

# **SYKOY Workplace Effectiveness Survey Results Summary | August 2015**

# Introduction Context



In 2010 Leesman set out to provide a single consistent measure of the effectiveness of corporate workplaces. In the time since, the Leesman Office tool has come to be used by clients and their consultants globally on projects ranging from 80 to 8000 employees, with our database now offering the broadest contemporary resource of workplace effectiveness data available.

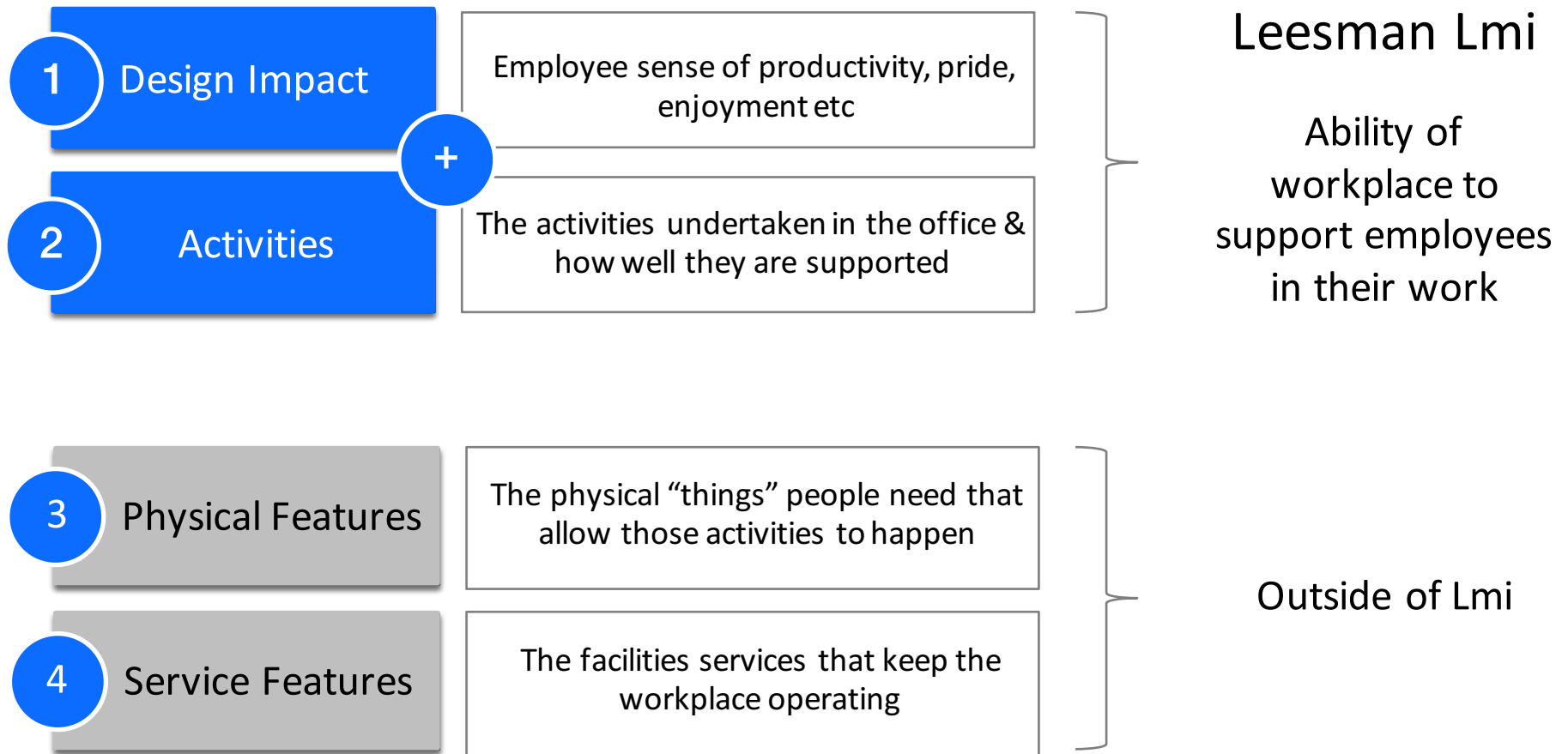
Our technique is proven to provide clients easy access to vital, empirical evidence to inform the design and management of their commercial office environments, showing exactly how well business environments are supporting the employees they accommodate.

The information is gathered via a confidential on-line questionnaire, which takes employees around 11 minutes to complete. The survey uses a standardised core of simple, easily understood questions which do not vary and an optional array of additional, flexible modules. This gives clients and their consultants the unrivalled ability to compare their results with thousands of others and, at the same time, collect detailed and insightful diagnostic data.

The following report is a review of our data collected for SYKOY.

# Introduction

## The Leesman Lmi



# Project Summary

## Survey benchmark comparisons

	SYKOY	Leesman Benchmark overall
Leesman "Lmi" effectiveness score	Lmi 78.5	Lmi 60.2
Respondents	28	108,433
Response rate	82%	64%
Locations surveyed	2	893
*Data as at close of survey		

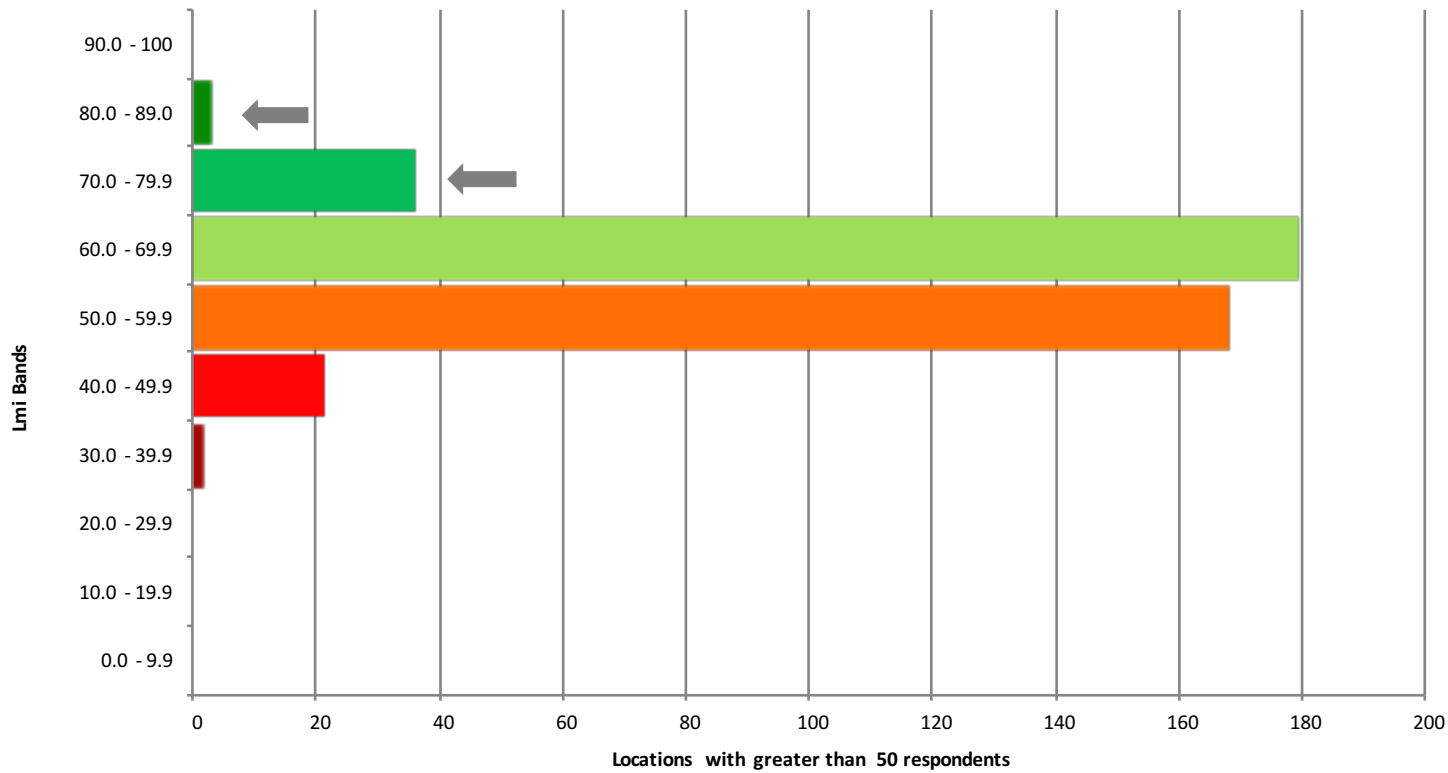
Average of Top 15 Locations	Leesman highest "Lmi" property	Leesman lowest "Lmi" property
Lmi 74.6	Lmi 81.7	Lmi 45.5
2152	135	784
-	-	-
15	1	1
*Data as at Q2 2015 (updated Quarterly)		

This table shows the headline "Lmi" performance information for SYKOY, the Top 15 locations and the Leesman overall database. You will note;

- SYKOY has scored an above average Lmi. It is Lmi 18.3 above the Leesman average and Lmi 3.9 above the Top 15 locations as at 28.08.2015.

# Project Summary

## Lmi Locations spectrum



This chart shows the distribution of individual properties by "Lmi" band where the property has more than 50 respondents. (as at Q2 2015)

The volume of data we collect gives us an unparalleled capacity to report and benchmark your organisation's workplace against this key performance indicator.

SYKOY is as follows;

- Lmi 80.0-89.0 - 1
- Lmi 70.0-79.9 - 1
- Lmi 60.0-69.9
- Lmi 50.0-59.9
- Lmi 40.0-49.9
- Lmi 30.0-39.9
- Lmi 20.0-29.9

# Project Summary

## Location comparisons

	SYKOY	Hippotalo	Muu	I never visit an office
Leesman "Lmi" effectiveness score	Lmi 78.5	Lmi 80.2	Lmi 73.2	-
Respondents	28	21	7	0
Response rate	82% of target	91% of target	% of target	% of target

This table shows the individual performance of the two buildings surveyed.

- SYKOY has a large range of Lmi scores between the locations surveyed, with the difference between the highest and lowest performing is Lmi 7.0.
- Response rates refer to the % of respondents in the sub-category from all those who responded.

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## Project Summary

# Demographic Analysis

The following tables provide analysis across the usual demographic segments of Age, Gender, Employment type, Job Role, Work Settings, Home Working and Time with organisation.

The 'range' calculation allows the quick identification of any particularly polarised opinions within any of the group. In a 'balanced' results set, we would not expect to see a range much above 7.5 Lmi.

## Project Summary

### Department comparisons

Department	Lmi	Respondents	Lmi Range
Asiakkuudet ja kampuskehitys	83.2	5	7.3
Rakennuttaminen ja yllä_pito	77.1	14	
Talous, vuokraus ja hallinto	75.9	5	
Tutkimus ja kehitys	-	2	
Other	-	2	

This table shows the Lmi distribution across the 4 departments surveyed at SYKOY.

There is an Lmi range of 7.3 across the department with the highest Lmi and the one with the lowest scoring Lmi.

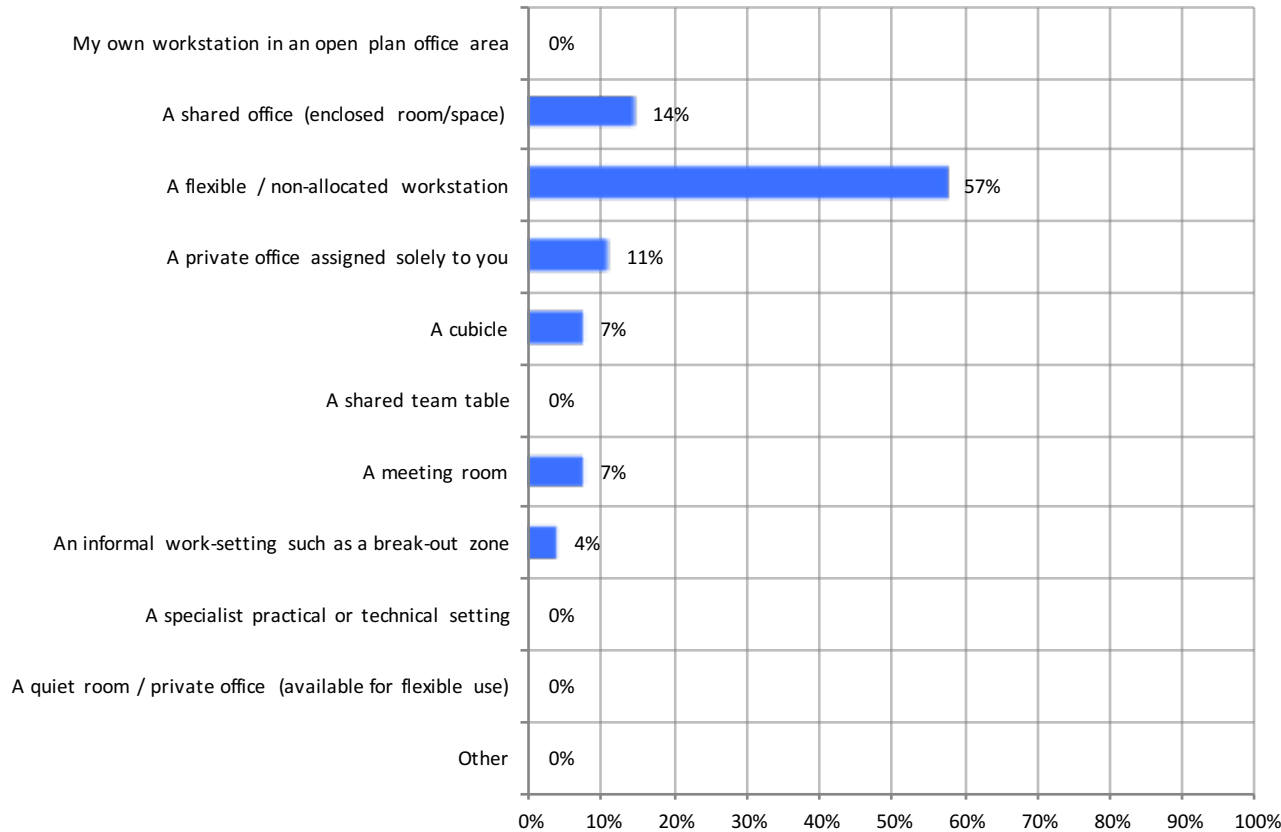
Departments which achieved Lmi higher than 60.0 are coloured in green, and departments with Lmi lower than 50.0 are coloured in red.

For any sub-category with less than 5 respondents, we are unable to access the data therefore no Lmi will be indicated.



# Project Summary

## Work Settings

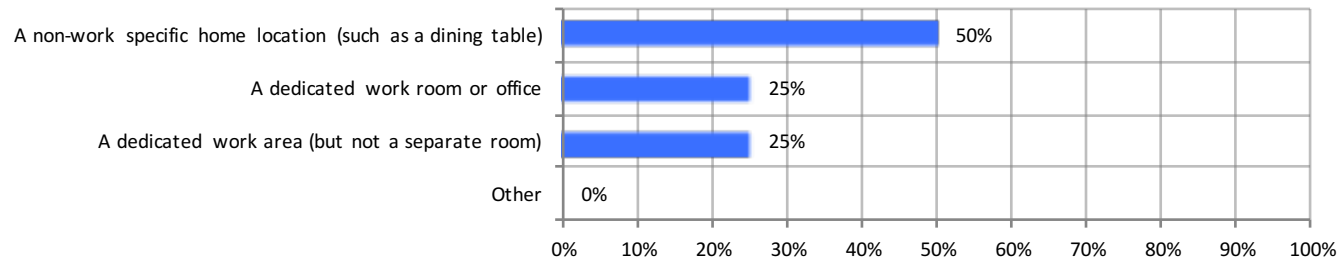


Respondents SYKOY	Lmi SYKOY	Lmi Range	Leesman Benchmark (Q2 2015)	Benchmark Lmi (Q2 2015)
0	-	-	56%	58.3
4	-		16%	60.8
16	79.8		10%	60.6
3	-		9%	68.4
2	-		5%	60.3
0	-		2%	61.8
2	-		1%	58.5
1	-		0%	61.3
0	-		0%	58.7
0	-		-	-
0	-	1%	58.2	

\*Item added March 2015

# Project Summary

## Home Work Settings

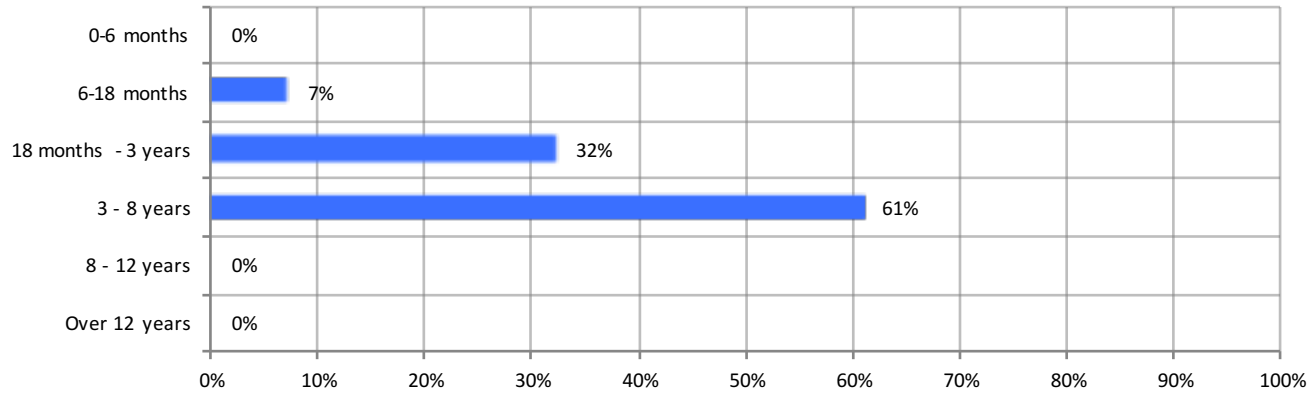


Respondents SYKOY	Lmi SYKOY	Lmi Range	Leesman Benchmark (Q2 2015)	Benchmark Lmi (Q2 2015)
10	80.2	5.7	45%	59.2
5	75.4		36%	60.3
5	81.1		18%	60.8
0	-		1%	63.1

# Project Summary

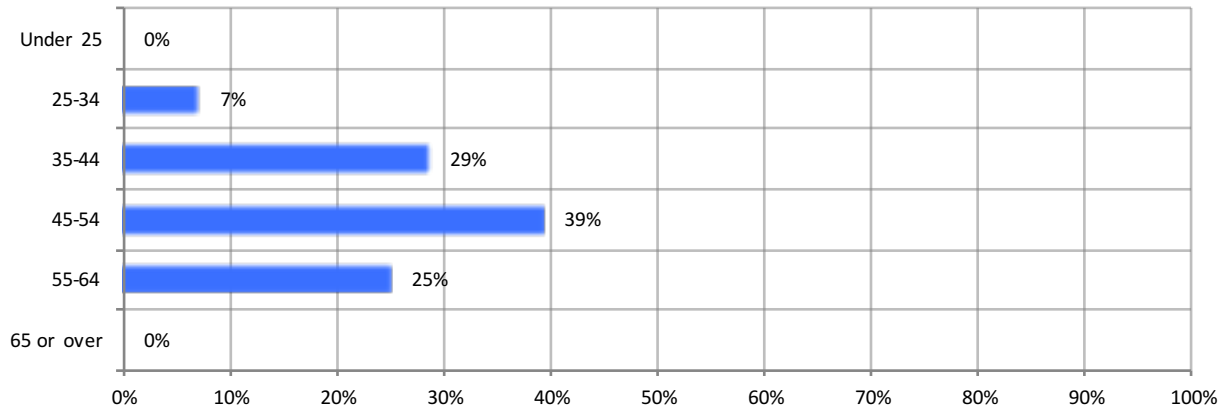
## Demographic analysis

### Time with Organisation



Respondents SYKOY	Lmi SYKOY	Lmi Range	Leesman Benchmark (Q2 2015)	Benchmark Lmi (Q2 2015)
0	-	2.0	7%	65.0
2	-		12%	61.7
9	76.6		12%	60.0
17	78.6		26%	59.2
0	-		12%	58.9
0	-		31%	59.5

