

The Office impact code

The data here shows the overall performance figures across all lines of standardised data for the entire database and highlights the differences between the Leesman average (all global data) and the Leesman+ high-performance group, all of whom have achieved a Leesman Lmi of 70 or above*.

The Global/Leesman+ gap column shows the percentage point differences, while the gap ranking to the right shows where that Activity or Feature would sit if the data was ranked by the gap. The higher the number in the Global/Leesman+ gap column, the greater the difference between the Leesman global average and the Leesman+ spaces. These high-ranking Leesman+ differences are arguably where and how these workplaces are delivering the greatest benefit to their employees and so ultimately contributing most to employee performance.

* A Leesman+ award is granted to those individual workplaces with a minimum of 50 respondents that achieve an Lmi of 70 or above, and also meet the response rate criteria of a maximum 5% margin of error at a 99% confidence level.

Data based on 749,737 respondents as at 30.06.20

⚙ Sentiment super driver

Q1. How much do you agree or disagree with the following statements about your current workplace?

		% Agreement overall	% Agreement Leesman+	% Overall/ Leesman+ gap	Gap ranking
1.1	The design of my workplace is important to me	84.9	88.8	3.9	7
1.2	It supports me sharing ideas/knowledge amongst colleagues	69.6	81.0	11.4	6
1.3	It enables us to work productively	64.1	81.2	17.1	3
1.4	It enables me to work productively	62.8	78.3	15.5	4
1.5	It creates an enjoyable environment to work in	59.9	79.6	19.7	2
1.6	It contributes to a sense of community at work	59.5	74.5	15.0	5
1.7	It's a place I'm proud to bring visitors to	54.0	82.2	28.2	1

Q2. Thinking about the work that you do, which of the following activities are important and how well are they supported?

		% Importance overall	% Supported overall	% Supported Leesman+	% Overall/ Leesman+ gap	Gap ranking
2.1	⚙ Individual focused work, desk based	91.5	77.6	88.4	10.8	17
2.2	⚙ Planned meetings	73.7	80.3	89.7	9.4	18
2.3	Telephone conversations	69.3	64.6	79.1	14.5	14
2.4	Informal, un-planned meetings	57.2	63.8	84.1	20.3	2
2.5	Collaborating on focused work	55.5	74.0	89.4	15.4	12
2.6	⚙ Relaxing/taking a break	50.4	61.6	81.8	20.2	3
2.7	Audio conferences	46.8	70.6	85.7	15.1	13
2.8	Reading	46.3	61.2	77.1	15.9	11
2.9	Individual routine tasks	45.7	87.7	93.2	5.5	21
2.10	Informal social interaction	43.0	74.7	88.2	13.5	15
2.11	⚙ Thinking/creative thinking	41.7	54.4	75.2	20.8	1
2.12	⚙ Learning from others	41.7	78.1	86.7	8.6	19
2.13	Private conversations	41.0	50.7	70.8	20.1	4
2.14	Business confidential discussions	40.3	57.4	76.1	18.7	5
2.15	Collaborating on creative work	37.0	65.7	83.6	17.9	9
2.16	Video conferences	36.9	64.5	83.1	18.6	6
2.17	Larger group meetings or audiences	34.2	62.8	80.8	18.0	8
2.18	Hosting visitors, clients or customers	34.1	64.8	83.1	18.3	7
2.19	Spreading out paper or materials	31.8	59.8	65.7	5.9	20
2.20	Individual focused work away from your desk	31.3	67.1	84.4	17.3	10
2.21	Using technical/specialist equipment or materials	21.5	66.5	78.3	11.8	16

Q3. Thinking about the work that you do, which of the following physical/ service features are important and how satisfied are you with them?

