# THE <br> SOUND OF PRODUCTIVITY 

Analysing attitudes<br>towards music listening<br>in the workplace



In collaboration with
Dr Anneli Haake and Deezer UK

## CONTENTS

1. IntroductionPage 42. Executive summary ..... Page 5
3. Methodology
The tool
The results ..... Page 7
Page 8
4. Participants
Age and gender
Location
Profession
5. Findings
User profiles ..... Page 12
Music-related insights ..... Page 15Workplace-relatedinsightsPage 19
Sector-specific insights ..... Page 256. ConclusionPage 28
6. Acknowledgments ..... Page 29

## FOREWORD

## MUSIC TO EMPLOYERS' EARS?

Listening to music while working is by no means a new innovation. Songs, for a long time, helped people synchronise their movements and made the day go quicker. In the 1930s, recorded music was often used in factories to improve productivity and reduce boredom and fatigue.

Today, technology has made it easier to listen to your own music at work. Many employees have access to music through mp3 players, smartphones and via the internet, and can make choices about what to listen to that previously would not have been possible.

## But does it always work?

Academic research shows that listening to music at work can help improve your mood. relax you and make you feel happier. However, it can have its drawbacks, too. Loud music can irritate your co-workers and headphones can isolate you from your team, which is not always a good thing.

Generally, it's most beneficial when you have control over what you are listening to. If music is forced upon people, it can be irritating and annoying, and we know from research that office noise can have severe negative effects on employee health, well-being and productivity.

But when employees can have control over when, where and what they listen to, music can clearly bring about real benefits to individual employees, and ultimately to the company.

In fact, data from 'The Sound of Productivity' reveals that 79\% of employees would benefit from listening to music at work. However, over one third of employees (38\%) are not allowed to listen to music at work (though many would benefit from it).

While the research headlines speak for themselves, it's the science behind the stats that can offer employers a real insight into the benefits of music in the workplace.

Enjoyed as a private activity, music in offices can be seen by employees as a perk; a positive route to personal happiness and well-being. What's more, it's a clever way to help manage work environments and minimise interruptions; a cost effective way to combat stress; and a positive technique for encouraging employee self-care.

Looking to the future, 'The Sound of Productivity' is seemingly a step towards helping employees to regulate their personal well-being in a public space. Which should be music to employers' ears.


Dr Anneli Haake music psychologist

## Read more from Dr Haake on totaljobs.

## (1) INTRODUCTION

Totaljobs is one of the UK's leading jobs boards, attracting around 6 million jobseekers every month.

One of totaljobs' key areas of focus is raising awareness of employees' well-being in the workplace and what can be done to increase their satisfaction and retention.

## ABOUT THIS PROJECT

People listen to music for 36\% of their working week: that's what research carried out by Dr Anneli Haake in 2010 has shown. Based on her PhD research at the University of Sheffield, totaljobs created 'The Sound of Productivity', a tool meant to encourage people to discover if music could boost their productivity at work.

After assessing their personality, taste and work environment through the tool, users learn whether listening to music could help or hinder their productivity and what factors have an impact on their focus.

Totaljobs is now releasing the data on users' age, industry and location, collected through the tool, to provide key insights into employees' behaviour related to music at work, and how employers can improve staff well-being in the workplace.

We hope the findings will encourage debate on what makes people not only more productive, but also happier in the workplace.


## Listening to music at work: just for leisure or a productivity aid?

Our findings demonstrate that the majority of people would benefit from listening to music at work, and that some workspaces tend to hinder people's productivity. However, not all professions and sectors allow for music listening.

## KEY FINDINGS

In total, the responses of $\mathbf{4 , 5 5 3}$ tool users were analysed.


79\% of users would
benefit from listening to music at work, regardless of their age, occupation, location and personal taste or habits.

The Foo Fighters, Drake and Kendrick Lamar are among the top artists users listen to at work.

## 35\% of UK users

said their favourite genres are "Pop, Charts, Folk \& Indie".

music at work.

