

WHAT WORKERS WANT

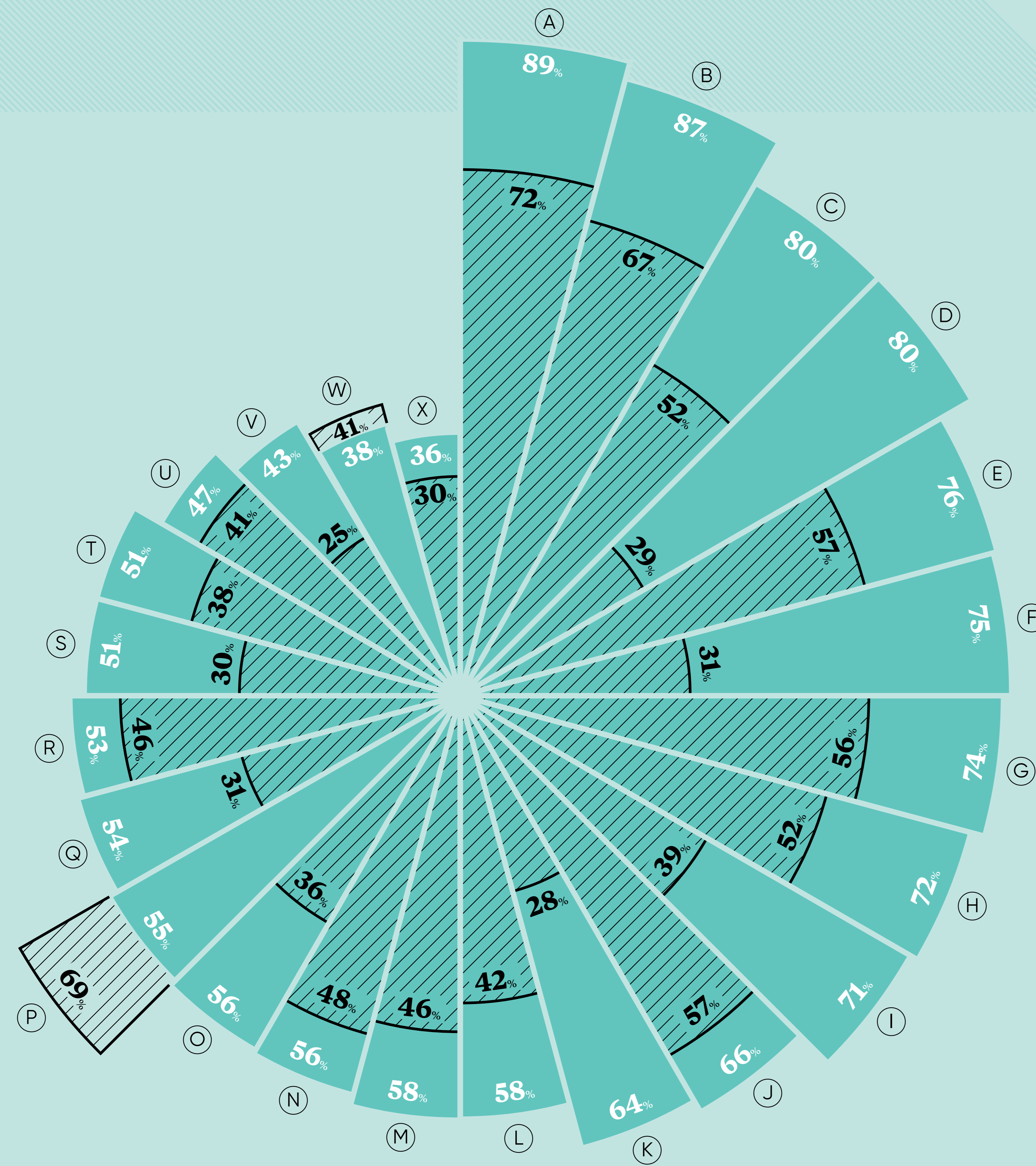
Ping-pong tables and break-out areas are all well and good, but workplace productivity can only improve by identifying what is important to employees in the work environment

