

# What's next



Dragon Professional

## When paperwork leads to burnout

Employees with heavy documentation demands face mounting pressure to get more done in less time, with paperwork stress leading to burnout. Solving the documentation burden can go a long way in helping to streamline employee workloads; improving productivity, costs and reducing stress.

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I'm often asked what is the most frequent issue that customers want to address when we meet; it's quite simple, paperwork overload. While many enterprise organizations want to save time and costs, in all instances, and if not more important, they are also looking for help with their documentation workflows, and in so doing, to alleviate employee stress.

According to [a recent Gallup study](#), 23% of employees surveyed reported feeling burned out at work, either very often or always. Of the top reasons for employee dissatisfaction, according to Gallup, was an unmanageable workload and unreasonable time pressures on the job.

For employers dealing with workforces that are beholden to meeting constant documentation deadlines, this can create a snowball effect. Continually struggling to balance documentation demands, while also trying to free-up staff for other high-value tasks, can become a constant battle for organizations and employees alike.

Industries heavily reliant on reporting, like law enforcement, for instance, will not be surprised by Gallup's findings. Take police officers as an example. Officers are required to document each incident they respond to, and in many cases, a simple report, even associated with a minor infraction, can take upwards of one hour to complete. Couple this with the dozens of calls officers respond to daily, and it's not surprising that many are [spending 3-4 hours completing incident reports](#) per shift, resulting in documentation pressures that have a ripple effect across police departments.

Community visibility suffers (which can impact funding); court-proceedings can be stalled if reports aren't submitted on time – or worse, criminals can walk free, and; the stress to get reports done faster can leave officers heads-down in their patrol cars, and more susceptible to ambush – or accidents.

While not all reporting inefficiencies are as dire, the pressure to complete paperwork in a timely and efficient manner is felt by many. Financial advisors, whose paperwork burdens are increasing because of pressure to keep up with regulatory mandates, expect that their [admin load will increase by 24 percent](#) in the coming years, and costs associated with paperwork will spike by 63 percent, they say.

Mounting pressure to get more done in less time has its drawbacks, and burnout can be at the top of the list. The good news: solving the documentation burden can go a long way in helping to streamline employee workloads; improving productivity, costs and reducing paperwork stress.

**Tags:** [Dragon speech recognition](#)

## More Information



### Reduce paperwork burnout

Empower employees to create high-quality documentation faster and more efficiently, while saving your business time and money.

[Learn more](#)



## About Mark Geremia

Mark Geremia is Vice President and General Manager for Dragon Professional and Consumer and oversees the product and marketing strategy for Nuance's Dragon speech recognition and documentation workflow portfolio. Mark has held various leadership roles within the Dragon business over the last decade, and with his team continues to expand Dragon's reach across enterprise, legal and law enforcement markets, transforming productivity and documentation accuracy for professional individuals and large organizations. Prior to joining Nuance in 2005, Mark held key marketing management positions at both large and small technology companies. He holds a Bachelor of Science Degree in Business Management from Bentley College.

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