People in London and the North East are less likely to find music an interruption compared to the rest of the country ( $18 \%$ and $17 \%$ vs $21 \%$, respectively).

## People born in the

 1990s-2000s require more demanding music to focus than people born in the 1950s-1980s (45\% vs 29\%).99\% of people working in open-plan spaces would benefit from listening to


$$
0
$$


 DISTURB

## 42\% of people who have access to and control of music

 would not be recommended to listen to music.Insurance, Banking, Accountancy and Customer service are the least music-friendly industries (57\% on average are not allowed music).

## Computer programming,

Data analytics, Advertising and Marketing are the most music-friendly industries (67\% on average are allowed to listen to and choose their own music).


84\% of those who said that they cannot listen to music at work would benefit from it.


## Those working in Marketing are

interrupted by surrounding noise more than other sectors ( $40 \%$ vs $20 \%$ on average).
$38 \%$ of people are not allowed to listen to music at work, while $\mathbf{2 6 \%}$ can but have no control over it.

## - $33 \%$ of people who are

 alone in their workspace would not benefit from listening to music, vs only $3 \%$ of people who share their workspace with 26+ people.Only $1 \%$ of users said they don't like music at all, and $4 \%$ say they rarely or never listen to music.


## THE TOOL

Totaljobs' tool 'The Sound of Productivity' is based on Dr Anneli Haake's research on the role of music in officebased workplace settings*. Her examination of more than 300 employees and how music affected their work performance helped establish that employees balance their internal needs and motivation to listen to music with external requirements based on their situation. This 'responsible listening' model was used as a framework and transferred into the tool.
'The Sound of Productivity' was created in full collaboration with Dr Haake and tested among a sample group to verify the accuracy of the results. All responses to the tool were recorded anonymously to enlarge the scope of Dr Haake's research.

Based on the tool's logic and objectives, music streaming service Deezer UK put together 15 distinct playlists that are suggested to users at the end of the tool. The playlists are informed by the users' quiz interactions and profile, including personality and workplace factors such as soundscape and complexity of tasks, as well as their favourite music genres.

## MANAGING INTERNAL AND EXTERNAL ENVIRONMENT

SITUATIONAL FACTORS

## Attention capacity

Task familiarity and confidence

BACKGROUND FACTORS

Personality
Habits at home
Attitude towards silence

Task complexity

Familiarity and taste in music

## Control over music <br> Sonic and acoustic factors (volume, dynamics)



[^0]
# For this report, users' interactions with the tool from 27 June to 4 October 2016 were analysed and split based on different factors such as industry and age. 


#### Abstract

This report consists primarily of percentages with no statistical analysis.


The aim of this report is simply to present and summarise the data and highlight the main learnings. The actual number of data being reported will be noted as ' N '.

For the purpose of this report, people working outside of the UK were excluded.

## LOGIC

Dr Haake's research suggests that the more complex the work and tasks are, and the more introverted the person is, the simpler the music they listen to should be. This is reflected in the beats per minute and density of the playlists recommended and their potential impact on focus.

- People who are recommended downbeat music tend to execute more complex and challenging tasks, and tend to be more introverted.
- Those who are recommended upbeat music tend to execute simpler and more repetitive tasks and tend to be more extroverted.
- Medium playlists were recommended for people who did not specifically fall into one or the other extreme based on all responses to the tool (e.g. challenging workload but an extroverted personality).


## LIMITATIONS

In order to offer suggested playlists to users, only one question addressed users' taste and was comprised of a grouping of main genres based on music industry insights. This list is broad and only one answer could be chosen. It potentially does not reflect the taste of users accurately.

The playlists are not prescriptions but recommendations on the intensity and density of the music that people should listen to, based on the assessment made through the tool. In no way do totaljobs, Dr Anneli Haake or Deezer UK suggest that those songs will actually improve people's productivity.

A large number of users chose 'Other' when asked for their job, indicating that some industries were not reflected in the list. This may include people who are currently not working.