### Age Group

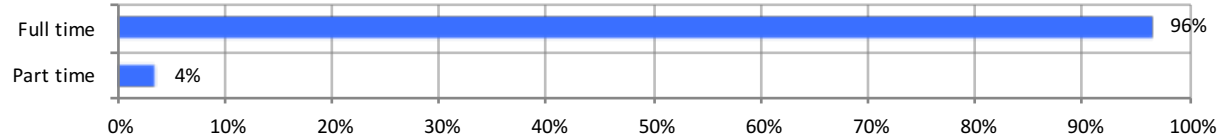


Respondents SYKOY	Lmi SYKOY	Lmi Range	Leesman Benchmark (Q2 2015)	Benchmark Lmi (Q2 2015)
0	-	6.0	4%	66.0
2	-		26%	60.9
8	78.0		30%	59.0
11	76.3		27%	59.6
7	82.3		12%	60.2
0	-		1%	62.9

# Project Summary

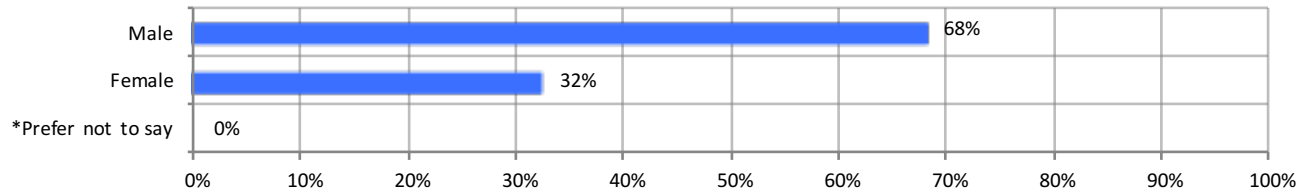
## Demographic analysis

### Employment Type



Respondents SYKOY	Lmi SYKOY	Lmi Range	Leesman Benchmark (Q2 2015)	Benchmark Lmi (Q2 2015)
27	78.3	-	94%	60.0
1	-	-	6%	61.6

### Gender

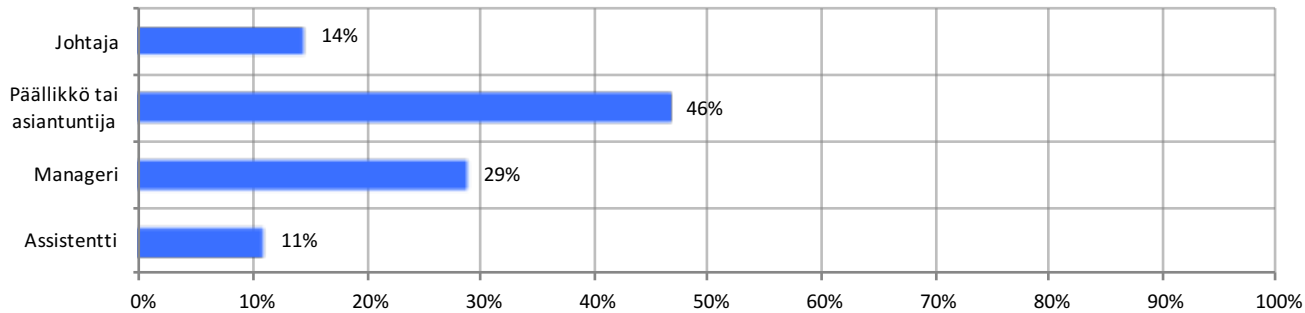


Respondents SYKOY	Lmi SYKOY	Lmi Range	Leesman Benchmark (Q2 2015)	Benchmark Lmi (Q2 2015)
19	80.9	6.9	56%	59.4
9	74.0		44%	60.8
0	-		-	-

\*Item added May 2015

# Project Summary

Tehtävä

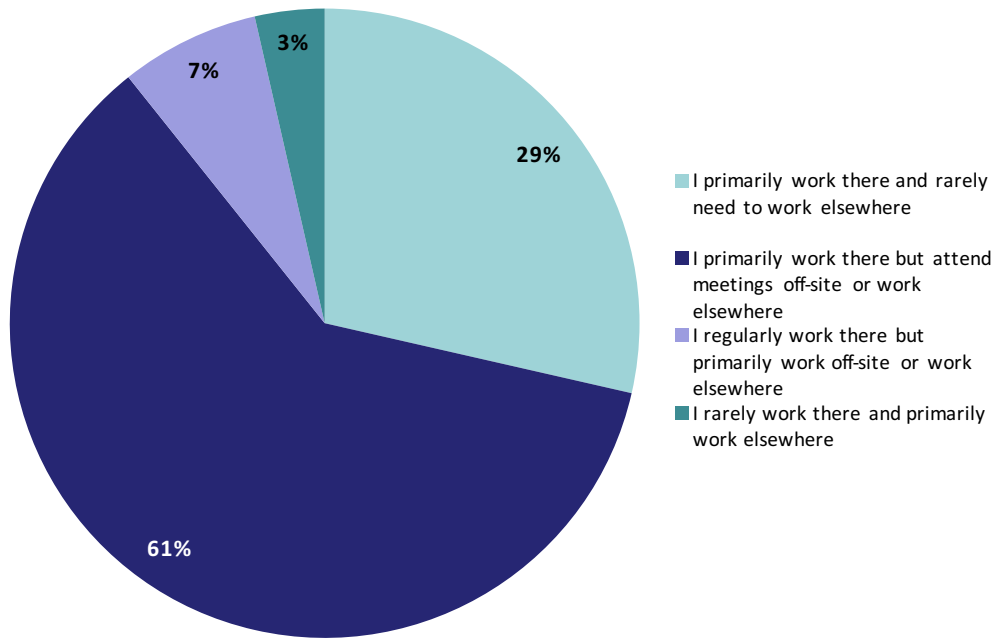


Respondents SYKOY	Lmi SYKOY	Lmi Range
4	-	2.3
13	77.3	
8	75.0	
3	-	

# Project Summary

## Demographics analysis

### Mobility outside the Office



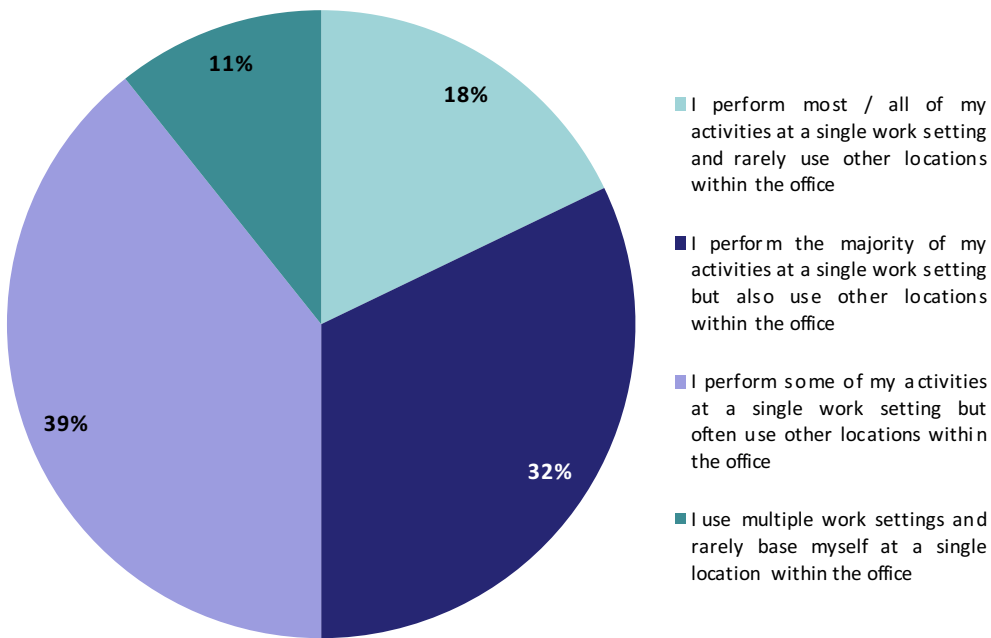
Thinking about the general mobility of your job / role, which of the following most closely describes how much you work in SYKOY?	Respondents SYKOY	Lmi SYKOY	Leesman Benchmark (Q2 2015)	Benchmark Lmi (Q2 2015)
I primarily work there and rarely need to work elsewhere	8	69.4	55%	61.8
I primarily work there but attend meetings off-site or work elsewhere	17	82.0	37%	58.7
I regularly work there but primarily work off-site or work elsewhere	2	-	5%	59.9
I rarely work there and primarily work elsewhere	1	-	2%	59.9

\*Question added March 2015

# Project Summary

## Demographics analysis

### Mobility inside the Office



Thinking about how you use your workplace, which of the following most closely describes your work mobility inside the office?	Respondents SYKOY	Lmi SYKOY	Leesman Benchmark (Q2 2015)	Benchmark Lmi (Q2 2015)
I perform most / all of my activities at a single work setting and rarely use other locations within the office	5	77.8	42%	62.1
I perform the majority of my activities at a single work setting but also use other locations within the office	9	72.3	41%	59.9
I perform some of my activities at a single work setting but often use other locations within the office	11	81.6	13%	57.0
I use multiple work settings and rarely base myself at a single location within the office	3	-	4%	61.5

\*Question added March 2015

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## Detailed Analysis Workplace Design

The following examines the differences in impact of the Workplace Design in the organisation. These are our compulsory questions that provide key indicators of engagement and organisational performance. They are asked to respond to the question;

*“How much do you agree or disagree with the following statements about the design of your organisation's office?”*

*and*

*“What impact do you think the design of your workspace has on the following elements of your organisation?”*

The following table presents the core findings from the recent Leesman Index employee workplace satisfaction survey and offers comparisons to the Leesman aggregated central database and to the Top 15\* high performing locations in our database as at the end of Q2 2015.

"Satisfaction" percentages presented in the SYKOY column are colour coded so that where "satisfaction" falls **below 50% of the respondents, the figure appears in red**. Conversely, where **more than two-thirds of the respondents express "satisfaction", the figure appears in green**.

The last column then shows how these performances are in Difference to the aggregated central database and in comparison to the Top 15. Here above average appears in green and below average in red. The prime point to consider here is where that Difference is by more than 10%, indicating a material difference in average performance.

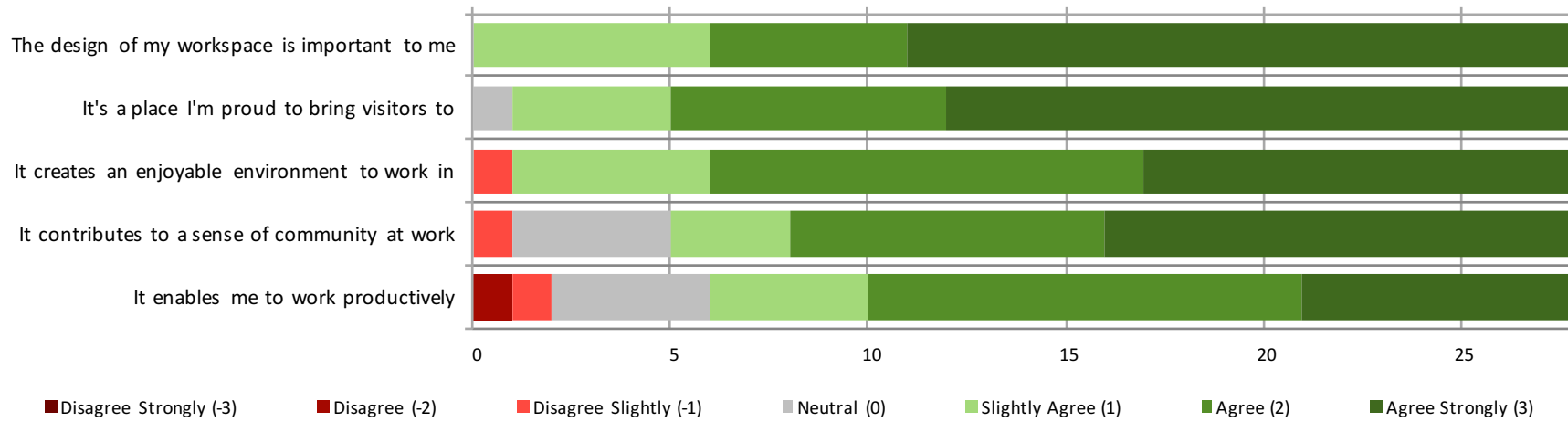
\* The top 15 locations are formed of those with more than 100 respondents and an Lmi above 70.0



# Detailed Analysis

## Workplace Design \_ SYKOY

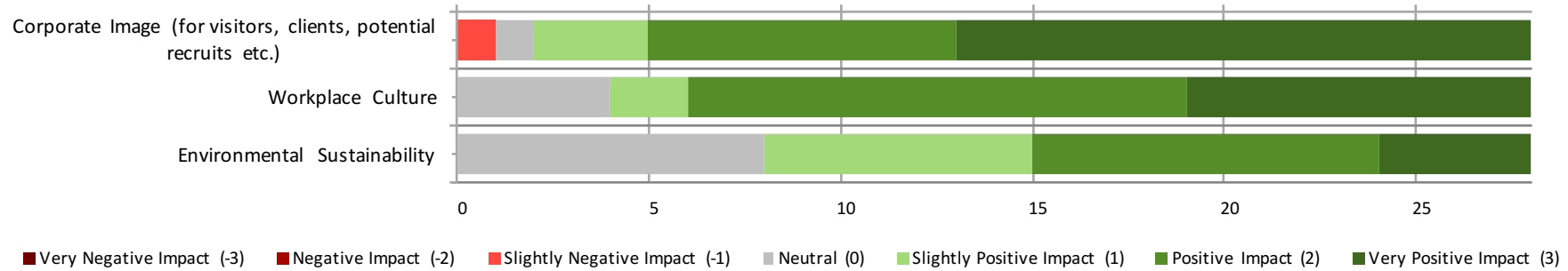
Design of Office: How much do you agree or disagree with the following statements of about the design of your organisation's office?



# Detailed Analysis

## Workplace Design \_ SYKOY

Workspace Design: What impact do you think the design of your workspace has on the following elements of your organisation?



# Detailed Analysis

## Workplace Design \_ Data Table

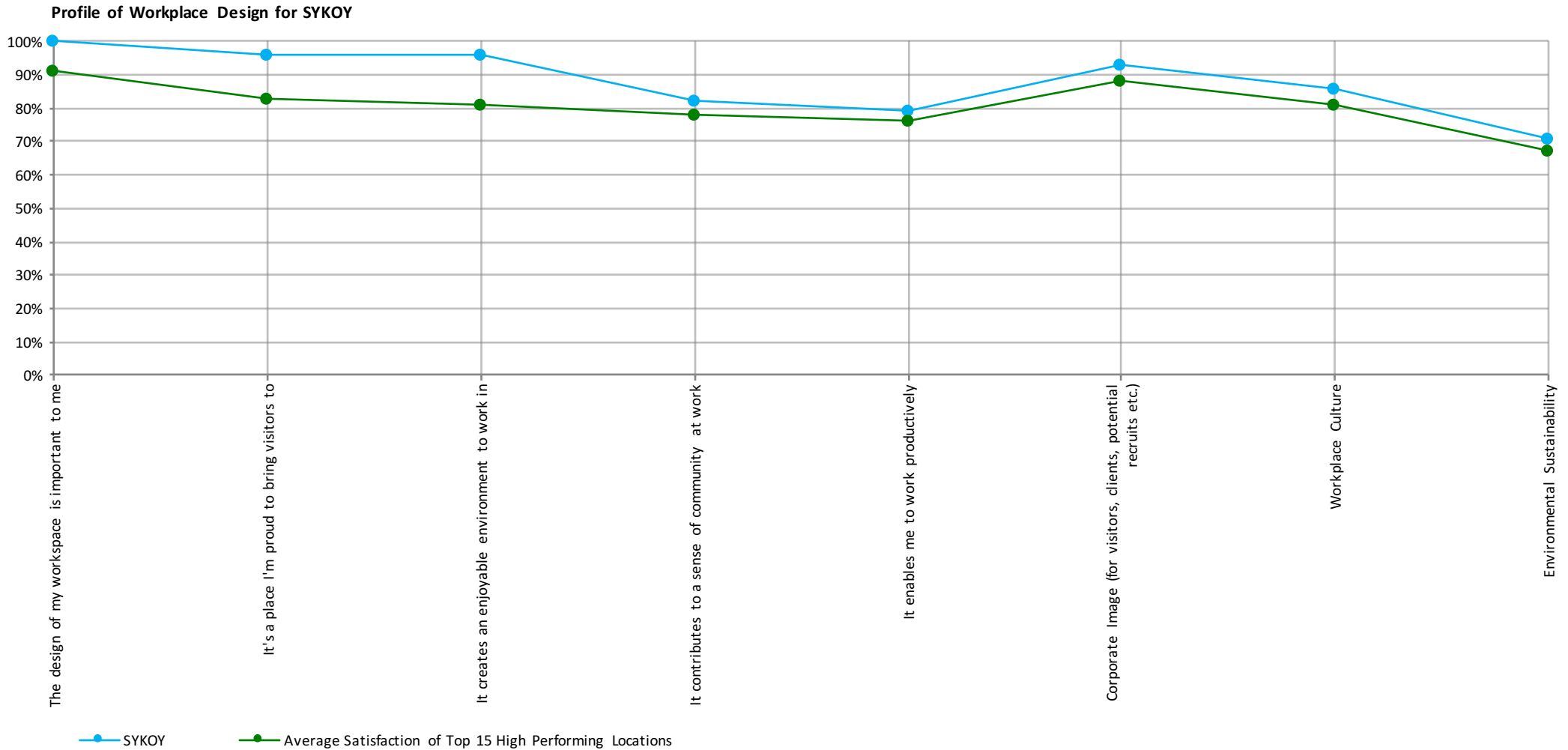
How much do you agree or disagree with the following statements about the design of your organisation's office? (Ranked by overall positivity with statement)	SYKOY		Leesman Benchmark (average of Pre & Post Projects)			Top 15 Locations (average of high performing)	
	SYKOY ranking	SYKOY % in agreement	Leesman Benchmark ranking	Leesman Benchmark % in agreement	Difference in agreement (SYKOY- Leesman)	% in agreement	Difference in agreement (SYKOY- Top 15)
The design of my workspace is important to me	1	100.0%	1	84.7%	15.3%	90.7%	9.3%
It's a place I'm proud to bring visitors to	2	96.4%	5	49.2%	47.2%	82.5%	13.9%
It creates an enjoyable environment to work in	3	96.4%	3	57.3%	39.2%	81.4%	15.1%
It contributes to a sense of community at work	4	82.1%	2	58.5%	23.6%	77.6%	4.6%
It enables me to work productively	5	78.6%	4	55.0%	23.5%	76.1%	2.5%

