













Sample Size: 576 senior managers in small, medium and large sized businesses

Fieldwork: 20th - 25th September

Total	Gender		Age					Region Work In							
	Male	Female	18-24	25-34	35-44	45-54	55+	North	Midlands	East	London	South	Wales	Scotland	Elsewhere (i.e. outside of Great Britain)

Approximately what percentage, if any, of the TOTAL number of business processes in your department would you say is delayed in order to collect physical signatures (i.e. pen & paper signatures)?

(Please give your BEST estimate)

Base: All respondents which use documents that require hand signatures	464	369	95	3	44	108	133	176	71	58	25	117	136	11	41	5
0% - none	21%	22%	19%	-	7%	17%	23%	27%	24%	14%	16%	13%	27%	18%	32%	40%
5% or less	26%	27%	24%	-	9%	22%	26%	33%	25%	28%	32%	27%	23%	27%	29%	20%
6% to 10%	11%	11%	11%	33%	11%	11%	11%	10%	18%	10%	12%	9%	9%	9%	10%	20%
11% to 20%	9%	9%	11%	-	20%	5%	8%	11%	8%	7%	8%	8%	9%	27%	15%	20%
21% to 30%	7%	6%	12%	-	16%	6%	7%	5%	3%	12%	4%	7%	10%	-	2%	-
31% to 40%	4%	4%	5%	33%	5%	6%	5%	2%	4%	5%	4%	6%	4%	-	2%	-
41% to 50%	3%	3%	4%	-	2%	5%	6%	1%	3%	5%	8%	4%	1%	9%	2%	-
51% to 60%	5%	6%	4%	33%	14%	8%	3%	3%	3%	9%	8%	9%	4%	-	2%	-
61% to 70%	1%	1%	-	-	2%	3%	-	1%	1%	2%	4%	2%	-	-	-	-
71% to 80%	2%	1%	3%	-	7%	2%	1%	1%	1%	-	-	2%	4%	-	-	-
81% to 90%	0%	1%	-	-	-	1%	1%	-	-	2%	-	1%	-	-	-	-
91% to 99%	1%	1%	-	-	-	1%	2%	1%	-	-	-	1%	1%	-	5%	-
100% - all of it	2%	2%	-	-	-	2%	2%	1%	4%	-	-	1%	1%	9%	-	-
Don't know	7%	7%	7%	-	7%	11%	7%	4%	4%	7%	4%	11%	7%	-	-	-

Approximately how much time, if any, would you estimate is added per transaction in your department to make allowances in order to collect physical signatures? (i.e. pen & paper signatures)? (Please give your BEST estimate)

Base: All respondents which use documents that require hand signature and who say they have a delay at Q3	366	289	77	3	41	90	103	129	54	50	21	102	99	9	28	3
Up to 1 hour	29%	29%	31%	-	20%	21%	30%	38%	31%	30%	33%	26%	23%	44%	50%	-
More than 1 up to 2 hours	14%	15%	13%	33%	12%	12%	17%	13%	22%	14%	14%	13%	10%	22%	18%	-
More than 2 hours up to half a day	11%	11%	12%	-	22%	11%	10%	10%	13%	4%	5%	17%	10%	-	14%	33%
More than half a day up to 1 day	9%	9%	9%	-	12%	11%	10%	5%	6%	10%	14%	10%	10%	-	4%	-
More than 1 day up to 2 days	10%	11%	9%	33%	5%	13%	9%	11%	4%	8%	14%	6%	19%	22%	4%	33%
More than 2 days up to 3 days	5%	5%	5%	33%	7%	6%	4%	3%	2%	10%	5%	5%	5%	-	-	-
More than 3 days up to 4 days	2%	2%	4%	-	5%	1%	2%	2%	4%	2%	-	3%	2%	-	-	-
More than 4 days up to 5 days	2%	2%	1%	-	-	2%	2%	2%	-	2%	-	2%	3%	-	4%	-
More than 5 days	5%	5%	4%	-	7%	6%	4%	5%	7%	6%	-	5%	5%	-	4%	-
Don't know	12%	12%	12%	-	10%	17%	13%	10%	11%	14%	14%	14%	12%	11%	4%	33%