## 4 PARTICIPANTS

O1. Date of birth and gender

| $N=4,553$ |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| WOMEN |  |  | MEN |  |  | PREFER NOT TO SAY |  |  |
| 1940s | 0.22\% | - | 1940s | 0.31\% | - | 1940s | 0.00\% |  |
| 1950s | 4.11\% |  | 1950s | 6.92\% |  | 1950s | 0.20\% | - |
| 1960s | 13.44\% |  | 1960s | 11.09\% |  | 1960s | 0.55\% | - |
| 1970s | 10.26\% |  | 1970s | 9.77\% |  | 1970s | 0.48\% | $\bullet$ |
| 1980s | 10.87\% |  | 1980s | 8.96\% |  | 1980s | 0.29\% | - |
| 1990s | 10.37\% |  | 1990s | 10.83\% |  | 1990s | 0.20\% |  |
| 2000s | 0.51\% |  | 2000s | 0.37\% |  | 2000s | 0.02\% |  |
| 2010s | 0.09\% |  | 2010s | 0.11\% |  | 2010s | 0.04\% |  |
| TOTAL | 50.00\% |  | TOTAL | 48.36\% |  | TOTAL | 1.78\% |  |

## O2. Location of work

## $N=4,553$

## WHERE DO YOU WORK?

| Greater London | 19\% |
| :---: | :---: |
| Midlands | 17\% |
| South East | 13\% |
| North West | 12\% |
| South West | 8\% |
| Scotland | 7\% |
| Yorkshire \& Humber | 7\% |
| East Anglia | 6\% |
| North East | 6\% |
| Wales | 4\% |
| Northern Ireland | 1\% |



## 03. PROFESSION

## $N=4,553$

## WHAT IS YOUR JOB?

| Admin | 12.74\% | Legal | 1.03\% | $\bullet$ |
| :---: | :---: | :---: | :---: | :---: |
| Retail | 6.24\% | Data analytics | 0.99\% | - |
| Customer service | 6.11\% | Security | 0.94\% | $\bullet$ |
| Engineering | 4.70\% | Banking | 0.64\% | - |
| Accountancy | 4.35\% | Insurance | 0.64\% | - |
| Manufacturing | 4.22\% | Advertising | 0.59\% | $\bullet$ |
| Sales | 3.76\% | Sports | 0.44\% | $\bullet$ |
| IT | 3.40\% | PR | 0.31\% | - |
| Construction | 3.23\% | Faith-based | 0.13\% |  |
| Healthcare | 3.18\% | Other | 12.32\% |  |
| Logistics | 3.14\% |  |  |  |
| Education | 3.07\% |  |  |  |
| Marketing | 2.79\% |  |  |  |
| Hospitality | 2.57\% |  |  |  |
| Catering | 2.22\% |  |  |  |
| HR | 2.22\% |  |  |  |
| Design | 1.84\% |  |  |  |
| Finance | 1.82\% |  | nts |  |
| Volunteering | 1.69\% |  |  |  |
| Social care | 1.67\% |  | m |  |
| Consultancy | 1.52\% |  | ale |  |
| Media | 1.23\% |  |  |  |
| Science | 1.10\% |  |  |  |
| Computer programming | 1.08\% |  |  |  |
| Arts | 1.05\% |  | H |  |
| Academia | 1.03\% |  | rof |  |

[^1]
## THE AVERAGE JO

She was born in the 1960s,
working in admin in Greater London.

She feels she's not curious when it comes to music and she prefers pop and folk.

She listens to music on her commute,
when exercising and to cheer up.

Downbeat music would help her focus
at work as she must deal with external interruptions, but her boss doesn't allow her to.


## The following pages will look at some of the data gathered through the tool, "The Sound of Productivity", and provide short commentary on what it means. For more insights, read Dr Anneli Haake's article.

