WEBSENSE®

Web@Work Survey 2002: Cyber-Addiction in the Workplace

Conducted by:

Harris Interactive Inc.

135 Corporate Woods
Rochester, NY 14623

EMPLOYEE
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Web@Work Survey 2002:
Cyber-Addiction in the Workplace

Summary of Findings

Websense Inc. – the world's leading employee Internet management (EIM) software company – commissioned Harris Interactive Inc. to conduct Websense's third-annual survey on employee Internet use at work. The research company carried out two separate studies, interviewing both employees and HR managers at companies ranging in size from 25 to 38,000 employees. Previous Web@Work surveys can be found at www.websense.com/company/news/research/index.cfm.

The 2002 survey found several trends related to employee Web use. First, as Internet access becomes more prevalent in the office, workers are increasingly being exposed to non-work-related Web content. Second, employees are reporting an emerging addiction to workplace Internet use, particularly certain types of interactive content. Finally, employers appear to be unaware or unconcerned about this addiction, both failing to proactively block access to addictive Web sites and reactively firing employees for their misuse.

From the surveys, the following trends emerged:

·   On average, employers report that workers spend 8.3 hours - or more than one entire workday - accessing non-work-related sites at work each week.

·   One out of every four employees reported feeling addicted to, or compulsive in, his or her use of the Internet. In addition, 9 percent of workers reported having been told they use the Internet too much.

·   Besides e-mail, employees reported that the following categories of Web content are most addictive:

    1.   Shopping (24 percent)

    2.   News (23 percent)

    3.   Pornography (18 percent)

    4.   Gambling (8 percent)

    5.   Auctions (6 percent)

·   Of the content categories employees reported to be addictive, many workers accessed these types of sites in the workplace. For example, 67 percent of workers reported accessing news sites for personal reasons at work and 37 percent access shopping and auction sites at work.

·   In fact, 2 percent of employees admit accessing pornography and 2 percent admit gambling online at the office.

·   In contrast, only 8 percent of employers reported any knowledge of current or former employees that had become addicted to, or compulsive in, their Internet use.

·   While 78 percent of employers block employee access to pornography, only 20 percent block access to shopping and auction sites, 47 percent to gambling and 4 percent to news. Thus, many corporations fail to block Web sites that employees find most addictive.

Employee Survey Questions

The Employee Survey section used a sample size of 305 Internet-enabled employees, who were at least 18 years old and worked for companies with a minimum of 25 employees. Participants were questioned regarding their perspectives on Internet use and misuse in the workplace.

1. If you had to give up either your daily coffee or Internet connection, which one would it be?

	#	%
Daily coffee	141	55.7
Internet connection	99	39.1
Neither	6	2.4
Not sure	7	2.8

2. Has anyone ever told you that they think you use the Internet too much?

	#	%
YES	27	9
NO	278	91

3. Do you feel that you have become addicted to or compulsive in your use of the Internet?

	#	%
YES	77	25
NO	227	74

4. Besides e-mail, what kind of Web content do you feel is most addictive?

	#	%
Shopping	73	24
News	69	23
Pornography	54	18
Gambling	25	8
Auctions	19	6

5. Do you access the following Web content categories at work?

	#	%
Shopping/ auctions	113	37
Pornography	5	2
Gambling	6	2
News	203	67

6. Do you access the following Web content categories at work at least a few times a week?
   (of those that responded YES to question 5)

	#	%
Shopping/ auctions	30	10
Pornography	1	*
Gambling	3	*
News	121	40

Employer Survey Questions

The Employer Survey section used a sample size of 250 human resource managers and directors of companies with at least 25 employees. Participants were questioned regarding their perspectives on Internet use and misuse in the workplace.

1. What percentage of employees at your company have Internet access at work?

	Small	Medium	Large	Total
100%	20.5%	20.5%	17.9%	19.6%
50-99%	20.5%	30.1%	35.7%	28.8%
10-49%	34.9%	39.8%	38.1%	37.6%
<10%	24.1%	9.6%	8.3%	14.0%

*Company size breakdown: small – 25 to 99 employees, medium – 100 to 499 employees, and large – 500 to 38,000 employees.

2. Does your organization currently have a written policy for employees outlining appropriate and inappropriate uses of the Internet at work?

	#	%
YES	195	78.0%
NO	55	22.0%

3. On a scale of one to five, with one "not very concerned" to five "very concerned," how concerned is your organization about employees spending too much time accessing non-work-related Web sites at work?

	#	%
1	47	19
2	61	24
3	71	28
4	36	14
5	35	14

4. On average, how many hours per week do you think your organization's employees spend accessing non-work-related Web sites at work?

	#	%
None	15	6.0
1-2 hours	99	40.0
3-4 hours	17	7.0
5-9 hours	26	10.0
10-19 hours	16	6.0
20-39 hours	17	7.0
40+ hours	9	4.0
Not sure	51	20.0

*On average, HR managers think employees spend 8.3 hours - or more than one entire work day - accessing non-work-related Web sites at work each week.