EFFECTIVE WORKPLACE

GAP BETWEEN IMPORTANCE AND SATISFACTION HIGHLIGHTS AREAS OF IMPROVEMENT FOR EMPLOYERS

BY PHYSICAL FEATURES

- (A) Desk
- (B) Chair
- (C) Meeting rooms (small)
- (D) Temperature control
- (E) Natural light
- (F) Noise levels
- (G) Personal storage
- (H) Meeting rooms (large)
- (I) Air quality
- (J) Office lighting
- (K) Quiet rooms for working alone or in pairs
- (L) General decor
- (M) Desk/room booking systems
- (N) Ability to personalise workstations
- (O) Informal work areas/ break-out zones
- (P) Accessibility of colleagues
- (Q) Plants and greenery
- (R) Space between work settings
- (S) People walking past workstations
- (T) Dividers between desk/areas
- (U) Atriums and communal areas
- (V) Art and photography
- (W) Shared storage
- (X) Variety of different types of workspace

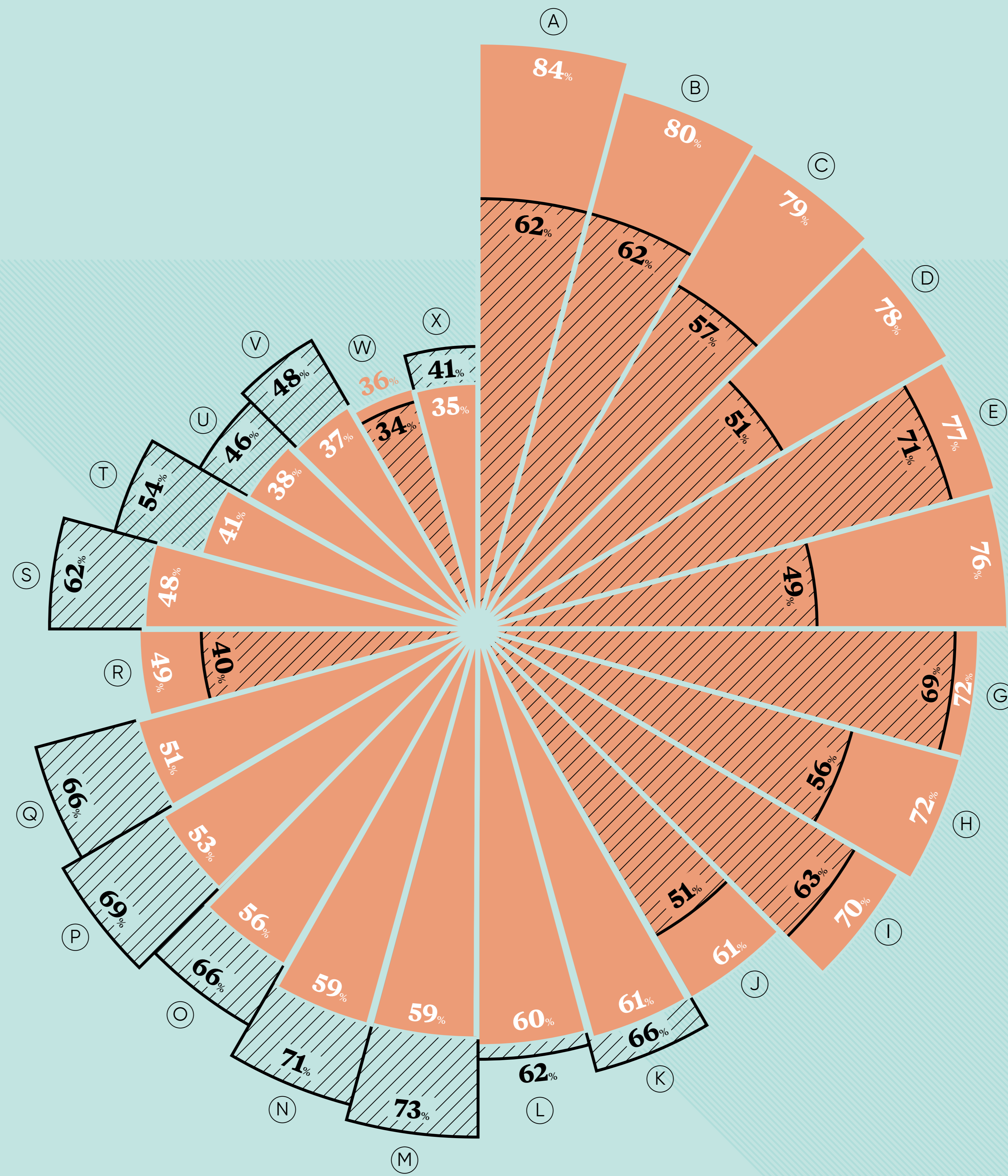


● Percentage of employees who classed the feature as important

◌ Percentage of employees satisfied with the feature

