Leesman Office
Workplace Effectiveness Survey Results
University of Glasgow

Leesman 20.06.2014

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 University of Glasgow.

Introduction

The Leesman “Lmi” model

The "Lmi" is the international, standardised workplace effectiveness benchmark from Leesman. It is the "score" of employee satisfaction and workplace effectiveness calculated from the answers to questions that determine which Work Activities are important to employees and how well these activities are supported by the workplace.

An "Lmi" score is calculated for every respondent that submits a survey. This allows us to aggregate the data to the level of a whole portfolio, or to focus down on smaller data sub-sets such as building, department, floor, gender, length of service, age etc.

The Leesman Index survey also reveals how well the physical "Features" are performing and how well the "Facilities Services" are working, allowing clients to understand how well they are supporting key workplace activities. The satisfaction scores for physical features and facilities services are not included in the calculation of the Lmi.

The Activity, Features and Facilities questions make up the core Leesman Survey and are fixed to enable benchmarking – they cannot be omitted or altered for each project. However we also have a series of sector and situation specific ‘bolt-on’ modules which can be added to the core survey at minimal cost.

Project summary

Survey benchmark comparisons

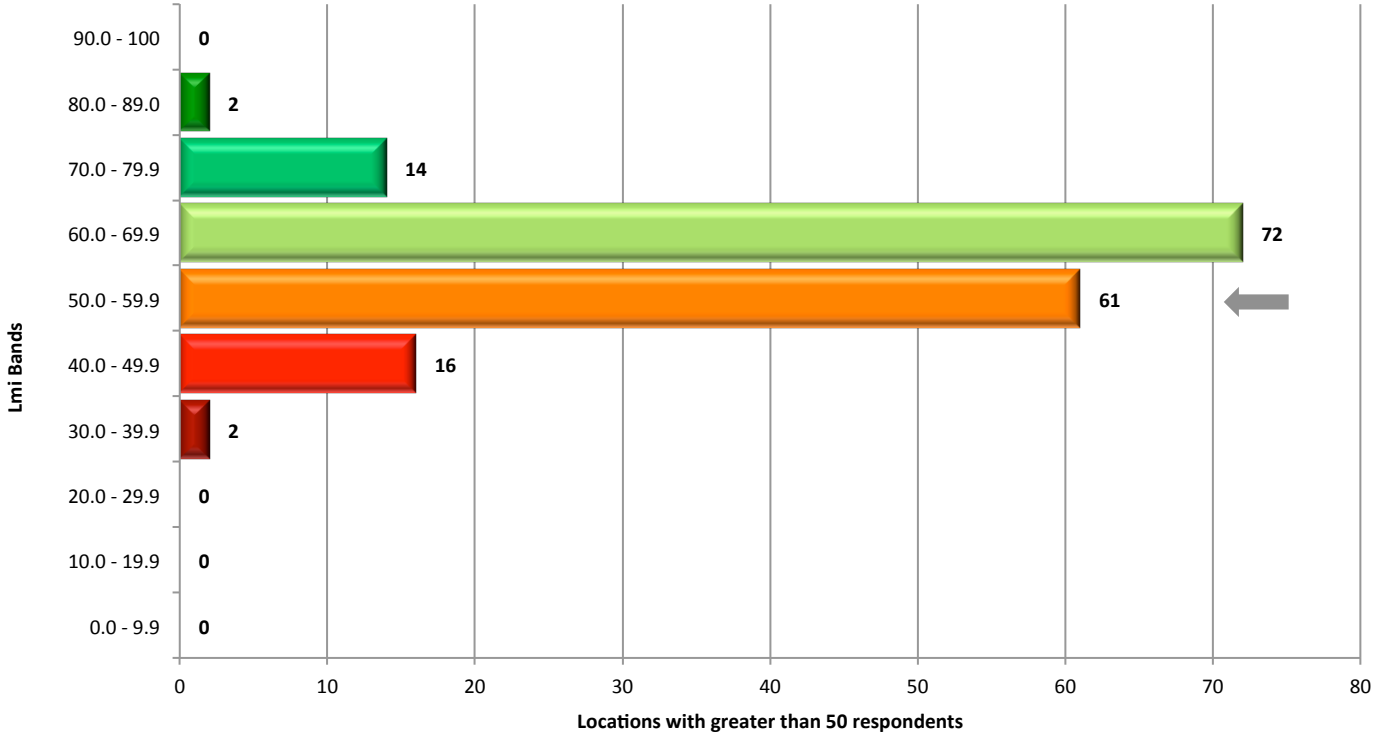
	University of Glasgow	Leesman database overall	Leesman highest "Lmi" property	Leesman lowest "Lmi" property
Leesman "Lmi" effectiveness score	Lmi 58.8	Lmi 59.7	Lmi 83.9	Lmi 33.3
Respondents	152	59,835	77	66
Response rate	68%	64%	81%	71%
Locations surveyed	2	506	1	1
Individual Lmi Range – hi to low individual "Lmi"	99.6 – 11.6	-	-	-

