

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 425,917 respondents as at 30.09.18

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 | 85.0 | 88.9 | 3.9 | 7 |
| 1.2 | It supports me sharing ideas/knowledge amongst colleagues | 70.2 | 82.0 | 11.8 | 6 |
| 1.3 | It enables us to work productively | 64.1 | 82.8 | 18.7 | 3 |
| 1.4 | It enables me to work productively | 60.3 | 75.9 | 15.6 | 5 |
| 1.5 | It creates an enjoyable environment to work in | 59.0 | 79.4 | 20.4 | 2 |
| 1.6 | It contributes to a sense of community at work | 58.9 | 74.7 | 15.8 | 4 |
| 1.7 | It's a place I'm proud to bring visitors to | 52.8 | 81.8 | 29.0 | 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 | % supported 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 | 80.0 | 86.9 | 6.9 | 19 |
| 2.3 | Telephone conversations | 72.4 | 64.3 | 77.9 | 13.6 | 15 |
| 2.4 | Informal, un-planned meetings | 59.9 | 63.5 | 83.5 | 20.0 | 2 |
| 2.5 | Collaborating on focused work | 56.6 | 73.5 | 88.1 | 14.6 | 13 |
| 2.6 | Relaxing/taking a break | 50.9 | 60.5 | 82.1 | 21.6 | 1 |
| 2.7 | Reading | 49.2 | 59.8 | 76.8 | 17.0 | 8 |
| 2.8 | Audio conferences | 47.8 | 69.1 | 84.2 | 15.1 | 12 |
| 2.9 | Individual routine tasks | 47.4 | 87.6 | 93.0 | 5.4 | 21 |
| 2.10 | Informal social interaction | 45.3 | 74.2 | 88.3 | 14.1 | 14 |
| 2.11 | Thinking/creative thinking | 44.9 | 52.7 | 72.3 | 19.6 | 3 |
| 2.12 | Learning from others | 43.4 | 77.5 | 85.9 | 8.4 | 18 |
| 2.13 | Business confidential discussions | 42.1 | 55.6 | 72.4 | 16.8 | 10 |
| 2.14 | Private conversations | 41.6 | 48.8 | 66.7 | 17.9 | 6 |
| 2.15 | Collaborating on creative work | 38.8 | 64.8 | 81.6 | 16.8 | 11 |
| 2.16 | Hosting visitors, clients or customers | 37.1 | 63.8 | 83.2 | 19.4 | 4 |
| 2.17 | Spreading out paper or materials | 35.5 | 59.9 | 66.2 | 6.3 | 20 |
| 2.18 | Larger group meetings or audiences | 35.3 | 62.2 | 79.1 | 16.9 | 9 |
| 2.19 | Video conferences | 35.1 | 61.1 | 80.2 | 19.1 | 5 |
| 2.20 | Individual focused work away from your desk | 32.3 | 65.7 | 83.2 | 17.5 | 7 |
| 2.21 | Using technical/specialist equipment or materials | 22.9 | 65.7 | 77.1 | 11.4 | 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 | % supported overall | % supported Leesman+ | % overall/Leesman+ Gap | Gap ranking |
|------|--|----------------------|---------------------|----------------------|------------------------|-------------|
| 3.1 | Desk | 85.3 | 71.5 | 78.6 | 7.1 | 43 |
| 3.2 | Chair | 84.0 | 66.2 | 73.8 | 7.6 | 39 |
| 3.3 | Tea, coffee & other refreshment facilities | 79.1 | 60.9 | 77.4 | 16.5 | 16 |
| 3.4 | Meeting rooms (small) | 78.2 | 53.3 | 72.8 | 19.5 | 9 |
| 3.5 | Temperature control | 77.6 | 30.2 | 40.9 | 10.7 | 28 |
| 3.6 | General cleanliness | 76.6 | 62.4 | 81.6 | 19.2 | 11 |
| 3.7 | Toilets/W.C. | 74.6 | 50.2 | 68.8 | 18.6 | 13 |
| 3.8 | Natural light | 72.7 | 58.0 | 74.0 | 16.0 | 19 |
| 3.9 | Noise levels | 72.3 | 30.8 | 42.4 | 11.6 | 27 |