## 1A. Main results

$\square$ Music is an interruption but actually helps focus

Music is a negative distraction from work

Music helps manage external interruptions
such as noise

Music helps
manage internal
interruptions such as distracting thoughts

Music helps manage external interruptions such as people talking
$21 \%$ 20\% $20 \%$ $\frac{}{7 \%}$ 4\%

##  <br> 48\%



## 79\%

## would benefit from

listening to music at work,
regardless of their age,
occupation, location and personal taste or habits
of people working
in London are interrupted by the noise around them

People working in London tend to be, on average, interrupted by the noise around them more than in other regions (26\% vs 20\%).
For people based in Scotland, music is a distraction and not recommended at 5 points more than in other regions (26\% vs 21\%).

People in London and the North East are less likely to find music interruptive compared to the rest of the country ( $18 \%$ and $17 \%$ vs 21\%, respectively).

USER PROFILES | $N=4,553$

## 1B. Results by location

| Music is an <br> interruption |  | Music is a |
| :--- | :--- | :--- |
| but actually |  | negative |
| distraction |  |  |
| helps focus |  | from work |


| Music helps | Music helps |
| :--- | :--- |
| manage external | manage internal |
| interruptions | interruptions such as |
| such as noise | distracting thoughts |

Music helps manage external interruptions such as people talking


## 1C. Age and complexity of work

BORN IN...


45\% of people born in the 1990s-2000s require more demanding music to focus

People born in the 1990s-2000s require more demanding music to focus than people born in the 1950s-1980s ( $45 \%$ vs $29 \%$ ), indicating that, on average, younger people's tasks and work tend to be less challenging and less complex, and their personalities tend to be more extroverted.

In comparison, older generations might need simpler music for more complex tasks, which could be explained by different degrees of seniority at work.

MUSIC-RELATED INSIGHTS | $N=4,553$

## 2A. Location and favourite music genres

| Classical, Instrumental, Lounge | Electronic, Dance, House, DnB | Pop, Charts, Folk, Indie | Rap, RnB, Soul, Funk, Jazz | Rock, Blues, Grunge, Metal | I don't like music |
| :---: | :---: | :---: | :---: | :---: | :---: |



35\%
of the UK said their favourite genre group is "Pop, Charts, Folk \& Indie"
"Rock, Blues, Grunge \& Metal" are the favourite types of music for people working in Northern Ireland (35\%) and East Anglia (30\%). People based in London almost equally like "Pop, Charts, Folk \& Indie" and "Rap, RnB, Soul, Funk \& Jazz" (28\% and 27\%).

Only 1\% of users said they don't like music at all.

## GENRE POPULARITY



7\%
preferred Classical, Instrumental, Lounge


12\%
preferred Electronic, Dance, House, DnB


35\% preferred Pop, Charts, Folk, Indie


## 2B. Most popular playlists

| Playlist name | Tempo | Genre | \% of total listens | Most played track |
| :---: | :---: | :---: | :---: | :---: |
| Pop \& Chill | Downbeat | Pop, Charts, Folk, Indie | 18.00\% | Jose Gonzalez <br> Heartbeats |
| Soft Focus | Downbeat | Rock, Blues, Grunge, Metal | 15.08\% | Foo Fighters Learn To Fly |
| Office Party | Upbeat | Pop, Charts, Folk, Indie | 10.50\% | MNEK <br> At Night |
| Mellow Motivation | Downbeat | Rap, RnB, Soul, Funk, Jazz | 8.86\% | Drake <br> One Dance |
| Tropical Trip | Downbeat | Electronic, Dance, House, DnB | 8.11\% | Jonas Blue Fast Car |
| Intense Anthems | Upbeat | Rock, Blues, Grunge, Metal | 6.58\% | Torche Loose Men |
| In the Zone | Upbeat | Rap, RnB, Soul, Funk, Jazz | 6.22\% | D'Angelo Sugar Daddy |
| Cinematic Relaxation | Downbeat | Classical, <br> Instrumental, Lounge | 6.19\% | The xx <br> Angels |
| Motivational Pop | Medium | Pop, Charts, Folk, Indie | 5.33\% | Major Lazer Lean On |
| Beatz \& Bangerz | Upbeat | Electronic, Dance, House, DnB | 3.69\% | Tourist Run |
| Ultimate Concentration | Medium | Rock, Blues, Grunge, Metal | 3.33\% | Catfish \& The Bottlemen-7 |
| Uplifting Vibes | Medium | Rap, RnB, Soul, Funk, Jazz | 2.97\% | Kendrick Lamar King Kunta |
| Pure Focus | Medium | Classical, Instrumental, Lounge | 1.86\% | Moby Porcelain |
| Ambient Concentration | Upbeat | Classical, Instrumental, Lounge | 1.72\% | Portico Quartet <br> News From Verona |
| Rave Radio | Medium | Electronic, Dance, House, DnB | 1.56\% | N/A |