BY SERVICE FEATURES

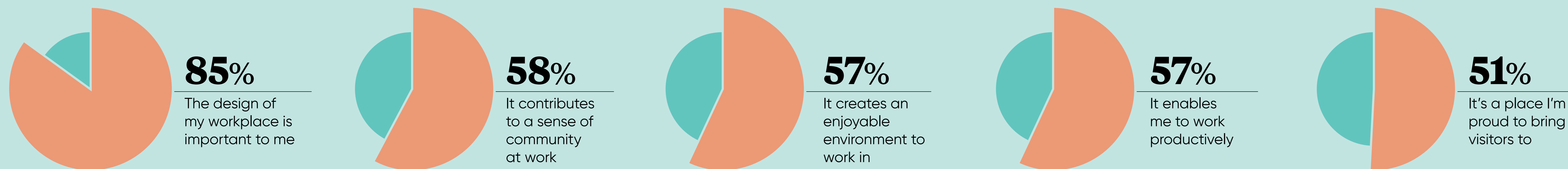
- (A) Tea, coffee and refreshment facilities
- (B) General cleanliness
- (C) IT help desk
- (D) Toilets
- (E) Printing/copying/scanning equipment
- (F) Restaurant/canteen
- (G) Telephone equipment
- (H) Wi-fi network connectivity
- (I) General tidiness
- (J) Parking for cars/motorbikes/bicycles
- (K) Computing equipment, fixed desktop
- (L) Remote access to work files or network
- (M) Security
- (N) Wired in-office network connectivity
- (O) Access such as lifts, stairways, ramps
- (P) Mail and postroom services
- (Q) Health and safety provisions
- (R) Leisure facilities onsite or nearby such as gym, fitness/wellness centre
- (S) Reception areas
- (T) Hospitality services such as reception/services, catering, meeting services
- (U) Audio-visual equipment
- (V) Internal signage
- (W) Shower facilities
- (X) Guest/visitor network access



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CURRENT WORKPLACE SATISFACTION

