, the statistic about intimidation is perhaps one of the more poignant insights from this survey. The traditional workforce is built for people comfortable with face-to-face interaction, but not everyone feels comfortable with that—especially if that interaction includes challenging authority or the status quo, or speaking up with a less popular opinion. We were heartened to see how many people who are introverted, live with a disability that affects communication style, or simply feel more comfortable behind a screen have benefited from virtual collaboration.

Of course, these benefits don’t tell the whole story. As indicated by the statistics in the introduction, the current collaboration leads a lot to be desired.



The state of collaboration is in crisis

Just how well are businesses doing when it comes to meeting employee expectations for enabling virtual collaboration in remote and hybrid work environments?

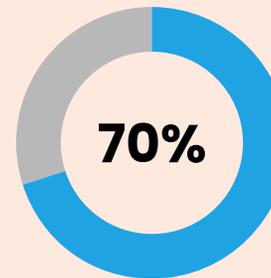
Not too well, as it turns out. Our report findings tell the tale:

- 70% of employees agree that poor collaboration is limiting their productivity and wasting their time.
- 64% of employees report that they waste a minimum of three hours per week, with 20% wasting as many as six hours weekly.

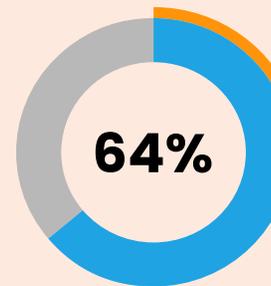
In fact, collaboration is so poor that 41% of employees are considering leaving their job as a result, with Gen Zs (55%) and Millennials (45%) the age groups most likely to quit.

There's no mystery about what's driving these issues. Respondents place the blame firmly on business leaders, with a whopping 78% stating that their company leadership isn't doing enough to promote collaboration within the organization.

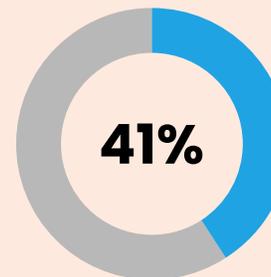
A collaboration crisis by the numbers



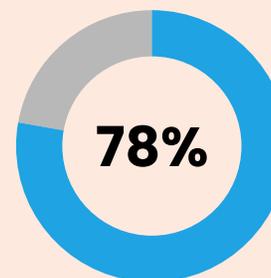
employees agree that poor collaboration is limiting their productivity and wasting their time.



report that they waste a minimum of three hours per week, with 20% wasting as many as six hours weekly.



are considering leaving their job due to poor collaboration at work.

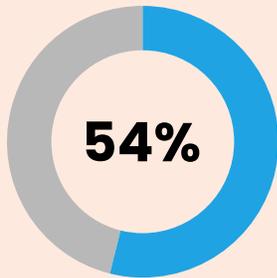


say their company leadership isn't doing enough to promote collaboration within the organization.

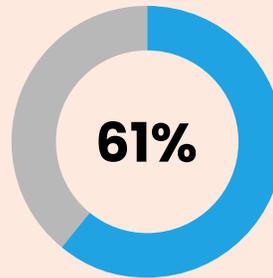
Another clear theme: lack of access to and training on the right collaboration tools. Respondents reported issues with their company failing to invest in the right tools (27%), current tools lacking necessary functionality (25%), a complete lack of access to collaboration tools (22%), and lack of training on the tools they do have access to (21%).

If leaders read the 78% statistic and feel at a loss for how to do better, the sheer volume of concerns about tools should indicate a clear opportunity for them to take action.

This is a serious issue for businesses



**employees agree
agree that poor
collaboration tools
are costing their
organization revenue**



**agree it is stunting
overall business growth.**

Solving the collaboration crisis

Providing the right tools along with proper access and training fall under an overall headline: to solve the collaboration crisis, leaders need to listen to what their teams want.

What they want, it seems, is better collaboration and the resources to do it.

Employees understand what's at stake:

- 70% of employees believe better collaboration would improve employee productivity and time savings.
- 64% believe better collaboration would improve innovation, creativity, and engagement.
- 61% believe better collaboration would result in greater business growth opportunities.
- More than half (60%) believe better collaboration would have a positive impact on employee morale.

Three in four employees (74%) said that the importance of cross-platform capabilities and the ability to collaborate with others on the device of their choosing are “extremely” or “very” important. Only 7% said that these capabilities are “not so important” or “not at all important.”