What impact do you think the design of your workspace has on the following elements of your organisation? (Ranked by overall positivity with statement)	SYKOY		Leesman Benchmark (average of Pre & Post Projects)			Top 15 Locations (average of high performing)	
	SYKOY ranking	SYKOY % positive about impact	Leesman Benchmark ranking	Leesman Benchmark % positive about impact	Difference in positivity (SYKOY- Leesman)	% positive about impact	Difference in positivity (SYKOY- Top 15)
Corporate Image (for visitors, clients, potential recruits etc.)	1	92.9%	1	55.2%	37.7%	88.0%	4.9%
Workplace Culture	2	85.7%	2	54.7%	31.0%	80.7%	5.0%
Environmental Sustainability	3	71.4%	3	41.7%	29.8%	66.7%	4.7%

# Detailed Analysis

## Workplace Design\_ Satisfaction

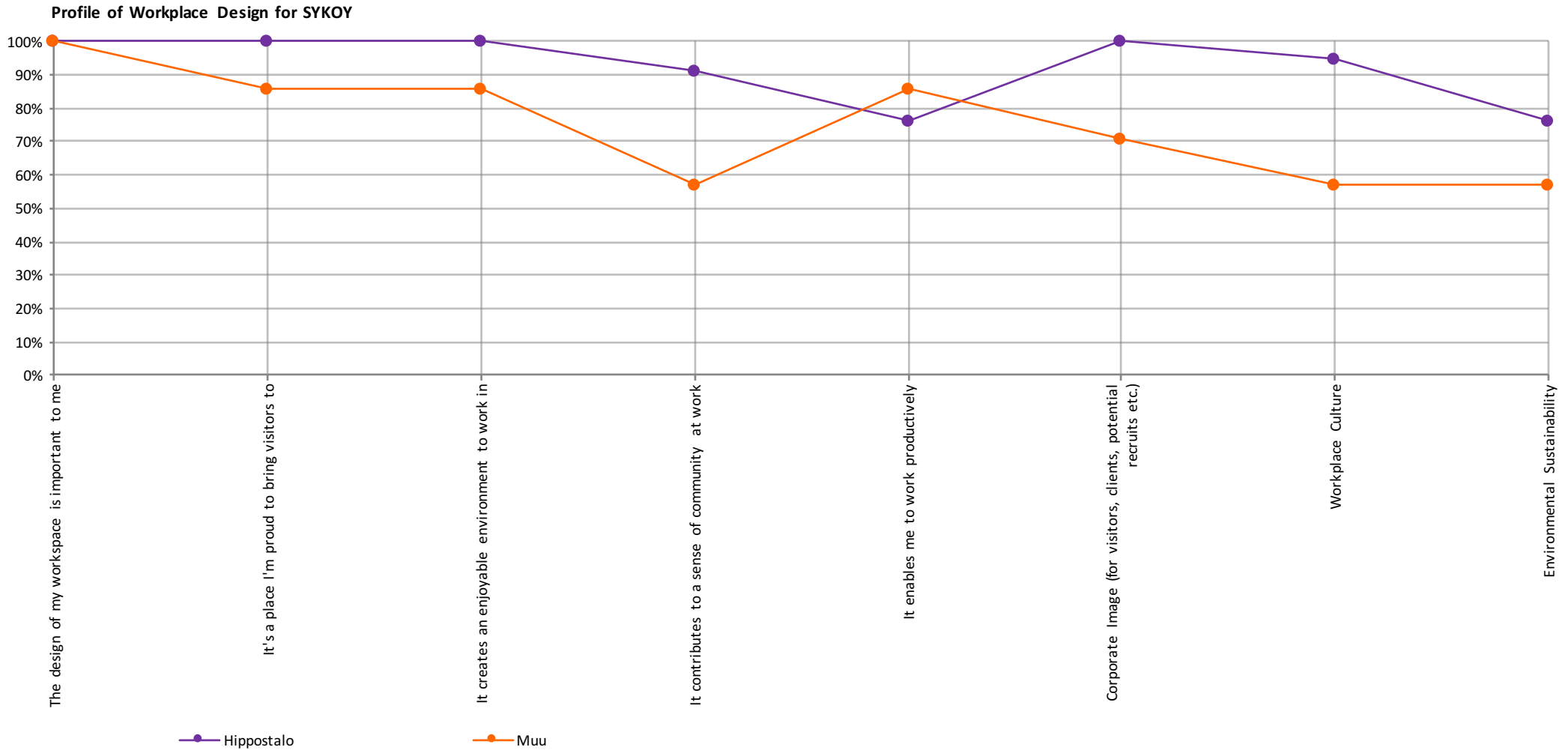
### SYKOY



# Detailed Analysis

## Workplace Design\_Satisfaction

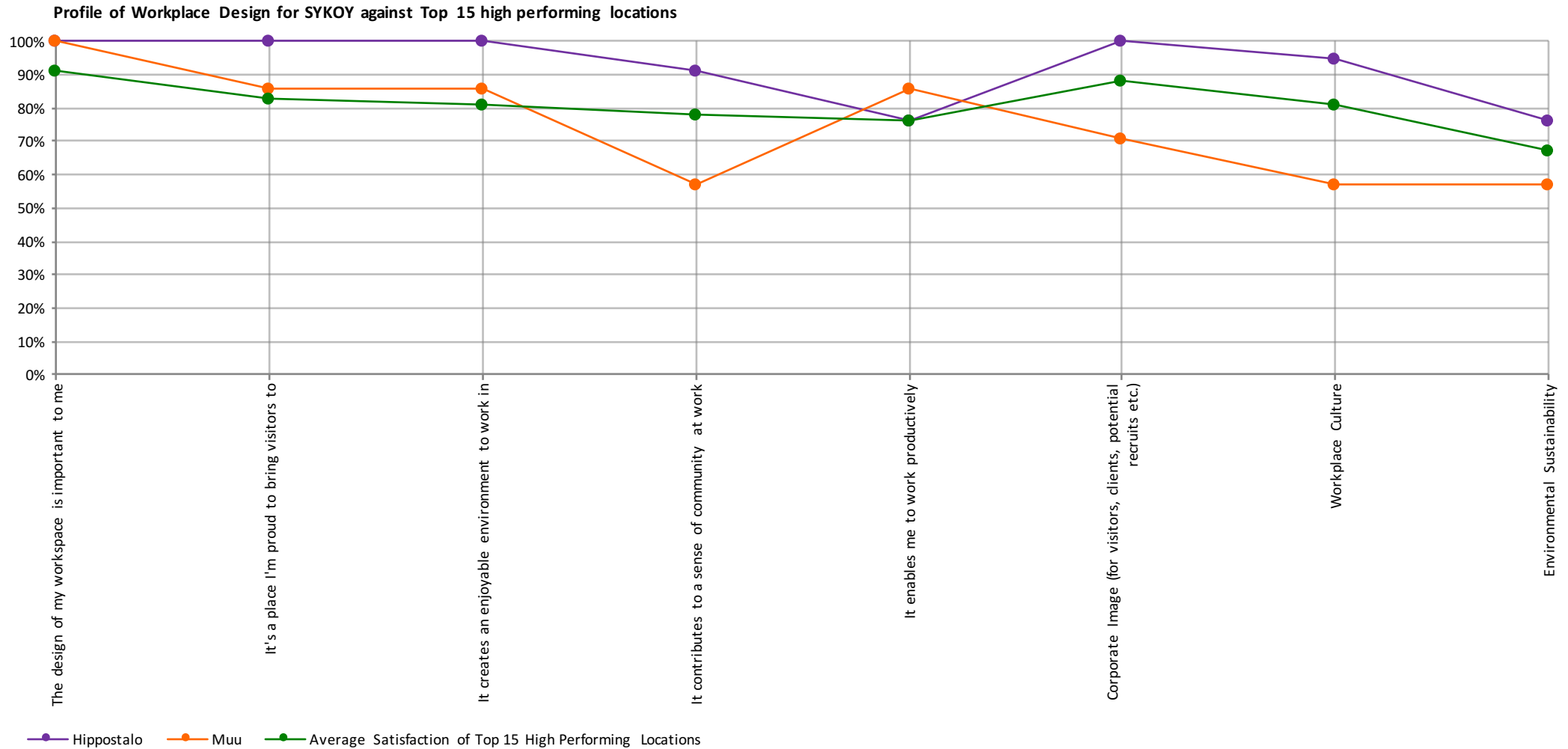
### SYKOY Location comparison



# Detailed Analysis

## Workplace Design\_Satisfaction

### SYKOY Location comparison



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## Detailed Analysis

### Workplace Activities

The following section examines the Workplace Activities being undertaken by the organisation. These are the things employees are doing in their workplace. They are asked to respond to the question;

*“Which activities are important to you in your work and how well are they supported?”*

The question thus provides information relating to the different importance attached to individual activities, and how well each is supported.

The following table presents the core findings from the recent Leesman Index employee workplace satisfaction survey and offers comparisons to the Leesman aggregated central database and to the Top 15\* high performing locations in our database as at the end of Q2 2015.

"Satisfaction" percentages presented in the SYKOY column are colour coded so that where "satisfaction" falls **below 50% of the respondents, the figure appears in red**. Conversely, where **more than two-thirds of the respondents express "satisfaction", the figure appears in green**.

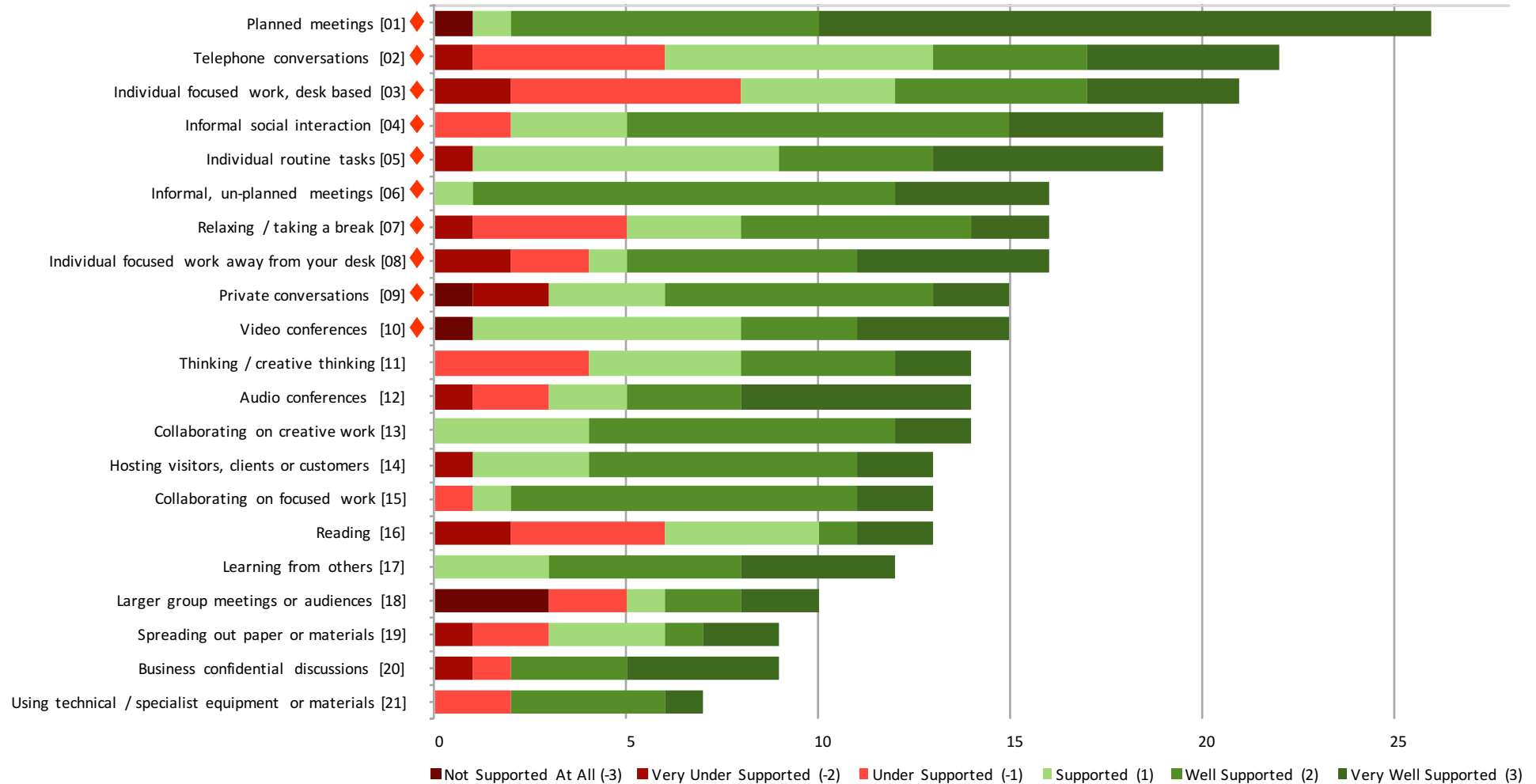
The last column then shows how these performances are in Difference to the aggregated central database and in comparison to the Top 15. Here above average appears in green and below average in red. The prime point to consider here is where that Difference is by more than 10%, indicating a material difference in average performance.

\* The top 15 locations are formed of those with more than 100 respondents and an Lmi above 70.0

# Detailed Analysis

## Workplace Activities \_SYKOY

**Workplace Activities by Importance:**  
**Which activities are important to you in your work and how well are they supported?**  
 ♦ Top 10 most important workplace activities (# selected as important)

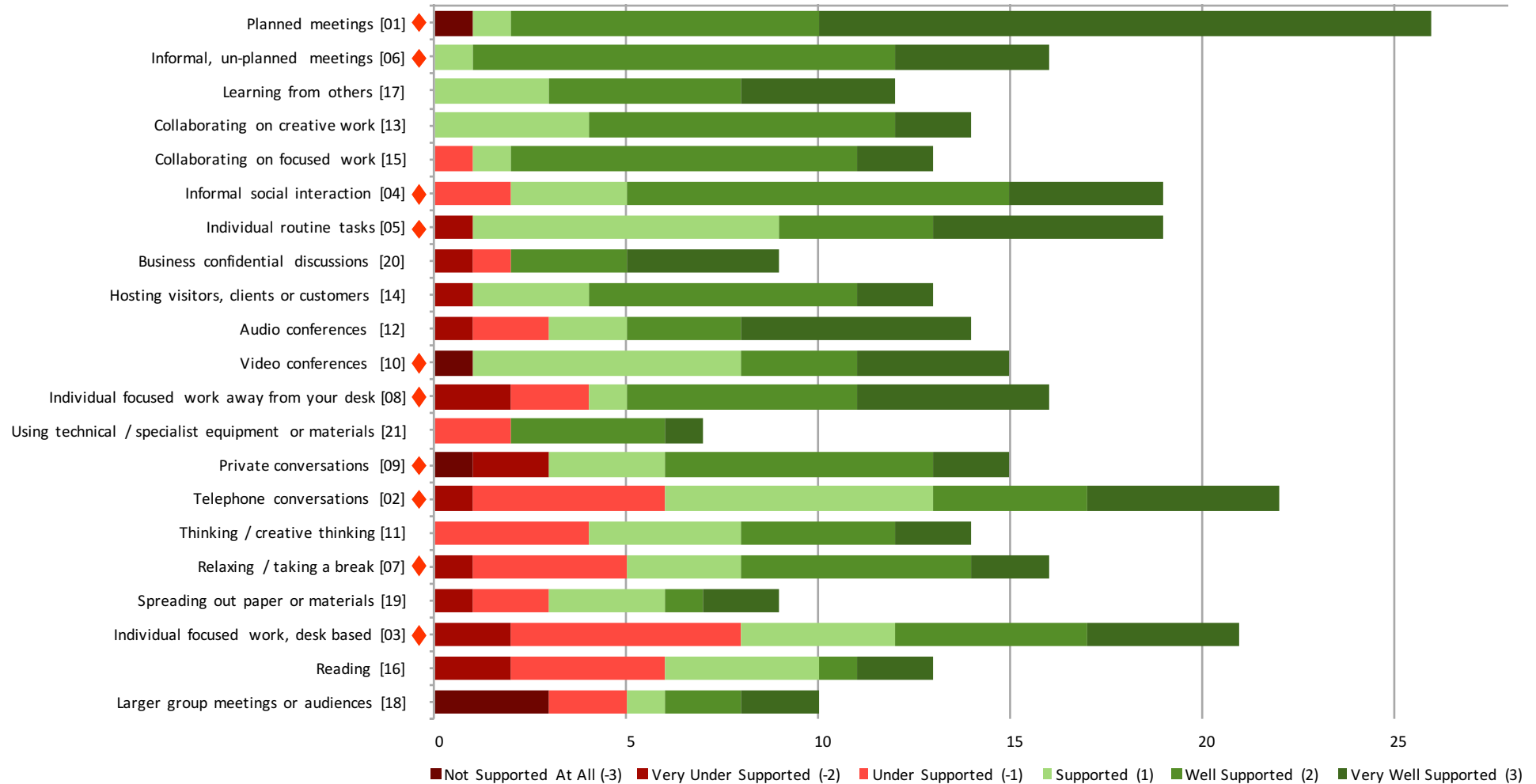




# Detailed Analysis

## Workplace Activities \_SYKOY

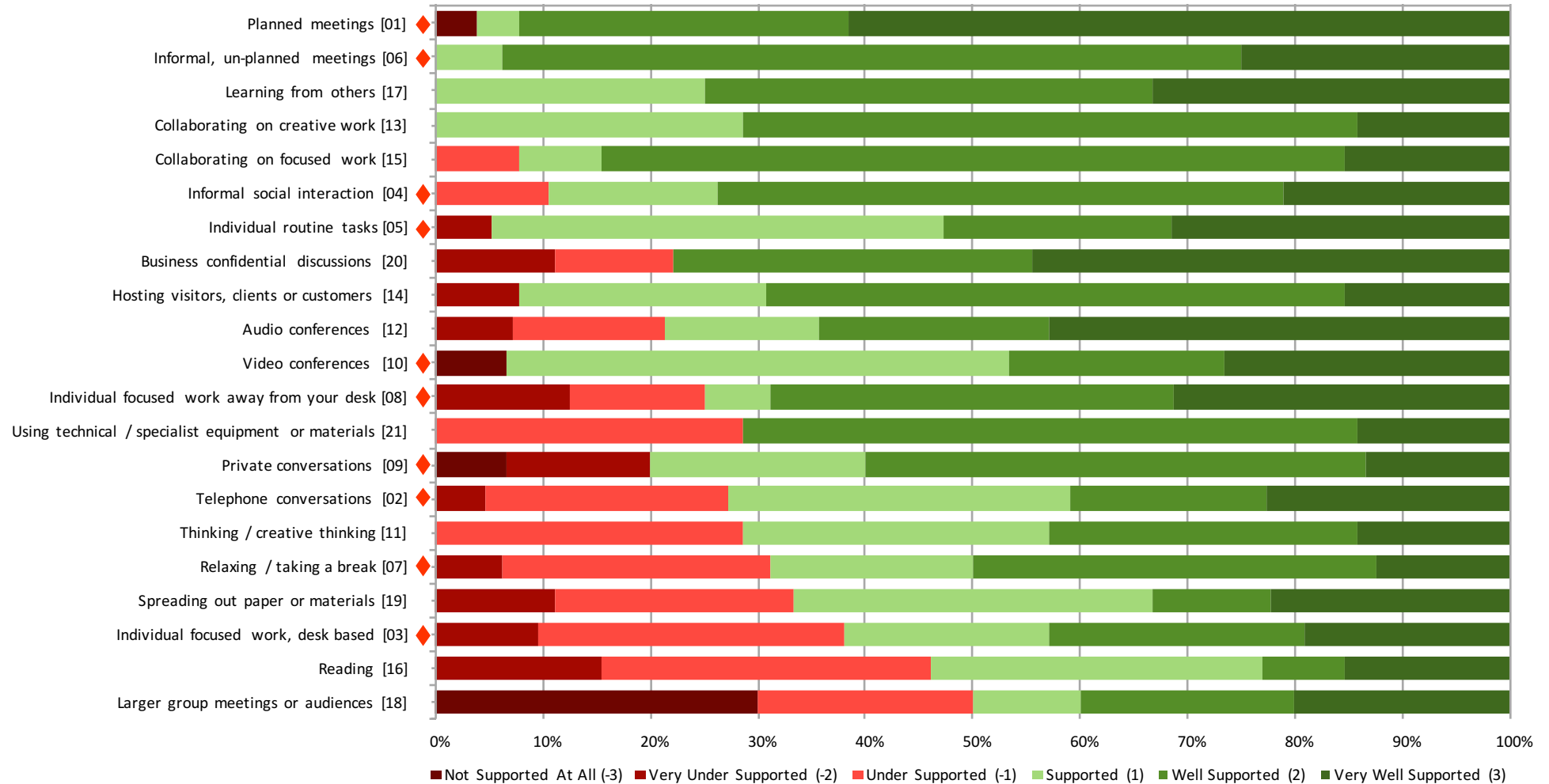
**Workplace Activities by Satisfaction:**  
**Which activities are important to you in your work and how well are they supported?**  
 ♦ Top 10 most important workplace activities (# selected as important)



