

The 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 Overall/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 Overall/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 minimum 50 respondents that achieve an Lmi of 70 or above, and also meet the response rate criteria of maximum 5% margin of error at a 99% confidence level.

Data based on 401,362 respondents as at 30th June 2018

Q1. How much do you agree or disagree with the following statements about your current workplace?		% in agreement overall	% in agreement Leesman+	% overall/ Leesman+ gap	Gap ranking
1.1	The design of my workplace is important to me	85.0	88.8	3.8	5
1.2	It enables me to work productively	59.9	75.5	15.6	3
1.3	It contributes to a sense of community at work	58.7	73.9	15.2	4
1.4	It creates an enjoyable environment to work in	58.7	78.8	20.1	2
1.5	It's a place I'm proud to bring visitors to	52.5	81.2	28.7	1

Q2. Thinking about the work that you do, which of the following activities are important and how well are they supported?		% importance overall	% support overall	% support Leesman+	% overall/ Leesman+ gap	Gap ranking
2.1	Individual focused work, desk based	92.3	77.1	87.4	10.3	17
2.2	Planned meetings	74.9	79.8	86.6	6.8	20
2.3	Telephone conversations	72.6	64.3	78.4	14.1	14
2.4	Informal, un-planned meetings	60.0	63.4	83.0	19.6	2
2.5	Collaborating on focused work	56.7	73.4	87.8	14.4	13
2.6	Relaxing/taking a break	51.1	60.2	81.6	21.4	1
2.7	Reading	49.6	59.6	76.9	17.3	7
2.8	Audio conferences	47.9	69.0	83.8	14.8	12
2.9	Individual routine tasks	47.6	87.5	93.0	5.5	21
2.10	Informal social interaction	45.4	74.0	87.7	13.7	15
2.11	Thinking/creative thinking	45.3	52.5	71.7	19.2	4
2.12	Learning from others	43.7	77.5	85.5	8.0	18
2.13	Business confidential discussions	42.5	55.3	72.5	17.2	9
2.14	Private conversations	41.6	48.5	66.7	18.2	6
2.15	Collaborating on creative work	39.0	64.6	80.8	16.2	11
2.16	Hosting visitors, clients or customers	37.5	63.5	82.9	19.4	3
2.17	Spreading out paper or materials	35.8	60.0	67.5	7.5	19
2.18	Larger group meetings or audiences	35.4	62.0	78.6	16.6	10
2.19	Video conferences	35.1	60.8	79.5	18.7	5
2.20	Individual focused work away from your desk	32.4	65.6	82.9	17.3	7
2.21	Using technical/specialist equipment or materials	23.2	65.6	77.2	11.6	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	85.5	71.5	78.3	6.8	43
3.2	Chair	84.1	66.2	73.5	7.3	41
3.3	Tea, coffee & other refreshment facilities	79.4	60.9	77.1	16.2	17
3.4	Meeting rooms (small)	78.2	53.0	72.0	19.0	10
3.5	Temperature control	77.8	30.1	40.1	10.0	29
3.6	General cleanliness	76.8	62.3	81.4	19.1	9
3.7	IT Help desk*	75.0	58.0	69.3	11.3	27
3.8	Toilets/W.C.	74.9	50.1	68.7	18.6	12
3.9	Natural light	72.8	57.8	72.9	15.1	19
3.10	Noise levels	72.5	30.7	42.7	12.0	26
3.11	Printing/copying/scanning equipment	71.7	71.5	78.3	6.8	43
3.12	Restaurant/canteen	71.1	47.9	57.8	9.9	30
3.13	Personal storage	70.9	56.2	59.9	3.7	49
3.14	WiFi network connectivity in the office*	69.0	57.8	65.2	7.4	39
3.15	Air quality	68.4	41.3	60.0	18.7	11
3.16	Meeting rooms (large)	67.9	52.9	70.3	17.4	14
3.17	General tidiness	67.4	64.2	83.6	19.4	7
3.18	Telephone equipment	65.7	68.2	76.2	8.0	37
3.19	Office lighting	63.0	58.4	74.3	15.9	18
3.20	Computing equipment, mobile (e.g. laptop, tablet)*	61.6	66.4	75.9	9.5	31
3.21	Quiet rooms for working alone or in pairs	60.9	29.2	51.0	21.8	5
3.22	Parking (e.g. car, motorbike or bicycle)	56.9	49.9	60.4	10.5	28
3.23	Security	56.5	74.1	83.3	9.2	34
3.24	Remote access to work files or network	56.2	63.5	69.6	6.1	47
3.25	Desk/room booking systems	55.7	46.7	56.0	9.3	32
3.26	General décor	54.6	43.1	71.9	28.8	4
3.27	Ability to personalise my workstation	53.9	47.8	48.7	0.9	50
3.28	Wired in-office network connectivity	53.1	71.1	77.5	6.4	46
3.29	Informal work areas/break-out zones	52.5	38.2	70.5	32.3	1
3.30	Accessibility of colleagues	52.5	70.1	77.3	7.2	42
3.31	Computing equipment, fixed (desktop)	52.4	66.1	75.3	9.2	33
3.32	Access (e.g. lifts, stairways, ramps)	51.8	65.6	72.4	6.8	43
3.33	Plants & greenery	51.3	31.7	49.6	17.9	13
3.34	Space between work settings	50.1	46.6	59.6	13.0	24
3.35	Mail & post room services	48.2	69.4	78.5	9.1	35
3.36	Leisure facilities onsite or nearby (e.g. gym, fitness/wellness centre)	47.7	39.4	54.2	14.8	20
3.37	People walking past your workstation	47.6	30.0	38.2	8.2	36
3.38	Health & safety provision	47.5	66.0	78.1	12.1	25
3.39	Dividers (between desk/areas)	47.2	37.9	45.3	7.4	40
3.40	Atriums & communal areas	42.6	41.6	73.5	31.9	2
3.41	Reception areas	42.1	61.9	81.5	19.6	6
3.42	Hospitality services (e.g. guest reception/services, catering, meeting services)	41.4	56.6	73.4	16.8	16
3.43	Art & photography	39.7	27.0	43.8	16.8	15
3.44	Audio-Visual equipment	35.7	47.0	66.2	19.2	8
3.45	Shared storage	34.4	41.6	49.3	7.7	38
3.46	Variety of different types of workspace	34.3	32.5	64.1	31.6	3
3.47	Internal signage	32.7	49.0	63.2	14.2	23
3.48	Shower facilities*	32.1	34.6	49.2	14.6	21
3.49	Guest/visitor network access	31.1	42.5	56.8	14.3	22
3.50	Archive storage	28.8	37.5	43.0	5.5	48

*Added in March 2015