Translation: employees not only want the tools to be able to collaborate more effectively, but they also want to be able to run those tools on their preferred devices. That's a key finding.

Will any tool do? Not exactly, according to our respondents. The most important element of a successful collaboration tool is the ability for team members to seamlessly work on the same project at the same



time (39%). Another 32% cited cross-platform compatibility. While those were far and away the most popular answers, 18% highlighted the ability to streamline and simplify communication with employees and teams, and 9% appreciated the ability to efficiently manage multiple projects and tasks.

Since we're talking about leaning into a hybrid and remote work landscape, it was important to ask respondents which collaboration tools lead to a better remote experience. The short answer: all of them. It's clear that multifunctional tools are critical to fostering engagement and productivity.

Collaboration tools and software What's critical for a remote workforce



The bottom line

Poor collaboration and communication opportunities are causing workers to leave in droves, when the talent market is already tight. It's costing revenue and productivity. It's damaging morale. It's leading to rework and errors.

The good news: the market already has ideal solutions to help remote and hybrid workers overcome collaboration challenges. Corel offers a wide variety of collaboration tools for enterprises, including:

- **CorelDRAW®**: Design tools that accelerate productivity and deliver flawless results.
- **MindManager®**: Get organized and aligned with visual productivity tools and mind mapping software.
- **Parallels®**: Connecting you and your team to the applications and desktops everyone needs—no matter the device or OS.
- **WinZip®**: One-stop file management and compression software.

[Learn more](#) about these collaboration tools and how they can benefit you and your organization.

The future of work hinges on business leaders figuring out how to foster effective communication and collaboration. And the stakes are high.

It's clear that some organizations haven't adjusted to remote and hybrid work models as well as they need to. As a result, many employees find it hard to work well with one another when they are not in the office or otherwise on-site together, and the tools they do have in place for virtual collaboration don't meet their current business needs.

Listening to employees, creating an environment in which people want to work, and investing in the right virtual collaboration tools is what will set businesses up for success in 2022 and beyond.

Appendix

Question: I believe that virtual collaboration is (select one):

	Global	US	UK	Germany	Italy	Netherlands	Australia
Better than in-person	29.95%	36.40%	26.28%	21.57%	24.88%	20.00%	24.75%
About the same as in-person	50.07%	47.10%	51.82%	52.94%	56.22%	49.50%	54.46%
Worse than in-person	19.98%	16.50%	21.36%	25.49%	18.91%	30.50%	20.79%

Question: Why do you think virtual collaboration is better than in-person? (select all that apply)

	Global	US	UK	Germany	Italy	Netherlands	Australia
I find it less intimidating to follow-up with people virtually	36.08%	37.91%	32.20%	25.00%	40.00%	22.50%	44.00%
I'm able to work on my own hours	41.52%	40.66%	47.46%	29.55%	50.00%	35.00%	48.00%
I feel that meetings are more efficient	44.65%	43.96%	54.24%	36.36%	38.00%	35.00%	60.00%
I can eat whatever I want and not make employees unhappy	25.70%	28.02%	18.64%	38.64%	18.00%	12.50%	24.00%
I work better with employees across geographies	36.08%	31.59%	47.46%	38.64%	38.00%	50.00%	40.00%
I'm able to get more people to attend my meetings	35.09%	33.24%	47.46%	29.55%	40.00%	27.50%	40.00%
Virtual brainstorms lead to more creativity	31.47%	30.22%	42.37%	27.27%	30.00%	22.50%	40.00%
Other	2.14%	2.75%	1.69%	0.00%	0.00%	2.50%	2.00%

Question: What is the key reason you feel you don't have the right virtual collaboration tools?

	Global	US	UK	Germany	Italy	Netherlands	Australia
My company doesn't want to invest in them	27.39%	30.00%	9.09%	35.00%	45.45%	18.18%	7.14%
I don't feel I have the right training to use them	21.02%	23.33%	45.45%	10.00%	18.18%	0.00%	21.43%
We have them, but they aren't widely adopted	21.66%	23.33%	0.00%	15.00%	27.27%	27.27%	28.57%
The tools functionality isn't useful.	25.48%	20.00%	27.27%	35.00%	9.09%	45.45%	42.86%
Other	4.46%	3.33%	18.18%	5.00%	0.00%	9.09%	0.00%

Question: Do you think the following collaboration tools lead to a better remote work experience?