## 34\%

of playlist listens were
Pop, Charts, Folk, Indie

When looking at when and why people listen to music, a few factors can translate to the workplace. If 68\% of people listen to music on their journey to and from work, it's also true that...
$36 \%$ say they listen to music when it's either too quiet or too loud around them, indicating that more than 1 in 3 can find themselves more comfortable when listening to music.

More than half of people use music to change their mood, e.g. cheer up (59\%) ; or to mirror their emotions, i.e. match their mood (53\%).

4\%
say they rarely or never listen to music.

MUSIC-RELATED INSIGHTS $\quad \mathrm{N}=4,553$

## 2C. When and why people listen to music


o cheer meup


To match
my mood


## $\square$ Yes

During
my commute

$$
\begin{aligned}
& \text { At social } \\
& \text { events }
\end{aligned}
$$

## While

 exercising

Whenever
I get the chance


Different team sizes, different interruptions...

As the team sizes and number of surrounding colleagues increases, more interruptions are related to noise: 14\% of people who say they are alone in their workspace would benefit from music to manage external interruptions such as noise, versus 33\% of those who share their workspace with 26+ people.

The smaller the team, the more music is seen as a distraction and hindering
concentration, and would not be recommended: 33\% of people who say there are alone in their workspace would be interrupted by music, versus $3 \%$ of people who share their workspace with 26+ people.

Colleagues actively interrupting people is the least common reason for reduced focus at work, with only 4\% who would benefit from music to block this distraction.

WORKPLACE-RELATED INSIGHTS | N = 4,553
3A. Team sizes and interruptions


Of people who say they are alone in their workspace
would benefit from music to manage external interruptions such as noise

33\%
would be interrupted by music

## DISTRACTIONS

Of all respondents...

## 20\%

find that music helps them manage external interruptions such as noise

45\% disagree that noise around them is distracting

46\%
agree
that they daydream

20\%
think their colleagues distract them from their work


## 3B. Control and access to music

```
- No, I can't listen to
``` music at work

Music is an interruption
but actually helps focus

Music is interrupting
and not recommended

Music helps manage
external interruptions such as noise

Music helps manage internal interruptions such as distracting thoughts

Music helps manage external interruptions such as people talking

Yes, and I can listen to music Ichoose

Yes, but it's played
for everyone



\begin{tabular}{|l|l|l|}
\hline \(44 \%\) & \(30 \%\) & \(27 \%\) \\
\hline
\end{tabular}
\(42 \%\) of people who can listen to music and choose what they listen to are not recommended to listen to music. If they were to, their listening habits would be qualified as 'irresponsible' and wouldn't encourage efficient work.

44\% of people who are interrupted by others and 42\% by their own thoughts are not allowed to listen to music at work in spite of potential benefits for their productivity.

On average, \(26 \%\) of people have no control over the music they listen to at work, which can impact their well-being.

\section*{44\% of people who are interrupted by others are not allowed to listen to music}

\section*{26\%}

\section*{of people}
have no control over the music they listen to at work

WORKPLACE-RELATED INSIGHTS | \(N=4,553\)

\section*{3C. Workspace and interruptions}


\section*{Different workspaces, different interruptions...}

WORKPLACE-RELATEDINSIGHTS | \(N=4,553\)

\section*{3D. Workspace and access to music}
\begin{tabular}{l} 
WORKSPACE TYPE \\
\hline Open-space \\
\hline \begin{tabular}{l} 
"No, I can't \\
listen to \\
music at \\
work"
\end{tabular} \\
\hline
\end{tabular}

41\%
of people working in large open-spaces
are not allowed to listen to music at work

Despite the benefits, \(41 \%\) of people working in large openspaces are not allowed to listen to music at work. \(25 \%\) have no control over the music played, leaving only 34\% with the possibility of choosing when and what to listen to.