This table shows the headline "Lmi" performance information for University of Glasgow and the Leesman overall database. You will note;

- **University of Glasgow has scored a below average Lmi. It is Lmi 0.9 below the Leesman average as at 13.06.2014.**
- **Each individual who completes the survey generates an individual Lmi, the range shows the highest and lowest scoring individual.**

Project summary

Lmi Locations spectrum



This chart shows the distribution of individual properties by "Lmi" band where the property has more that 50 respondents.

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

University of Glasgow is as follows;

- **Lmi 80.0-89.0**
- **Lmi 70.0-79.9**
- **Lmi 60.0-69.9**
- **Lmi 50.0-59.9 - 2**
- **Lmi 40.0-49.9**
- **Lmi 30.0-39.9**

Project summary

Location comparisons

	University of Glasgow	Gilbert Scott	Estates and Buildings	Other
Leesman effectiveness score (Lmi)	Lmi 58.8	Lmi 58.3	Lmi 59.6	**Lmi 61.0**
Respondents	152	103	40	9
Response rate	68% of target	67% of total	28% of total	5% of total

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

- **University of Glasgow has a small range of Lmi scores between the locations surveyed, with the difference between the highest and lowest performing Lmi 1.3.**
- **Response rates refer to the % of respondents in the sub-category from all those who responded.**

Project summary

Department benchmark comparisons

Department	Lmi	Respondents
Planning and Business Intelligence	81.3	13
Estates and Building	60.0	43
HR	56.2	31
Central Finance	55.3	50
Research Support	52.6	15

This table shows the Lmi distribution across the 5 departments surveyed at University of Glasgow.