# Detailed Analysis

## Workplace Activities \_SYKOY

**Workplace Activities by Satisfaction %:**  
**Which activities are important to you in your work and how well are they supported?**  
 ♦ Top 10 most important workplace activities (# selected as important)



# Detailed Analysis

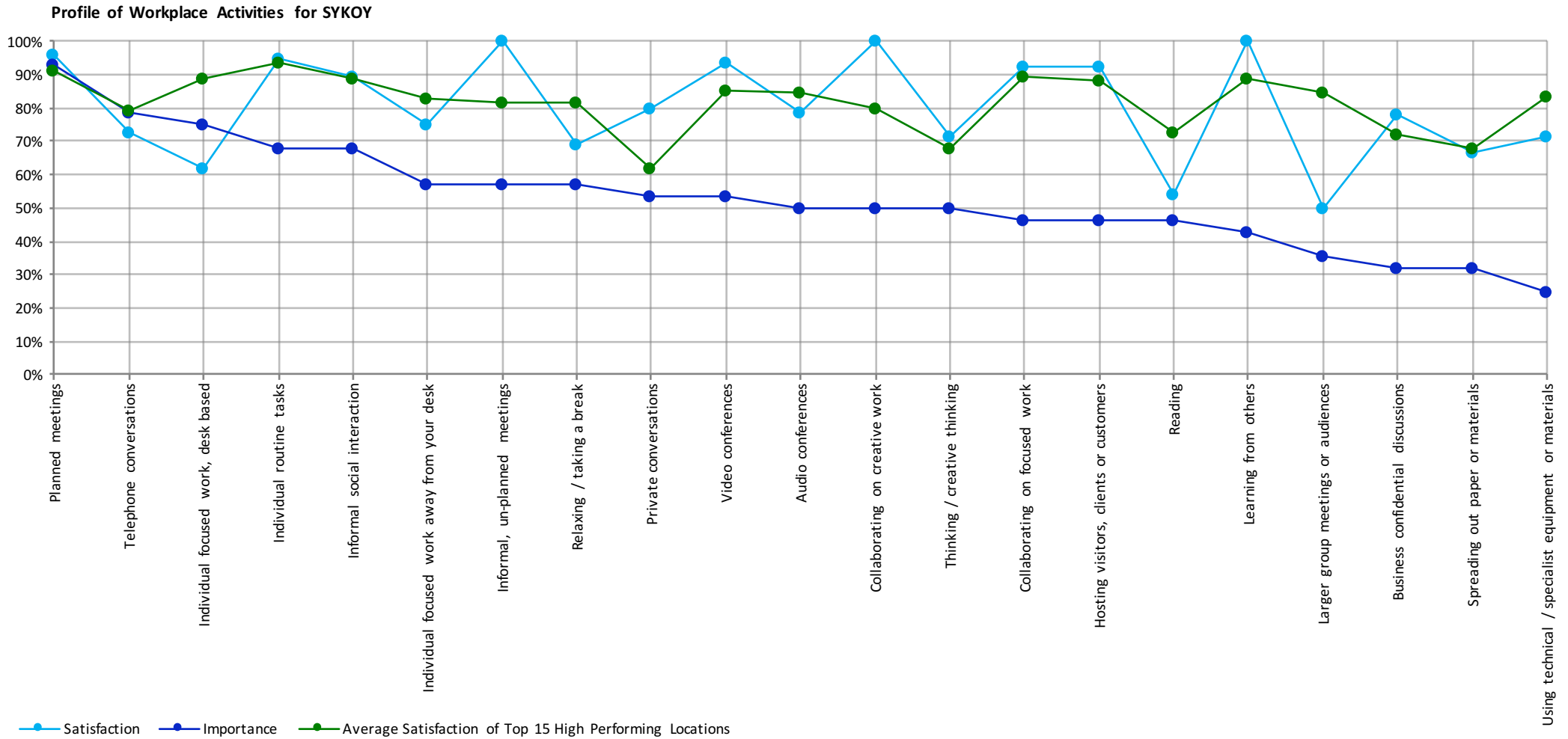
## Workplace Activities \_ Data Table

Which activities do you feel are important in your work? (Ranked by number who selected as important)	SYKOY			Leesman Benchmark (average of Pre & Post Projects)				Top 15 Locations (average of high performing)	
	SYKOY ranking	SYKOY % ranked as Important	SYKOY % feel activity is supported	Leesman Benchmark ranking	Leesman Benchmark % ranked as Important	Leesman Benchmark % feel activity is supported	Difference in satisfaction (SYKOY– Leesman)	% feel activity is supported	Difference in satisfaction (SYKOY– Top 15)
Planned meetings	1	93%	96.2%	2	78%	77.6%	18.6%	91.5%	4.7%
Telephone conversations	2	79%	72.7%	3	78%	63.9%	8.8%	79.4%	-6.6%
Individual focused work, desk based	3	75%	61.9%	1	94%	77.0%	-15.1%	88.5%	-26.6%
Informal social interaction	4	68%	89.5%	10	50%	73.8%	15.7%	88.6%	0.9%
Individual routine tasks	5	68%	94.7%	9	51%	86.9%	7.9%	93.9%	0.9%
Informal, un-planned meetings	6	57%	100.0%	4	67%	63.4%	36.6%	81.6%	18.4%
Relaxing / taking a break	7	57%	68.8%	7	55%	62.6%	6.2%	81.5%	-12.8%
Individual focused work away from your desk	8	57%	75.0%	19	36%	64.2%	10.8%	82.7%	-7.7%
Private conversations	9	54%	80.0%	17	42%	46.4%	33.6%	62.0%	18.0%
Video conferences	10	54%	93.3%	20	32%	54.1%	39.3%	85.0%	8.3%
Thinking / creative thinking	11	50%	71.4%	8	53%	51.1%	20.3%	68.0%	3.4%
Audio conferences	12	50%	78.6%	12	48%	65.2%	13.4%	84.6%	-6.0%
Collaborating on creative work	13	50%	100.0%	16	43%	64.7%	35.3%	80.1%	19.9%
Hosting visitors, clients or customers	14	46%	92.3%	14	44%	61.6%	30.7%	88.1%	4.2%
Collaborating on focused work	15	46%	92.3%	5	60%	72.9%	19.4%	89.5%	2.8%
Reading	16	46%	53.8%	6	56%	58.3%	-4.5%	72.6%	-18.8%
Learning from others	17	43%	100.0%	11	50%	77.6%	22.4%	89.0%	11.0%
Larger group meetings or audiences	18	36%	50.0%	18	39%	61.2%	-11.2%	84.5%	-34.5%
Spreading out paper or materials	19	32%	66.7%	15	44%	58.8%	7.9%	67.9%	-1.3%
Business confidential discussions	20	32%	77.8%	13	46%	51.5%	26.2%	71.9%	5.8%
Using technical /specialist equipment or materials	21	25%	71.4%	21	27%	64.9%	6.6%	83.7%	-12.3%

# Detailed Analysis

## Workplace Activities \_ Importance vs Satisfaction

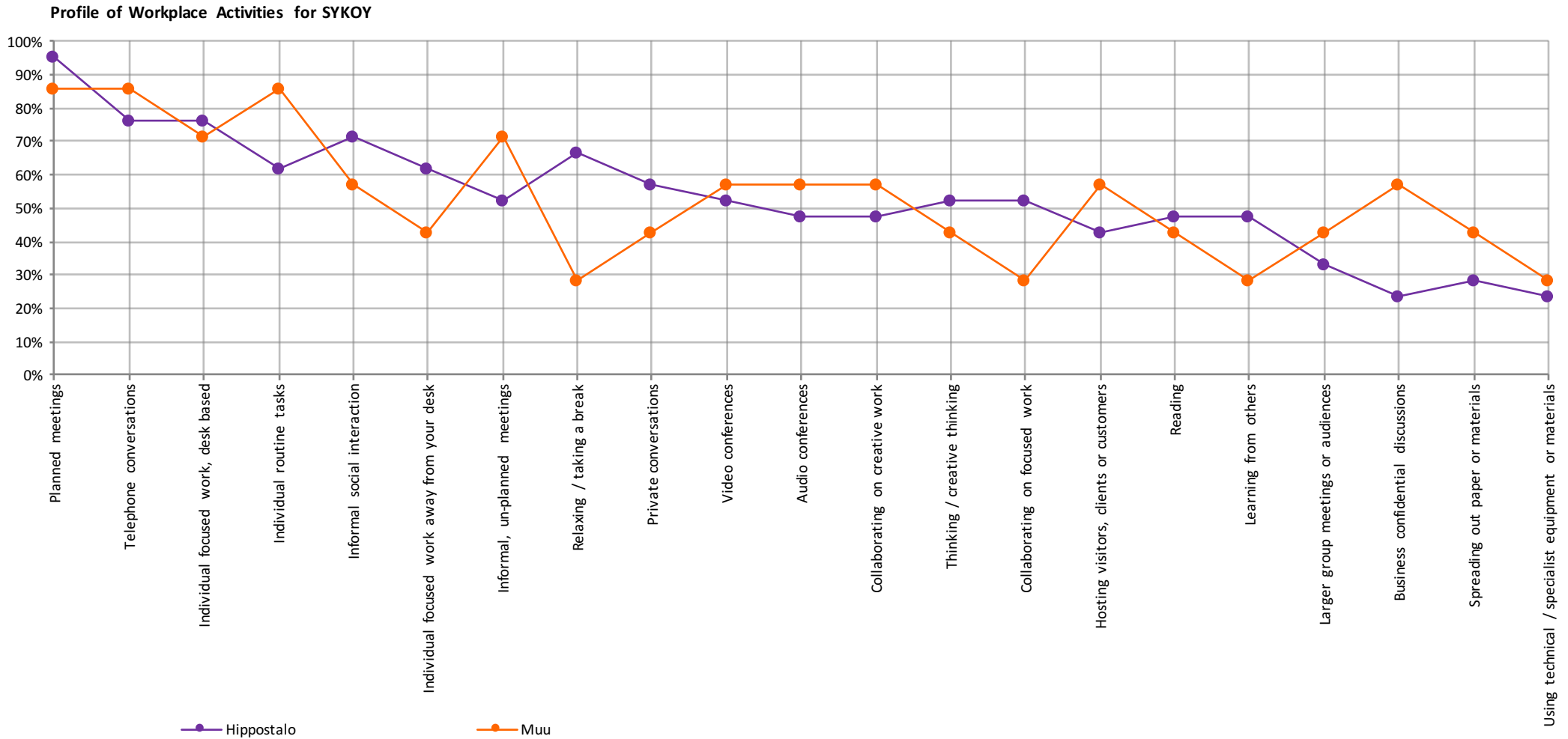
### SYKOY



# Detailed Analysis

## Workplace Activities \_ Importance

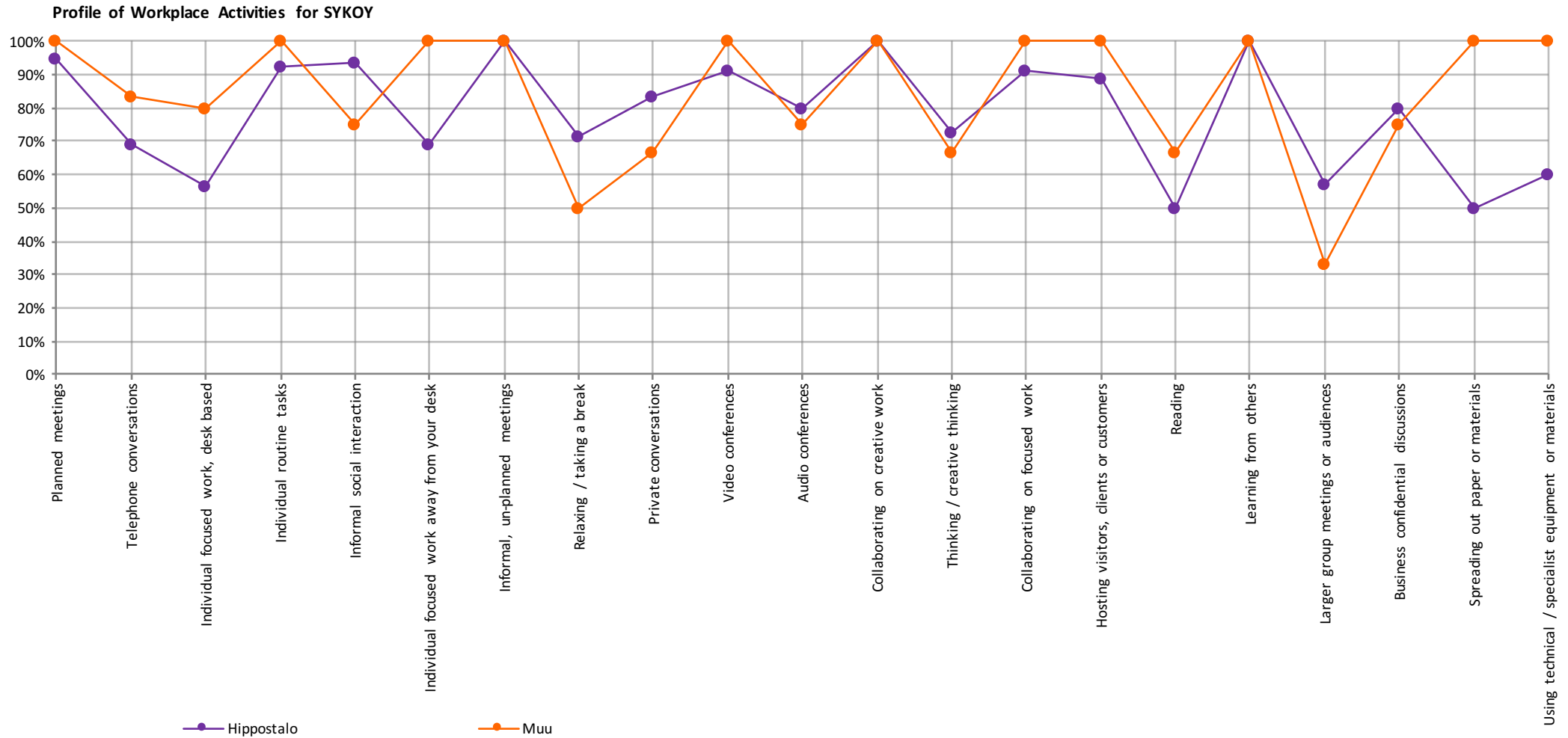
### SYKOY Location comparison



# Detailed Analysis

## Workplace Activities \_ Satisfaction

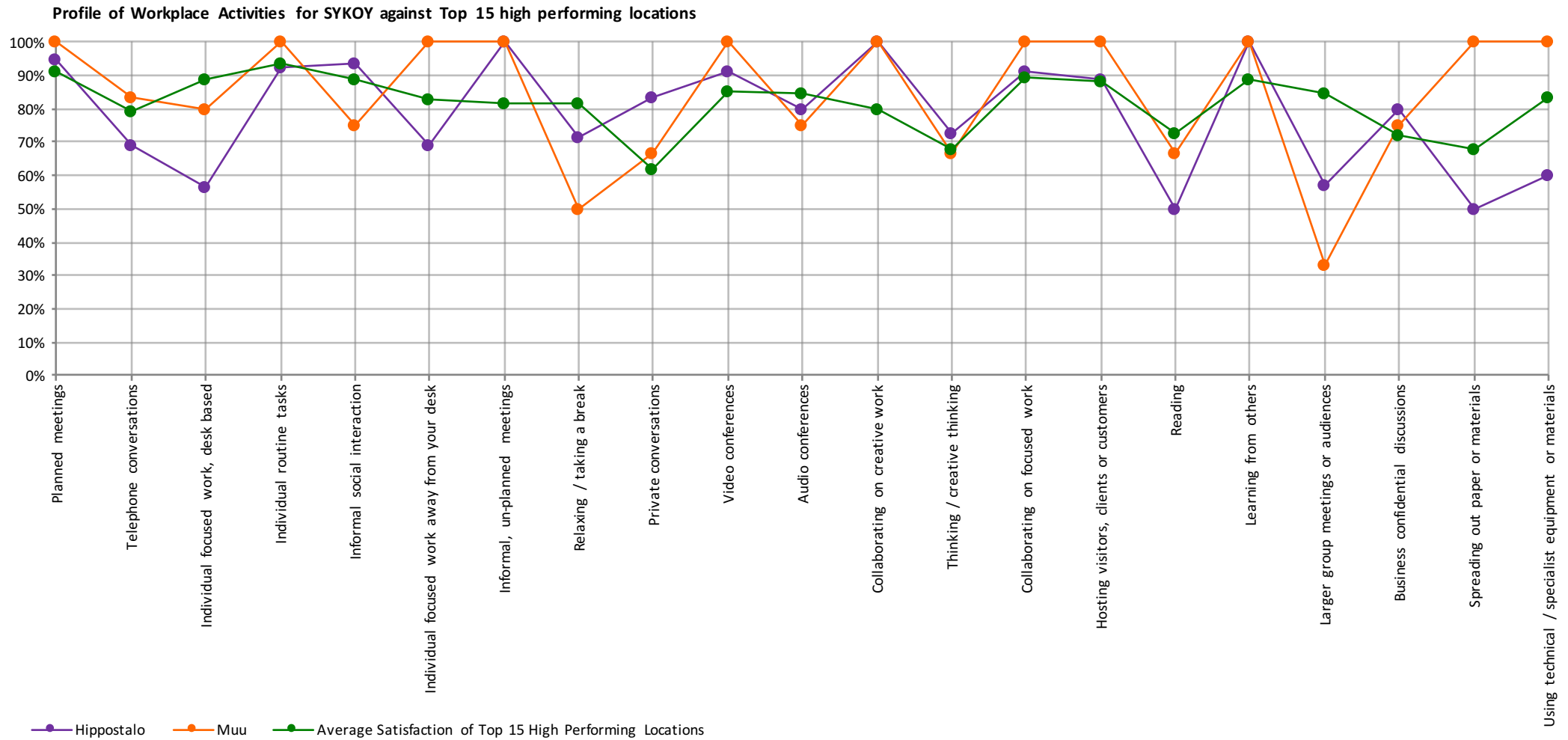
### SYKOY Location comparison



# Detailed Analysis







## Workplace Activities \_ Satisfaction

### SYKOY Location comparison



# Project Summary

## Sub-index comparison

	<p><b>Variety of Workspaces</b></p> <ul style="list-style-type: none"> <li>• Meeting rooms (small)</li> <li>• Meeting rooms (large)</li> <li>• Quiet rooms for working alone or in pairs</li> <li>• Informal work areas / break-out zones</li> <li>• Variety of different types of workspace</li> </ul>		<p><b>Furniture and Layout</b></p> <ul style="list-style-type: none"> <li>• Desk</li> <li>• Chair</li> <li>• Personal storage</li> <li>• Ability to personalise my workstation</li> <li>• People walking past your workstation</li> <li>• Space between work-settings</li> <li>• Accessibility of colleagues</li> <li>• Dividers (between desks / areas)</li> <li>• Archive storage</li> </ul>
	<p><b>Environment Design</b></p> <ul style="list-style-type: none"> <li>• Art or Photography</li> <li>• Atriums and communal areas</li> <li>• General décor</li> <li>• Greenery</li> </ul>		<p><b>Indoor Environment Quality</b></p> <ul style="list-style-type: none"> <li>• Air quality</li> <li>• Natural light</li> <li>• Noise levels</li> <li>• Office lighting</li> <li>• Temperature control</li> </ul>
	<p><b>Facilities and Services</b></p> <ul style="list-style-type: none"> <li>• Tea, coffee and other refreshment facilities</li> <li>• General cleanliness</li> <li>• Shower Facilities</li> <li>• Toilets / W.C.</li> <li>• General tidiness</li> <li>• Reception areas</li> <li>• Mail &amp; post-room services</li> <li>• Restaurant / canteen</li> <li>• Security</li> <li>• Health and safety provisions</li> <li>• Access (e.g. lifts, stairways, ramps etc)</li> <li>• Hospitality services</li> <li>• Parking (car, motorbike or bicycle)</li> <li>• Internal signage</li> </ul>		<p><b>Technology</b></p> <ul style="list-style-type: none"> <li>• Computing equipment, fixed (desktop)</li> <li>• Computing equipment, mobile (laptop, tablet, etc.)</li> <li>• Wired in-office network connectivity</li> <li>• WiFi network connectivity in the office</li> <li>• Telephone equipment</li> <li>• Printing / copying / scanning equipment</li> <li>• Desk / room booking systems</li> <li>• Audio-Visual equipment</li> <li>• Remote access to work files or network</li> <li>• Shared storage</li> <li>• Guest / visitor network access</li> <li>• IT service / help desk</li> </ul>