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Fieldwork: 20th - 25th September

Total	Industry					Organisation size			Company annual turnover					
Base	Engineering	Manufacturing	Public Services	Financial Services	Business Services	Small	Medium	Large	First year of trading	Less than £999,999 (NET)	£1 million - £9.9 million (NET)	£10 million or more (NET)	Don't know	Prefer not to answer

Approximately what percentage, if any, of the TOTAL number of business processes in your department would you say is delayed in order to collect physical signatures (i.e. pen & paper signatures)?  
(Please give your BEST estimate)

Base: All respondents which use documents that require hand signatures	464	87	92	64	84	137	147	154	163	3	91	99	203	36	32
0% - none	21%	30%	22%	20%	14%	20%	38%	17%	10%	-	47%	17%	13%	11%	22%
5% or less	26%	23%	28%	25%	26%	27%	21%	29%	28%	33%	13%	34%	30%	22%	16%
6% to 10%	11%	9%	12%	16%	7%	12%	13%	10%	10%	33%	11%	13%	10%	8%	13%
11% to 20%	9%	10%	10%	8%	10%	9%	9%	9%	10%	33%	9%	5%	10%	22%	3%
21% to 30%	7%	5%	7%	9%	8%	7%	4%	9%	7%	-	4%	7%	7%	8%	9%
31% to 40%	4%	2%	5%	6%	2%	5%	1%	8%	3%	-	5%	5%	4%	-	6%
41% to 50%	3%	6%	3%	3%	5%	1%	1%	3%	6%	-	1%	2%	6%	-	3%
51% to 60%	5%	8%	3%	2%	10%	4%	4%	4%	8%	-	4%	5%	6%	3%	6%
61% to 70%	1%	1%	-	-	2%	1%	-	-	3%	-	-	1%	1%	3%	-
71% to 80%	2%	-	3%	-	1%	3%	1%	2%	2%	-	1%	1%	1%	6%	3%
81% to 90%	0%	-	1%	-	-	1%	-	1%	1%	-	-	-	1%	-	-
91% to 99%	1%	1%	1%	-	2%	1%	-	1%	2%	-	-	2%	1%	-	-
100% - all of it	2%	1%	2%	2%	2%	1%	1%	2%	2%	-	1%	-	2%	3%	3%
Don't know	7%	3%	2%	9%	10%	9%	7%	6%	7%	-	2%	7%	6%	14%	16%

Approximately how much time, if any, would you estimate is added per transaction in your department to make allowances in order to collect physical signatures? (i.e. pen & paper signatures)? (Please give your BEST estimate)

Base: All respondents which use documents that require hand signature and who say they have a delay at Q3	366	61	72	51	72	110	91	128	147	3	48	82	176	32	25
Up to 1 hour	29%	30%	35%	24%	26%	30%	27%	38%	22%	33%	27%	34%	30%	22%	24%
More than 1 up to 2 hours	14%	13%	22%	12%	17%	9%	15%	17%	11%	33%	13%	15%	13%	22%	12%
More than 2 hours up to half a day	11%	10%	8%	18%	11%	12%	13%	7%	14%	33%	17%	9%	10%	13%	20%
More than half a day up to 1 day	9%	5%	6%	6%	13%	12%	4%	11%	10%	-	13%	11%	9%	3%	-
More than 1 day up to 2 days	10%	15%	7%	14%	8%	10%	14%	6%	12%	-	15%	11%	10%	9%	8%
More than 2 days up to 3 days	5%	3%	10%	4%	4%	3%	3%	3%	7%	-	4%	2%	7%	-	4%
More than 3 days up to 4 days	2%	3%	-	4%	-	4%	1%	3%	2%	-	2%	2%	2%	3%	4%
More than 4 days up to 5 days	2%	3%	1%	2%	-	3%	1%	2%	3%	-	-	-	3%	3%	4%
More than 5 days	5%	3%	6%	-	10%	5%	2%	3%	8%	-	2%	2%	7%	-	8%
Don't know	12%	15%	6%	18%	11%	14%	18%	9%	12%	-	8%	13%	10%	25%	16%



