

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 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 514,368 respondents as at 31.03.19

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	84.9	88.0	3.1	7
1.2	It supports me sharing ideas/knowledge amongst colleagues	70.1	81.3	11.2	6
1.3	It enables us to work productively	64.4	81.4	17.0	3
1.4	It enables me to work productively	61.4	76.9	15.5	4
1.5	It creates an enjoyable environment to work in	59.6	78.7	19.1	2
1.6	It contributes to a sense of community at work	59.4	74.9	15.5	4
1.7	It's a place I'm proud to bring visitors to	53.4	80.4	27.0	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	92.0	77.4	88.4	11.0	17
2.2	Planned meetings	74.5	80.0	88.1	8.1	19
2.3	Telephone conversations	71.0	64.3	79.1	14.8	14
2.4	Informal, un-planned meetings	58.8	63.5	82.5	19.0	3
2.5	Collaborating on focused work	55.9	73.7	88.9	15.2	13
2.6	Relaxing/taking a break	50.7	61.0	81.6	20.6	2
2.7	Reading	47.8	60.3	77.5	17.2	11
2.8	Audio conferences	47.2	69.4	85.0	15.6	12
2.9	Individual routine tasks	46.6	87.7	93.2	5.5	21
2.10	Informal social interaction	44.3	74.5	87.6	13.1	15
2.11	Thinking/creative thinking	43.6	53.2	74.7	21.5	1
2.12	Learning from others	42.8	77.7	86.9	9.2	18
2.13	Private conversations	41.1	49.6	68.5	18.9	5
2.14	Business confidential discussions	40.9	56.3	75.2	18.9	5
2.15	Collaborating on creative work	38.0	65.1	82.6	17.5	9
2.16	Hosting visitors, clients or customers	35.7	64.3	83.1	18.8	7
2.17	Video conferences	35.1	62.0	81.0	19.0	3
2.18	Larger group meetings or audiences	34.8	62.1	79.6	17.5	9
2.19	Spreading out paper or materials	34.0	59.7	67.2	7.5	20
2.20	Individual focused work away from your desk	31.8	66.1	84.0	17.9	8
2.21	Using technical/specialist equipment or materials	22.3	65.9	77.8	11.9	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	84.5	71.8	78.6	6.8	43
3.2	Chair	83.2	66.2	72.6	6.4	44
3.3	Tea, coffee & other refreshment facilities	78.3	61.0	74.4	13.4	22
3.4	Meeting rooms (small)	77.5	53.5	73.2	19.7	8
3.5	Temperature control	76.9	30.8	42.6	11.8	26
3.6	General cleanliness	75.5	62.6	81.3	18.7	10
3.7	IT Help desk*	73.9	58.1	69.7	11.6	27
3.8	Toilets/W.C.	73.8	50.3	68.8	18.5	12
3.9	Natural light	71.7	58.0	72.9	14.9	19
3.10	Noise levels	71.5	31.0	44.4	13.4	22
3.11	Personal storage	69.9	56.5	58.7	2.2	49
3.12	Printing/copying/scanning equipment	69.5	71.7	77.2	5.5	48
3.13	Restaurant/canteen	69.4	47.8	54.9	7.1	40
3.14	WiFi network connectivity in the office*	68.2	58.5	66.8	8.3	34
3.15	Air quality	67.4	42.4	62.2	19.8	7
3.16	Meeting rooms (large)	66.7	53.1	71.0	17.9	14
3.17	General tidiness	66.5	65.0	83.1	18.1	13
3.18	Office lighting	62.1	58.9	74.9	16.0	16
3.19	Telephone equipment	62.0	67.6	75.7	8.1	36
3.20	Computing equipment, mobile (e.g. laptop, tablet)*	61.2	67.4	75.5	8.1	36
3.21	Quiet rooms for working alone or in pairs	59.8	30.1	53.1	23.0	5
3.22	Parking (e.g. car, motorbike or bicycle)	55.4	49.6	58.1	8.5	33
3.23	Security	55.1	74.8	83.5	8.7	32
3.24	Desk/room booking systems	55.0	47.2	57.8	10.6	29
3.25	Remote access to work files or network	54.6	64.4	70.4	6.0	46
3.26	Ability to personalise my workstation	53.4	47.7	48.0	0.3	50
3.27	General décor	53.0	43.6	72.3	28.7	4
3.28	Informal work areas/break-out zones	51.5	39.4	70.4	31.0	2
3.29	Accessibility of colleagues	51.5	70.4	77.4	7.0	41
3.30	Wired in-office network connectivity	50.9	71.1	77.2	6.1	45
3.31	Plants & greenery	50.8	33.0	53.0	20.0	6
3.32	Access (e.g. lifts, stairways, ramps)	50.4	66.0	73.4	7.4	39
3.33	Space between work settings	48.7	47.3	61.1	13.8	20
3.34	Computing equipment, fixed (desktop)	48.1	66.0	75.0	9.0	31
3.35	Leisure facilities onsite or nearby (e.g. gym, fitness/wellness centre)	47.0	38.8	51.4	12.6	25
3.36	People walking past your workstation	46.2	30.1	40.4	10.3	30
3.37	Mail & post room services	46.0	69.4	76.3	6.9	42
3.38	Health & safety provision	45.9	66.6	77.6	11.0	28
3.39	Dividers (between desk/areas)	45.7	38.9	47.2	8.3	34
3.40	Hospitality services (e.g. guest reception/services, catering, meeting services)	41.2	58.1	71.5	13.4	22
3.41	Atriums & communal areas	41.1	42.3	73.1	30.8	3
3.42	Reception areas	40.0	62.2	78.4	16.2	15
3.43	Art & photography	38.8	28.1	46.8	18.7	10
3.44	Audio-Visual equipment	34.8	47.8	67.4	19.6	9
3.45	Variety of different types of workspace	33.5	33.9	65.8	31.9	1
3.46	Shared storage	32.7	41.7	49.3	7.6	38
3.47	Internal signage	31.0	49.9	65.2	15.3	18
3.48	Shower facilities*	30.7	35.8	51.6	15.8	17
3.49	Guest/visitor network access	29.6	43.6	57.3	13.7	21
3.50	Archive storage	26.8	37.6	43.4	5.8	47

*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