Each respondent in our survey typically provides 50-60 lines of data each. The size of our database gives us an unrivalled capability to then sub-group lines of data and create sub-indexes. This often allows for the early indication of key areas of under delivery. Our standard sub-indexes are;

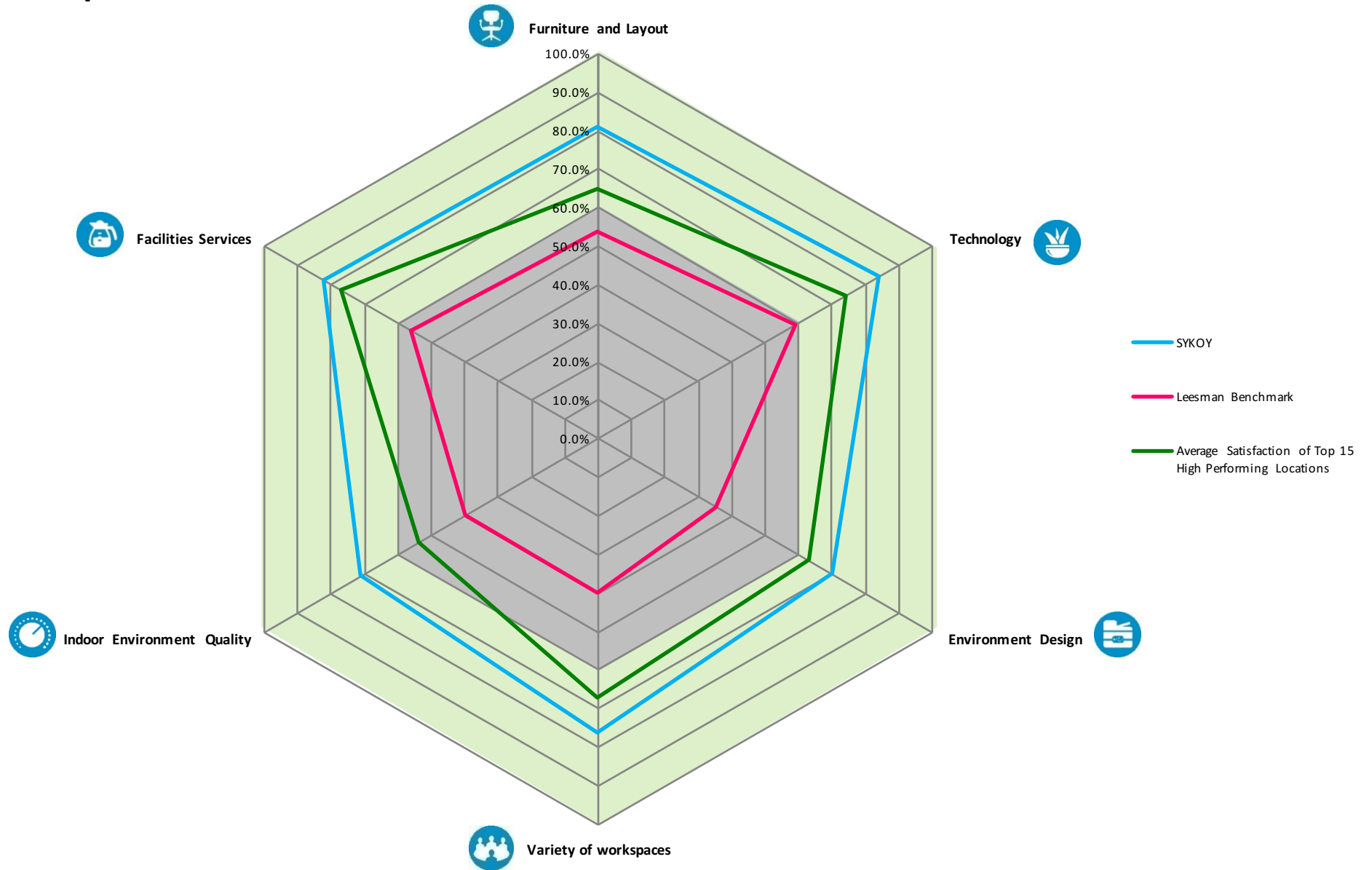
- Variety of Workspaces
- Furniture and Layout
- Environment Design
- Indoor Environment Quality
- Facilities & Services
- Technology

Shown to the left are the constituent lines of data within each sub-index. The sub-index sector scores shows the satisfaction with the features included in each sub-index.



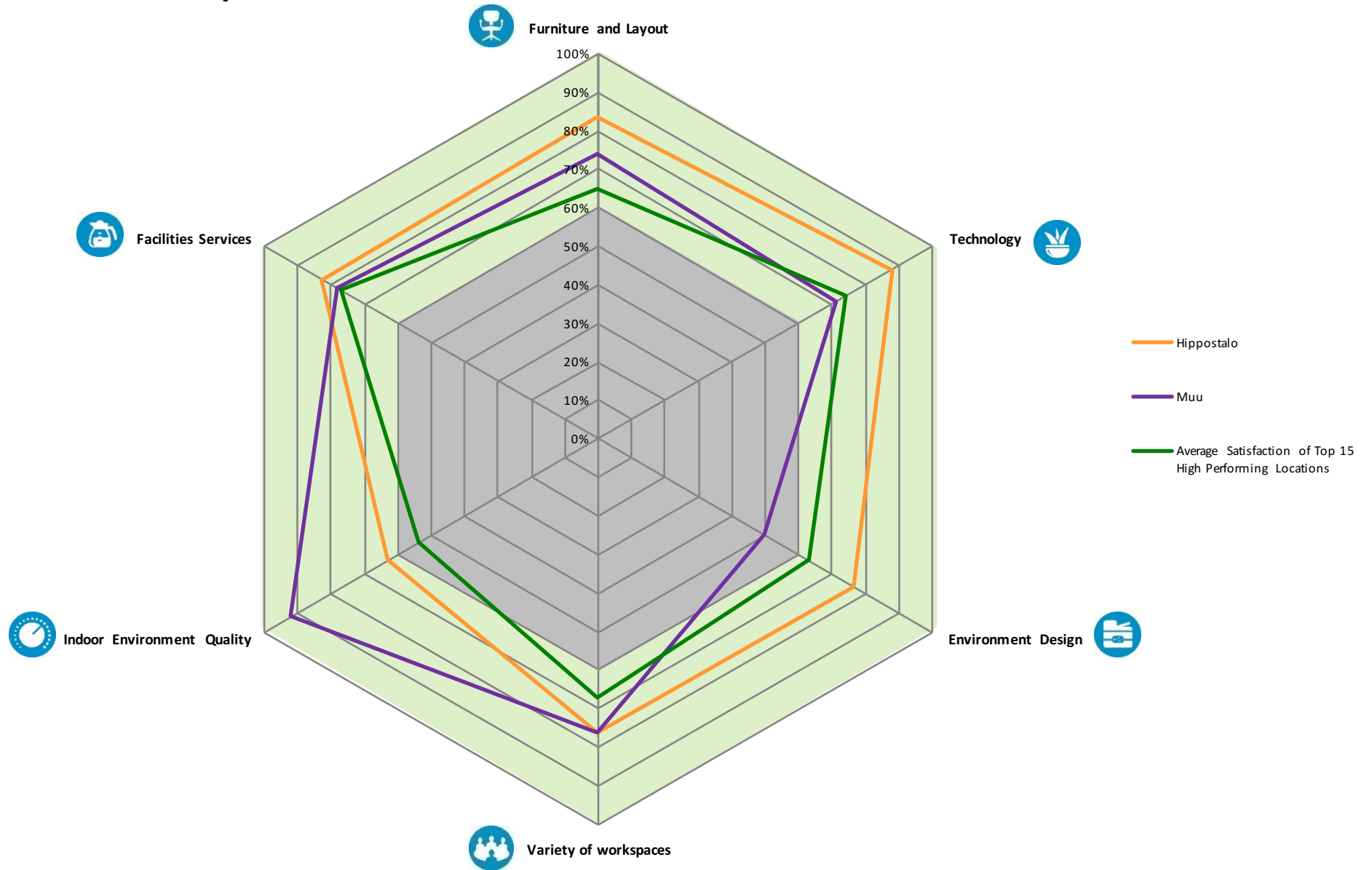
# Project Summary

## Sub-index comparison



# Project Summary

## Sub-index Location comparison



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## Detailed Analysis

# Workplace Physical Features

The following section examines the Workplace Features required in the organisation. These are the things employees need in their workplace to complete the tasks they are employed to do. They are asked to respond to the question;

*“Which features do you consider an important part of an effective workspace and how satisfied are you with them?”*

The question thus provides information relating to the different importance attached to individual features, and how satisfied they are with each. Additionally, employees can recognise that something is important but is not actually provided.

The following table presents the core findings from the recent Leesman Index employee workplace satisfaction survey and offers comparisons to the Leesman aggregated central database and to the Top 15\* high performing locations in our database as at the end of Q2 2015.

"Satisfaction" percentages presented in the SYKOY column are colour coded so that where "satisfaction" falls **below 50% of the respondents, the figure appears in red**. Conversely, where **more than two-thirds of the respondents express "satisfaction", the figure appears in green**.

The last column then shows how these performances are in Difference to the aggregated central database and in comparison to the Top 15. Here above average appears in green and below average in red. The prime point to consider here is where that Difference is by more than 10%, indicating a material difference in average performance.

\* The top 15 locations are formed of those with more than 100 respondents and an Lmi above 70.0

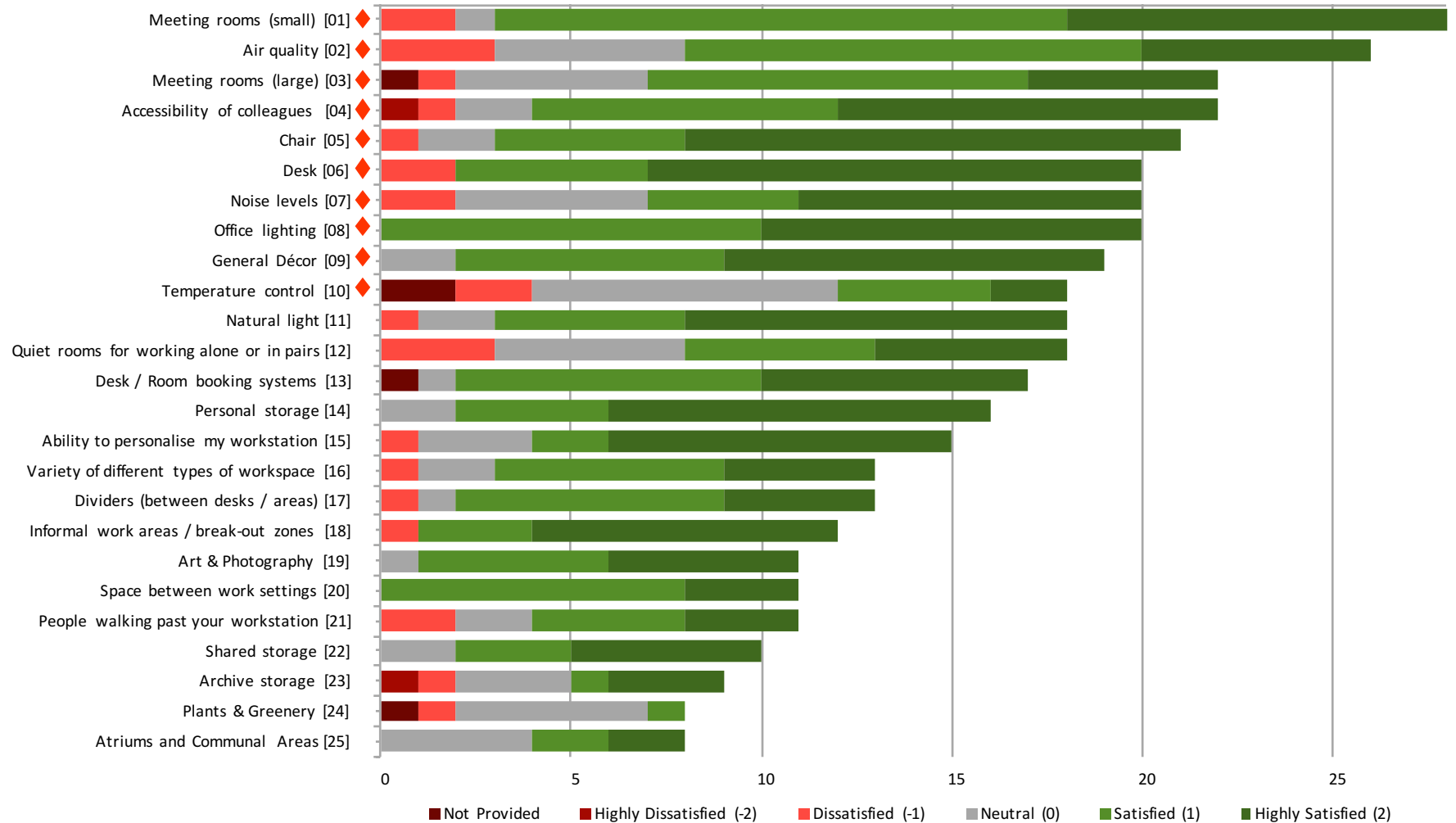
# Detailed Analysis

## Workplace Physical Features \_SYKOY

### Workplace Physical Features by Importance:

Which Physical features do you consider an important part of an effective workspace and how satisfied are you with them?

◆ Top 10 most important workplace features (# selected as important)



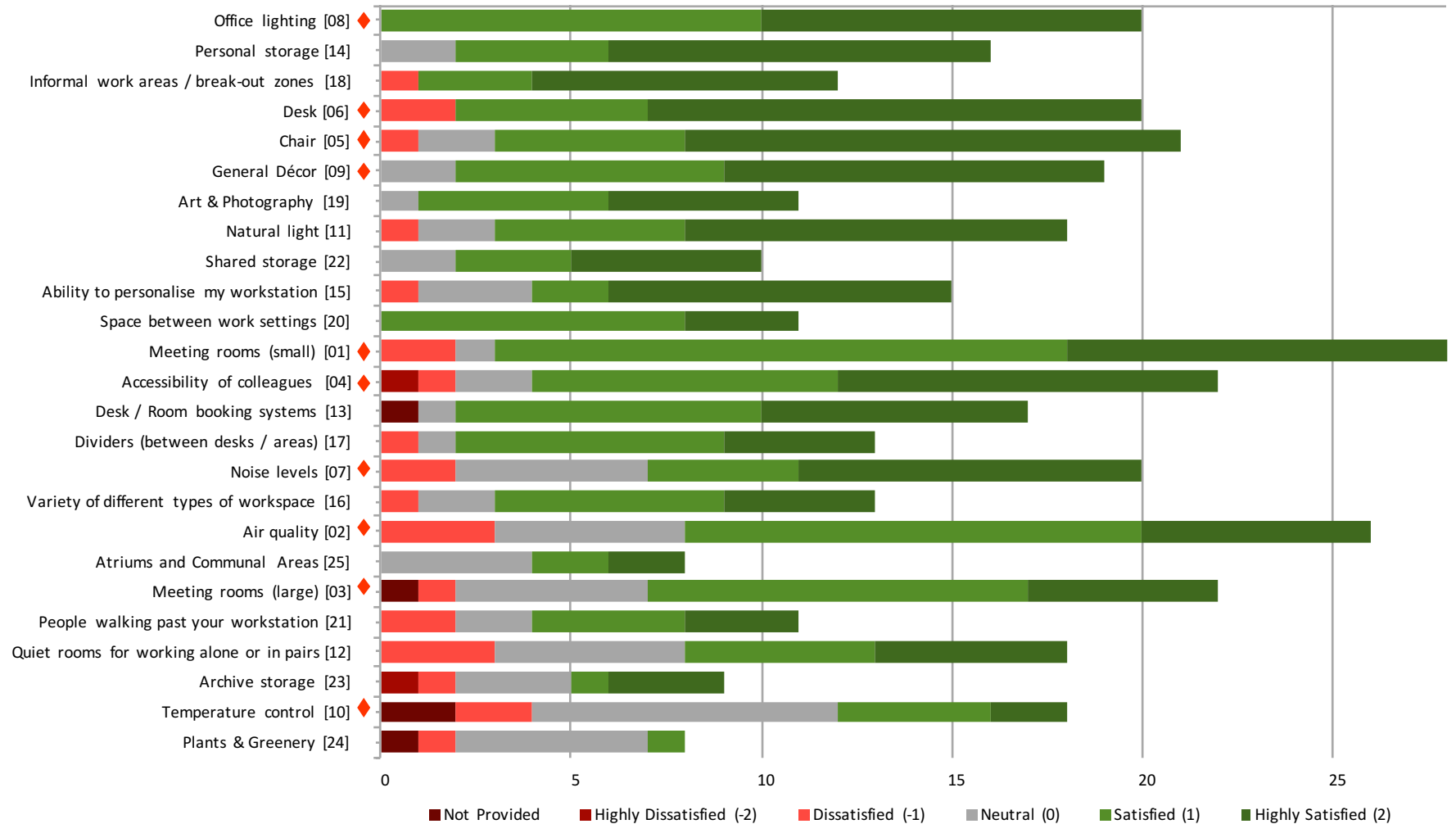
# Detailed Analysis

## Workplace Physical Features \_SYKOY

### Workplace Physical Features by Satisfaction:

Which Physical features do you consider an important part of an effective workspace and how satisfied are you with them?