Sample Size: 576 senior managers in small, medium and large sized businesses  
Fieldwork: 20th - 25th September

Total	Which one of the following BEST describes the department you work in? (If you work in more than one, please think about the department you spend the most time in)												
Base	Sales	Marketing	Finance	HR	Production	Manufacturing	Distribution	Research	Development	IT	Procurement	Other	Not applicable – my organisation is not split into departments

Approximately what percentage, if any, of the TOTAL number of business processes in your department would you say is delayed in order to collect physical signatures (i.e. pen & paper signatures)?  
(Please give your BEST estimate)

Base: All respondents which use documents that require hand signatures	464	48	15	65	17	24	26	10	13	26	52	9	95	64
0% - none	21%	17%	20%	18%	18%	21%	15%	10%	23%	15%	8%	11%	16%	55%
5% or less	26%	25%	27%	22%	59%	25%	12%	30%	31%	19%	33%	33%	31%	17%
6% to 10%	11%	21%	13%	9%	6%	13%	12%	10%	-	8%	15%	-	8%	11%
11% to 20%	9%	8%	7%	9%	-	17%	15%	-	-	15%	12%	-	11%	6%
21% to 30%	7%	4%	-	12%	6%	-	8%	20%	15%	12%	4%	11%	8%	2%
31% to 40%	4%	-	-	8%	6%	4%	12%	-	-	8%	8%	22%	2%	-
41% to 50%	3%	8%	7%	5%	6%	-	12%	-	-	4%	-	11%	1%	2%
51% to 60%	5%	8%	-	6%	-	8%	4%	10%	8%	-	6%	11%	7%	2%
61% to 70%	1%	2%	-	2%	-	-	-	-	-	4%	4%	-	-	-
71% to 80%	2%	2%	13%	-	-	-	4%	-	-	-	6%	-	1%	-
81% to 90%	0%	-	-	-	-	-	-	-	-	4%	2%	-	-	-
91% to 99%	1%	-	-	-	-	8%	4%	-	-	-	-	-	2%	-
100% - all of it	2%	-	-	3%	-	-	4%	-	-	4%	-	-	3%	-
Don't know	7%	4%	13%	6%	-	4%	-	20%	23%	8%	4%	-	9%	6%

Approximately how much time, if any, would you estimate is added per transaction in your department to make allowances in order to collect physical signatures? (i.e. pen & paper signatures)? (Please give your BEST estimate)

Base: All respondents which use documents that require hand signature and who say they have a delay at Q3	366	40	12	53	14	19	22	9	10	22	48	8	80	29
Up to 1 hour	29%	30%	33%	25%	43%	16%	27%	22%	40%	18%	23%	25%	35%	41%
More than 1 up to 2 hours	14%	10%	25%	21%	14%	32%	23%	11%	-	5%	17%	25%	9%	7%
More than 2 hours up to half a day	11%	10%	-	13%	21%	26%	9%	22%	-	9%	8%	13%	10%	14%
More than half a day up to 1 day	9%	13%	-	11%	-	5%	9%	11%	20%	5%	17%	-	6%	3%
More than 1 day up to 2 days	10%	13%	25%	9%	21%	5%	5%	11%	10%	18%	6%	13%	10%	7%
More than 2 days up to 3 days	5%	5%	-	4%	-	-	18%	-	-	14%	2%	13%	5%	-
More than 3 days up to 4 days	2%	3%	-	6%	-	-	5%	-	-	5%	2%	13%	-	-
More than 4 days up to 5 days	2%	-	-	2%	-	-	-	-	-	5%	10%	-	-	-
More than 5 days	5%	10%	-	2%	-	5%	-	-	-	5%	4%	-	10%	3%
Don't know	12%	8%	17%	8%	-	11%	5%	22%	30%	18%	10%	-	15%	24%

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Total	Gender		Age					Region Work In							
Base	Male	Female	18-24	25-34	35-44	45-54	55+	North	Midlands	East	London	South	Wales	Scotland	Elsewhere (i.e. outside of Great Britain)