	Global			US			UK		
	Y	N	unsure	Y	N	unsure	Y	N	unsure
Videoconferencing Software	84.36%	9.27%	6.36%	80.70%	11.30%	8.00%	87.73%	6.36%	5.91%
Remote Access Tools	80.32%	9.37%	10.31%	78.60%	9.90%	11.50%	84.09%	3.18%	12.73%
Mind Mapping or Concept Creation Tools	59.84%	13.57%	26.59%	49.80%	15.50%	34.70%	57.27%	10.91%	31.82%
Tools that facilitate design, review and approval process	67.59%	12.04%	20.37%	69.70%	12.50%	17.80%	69.09%	6.36%	24.55%
Instant Messaging Tools	80.81%	9.67%	9.52%	81.50%	9.20%	9.30%	89.55%	5.45%	5.00%

Germany			Italy			Netherlands			Australia		
Y	N	unsure	Y	N	unsure	Y	N	unsure	Y	N	unsure
83.33%	11.27%	5.39%	89.05%	6.47%	4.48%	86.50%	9.50%	4.00%	93.07%	2.97%	3.96%
76.96%	15.20%	7.84%	84.58%	10.95%	4.48%	78.50%	10.50%	11.00%	85.64%	4.95%	9.41%
70.1%	18.63%	11.27%	88.56%	6.47%	4.98%	77.50%	11.00%	11.50%	55.94%	11.39%	32.67%
67.16%	15.69%	17.16%	59.20%	13.43%	27.36%	59.00%	19.00%	22.00%	72.77%	3.96%	23.27%
69.61%	20.10%	10.29%	76.62%	10.45%	12.94%	72.00%	11.50%	16.00%	91.58%	3.47%	4.95%

Question: Please select the option that best fits how better collaboration tools would affect each of the following at your workplace:

	Global			US			UK			Germany		
	Negative impact	No impact	Positive impact	Negative impact	No impact	Positive impact	Negative impact	No impact	Positive impact	Negative impact	No impact	Positive impact
Employee morale	10.66%	29.45%	59.89%	10.30%	27.60%	62.10%	12.27%	22.73%	65.00%	12.25%	34.80%	52.94%
Revenue	5.82%	40.21%	53.97%	6.10%	36.80%	57.10%	3.18%	45.00%	51.82%	9.80%	53.92%	36.27%
Greater business growth opportunities	5.67%	33.00%	61.32%	5.70%	32.20%	62.10%	3.64%	34.09%	62.27%	8.33%	46.57%	45.10%
Employee productivity and time savings	7.05%	22.35%	70.6%	8.20%	22.80%	69.00%	4.09%	14.09%	81.82%	7.35%	30.39%	62.25%
Innovation and creativity	7.35%	28.17%	64.48%	7.30%	28.30%	64.40%	4.09%	24.09%	71.82%	13.73%	34.31%	51.96%
Engagement	9.87%	25.51%	64.63%	9.10%	26.00%	64.90%	10.00%	21.36%	68.64%	12.25%	35.29%	52.45%

Italy			Netherlands			Australia		
Negative impact	No impact	Positive impact	Negative impact	No impact	Positive impact	Negative impact	No impact	Positive impact
5.97%	42.29%	51.74%	14.50%	35.00%	50.50%	9.90%	22.28%	67.52%
5.97%	30.35%	63.68%	6.50%	45.00%	48.50%	2.48%	43.07%	54.46%
4.98%	24.88%	70.15%	9.50%	38.00%	52.50%	1.98%	25.25%	72.77%
4.98%	24.38%	70.65%	9.50%	28.00%	62.50%	3.96%	13.37%	82.67%
5.47%	26.37%	68.16%	9.00%	32.50%	58.50%	4.95%	23.27%	71.78%
7.46%	21.39%	71.14%	17.00%	26.00%	57.00%	6.44%	21.29%	72.28%

Question: What makes a collaboration tool successful?
 (Please rank in order of preference with 1 being your highest choice)