In total, 38\% of users cannot listen to music at work.

\section*{MUSIC AT WORK}

\section*{On average...}


DO NOT
DISTURB

\section*{4A. Results by sector}
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline & Music is an interruption but actually helps focus & Music is a negative distraction from work & & Music helps manage external interruptions such as noise & Music helps manage internal interruptions such as thoughts & Music helps manage external interruptions such as people talking \\
\hline Academia & 38\% & 19\% & - & 30\% & 0\% & 13\% - \\
\hline Accountancy & 48\% & 23\% & - & 21\% & 5\% & 4\% \\
\hline Admin & 48\% & 19\% & - & 20\% & 8\% & 5\% \\
\hline Advertising & 37\% & 19\% & - & 37\% & 7\% & 0\% \\
\hline Arts & 46\% & 15\% & \(\bullet\) & 17\% - & \(\overline{19 \%}\) & 4\% \\
\hline Banking & 45\% & 21\% & - & 28\% & 7\% & 0\% \\
\hline Catering & 44\% & 30\% & - & 15\% - & 7\% & 5\% \\
\hline Computer programming & 47\% & 16\% & - & 22\% - & \(\overline{10 \%}\) & 4\% \\
\hline Construction & 47\% & 26\% & - & 20\% & 4\% & 3\% \\
\hline Consultancy & 46\% & 23\% & \(\bigcirc\) & 25\% & 4\% & 1\% \\
\hline Customer service & 49\% & 19\% & - & 22\% & 6\% & 4\% \\
\hline Data analytics & 47\% & 16\% & - & 31\% & 4\% & 2\% \\
\hline Design & 32\% & 29\% & - & 24\% & 12\% - & 4\% \\
\hline Education & 44\% & 24\% & - & 22\% & 6\% & 4\% \\
\hline Engineering & 46\% & 16\% & - & 27\% & 6\% & 5\% \\
\hline Faith-based & 50\% & 17\% & - & 17\% - & 0\% & 17\% - \\
\hline Finance & 52\% & 13\% & - & 28\% & 4\% & 4\% \\
\hline Healthcare & 54\% & 26\% & - & \(11 \%\) & 5\% & 3\% \\
\hline Hospitality & 53\% & 26\% & - & 9\% & \(\overline{9 \%}\) & 3\% \\
\hline HR & 48\% & 23\% & - & 18\% & 11\% & 1\% \\
\hline Insurance & 45\% & 0\% & & 41\% & 14\% - & 0\% \\
\hline IT & 46\% & 11\% & - & 25\% & 9\% & 10\% - \\
\hline Legal & 60\% & 11\% & - & 21\% & 4\% & 4\% \\
\hline Logistics & 47\% & 22\% & - & 16\% & 7\% & 8\% - \\
\hline Manufacturing & 54\% & 10\% & \(\bullet\) & 23\% & 7\% & 6\% \\
\hline Marketing & 35\% & 10\% & - & 40\% & 8\% & 6\% \\
\hline Media & 64\% & 11\% & - & 16\% & 5\% & 4\% \\
\hline PR & 50\% & 29\% & - & 7\% & 14\% & 0\% \\
\hline Retail & 48\% & 34\% & - & 6\% & 6\% & 6\% \\
\hline Sales & 51\% & 30\% & - & 13\% & 5\% & \% \\
\hline Science & 42\% & 22\% & - & 30\% & 6\% & 0\% \\
\hline Security & 53\% & 33\% & - & 9\% & 5\% & 0\% \\
\hline Social care & 36\% & 30\% & & 24\% & 8\% & 3\% \\
\hline Sports & 40\% & 20\% & - & 25\% & 15\% & 0\% \\
\hline Volunteering & 58\% & 23\% & - & 12\% & 3\% & 4\% \\
\hline Other & 50\% & 17\% & - & 20\% & 6\% & 5\% \\
\hline GRAND TOTAL & 48\% & 21\% & & 20\% & 7\% & 4\% \\
\hline
\end{tabular}

People working in Marketing are interrupted by surrounding noise more than other sectors ( \(40 \%\) vs 20\% on average).