5. Do you know of current or former employees that have become addicted to or compulsive in their use of the Internet?

	#	%
YES	20	8
NO	222	89
Not sure	7	3

6. Have inappropriate employees uses of the Internet at work ever been brought to your attention?

	Small	Medium	Large	Total
YES	35%	58%	81%	58%
NO	64%	41%	18%	41%

7. Are you concerned or very concerned about the following inappropriate employee Internet uses at work?

	#	%
Shopping/Auctions	58	23
Pornography	130	52
Gambling	68	35
News	22	9

8. Does your company employ filtering software to monitor employee Internet use?

	Small	Medium	Large	Total
YES	19%	36%	51%	36%
NO	75%	59%	40%	58%

9. Does your company block employee access to the following online content categories?
    (of those that responded YES to question 8)

	#	%
Pornography	69	78
Gambling	42	47
Shopping/auctions	18	20
News	4	4

10. Which of the following inappropriate uses have been brought to your attention?

	#	%
Pornography	96	66
Shopping/auctions	65	45
News	48	33
Gambling	18	12

11. Have any employees in your organization ever been reprimanded or disciplined for inappropriate Internet use at work?

	Small	Medium	Large	Total
YES	29%	58%	76%	54%
NO	70%	41%	21%	44%

12. Which of the following inappropriate Internet uses have resulted in reprimands or disciplinary actions against company employees in the past year?
    (of those that responded YES to question 11)

	#	%
Pornography	79	58
Shopping/ auctions	26	19
Gambling	9	7
News	6	4

13. Have any employees in your organization ever been terminated for inappropriate Internet use at work?

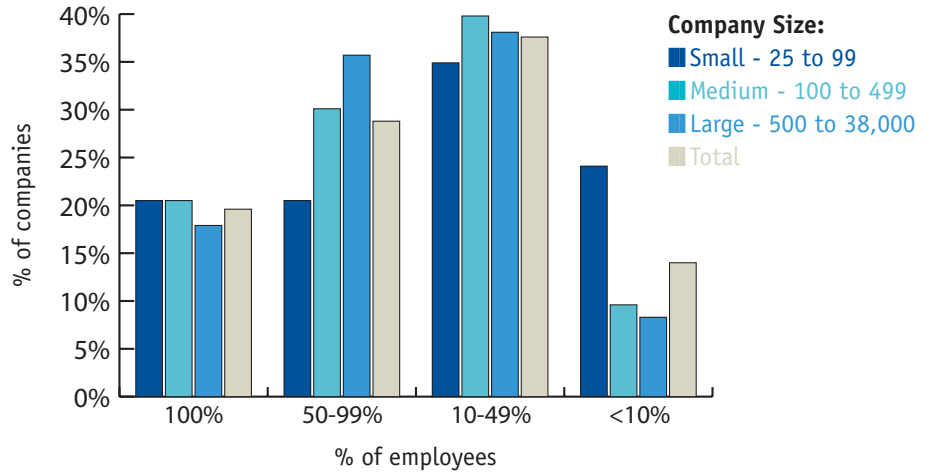|	Small	Medium	Large	Total
YES	5%	17%	36%	19%
NO	95%	82%	57%	78%

14. Which of the following inappropriate Internet uses have resulted in termination of company employees over the past year?
    (of those who responded YES to question 13)

	#	%
Pornography	32	76
Shopping/Auctions	2	5
News	1	2

Supporting Graphs

Question No. 1

What percentage of employees at your company have Internet access at work?

Company Size:
- Small - 25 to 99
- Medium - 100 to 499
- Large - 500 to 38,000
- Total

% of companies (y-axis)
% of employees (x-axis): 100%, 50-99%, 10-49%, <10%

Question No. 4

On average, how many hours per week do you think your organization's employees spend accessing non-work-related Web sites at work?

% of employers (y-axis)
(x-axis): None, 1-2 hours, 3-4 hours, 5-9 hours, 10-19 hours, 20-39 hours, 40+ hours, Not sure
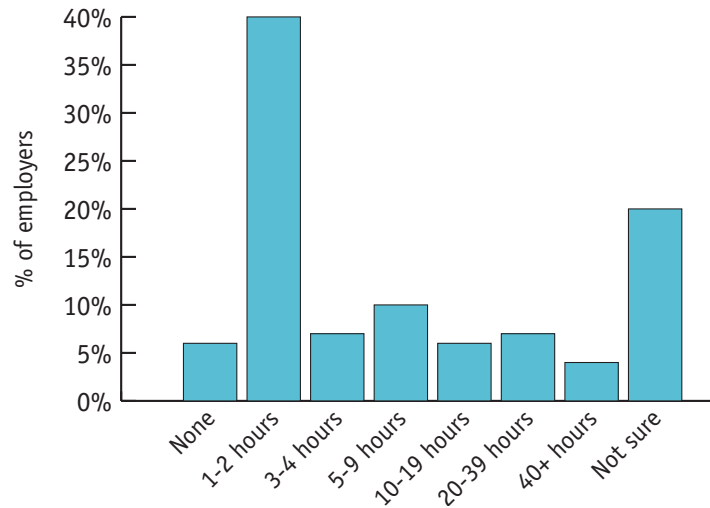
Question No. 9

Does your company block employee access to the following online content categories? (of those that responded YES to question 8)

% of employers (y-axis)
(x-axis): Pornography, Gambling, Shopping/Auctions, News