	Global				US				UK			
	1	2	3	4	1	2	3	4	1	2	3	4
Ability for multiple team members to seamlessly work on the same project at the same time	39.47%	30.14%	17.86%	12.53%	38.90%	30.40%	17.50%	13.20%	47.73%	29.55%	16.36%	6.36%
Ability to work and collaborate on any device	32.02%	27.18%	21.85%	18.94%	32.10%	26.00%	21.30%	20.60%	31.36%	28.64%	19.55%	20.45%
Ability to streamline and simplify communication with employees and teams	18.60%	27.87%	34.19%	19.34%	16.90%	27.30%	36.10%	19.70%	14.09%	27.27%	36.36%	22.27%
Ability to efficiently manage multiple projects and tasks	9.92%	14.80%	26.10%	49.19%	12.10%	16.30%	25.10%	46.50%	6.82%	14.55%	27.73%	50.91%

Germany				Italy				Netherlands				Australia			
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
42.16%	28.92%	16.67%	12.25%	30.85%	28.36%	20.90%	19.90%	33.00%	32.00%	22.50%	12.50%	45.54%	30.69%	14.85%	8.91%
33.33%	30.88%	21.57%	14.22%	36.82%	25.37%	23.38%	14.43%	34.50%	28.00%	24.50%	13.00%	23.76%	28.71%	23.27%	24.26%
18.63%	32.35%	37.75%	11.27%	20.90%	28.36%	31.34%	19.40%	26.50%	27.50%	28.00%	18.00%	21.78%	26.73%	27.72%	23.76%
5.88%	7.84%	24.02%	62.25%	11.44%	17.91%	24.38%	46.27%	6.00%	12.50%	25.00%	56.50%	8.91%	13.86%	34.16%	43.07%

Question: How much time will you save a week if your company provides the right collaboration tools?

	Global	US	UK	Germany	Italy	Netherlands	Australia
1-2 hours	20.97%	21.00%	22.27%	17.65%	16.42%	23.50%	24.75%
3-5 hours	44.20%	42.10%	45.45%	56.37%	44.28%	39.50%	45.54%
6-8 hours	19.49%	21.10%	17.27%	18.14%	18.41%	21.50%	14.36%
More than 8 hours	7.79%	8.80%	6.82%	3.43%	10.95%	6.50%	6.44%
I don't save any time	7.55%	7.00%	8.18%	4.41%	9.95%	9.00%	8.91%

Question: Would you consider leaving your job due to poor collaboration possibilities?

	Global	US	UK	Germany	Italy	Netherlands	Australia
Yes, I have already handed in my notice	8.09%	11.80%	5.00%	6.37%	5.97%	2.50%	2.48%
Yes, I have considered this as an option	23.04%	24.30%	18.18%	26.47%	22.89%	19.50%	22.28%
Yes, I left my previous role for that reason	9.62%	9.70%	7.73%	9.80%	11.94%	10.00%	8.42%
No, I haven't considered this as an option	38.73%	34.20%	45.00%	39.71%	43.78%	41.00%	46.04%
No, it doesn't impact my role	15.64%	14.70%	20.45%	13.24%	11.94%	21.00%	15.84%
I don't know	4.88%	5.30%	3.64%	4.41%	3.48%	6.00%	4.95%

Question: Do you think the leadership team at your workplace should do more to encourage collaboration between colleagues?

	Global	US	UK	Germany	Italy	Netherlands	Australia
Yes	78.10%	77.10%	80.00%	77.45%	80.60%	72.00%	85.15%
No	21.90%	22.90%	20.00%	22.55%	19.40%	28.00%	14.85%

Question: How important are cross-platform collaboration capabilities to you - the ability to collaborate with colleagues, managers, or customers regardless of what device you're working on (Windows, Mac, Chromebook, etc.)?

	Global	US	UK	Germany	Italy	Netherlands	Australia
Extremely important, because I am much more productive when I can collaborate with others on the device of my choice	33.10%	33.30%	29.09%	29.90%	41.29%	29.00%	35.64%
Very important, because I am more productive when I can collaborate with others on the device of my choice	41.00%	37.80%	47.73%	45.59%	41.29%	41.00%	44.55%
Somewhat important	17.66%	19.10%	14.55%	17.16%	12.44%	21.50%	15.84%
Not so important	5.67%	6.40%	5.91%	5.39%	4.48%	6.00%	2.97%
Not at all important	2.57%	3.40%	2.73%	1.96%	0.50%	2.50%	0.99%

Want to learn more about Corel and our collaboration solutions?

Visit corel.com to discover how
Corel's collaboration tools can
benefit you and your organization