

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	% supported 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	% satisfaction overall	% satisfaction 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 booking 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