

# Productivity Benchmarks Report 2025: Cross-Industry & Location Insights

Our latest State of the Workplace Report<sup>1</sup> reveals fascinating productivity and work pattern trends across four key industries: financial services, logistics, insurance and healthcare. Here's what the data tells us about how different sectors perform.

	Daily Averages	Cross-Industry <sup>1</sup>	Fin Serv	Logistics	Insurance	Healthcare
<b>Productivity</b>	Workday Span	8 hrs 44 mins	9 hrs 7 mins	9 hrs 10 mins	8 hrs 32 mins	8 hrs 34 mins
	Productive Time	6 hrs 17 mins	6 hrs 32 mins	7 hrs 3 mins	6 hrs 35 mins	6 hrs 26 mins
	Productive Session Time	24 mins 15 secs	25 mins 35 secs	28 mins 5 secs	36 mins 27 secs	27 mins 41 secs
<b>Focus &amp; Collaboration</b>	Focus Time	4 hrs 11 mins	4 hrs 1 mins	4 hrs 4 mins	4 hrs 37 mins	4 hrs 47 mins
	Collaboration Time	38 mins	49 mins	56 mins	31 mins	30 mins
<b>Tech Adoption</b>	FTEs Using AI Tools	58%	62%	72%	51%	44%
	AI Usage	9 mins 43 secs	9 mins 36 secs	12 mins 36 secs	8 mins 48 secs	10 mins 12 secs
<b>Weekend Work<sup>2</sup></b>	FTEs Working Weekends	5%	9%	6%	5%	3%
<b>Utilization &amp; Well-Being</b>	Burnout Risk	5%	7%	15%	6%	5%
	<ul style="list-style-type: none"> <li><span style="color: orange;">●</span> Overutilized</li> <li><span style="color: teal;">●</span> Healthy</li> <li><span style="color: yellow;">●</span> Underutilized</li> </ul>					

#1 rank across all 23 industries

<sup>1</sup> Dataset: N=774 companies with 23+ industries and 218,900 employees represented. Unless noted, all findings represent year-over-year comparisons between 2022 and 2024.

<sup>2</sup> Dataset: N=613 companies, comprising 45,439 employees of which 2,159 employees (4.8%) are weekend workers.



# Largest Percentage of Weekend Workers

## Productivity

- Productive time (6 hrs 32 mins) ranks 3rd across all sectors
- Workday span (9 hrs 7 mins) is 2nd longest compared to all other sectors

## Focus & Collaboration

- Focus time (4 hrs 1 min) is below the overall average, signaling room for improvement
- Collaboration time (49 mins) is 11 mins longer than average, and a 35% gain

## Technology Adoption

- 62% of employees use AI tools, a 114% increase
- AI usage (9 mins 36 secs) is slightly below average — presenting an opportunity for broader AI integration

## Weekend Work<sup>2</sup>

- 9% of employees work on weekends — nearly 2X more than average
- Employees average over 4 hrs of weekend work, whether working one or both weekend days

## Utilization & Well-Being

- Burnout risk dropped 30% compared to 2023 but still ranks 3rd highest across all sectors at 7%
- 74% of workers maintain healthy work patterns

<sup>2</sup> Dataset: N=613 companies, comprising 45,439 employees of which 2,159 employees (4.8%) are weekend workers.



# Largest Percentage of AI Users

## Productivity

- Productive time (7 hrs 3 mins) leads all sectors, exceeding the cross-industry average by 46 mins
- Workday span (9 hrs 10 mins) ranks 1st overall, 26 mins longer than average

## Focus & Collaboration

- Focused session time (10 mins 42 secs) ranks last across all sectors – indicating more interruption-driven work than other industries
- Collaboration time (56 mins) ranks 2nd among all sectors, as does productive session time (28 mins 5 secs)

## Technology Adoption

- 72% of workers use AI tools, the largest percentage across all industries and 14% more than average
- AI usage (12 mins 36 secs) increased 250% and ranks 1st among all sectors

## Weekend Work<sup>2</sup>

- 6% of employees work weekends

## Utilization & Well-Being

- Burnout risk (15%) ranks 1st among all sectors – 10% higher than average – indicating a need to reallocate workloads
- 72% of employees maintain healthy work patterns (slightly more than average) while 20% of employees are overutilized (ranks 1st across all industries and 12% higher than average)

<sup>2</sup> Dataset: N=613 companies, comprising 45,439 employees of which 2,159 employees (4.8%) are weekend workers.



# Longest Productive Sessions

## Productivity

- Productive time (6 hrs 35 mins) ranks 2nd across all sectors
- Productive session time (36 mins 27 secs) leads all sectors (12 mins longer) and increased 64% – the largest improvement across all industries

## Focus & Collaboration

- Focus time (4 hrs 37 mins) ranks 3rd among all industries

## Technology Adoption

- 51% of workers use AI tools, an increase of 132%

## Weekend Work<sup>2</sup>

- 5% of employees work weekends

## Utilization & Well-Being

- Burnout risk (6%) dropped 31% compared to 2023
- 75% of employees maintain healthy work patterns, the 3rd highest across all sectors

<sup>2</sup> Dataset: N=613 companies, comprising 45,439 employees of which 2,159 employees (4.8%) are weekend workers.



# Most Focused Time

## Productivity

- Productive time (6 hrs 26 mins) is 9 mins longer than average
- Productive session time (27 mins 41 secs) ranks 3rd among sectors, reflecting the 2nd largest improvement (38% increase) across all industries

## Focus & Collaboration

- Focus time (4 hrs 47 mins) and focus session time (17 mins 48 secs) each rank 1st across all sectors — 36 mins and 4 mins longer than average, respectively
- Collaboration time (30 mins) represents a 52% increase (3rd largest jump across all industries) while still falling 8 mins below average

## Technology Adoption

- 44% of employees use AI tools, ranked last among all sectors, but reflecting a 193% increase — the largest gain across all industries

## Weekend Work<sup>2</sup>

- 3% of employees work weekends — 2% below average

## Utilization & Well-Being

- Burnout risk (5%) dropped 27% from 2023
- 69% of employees maintain healthy work patterns, up 13% from 2023

<sup>2</sup> Dataset: N=613 companies, comprising 45,439 employees of which 2,159 employees (4.8%) are weekend workers.



## How to Use These Benchmarks

These benchmarks provide valuable, moment-in-time reference points for organizations across various sectors. Here's how to leverage this data:

**Assess current performance:** Compare team metrics against industry peers and cross-industry benchmarks to identify areas of strength and opportunity.

**Set realistic goals:** Use benchmarks to establish achievable productivity targets that align with industry standards.

**Learn from high performers:** Explore practices of top industries and high performers to identify strategies for your organization.

**Monitor employee well-being:** Track utilization rates to ensure high performance is sustainable and doesn't lead to burnout.

## Definitions

**Productive Time.** Time spent engaging with productive apps and sites that includes focused, collaboration and multitasking activities per person, per day.

**Productive Session Time.** The average time employees work without unproductive disruption.

**Focus Time.** Work time when an employee is engaged in a single task without interruptions, attention shifts or collaborative activities.

**Burnout Risk.** Employees who spend more than 75% of their time overutilized annually.

**Overutilization.** Employees exceeding their daily productive hours goal by more than 30% (thresholds set by their employer).

**Healthy Utilization.** Employees within +/-% of their daily productive hours (thresholds set by their employer).

**Underutilization.** Employees falling short of their daily productive hours goal by more than 30% (thresholds set by their employer).

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