◆ Top 10 most important workplace features (# selected as important)



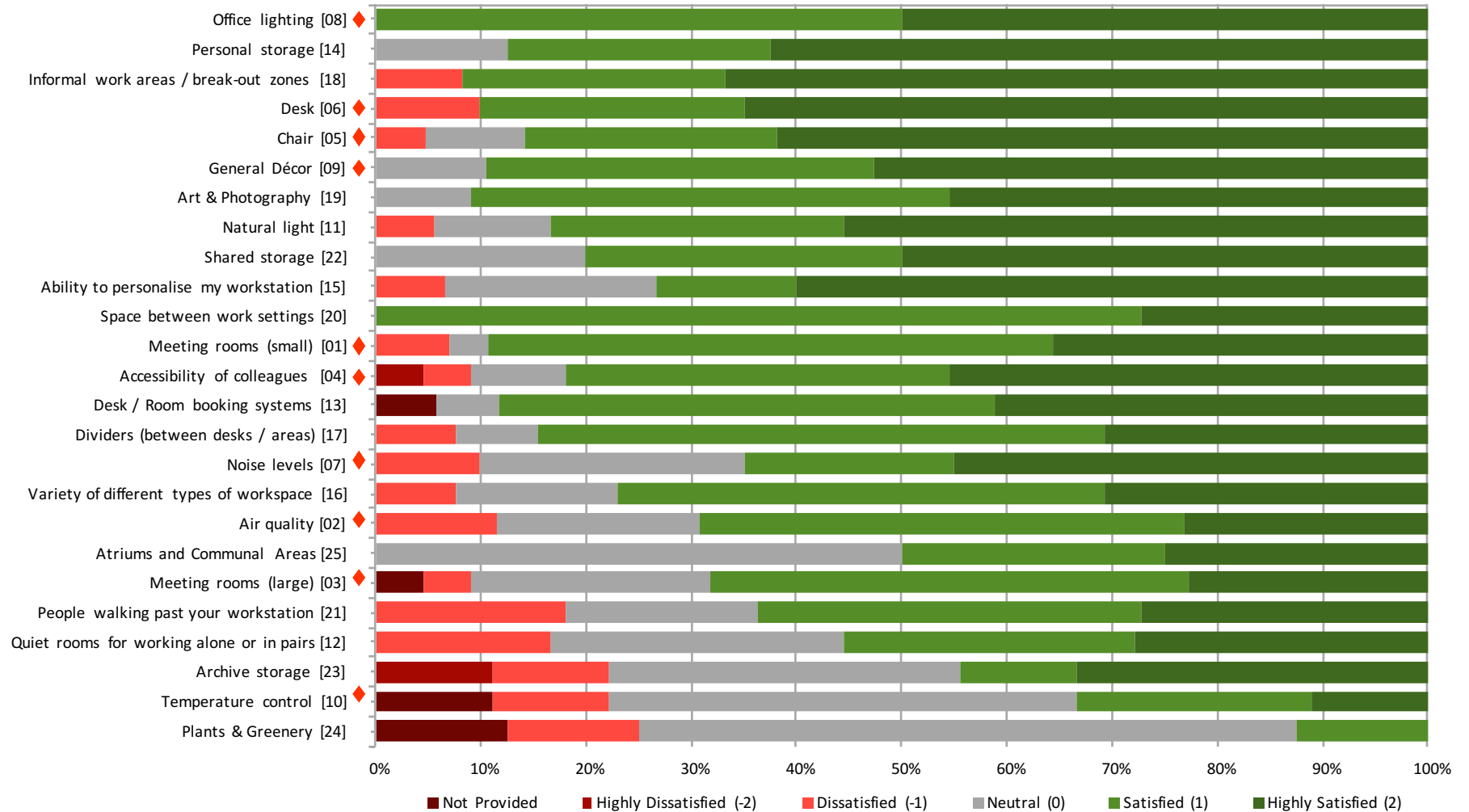
# Detailed Analysis

## Workplace Physical Features \_SYKOY

**Workplace Physical Features by Satisfaction %:**

**Which Physical features do you consider an important part of an effective workspace and how satisfied are you with them?**

◆ Top 10 most important workplace features (# selected as important)



# Detailed Analysis

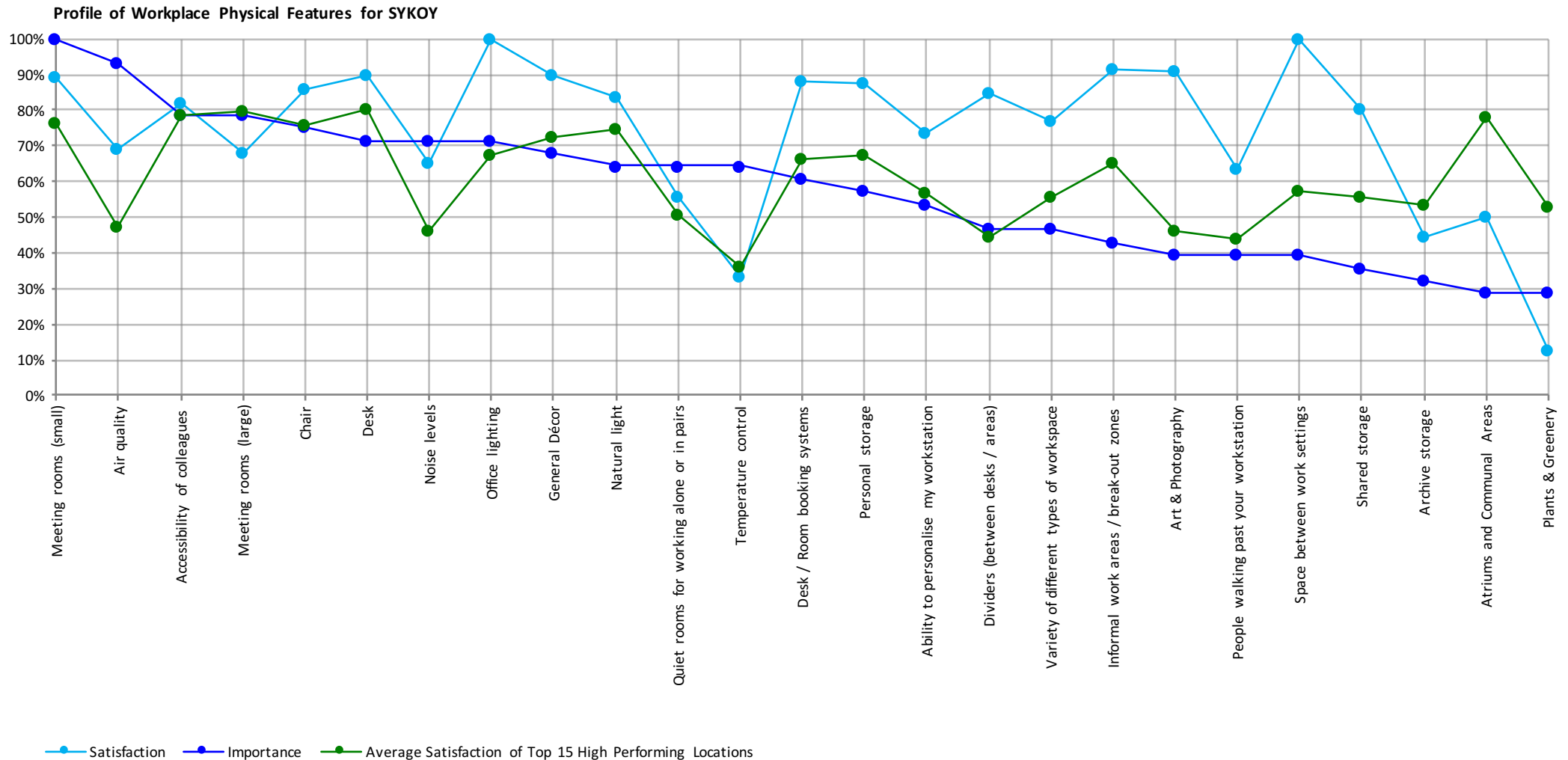
## Workplace Physical Features \_ Data Table

Which physical features do you consider to be an important part of an effective workspace? (Ranked by number who selected as important)	SYKOY			Leesman Benchmark (average of Pre & Post Projects)				Top 15 Locations (average of high performing)	
	SYKOY ranking	SYKOY % ranked as Important	SYKOY% feel satisfied with feature	Leesman Benchmark ranking	Leesman Benchmark % ranked as Important	Leesman Benchmark % feel satisfied with feature	Difference in satisfaction (SYKOY- Leesman)	% feel satisfied with feature	Difference in satisfaction (SYKOY- Top 15)
Meeting rooms (small)	1	100%	89.3%	4	79%	50.3%	39.0%	76.2%	13.1%
Air quality	2	93%	69.2%	9	69%	34.0%	35.2%	47.5%	21.7%
Meeting rooms (large)	3	79%	68.2%	8	71%	51.4%	16.8%	79.6%	-11.4%
Accessibility of colleagues	4	79%	81.8%	19	55%	68.2%	13.6%	78.5%	3.3%
Chair	5	75%	85.7%	2	92%	67.6%	18.1%	75.9%	9.8%
Desk	6	71%	90.0%	1	94%	73.0%	17.0%	80.5%	9.5%
Noise levels	7	71%	65.0%	7	77%	29.8%	35.2%	46.4%	18.6%
Office lighting	8	71%	100.0%	10	66%	54.9%	45.1%	67.3%	32.7%
General Décor	9	68%	89.5%	12	62%	41.5%	48.0%	72.5%	16.9%
Temperature control	10	64%	33.3%	3	81%	27.1%	6.2%	36.2%	-2.8%
Natural light	11	64%	83.3%	6	77%	57.4%	25.9%	74.4%	9.0%
Quiet rooms for working alone or in pairs	12	64%	55.6%	11	63%	26.0%	29.6%	50.6%	4.9%
Desk / Room booking systems	13	61%	88.2%	17	55%	43.2%	45.0%	66.3%	22.0%
Personal storage	14	57%	87.5%	5	79%	54.9%	32.6%	67.4%	20.1%
Ability to personalise my workstation	15	54%	73.3%	14	56%	46.3%	27.0%	56.5%	16.8%
Variety of different types of workspace	16	46%	76.9%	25	35%	27.5%	49.5%	55.8%	21.1%
Dividers (between desks / areas)	17	46%	84.6%	16	55%	37.6%	47.0%	44.6%	40.0%
Informal work areas / break-out zones	18	43%	91.7%	15	56%	36.4%	55.3%	64.9%	26.8%
Art & Photography	19	39%	90.9%	22	42%	21.9%	69.0%	45.9%	45.0%
Space between work settings	20	39%	100.0%	18	55%	46.1%	53.9%	57.2%	42.8%
People walking past your workstation	21	39%	63.6%	13	56%	31.2%	32.4%	43.8%	19.8%
Shared storage	22	36%	80.0%	23	42%	40.3%	39.7%	55.9%	24.1%
Archive storage	23	32%	44.4%	24	37%	36.9%	7.6%	53.4%	-9.0%
Plants & Greenery	24	29%	12.5%	20	55%	28.4%	-15.9%	52.9%	-40.4%
Atriums and Communal Areas	25	29%	50.0%	21	53%	43.4%	6.6%	77.8%	-27.8%