PERCENTAGE OF UK EMPLOYEES WHO AGREED WITH THE FOLLOWING



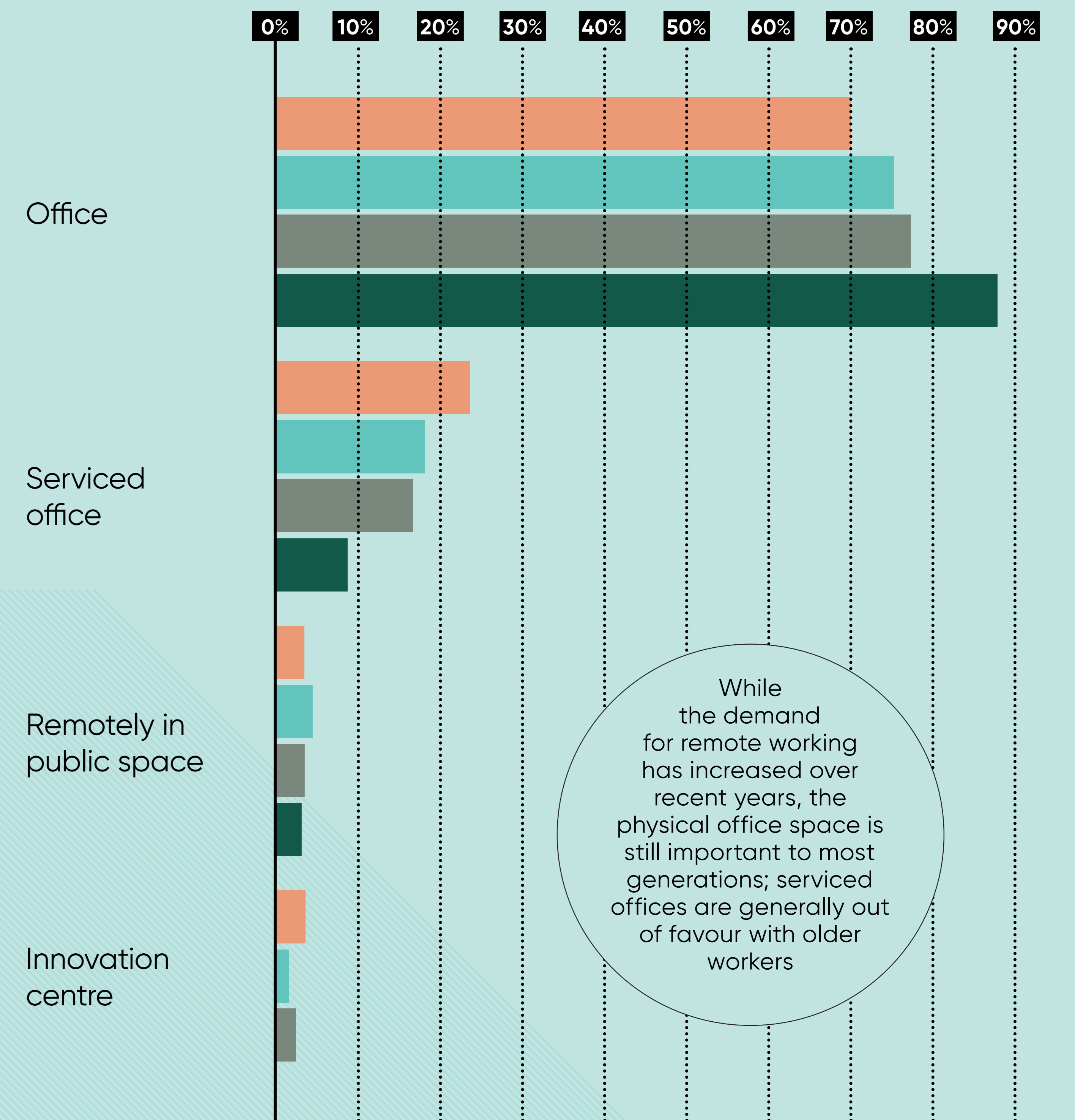
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PREFERRED OFFICE SPACES BY AGE