Also, this profession is the only one that does not fall into the 'lesser of two evils' default category (i.e. music is an interruption but
actually helps focus), indicating that people in Marketing might be more aware of their surroundings and interruptions.

Tool interactions show that some industries are more music friendly than others

People working in Computer programming, Data analytics, Advertising and Marketing are more likely to be allowed to listen to music and have control over what they listen to (respectively 73\%, 66\%, 64\% and \(64 \%\) of people working in these sectors say they have access to and control of music).

People working in Sports, Retail and Catering are more likely to have no control over music played in their workspace (56\%, \(55 \%\) and \(48 \%\), respectively).

People working in Insurance, Banking, Accountancy and Customer service are less likely to be allowed to listen to music at work ( \(59 \%, 57 \%, 56 \%\) and \(56 \%\), respectively).

\section*{56\%}
of people working in Sports are likely to have no control over music played in their workspace

4B. Sector and access to music
\begin{tabular}{|c|c|c|c|c|}
\hline & No, I can't listen to music at work & Yes, and I can listen to music I choose & Yes, but it's played for everyone & \\
\hline Academia & 45\% & 47\% & 8\% & - \\
\hline Accountancy & 56\% & 28\% & 16\% & - \\
\hline Admin & 50\% & 28\% & 22\% & - \\
\hline Advertising & 27\% & 64\% & 9\% & - \\
\hline Arts & 20\% & 59\% & 22\% & - \\
\hline Banking & 57\% & 35\% & 9\% & \(\bullet\) \\
\hline Catering & 24\% & 28\% & 48\% & \\
\hline Computer programming & 17\% - & 73\% & 10\% & - \\
\hline Construction & 40\% & 39\% & 20\% & - \\
\hline Consultancy & 32\% & 58\% & 9\% & \\
\hline Customer service & 56\% & 17\% & 26\% & - \\
\hline Data analytics & 24\% & 66\% & 11\% & - \\
\hline Design & 23\% & 52\% & 25\% & - \\
\hline Education & 55\% & 28\% & 17\% & - \\
\hline Engineering & 34\% & 45\% & 22\% & - \\
\hline Faith-based & 20\% & 60\% & 20\% & - \\
\hline Finance & 53\% & 29\% & 18\% & - \\
\hline Healthcare & 43\% & 21\% & 36\% & \\
\hline Hospitality & 33\% & 24\% & 43\% & \\
\hline HR & 51\% & 36\% & 13\% & \(\bullet\) \\
\hline Insurance & 59\% & 31\% & 10\% & - \\
\hline IT & 33\% & 57\% & 10\% & - \\
\hline Legal & 50\% & 38\% & 12\% & \(\bullet\) \\
\hline Logistics & 29\% & 36\% & 35\% & - \\
\hline Manufacturing & 38\% & 25\% & 36\% & - \\
\hline Marketing & 23\% & 64\% & 13\% & \(\bullet\) \\
\hline Media & 26\% & 52\% & 22\% & - \\
\hline PR & 10\% & 60\% & 30\% & - \\
\hline Retail & 30\% & 16\% & 55\% & \\
\hline Sales & 37\% & 28\% & 35\% & - \\
\hline Science & 41\% & 36\% & 23\% & - \\
\hline Security & 38\% & 45\% & 17\% & - \\
\hline Social care & 38\% & 23\% & 40\% & , \\
\hline Sports & 31\% & 13\% & 56\% & \\
\hline Volunteering & 32\% & 29\% & 39\% & , \\
\hline Other & 35\% & 39\% & 26\% & - \\
\hline GRAND TOTAL & 39\% & 35\% & 26\% & \\
\hline
\end{tabular}