| 3.10 | Printing/copying/scanning equipment | 71.3 | 71.6 | 78.9 | 7.3 | 42 |
| 3.11 | Personal storage | 70.7 | 56.3 | 59.2 | 2.9 | 49 |
| 3.12 | Restaurant/canteen | 70.5 | 48.1 | 58.7 | 10.6 | 29 |
| 3.13 | Air quality | 68.2 | 41.6 | 61.3 | 19.7 | 8 |
| 3.14 | Meeting rooms (large) | 67.8 | 53.1 | 70.9 | 17.8 | 14 |
| 3.15 | General tidiness | 67.3 | 64.5 | 83.6 | 19.1 | 12 |
| 3.16 | Telephone equipment | 64.8 | 68.2 | 76.0 | 7.8 | 38 |
| 3.17 | Office lighting | 62.8 | 58.5 | 75.0 | 16.5 | 18 |
| 3.18 | Quiet rooms for working alone or in pairs | 60.8 | 29.6 | 52.0 | 22.4 | 5 |
| 3.19 | IT Help desk* | 74.7 | 58.4 | 70.6 | 12.2 | 26 |
| 3.20 | Parking (e.g. car, motorbike or bicycle) | 56.2 | 50.2 | 60.1 | 9.9 | 32 |
| 3.21 | Remote access to work files or network | 56.1 | 63.8 | 70.7 | 6.9 | 46 |
| 3.22 | Security | 56.1 | 74.4 | 83.4 | 9.0 | 34 |
| 3.23 | Desk/room bookings systems | 55.6 | 46.6 | 56.9 | 10.3 | 31 |
| 3.24 | WiFi network connectivity in the office* | 69.0 | 58.1 | 66.5 | 8.4 | 36 |
| 3.25 | General décor | 54.2 | 43.3 | 73.0 | 29.7 | 4 |
| 3.26 | Ability to personalise my workstation | 53.8 | 47.6 | 48.3 | 0.7 | 50 |
| 3.27 | Wired in-office network connectivity | 52.6 | 71.1 | 78.1 | 7.0 | 45 |
| 3.28 | Accessibility of colleagues | 52.3 | 70.2 | 77.6 | 7.4 | 41 |
| 3.29 | Informal work areas/break-out zones | 52.3 | 38.6 | 71.7 | 33.1 | 1 |
| 3.30 | Access (e.g. lifts, stairways, ramps) | 51.6 | 65.8 | 71.8 | 6.0 | 47 |
| 3.31 | Computing equipment, fixed (desktop) | 51.3 | 66.2 | 75.7 | 9.5 | 33 |
| 3.32 | Plants & greenery | 51.2 | 31.9 | 51.1 | 19.2 | 10 |
| 3.33 | Space between work settings | 49.7 | 46.8 | 59.8 | 13.0 | 24 |
| 3.34 | Computing equipment, mobile* | 61.6 | 66.7 | 77.0 | 10.3 | 30 |
| 3.35 | Leisure facilities onsite or nearby | 47.5 | 38.9 | 53.4 | 14.5 | 22 |
| 3.36 | Mail & post room services | 47.5 | 69.4 | 78.2 | 8.8 | 35 |
| 3.37 | People walking past your workstation | 47.3 | 30.0 | 38.1 | 8.1 | 37 |
| 3.38 | Health & safety provision | 47.0 | 66.2 | 78.5 | 12.3 | 25 |
| 3.39 | Dividers (between desk/areas) | 46.8 | 38.1 | 45.5 | 7.4 | 40 |
| 3.40 | Atriums & communal areas | 42.3 | 42.1 | 74.4 | 32.3 | 3 |
| 3.41 | Reception areas | 41.4 | 61.9 | 81.7 | 19.8 | 7 |
| 3.42 | Hospitality services | 41.3 | 57.1 | 74.3 | 17.2 | 15 |
| 3.43 | Art & photography | 39.5 | 27.5 | 44.0 | 16.5 | 17 |
| 3.44 | Audio-Visual equipment | 35.6 | 47.3 | 67.4 | 20.1 | 6 |
| 3.45 | Variety of different types of workspace | 34.2 | 33.1 | 66.1 | 33.0 | 2 |
| 3.46 | Shared storage | 34.0 | 41.7 | 48.7 | 7.0 | 44 |
| 3.47 | Internal signage | 32.2 | 49.3 | 63.6 | 14.3 | 23 |
| 3.48 | Guest/visitor network access | 30.8 | 42.9 | 57.8 | 14.9 | 21 |
| 3.49 | Archive storage | 28.2 | 37.5 | 42.6 | 5.1 | 48 |
| 3.50 | Shower facilities* | 31.8 | 34.9 | 50.8 | 15.9 | 20 |

*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