		% Importance overall	% Satisfaction overall	% Satisfaction Leesman+	% Overall/Leesman+ Gap	Gap ranking
3.1	☛ Desk	83.1	71.5	81.5	10.0	31
3.2	Chair	82.0	66.0	75.0	9.0	32
3.3	☛ Tea, coffee & other refreshment facilities	76.5	60.8	73.4	12.6	26
3.4	☛ Meeting rooms (small)	76.2	54.3	75.8	21.5	6
3.5	Temperature control	75.8	31.7	44.0	12.3	27
3.6	General cleanliness	74.3	62.7	80.9	18.2	16
3.7	☛ Toilets/W.C.	72.5	50.2	68.6	18.4	15
3.8	IT Help desk*	71.9	59.0	72.8	13.8	22
3.9	Natural light	70.3	58.1	74.1	16.0	18
3.10	☛ Noise levels	70.0	31.5	44.8	13.3	24
3.11	Personal storage	68.5	56.4	57.8	1.4	49
3.12	Restaurant/canteen	67.6	47.9	54.3	6.4	42
3.13	WiFi network connectivity in the office*	66.6	59.9	68.5	8.6	34
3.14	Printing/copying/scanning equipment	66.5	72.4	79.1	6.7	40
3.15	Air quality	66.3	43.7	64.5	20.8	8
3.16	☛ General tidiness	65.8	65.6	84.2	18.6	14
3.17	Meeting rooms (large)	65.2	53.6	72.5	18.9	12
3.18	Office lighting	61.0	59.6	75.2	15.6	19
3.19	Computing equipment, mobile (e.g. laptop, tablet)*	59.6	68.3	76.3	8.0	36
3.20	Quiet rooms for working alone or in pairs	58.4	31.2	57.5	26.3	5
3.21	Telephone equipment	58.2	67.2	73.8	6.6	41
3.22	Security	54.3	75.8	84.3	8.5	35
3.23	Desk/room booking systems	54.1	47.9	60.1	12.2	28
3.24	Parking (e.g. car, motorbike or bicycle)	53.4	50.0	57.8	7.8	37
3.25	Remote access to work files or network	52.8	66.1	72.2	6.1	45
3.26	Ability to personalise my workstation	52.7	47.1	46.6	-0.5	50
3.27	☛ General décor	51.8	44.0	73.4	29.4	4
3.28	Plants & greenery	50.5	34.0	55.2	21.2	7
3.29	☛ Informal work areas/break-out zones	50.2	40.7	73.4	32.7	2
3.30	Accessibility of colleagues	49.4	70.8	76.9	6.1	44
3.31	Access (e.g. lifts, stairways, ramps)	49.3	65.9	71.3	5.4	47
3.32	Wired in-office network connectivity	48.2	71.4	78.2	6.8	39
3.33	Space between work settings	47.6	47.9	61.9	14.0	21
3.34	Leisure facilities onsite or nearby (e.g. gym, fitness/wellness centre)	46.8	39.5	58.4	18.9	12
3.35	People walking past your workstation	44.9	30.3	39.1	8.8	33
3.36	Health & safety provision	44.8	67.4	79.4	12.0	29
3.37	Dividers (between desk/areas)	44.6	39.2	46.5	7.3	38
3.38	Computing equipment, fixed (desktop)	44.2	66.3	76.5	10.2	30
3.39	Mail & post room services	43.5	69.0	75.3	6.3	43
3.40	Hospitality services (e.g. guest reception/services, catering, meeting services)	41.0	59.0	73.1	14.1	20
3.41	Atriums & communal areas	39.3	42.9	74.2	31.3	3
3.42	Reception areas	38.1	62.4	79.5	17.1	17
3.43	Art & photography	38.0	29.5	48.6	19.1	11
3.44	Audio-Visual equipment	34.0	49.2	69.5	20.3	10
3.45	Variety of different types of workspace	33.1	35.8	70.0	34.2	1
3.46	Shared storage	30.9	42.4	48.3	5.9	46
3.47	Shower facilities*	29.8	37.2	57.6	20.4	9
3.48	Internal signage	29.8	51.5	65.3	13.8	22
3.49	Guest/visitor network access	28.3	45.4	58.3	12.9	25
3.50	Archive storage	24.8	38.2	42.0	3.8	48

*Added in March 2015