4C. Work complexity across sector
\begin{tabular}{l}
\hline Academia \\
\hline Accountancy \\
\hline Admin \\
\hline Advertising \\
\hline Arts \\
\hline Banking \\
\hline Catering \\
\hline Computer \\
programming \\
\hline Construction \\
\hline Consultancy \\
\hline Customer service \\
\hline Data analytics \\
\hline Design \\
\hline Education \\
\hline Engineering \\
\hline Faith-based \\
\hline Finance \\
\hline Healthcare \\
\hline Hospitality \\
\hline HR \\
\hline Insurance \\
\hline IT \\
\hline Legal \\
\hline Logistics \\
\hline Manufacturing \\
\hline Marketing \\
\hline Media \\
\hline PR \\
\hline Retail \\
\hline Sales \\
\hline Sciencerts \\
\hline
\end{tabular}

Medium tempo

Downbeat music

Tool interactions show that some professions tend to have more complex and challenging workloads than others, and attract more introverted talents
\(86 \%\) of people working in Computer programming tend to have more challenging workloads and be more introverted. They would require more downbeat and less intense music to be focussed.

57\% of people working in Retail tend to have more simple and repetitive tasks, and be more extroverted. They would require more upbeat and intense music to be focussed.

\section*{57\%}
of people working in Retail tend to have more simple and repetitive tasks, and be more extroverted

\section*{CONCLUSION}

\section*{MUSIC FOR HEALTH?}

It's evident from findings in 'The Sound of Productivity' report that giving individual employees access to music in the workplace offers considerable benefits.

While several smaller studies taking place in controlled settings have explored the effect of music on cognitive performance and measures of stress, 'The Sound of Productivity' is one of the first to widen the scope to over 5,000 participants across multiple geographic and work settings - to reveal surprising and valuable new insights.

Of particular relevance is the finding that people born in the 1990s-2000s need music with more stimulating musical features to focus compared to their counterparts born 50 years earlier.

It also makes clear the role of music in matching the needs of today's workforce: according to the report, 99\% of people working in open-plan spaces would benefit from listening to music at work.

What's more, employees in some industries, especially marketers, are disproportionately impacted

\section*{Sync Project} by noise compared to those working in other sectors.

Sync Project is developing personalised music technology for health and wellness. We've made it our business to discover exactly how music affects people, and to harness that knowledge in new life, health, and even, work-enhancing ways.

Our technology is designed to analyse the characteristics of your favourite music and put them to good use. Sign up to be first to try our latest product.

\title{
Many thanks to Dr Anneli Haake for her trust, help and support throughout the creation of 'The Sound of Productivity' and this report.
}

Thank you to the team at Deezer UK (Sarah, Mickey, Sam, Dominic and Conor) for supporting the project and curating all playlists.

Shout out to Anderson .Paak, Smokey Robinson, Chance the Rapper, C2C, Marvin Gaye, Stevie Wonder, Kool \& the Gang and Missy Elliot for the audio support during the project.

\section*{totaljobs}

\section*{This report can be downloaded from www.totaljobs.com}

Read insights from music psychologist Dr Anneli Haake on the science behind the benefits of music in the workplace: totaljobs.com/insidejob/how-can-music-boost-your-performance

Read further insights from medical music initiative The Sync Project on the health benefits of music: totaljobs.com/insidejob/music-and-health/

Find out what your sound of productivity is with totaljobs' tool: totaljobs.com/music

For more information on the data in this report,
please contact mimouna.mahdaoui@totaljobsgroup.com```


[^0]:    *Haake, A.B. (2011) Individual music listening in workplace settings: an exploratory survey of offices in the UK. Musicae Scientiae, 15 (1) ; Haake, A.B. (2010). Music listening in UK offices: Balancing internal needs and external considerations. Doctoral thesis. Music Department, University of Sheffield, UK.

[^1]:    *This includes Marketing, Design, Media, Arts and Advertising