# Detailed Analysis

## Workplace Physical Features \_ Importance vs Satisfaction

### SYKOY

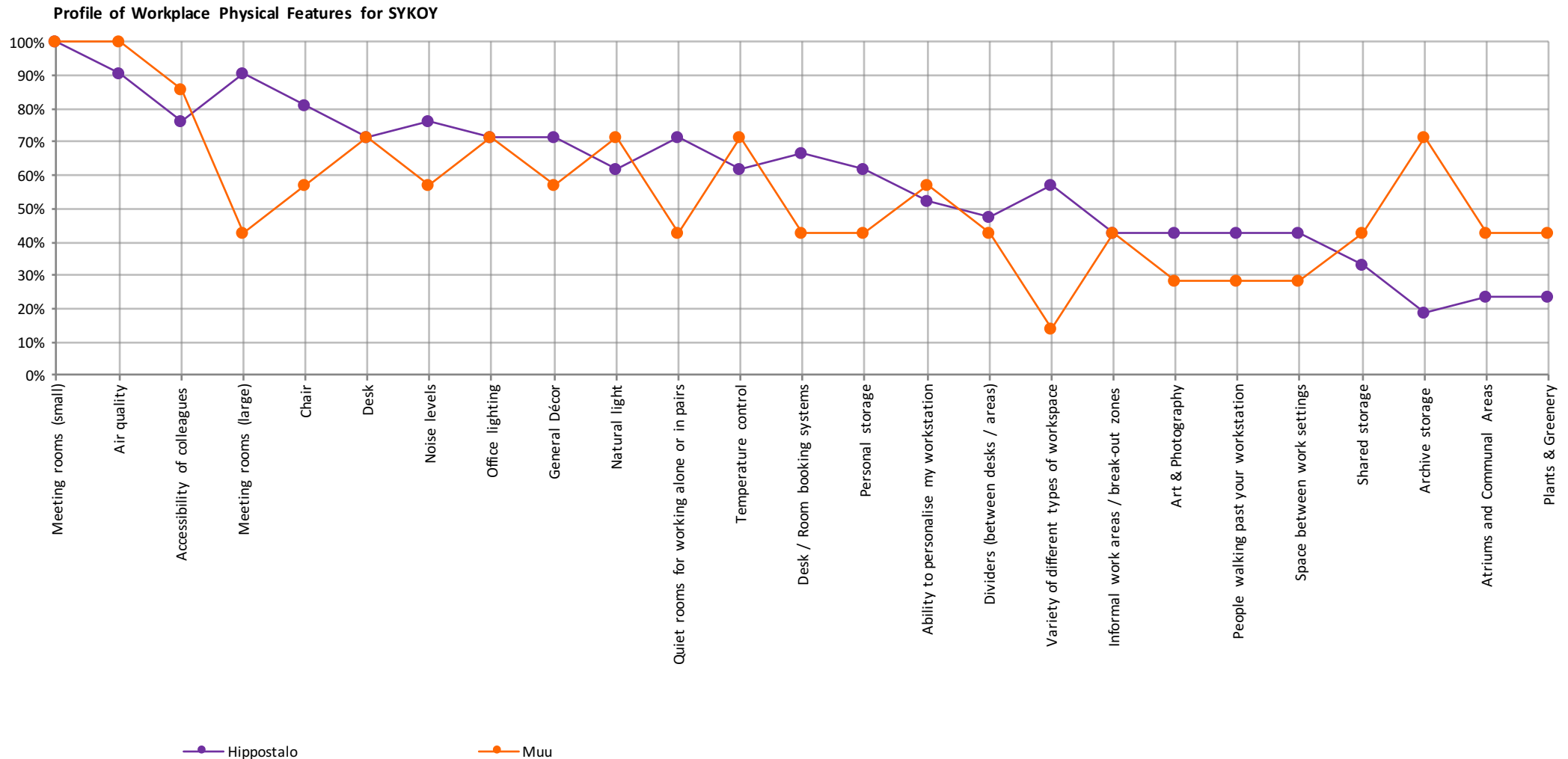




# Detailed Analysis

## Workplace Physical Features \_ Importance

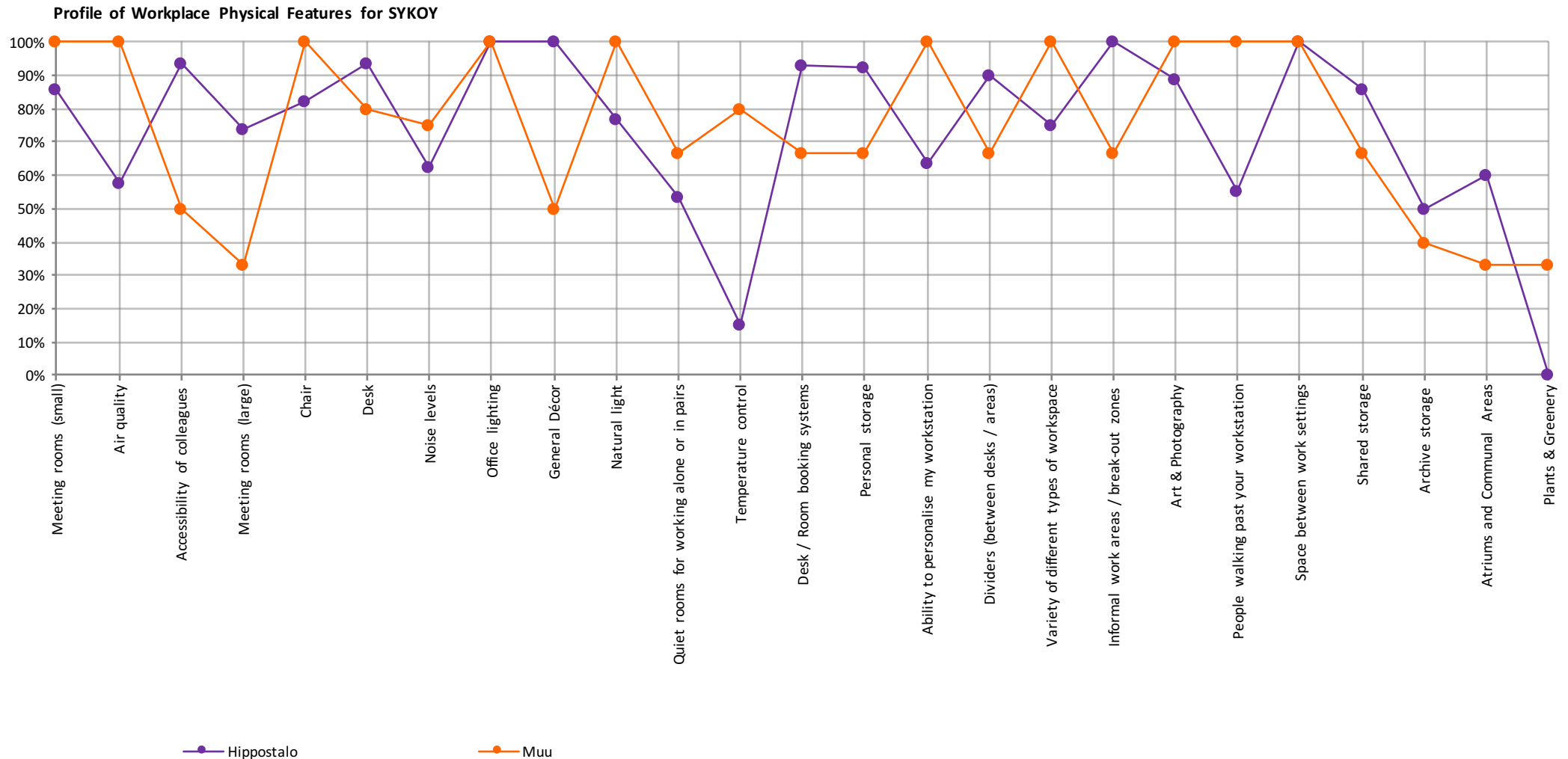
### SYKOY Location comparison



# Detailed Analysis

## Workplace Physical Features \_ Satisfaction

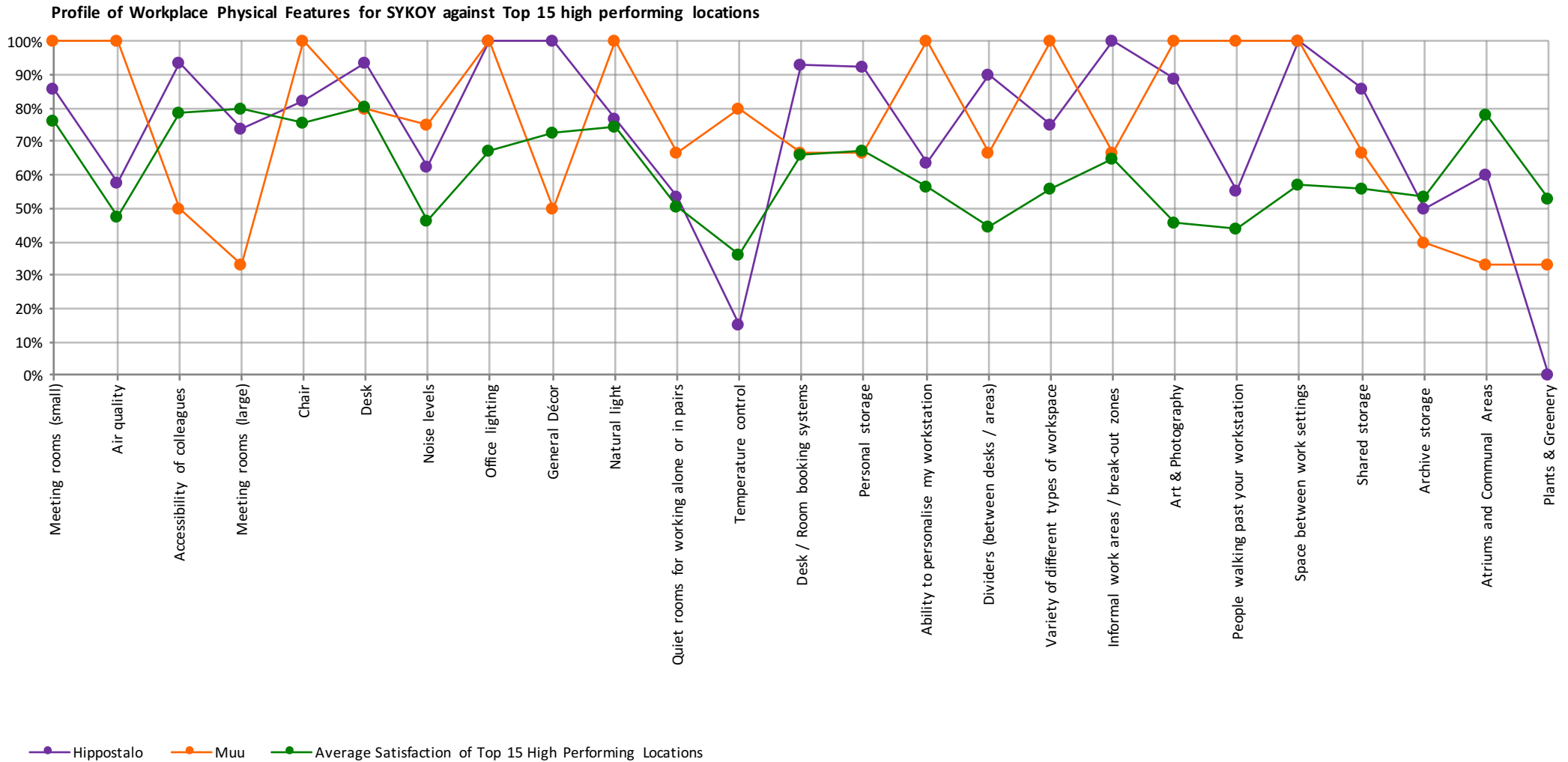
### SYKOY Location comparison



# Detailed Analysis

## Workplace Physical Features \_ Satisfaction

### SYKOY Location comparison



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## Detailed Analysis

### Workplace Service Features

The following section examines the Workplace Service Features required in the organisation. These are the services employees recognise as important in their workplace to support the tasks they are employed to do. They are asked to respond to the question;

*“Which service features do you consider an important part of an effective workspace and how satisfied are you with them?”*”

The question thus provides information relating to the different importance attached to individual services, and how satisfied they are with each. Additionally, employees can recognise that something is important but is not actually provided.

The following table presents the core findings from the recent Leesman Index employee workplace satisfaction survey and offers comparisons to the Leesman aggregated central database and to the Top 15\* high performing locations in our database as at the end of Q2 2015.

"Satisfaction" percentages presented in the SYKOY column are colour coded so that where "satisfaction" falls **below 50% of the respondents, the figure appears in red**. Conversely, where **more than two-thirds of the respondents express "satisfaction", the figure appears in green**.

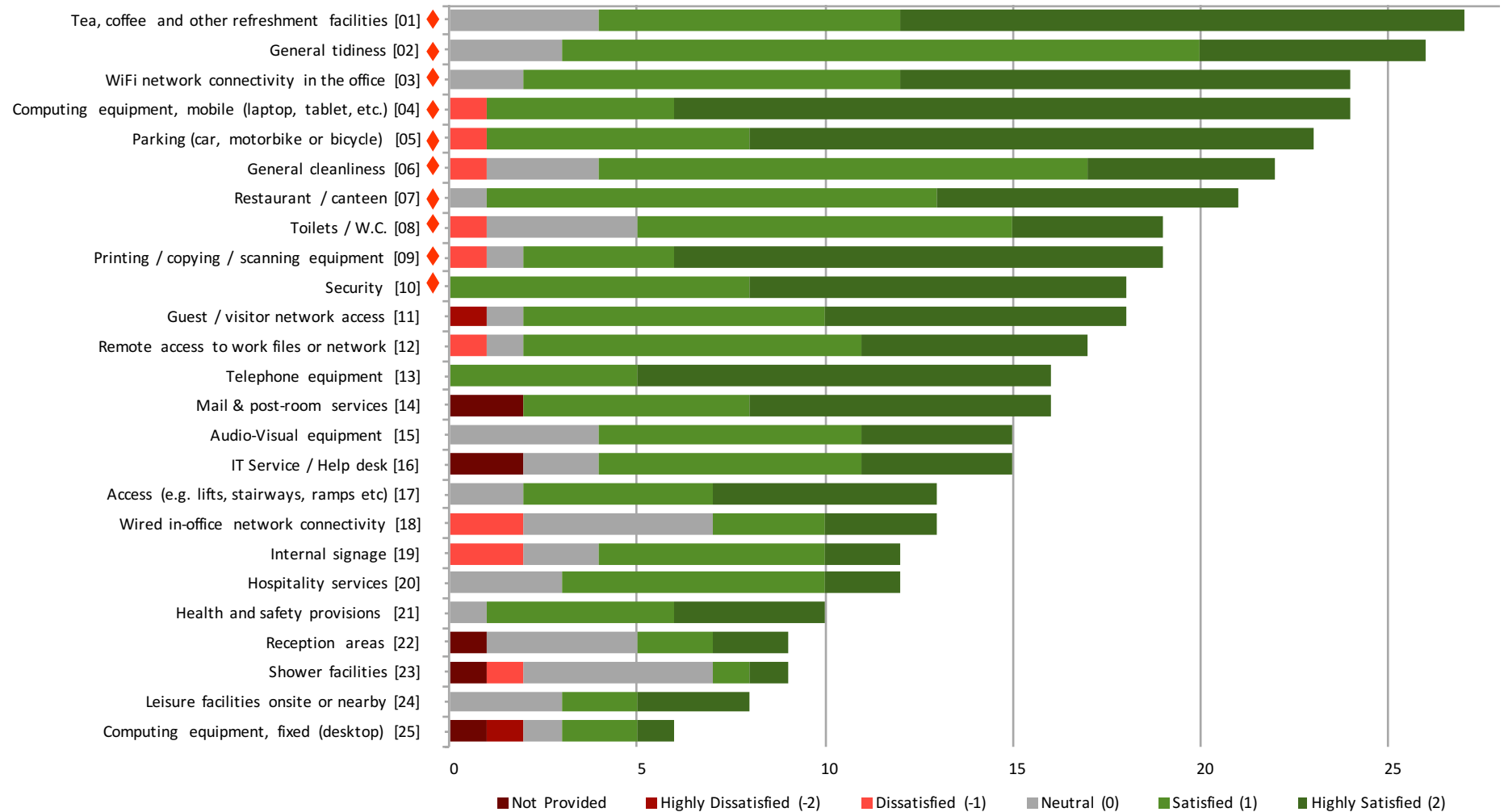
The last column then shows how these performances are in Difference to the aggregated central database and in comparison to the Top 15. Here above average appears in green and below average in red. The prime point to consider here is where that Difference is by more than 10%, indicating a material difference in average performance.

\* The top 15 locations are formed of those with more than 100 respondents and an Lmi above 70.0

# Detailed Analysis

## Workplace Service Features\_SYKOY

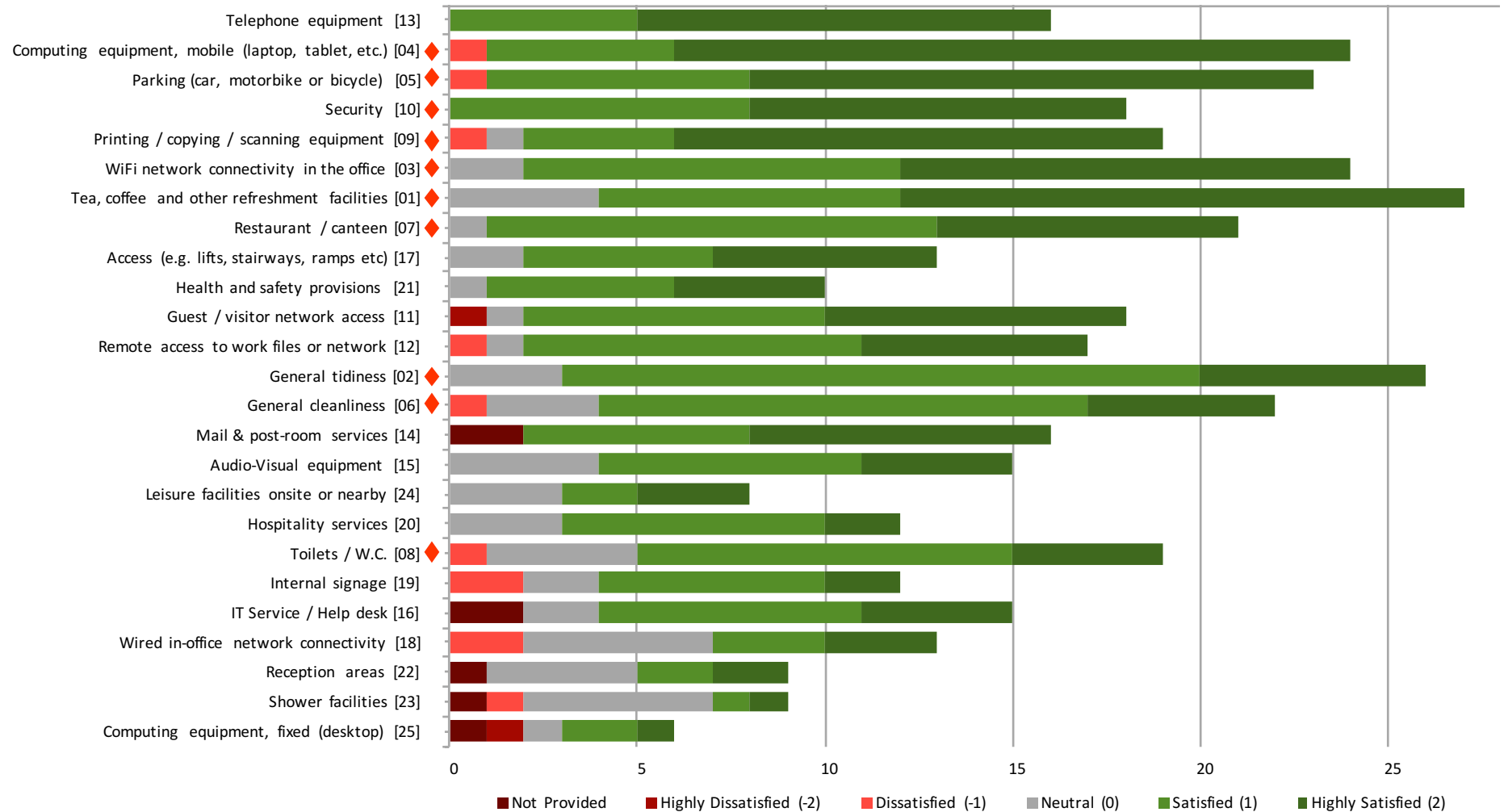
**Workplace Service Features by Importance:**  
**Which Service features do you consider an important part of an effective workspace and how satisfied are you with them?**  
 ♦ Top 10 most important workplace facilities (#selected as important)



# Detailed Analysis

## Workplace Service Features\_SYKOY

**Workplace Service Features by Satisfaction:**  
**Which Service features do you consider an important part of an effective workspace and how satisfied are you with them?**  
 ♦ Top 10 most important workplace facilities (#selected as important)



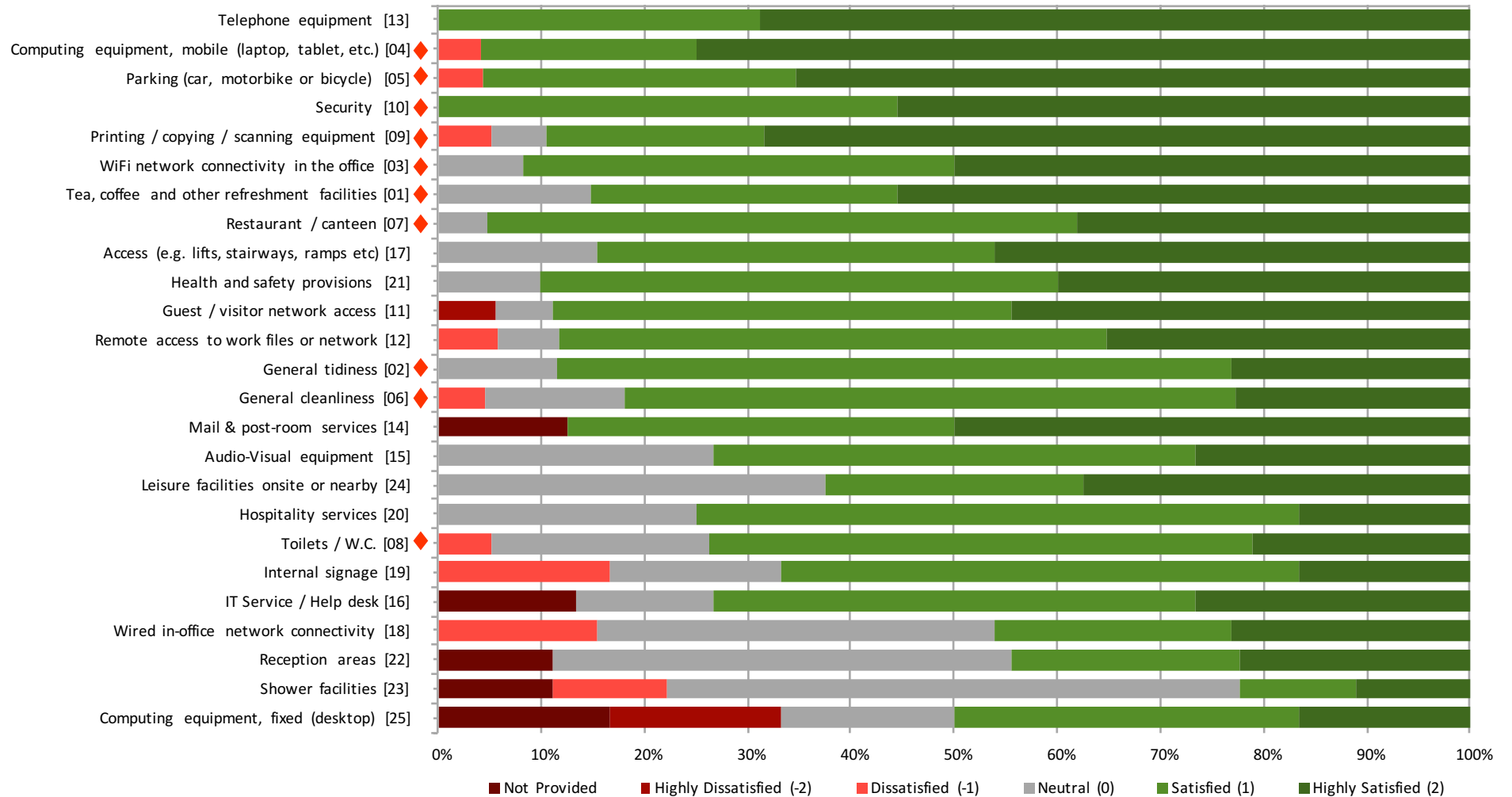
# Detailed Analysis

## Workplace Service Features\_SYKOY

### Workplace Service Features by Satisfaction %:

Which Service features do you consider an important part of an effective workspace and how satisfied are you with them?