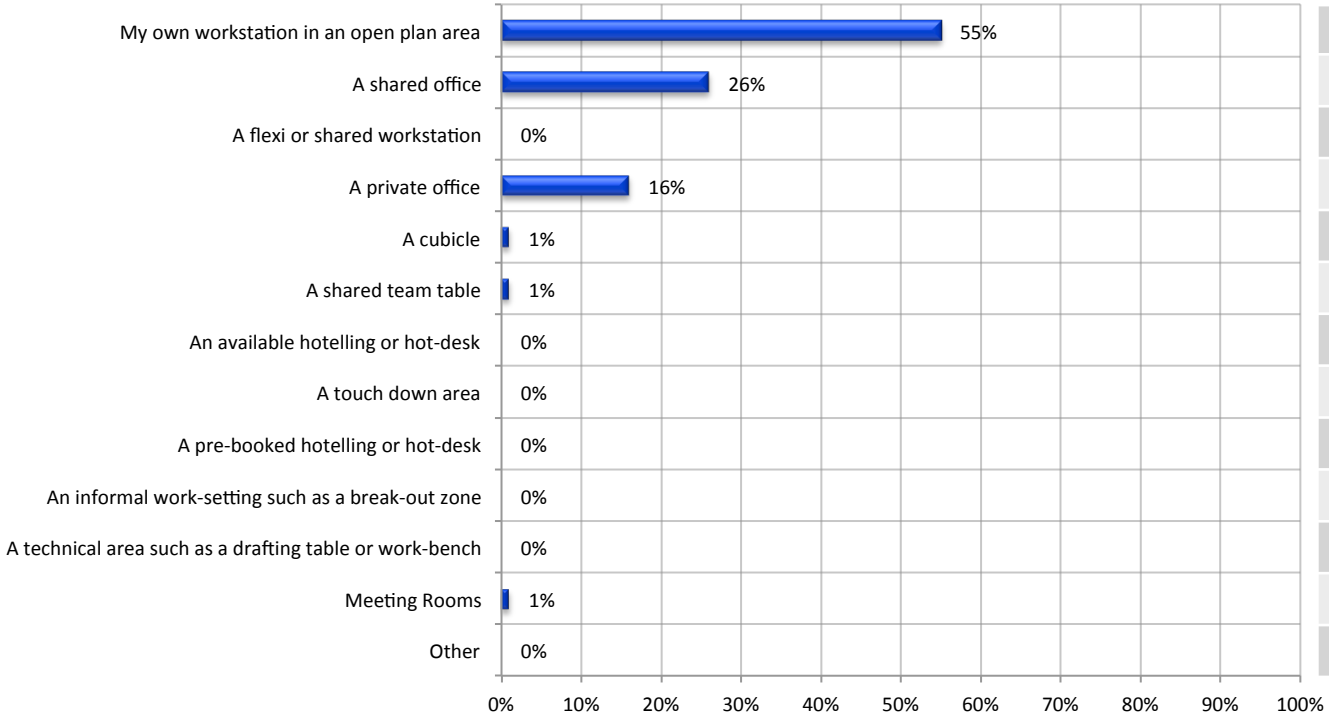
There is an Lmi range of 28.7 across the department with the highest Lmi and the one with the lowest scoring Lmi.

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



	University of Glasgow	University of Glasgow Lmi	Lmi Range	Leesman Database	Database Lmi
My own workstation in an open plan area	83 (55%)	**54.3**		32592 (64%)	**57.8**
A shared office	40 (26%)	61.5		7306 (14%)	**59.6**
A flexi or shared workstation	0 (0%)	-		2678 (5%)	61.2
A private office	25 (16%)	69.5		2927 (6%)	67.9
A cubicle	1 (1%)	-		2074 (4%)	**59.6**
A shared team table	1 (1%)	-		1209 (3%)	62.0
An available hotelling or hot-desk	0 (0%)	-	**15.2**	1234 (3%)	60.4
A touch down area	0 (0%)	-		175 (0%)	62.5
A pre-booked hotelling or hot-desk	0 (0%)	-		161 (0%)	**59.4**
An informal work-setting such as a break-out zone	0 (0%)	-		103 (0%)	61.2
A technical area such as a drafting table or work-bench	0 (0%)	-		69 (0%)	**58.9**
Meeting Rooms	2 (1%)	-		156 (0%)	**57.1**
Other	0 (0%)	-		258 (1%)	**59.8**

Project Summary

Demographic Analysis

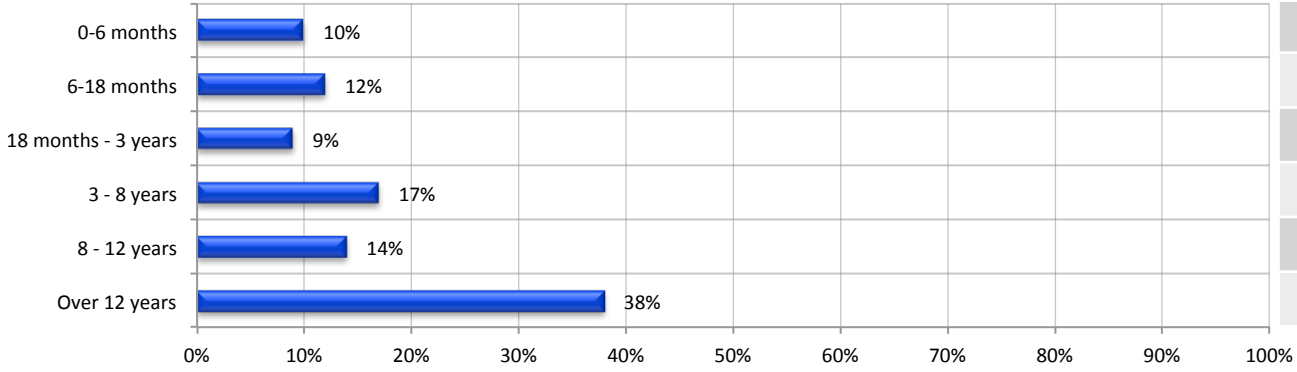
The following tables provide analysis across the usual demographic segments of Age, Gender, Employment type, Job Role and Time with organisation.