ONLINE SURVEY OF UK EMPLOYEES FROM A MIX OF OFFICE TYPES

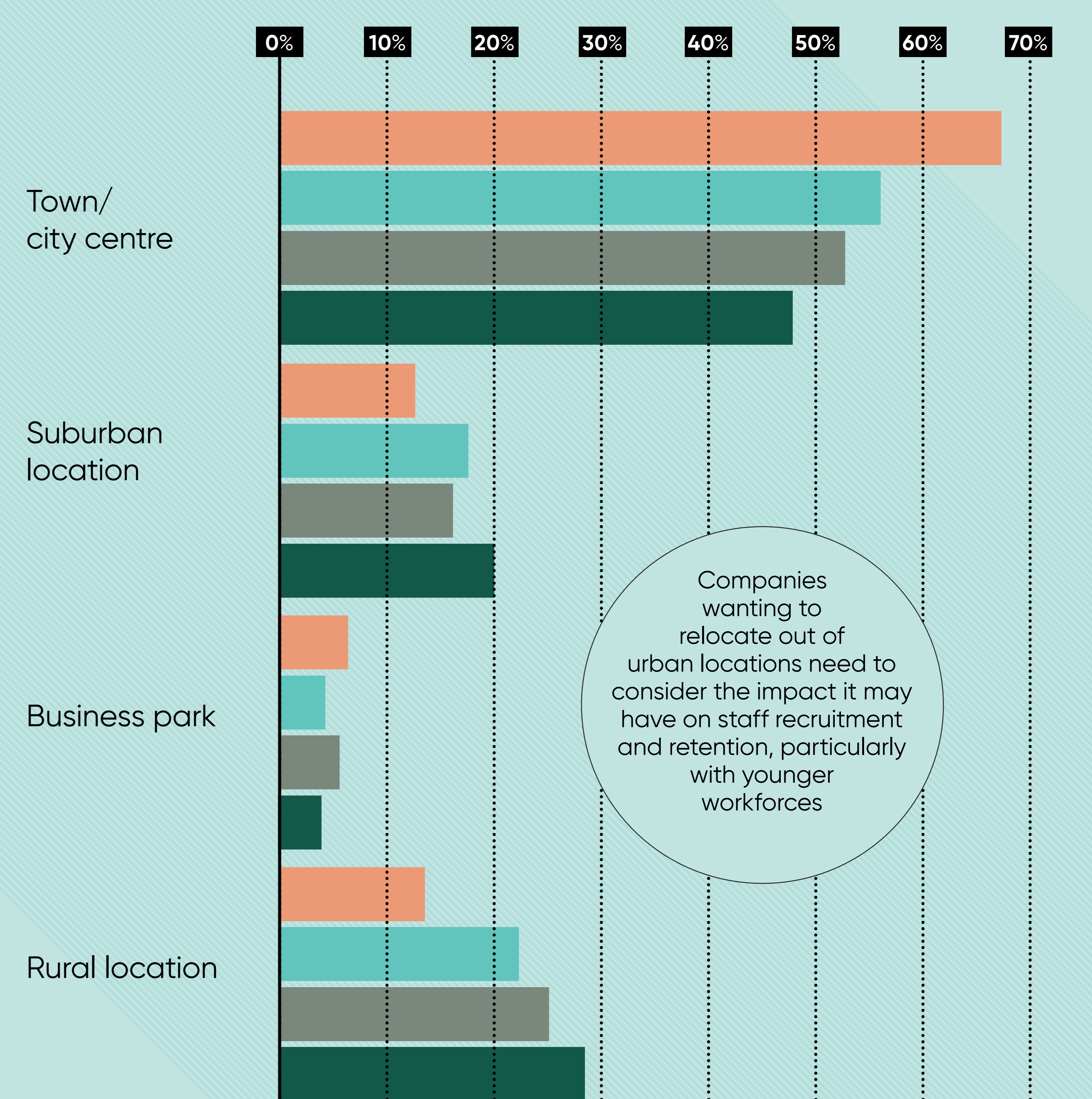
- 25-34
- 35-44
- 45-54
- 55+

BY TYPE OF SPACE



While the demand for remote working has increased over recent years, the physical office space is still important to most generations; serviced offices are generally out of favour with older workers

BY TYPE OF LOCATION



Companies wanting to relocate out of urban locations need to consider the impact it may have on staff recruitment and retention, particularly with younger workforces

YouGov/Savills/British Council for Offices 2016