◆ Top 10 most important workplace facilities (#selected as important)



# Detailed Analysis

## Workplace Service Features\_ Data Table

Which service features do you consider to be an important part of an effective office? (Ranked by number who selected as important)	SYKOY			Leesman Benchmark (average of Pre & Post Projects)				Top 15 Locations (average of high performing)	
	SYKOY ranking	SYKOY % ranked as Important	SYKOY % feel satisfied with feature	Leesman Benchmark ranking	Leesman Benchmark % ranked as Important	Leesman Benchmark % feel satisfied with feature	Difference in satisfaction (SYKOY- Leesman)	% feel satisfied with feature	Difference in satisfaction (SYKOY- Top 15)
Tea, coffee and other refreshment facilities	1	96%	85.2%	1	89%	64.3%	20.9%	85.9%	-0.7%
General tidiness	2	93%	88.5%	12	70%	57.2%	31.3%	78.8%	9.7%
WiFi network connectivity in the office*	3	86%	91.7%	9	77%	58.7%	32.9%	-	-
Computing equipment, mobile (laptop, tablet, etc.)*	4	86%	95.8%	11	70%	64.4%	31.4%	-	-
Parking (car, motorbike or bicycle)	5	82%	95.7%	13	65%	49.0%	46.6%	57.1%	38.5%
General cleanliness	6	79%	81.8%	3	83%	59.2%	22.6%	82.9%	-1.1%
Restaurant / canteen	7	75%	95.2%	7	80%	49.1%	46.1%	73.0%	22.2%
Toilets / W.C.	8	68%	73.7%	5	81%	47.8%	25.9%	68.8%	4.9%
Printing / copying / scanning equipment	9	68%	89.5%	4	81%	67.0%	22.5%	77.8%	11.7%
Security	10	64%	100.0%	15	57%	68.5%	31.5%	84.2%	15.8%
Guest / visitor network access	11	64%	88.9%	25	35%	37.1%	51.7%	56.4%	32.5%
Remote access to work files or network	12	61%	88.2%	14	63%	59.2%	29.0%	75.3%	12.9%
Telephone equipment	13	57%	100.0%	6	81%	68.7%	31.3%	81.8%	18.2%
Mail & post-room services	14	57%	87.5%	17	53%	67.6%	19.9%	85.2%	2.3%
Audio-Visual equipment	15	54%	73.3%	24	37%	43.2%	30.1%	69.5%	3.8%
IT Service / Help desk*	16	54%	73.3%	8	79%	59.8%	13.5%	-	-
Access (e.g. lifts, stairways, ramps etc)	17	46%	84.6%	16	54%	67.0%	17.6%	78.6%	6.0%
Wired in-office network connectivity	18	46%	46.2%	10	70%	67.9%	-21.8%	83.1%	-37.0%
Internal signage	19	43%	66.7%	21	40%	43.9%	22.7%	65.9%	0.8%
Hospitality services	20	43%	75.0%	23	38%	47.1%	27.9%	82.9%	-7.9%
Health and safety provisions	21	36%	90.0%	19	50%	61.7%	28.3%	78.6%	11.4%
Reception areas	22	32%	44.4%	18	52%	61.6%	-17.1%	88.3%	-43.9%
Shower facilities*	23	32%	22.2%	22	39%	31.8%	-9.6%	-	-
Leisure facilities onsite or nearby	24	29%	62.5%	20	49%	39.7%	22.8%	55.7%	6.8%
Computing equipment, fixed (desktop)	25	21%	50.0%	2	84%	66.1%	-16.1%	78.9%	-28.9%

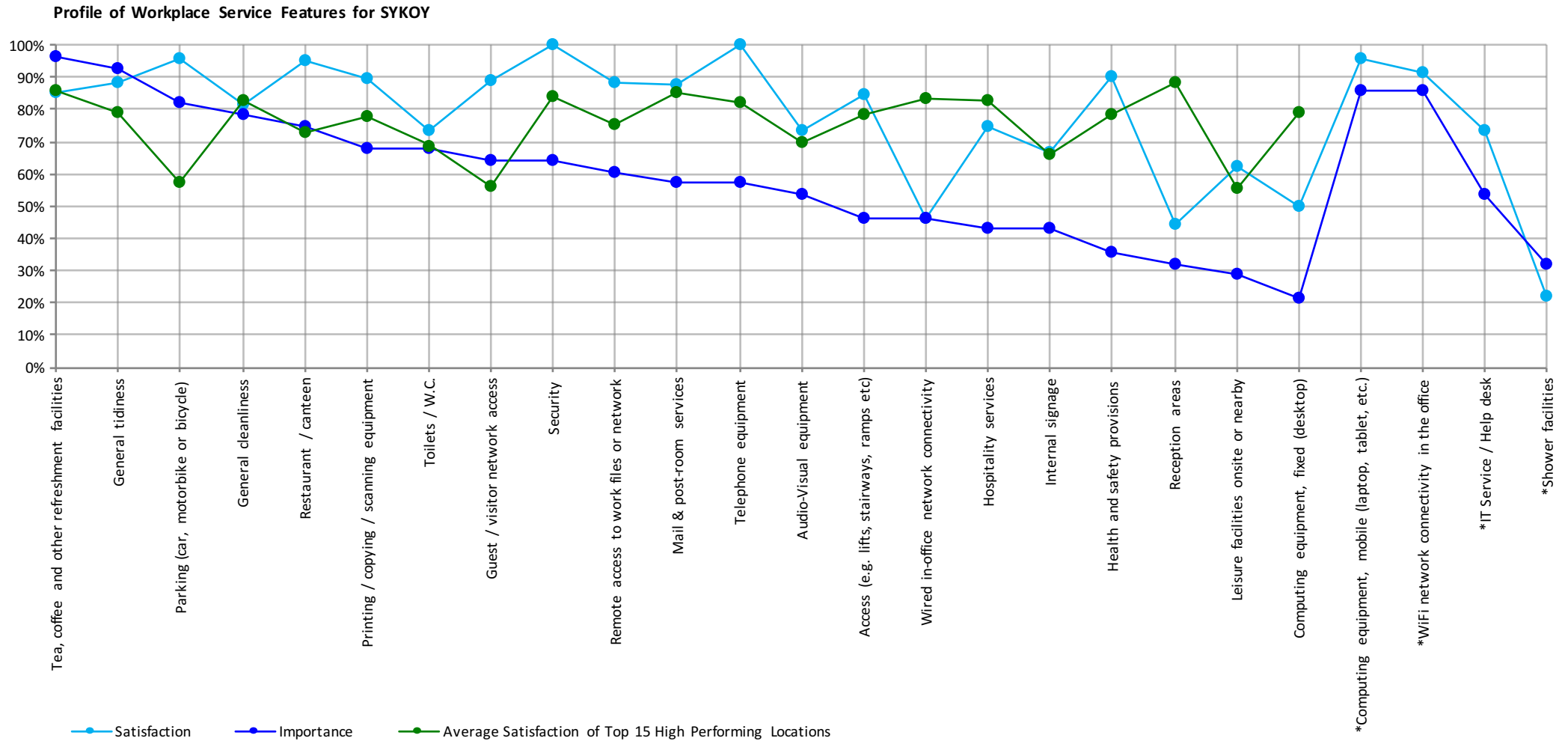
\*Item added March 2015



# Detailed Analysis

## Workplace Service Features\_ Importance vs Satisfaction

### SYKOY

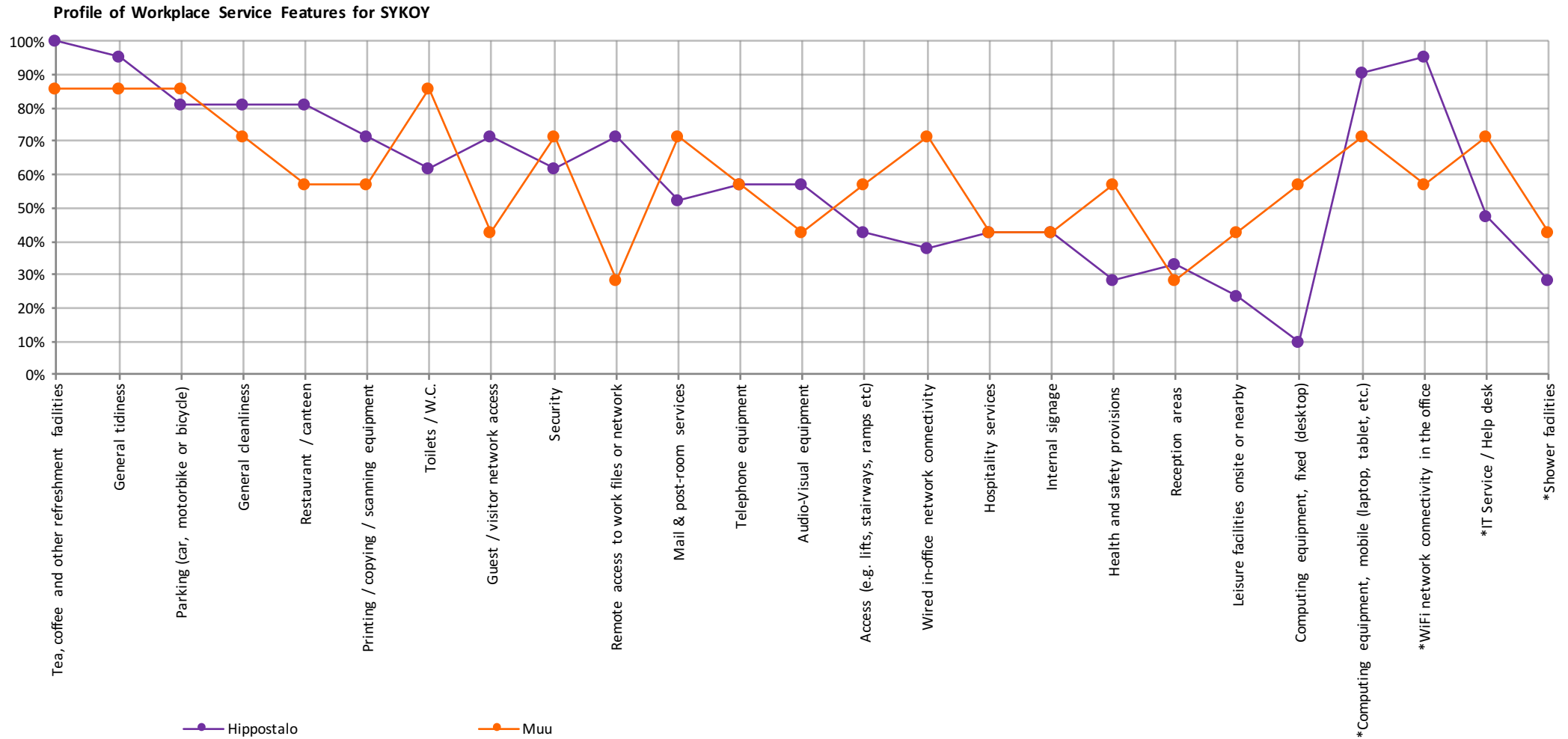


\*Item added March 2015

# Detailed Analysis

## Workplace Service Features\_Importance

### SYKOY Location comparison

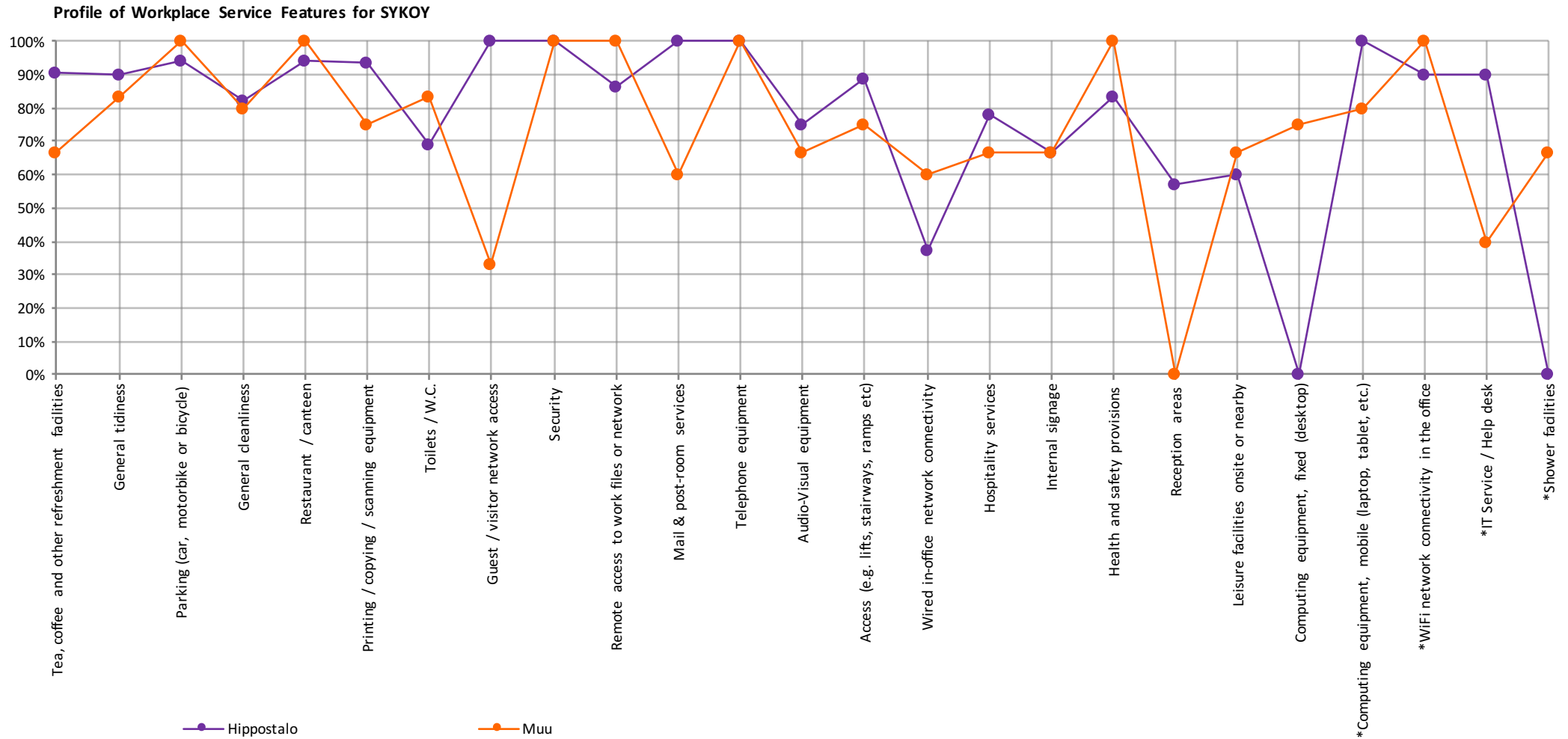


\*Item added March 2015

# Detailed Analysis

## Workplace Service Features\_Satisfaction

### SYKOY Location comparison

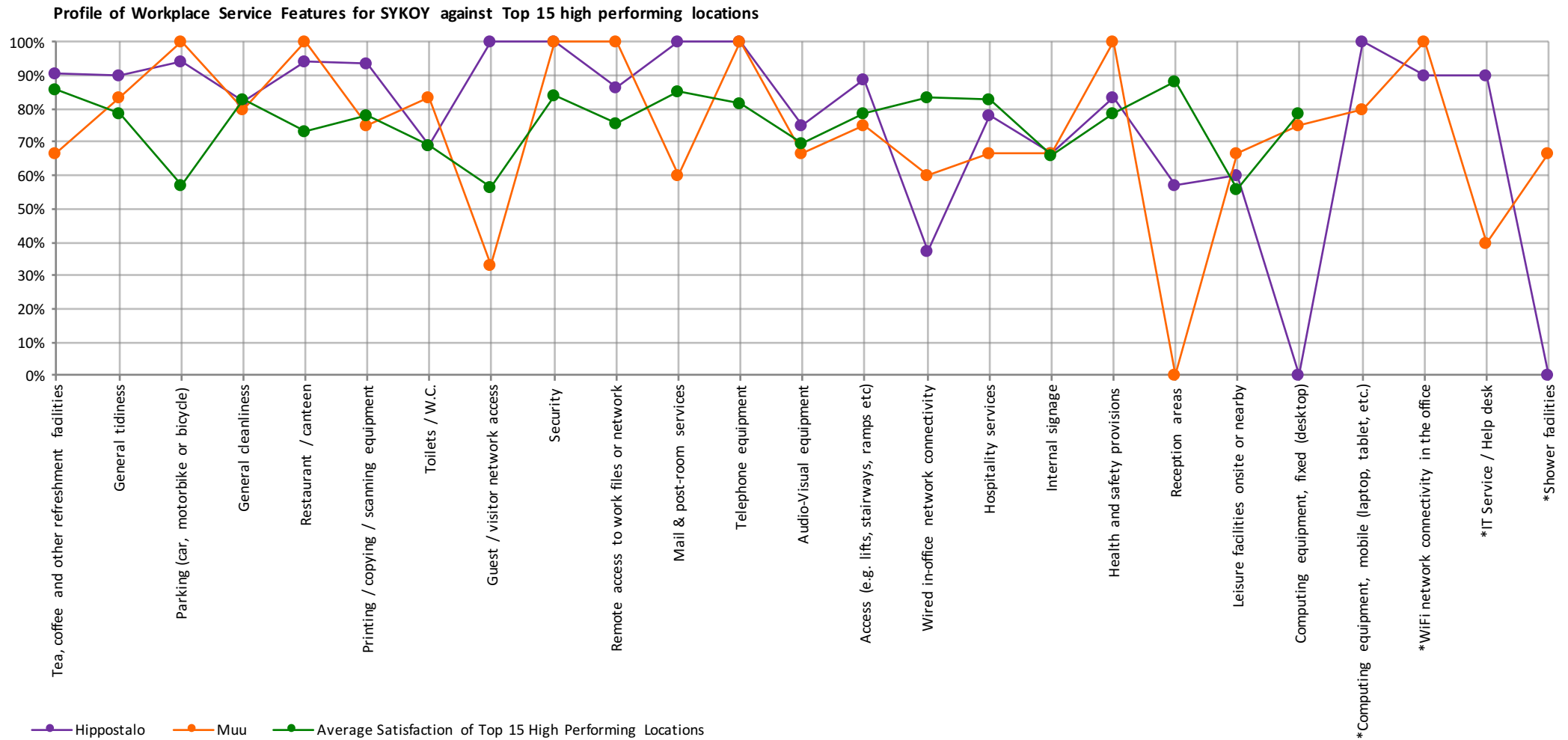


\*Item added March 2015

# Detailed Analysis

## Workplace Service Features\_Satisfaction

### SYKOY Location comparison



\*Item added March 2015

# Detailed Analysis

## Work Mobility \_ Data Table

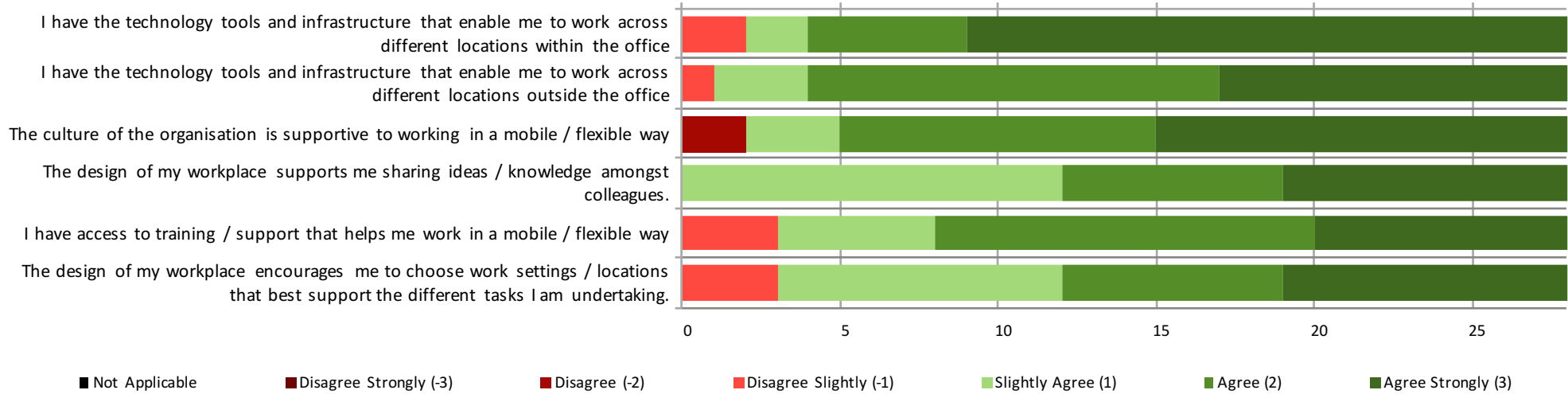
To what extent do you agree or disagree with the following statements? (ranked by positivity)	SYKOY		Leesman Benchmark (average of Pre & Post Projects)		
	SYKOY ranking	SYKOY % in agreement	Leesman Benchmark ranking	Leesman Benchmark % in agreement	Difference in agreement (SYKOY–Leesman)
I have the technology tools and infrastructure that enable me to work across different locations within the office	1	92.9%	2	70.3%	22.5%
I have the technology tools and infrastructure that enable me to work across different locations outside the office	2	96.4%	3	69.1%	27.3%
The culture of the organisation is supportive to working in a mobile / flexible way	3	92.9%	4	64.2%	28.7%
The design of my workplace supports me sharing ideas / knowledge amongst colleagues.	4	100.0%	1	73.0%	27.0%
I have access to training / support that helps me work in a mobile / flexible way	5	89.3%	6	56.3%	32.9%
The design of my workplace encourages me to choose work settings / locations that best support the different tasks I am undertaking.	6	89.3%	5	56.0%	33.3%

\*Question added March 2015

# Detailed Analysis

## Work Mobility SYKOY

To what extent do you agree or disagree with the following statements?



\*Question added March 2015

# Leesman Office

## Data - terms of use

**Leesman Ltd**  
**Henry Wood House**  
**2 Riding House Street**  
**London**  
**W1W 7FA**

**t. 020 3239 5980**  
**e. [info@leesmanindex.com](mailto:info@leesmanindex.com)**

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