

## 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 801,056 respondents as at 30.09.20

⚙ 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	84.8	88.7	3.9	7
1.2	It supports me sharing ideas/knowledge amongst colleagues	70.2	81.1	10.9	6
1.3	It enables us to work productively	65.1	81.1	16.0	3
1.4	It enables me to work productively	63.6	78.2	14.6	4
1.5	It creates an enjoyable environment to work in	60.5	79.5	19.0	2
1.6	It contributes to a sense of community at work	60.4	74.5	14.1	5
1.7	It's a place I'm proud to bring visitors to	54.6	82.1	27.5	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	91.3	77.9	88.2	10.3	17
2.2	⚙ Planned meetings	74.0	81.1	89.8	8.7	18
2.3	Telephone conversations	68.5	65.0	79.0	14.0	14
2.4	Informal, un-planned meetings	56.8	64.6	84.2	19.6	2
2.5	Collaborating on focused work	55.8	75.0	89.4	14.4	12
2.6	⚙ Relaxing/taking a break	50.3	62.5	81.8	19.3	3
2.7	Audio conferences	47.5	71.7	85.8	14.1	13
2.8	Reading	45.8	61.6	76.9	15.3	11
2.9	Individual routine tasks	45.5	87.9	93.2	5.3	21
2.10	Informal social interaction	42.9	75.2	88.2	13.0	15
2.11	⚙ Learning from others	41.9	78.6	86.8	8.2	19
2.12	⚙ Thinking/creative thinking	41.4	55.0	75.1	20.1	1
2.13	Private conversations	40.5	51.6	70.8	19.2	4
2.14	Business confidential discussions	39.8	58.3	76.1	17.8	6
2.15	Video conferences	37.4	65.8	83.3	17.5	7
2.16	Collaborating on creative work	36.9	66.5	83.7	17.2	8
2.17	Larger group meetings or audiences	34.2	63.9	80.9	17.0	9
2.18	Hosting visitors, clients or customers	33.3	65.3	83.4	18.1	5
2.19	Individual focused work away from your desk	31.0	67.7	84.4	16.7	10
2.20	Spreading out paper or materials	31.0	60.0	65.4	5.4	20
2.21	Using technical/specialist equipment or materials	21.2	67.0	78.3	11.3	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	82.9	72.0	81.5	9.5	31
3.2	Chair	81.9	66.5	75.1	8.6	33
3.3	☛ Tea, coffee & other refreshment facilities	76.0	61.2	73.4	12.2	26
3.4	☛ Meeting rooms (small)	75.8	55.0	75.9	20.9	6
3.5	Temperature control	75.5	32.8	43.9	11.1	29
3.6	General cleanliness	73.8	63.5	80.9	17.4	16
3.7	IT Help desk*	71.7	59.9	72.9	13.0	23
3.8	☛ Toilets/W.C.	71.5	50.7	68.6	17.9	15
3.9	Natural light	69.8	58.5	74.2	15.7	18
3.10	☛ Noise levels	69.8	32.1	44.8	12.7	24
3.11	Personal storage	67.8	56.6	57.7	1.1	49
3.12	WiFi network connectivity in the office*	67.0	61.6	68.7	7.1	37
3.13	Restaurant/canteen	66.9	48.3	54.4	6.1	42
3.14	Air quality	66.3	44.8	64.6	19.8	9
3.15	Printing/copying/scanning equipment	66.1	72.8	79.1	6.3	41
3.16	☛ General tidiness	65.0	66.2	84.3	18.1	14
3.17	Meeting rooms (large)	64.3	54.2	72.7	18.5	13
3.18	Office lighting	60.7	60.4	75.2	14.8	19
3.19	Computing equipment, mobile (e.g. laptop, tablet)*	59.9	69.5	76.3	6.8	38
3.20	Quiet rooms for working alone or in pairs	58.4	32.2	57.6	25.4	5
3.21	Telephone equipment	56.8	67.0	73.7	6.7	40
3.22	Security	54.2	76.5	84.4	7.9	34
3.23	Parking (e.g. car, motorbike or bicycle)	53.6	50.9	58.2	7.3	35
3.24	Desk/room booking systems	53.5	48.5	60.3	11.8	27
3.25	Remote access to work files or network	52.9	67.4	72.4	5.0	46
3.26	Ability to personalise my workstation	52.1	47.3	46.3	-1.0	50
3.27	☛ General décor	50.6	44.5	73.4	28.9	4
3.28	Plants & greenery	49.9	34.7	55.0	20.3	8
3.29	☛ Informal work areas/break-out zones	49.8	41.6	73.4	31.8	2
3.30	Accessibility of colleagues	49.3	71.4	76.7	5.3	45
3.31	Access (e.g. lifts, stairways, ramps)	49.0	66.3	71.3	5.0	46
3.32	Space between work settings	47.5	47.8	61.8	14.0	20
3.33	Wired in-office network connectivity	47.1	71.5	78.3	6.8	38
3.34	Leisure facilities onsite or nearby (e.g. gym, fitness/wellness centre)	46.1	39.5	58.9	19.4	11
3.35	Health & safety provision	44.9	68.1	79.5	11.4	28
3.36	People walking past your workstation	44.4	30.0	38.8	8.8	32
3.37	Dividers (between desk/areas)	44.2	39.1	46.4	7.3	35
3.38	Mail & post room services	43.0	69.4	75.3	5.9	43
3.39	Computing equipment, fixed (desktop)	42.8	66.3	76.5	10.2	30
3.40	Hospitality services (e.g. guest reception/services, catering, meeting services)	40.6	59.5	73.2	13.7	21
3.41	Atriums & communal areas	38.5	43.3	74.2	30.9	3
3.42	Reception areas	37.3	62.7	79.7	17.0	17
3.43	Art & photography	37.2	29.8	48.5	18.7	12
3.44	Audio-Visual equipment	33.9	50.0	69.7	19.7	10
3.45	Variety of different types of workspace	32.6	36.3	70.0	33.7	1
3.46	Shared storage	30.1	42.5	48.3	5.8	44
3.47	Internal signage	29.2	52.2	65.4	13.2	22
3.48	Shower facilities*	29.1	37.2	57.9	20.7	7
3.49	Guest/visitor network access	27.9	46.3	58.6	12.3	25
3.50	Archive storage	24.1	38.2	41.9	3.7	48

\*Added in March 2015

If you have any questions or would like to find out more about our data, please contact the team at [info@leesmanindex.com](mailto:info@leesmanindex.com)