The following question asks about how many additional copies are printed for each transaction made in your department. When answering this, please think about instances where, for example, documents are scanned and attached to emails and that several signatories may end up printing, signing and scanning their own copies to provide their sign off on a document, form or agreement. Thinking about your department, approximately how many, if any, additional copies of documents for each transaction are printed just in order to collect physical signatures (i.e. pen & paper signatures)? (Please give your BEST estimate. If your company isn't split into departments, please think about how many people need to sign generic documents in the organisation)

Base: All respondents which use documents that require hand signature

	464	369	95	3	44	108	133	176	71	58	25	117	136	11	41	5
0 – none	31%	30%	32%	33%	16%	31%	33%	32%	39%	24%	24%	24%	31%	36%	44%	40%
1	29%	29%	28%	33%	18%	28%	26%	34%	30%	38%	32%	27%	29%	36%	15%	20%
2	19%	18%	23%	-	34%	18%	17%	19%	11%	17%	28%	24%	18%	18%	22%	-
3	9%	10%	2%	-	18%	10%	7%	7%	7%	10%	4%	10%	7%	9%	10%	20%
4	3%	3%	4%	33%	2%	4%	4%	2%	1%	3%	4%	1%	7%	-	2%	-
5	1%	1%	-	-	2%	2%	1%	1%	4%	-	-	2%	-	-	-	-
More than 5	1%	1%	1%	-	-	1%	2%	-	1%	-	-	2%	-	-	-	20%
Don't know	8%	7%	9%	-	9%	7%	11%	6%	6%	7%	8%	11%	7%	-	7%	-

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Total	Industry					Organisation size			Company annual turnover					
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The following question asks about how many additional copies are printed for each transaction made in your department. When answering this, please think about instances where, for example, documents are scanned and attached to emails and that several signatories may end up printing, signing and scanning their own copies to provide their sign off on a document, form or agreement.

Thinking about your department, approximately how many, if any, additional copies of documents for each transaction are printed just in order to collect physical signatures (i.e. pen & paper signatures)? (Please give your BEST estimate. If your company isn't split into departments, please think about how many people need to sign generic documents in the organisation)

Base: All respondents which use documents that require hand signature

464	87	92	64	84	137	147	154	163	3	91	99	203	36	32	
0 – none	31%	30%	40%	28%	31%	26%	44%	31%	19%	-	41%	33%	27%	14%	41%
1	29%	33%	28%	27%	25%	29%	29%	29%	28%	33%	27%	26%	33%	25%	16%
2	19%	16%	17%	23%	18%	21%	14%	20%	23%	33%	18%	19%	18%	33%	16%
3	9%	9%	5%	5%	11%	11%	3%	10%	12%	33%	8%	11%	9%	-	9%
4	3%	3%	3%	6%	2%	2%	3%	3%	4%	-	1%	2%	5%	3%	-
5	1%	1%	1%	-	4%	-	1%	1%	2%	-	1%	-	2%	-	-
More than 5	1%	-	-	-	2%	1%	-	1%	2%	-	-	1%	1%	3%	-
Don't know	8%	7%	4%	11%	7%	9%	7%	6%	10%	-	4%	7%	5%	22%	19%

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Base	Sales	Marketing	Finance	HR	Production	Manufacturing	Distribution	Research	Development	IT	Procurement	Other	Not applicable – my organisation is not split into departments

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Base: All respondents which use documents that require hand signature	464	48	15	65	17	24	26	10	13	26	52	9	95	64
0 – none	31%	25%	27%	37%	29%	17%	23%	10%	46%	8%	23%	22%	29%	56%
1	29%	38%	27%	29%	35%	38%	23%	40%	23%	27%	21%	22%	29%	25%
2	19%	19%	20%	20%	29%	13%	35%	10%	8%	15%	25%	44%	19%	9%
3	9%	8%	13%	8%	-	21%	12%	20%	15%	15%	15%	-	4%	2%
4	3%	2%	-	2%	-	8%	4%	-	-	15%	6%	11%	2%	-
5	1%	-	-	2%	-	-	4%	-	-	4%	2%	-	1%	-
More than 5	1%	-	-	-	6%	-	-	-	-	-	2%	-	2%	-
Don't know	8%	8%	13%	3%	-	4%	-	20%	8%	15%	6%	-	13%	8%