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

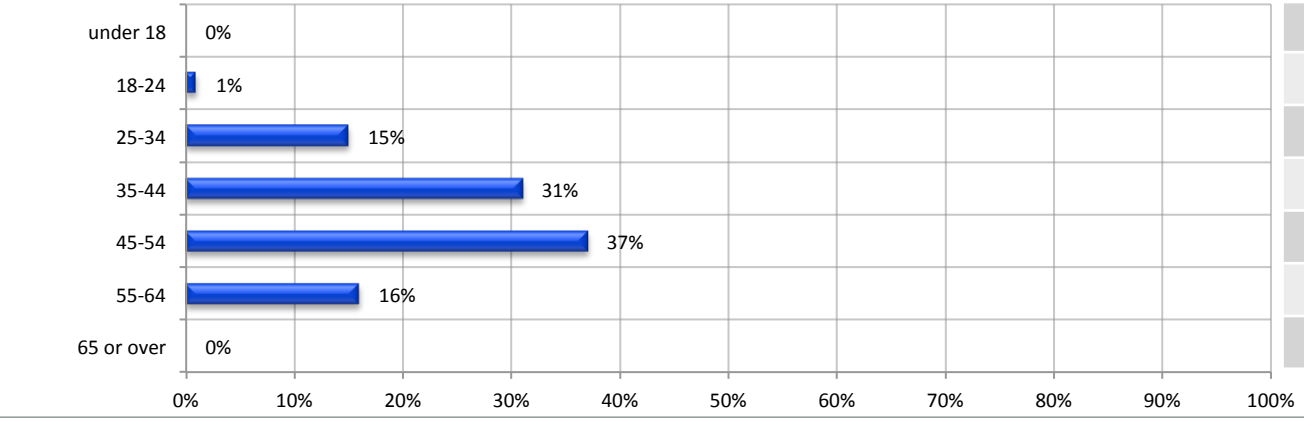
Demographic analysis

Time with Organisation



University of Glasgow	University of Glasgow Lmi	Lmi Range	Leesman Database	Database Lmi
15 (10%)	**54.2**	**11.3**	4085 (8%)	64.8
18 (12%)	**58.2**		6794 (13%)	61.0
13 (9%)	65.5		6225 (12%)	**59.1**
26 (17%)	**57.4**		13682 (27%)	**58.2**
22 (14%)	**56.8**		6483 (13%)	**57.8**
58 (38%)	60.2		14063 (27%)	**58.1**

Age Group

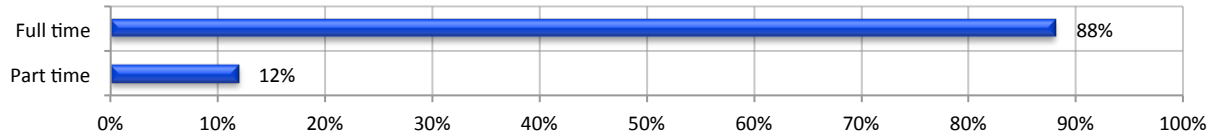


University of Glasgow	University of Glasgow Lmi	Lmi Range	Leesman Database	Database Lmi
0 (0%)	-	**5.5**	58 (0%)	**55.5**
2 (1%)	-		2269 (5%)	65.3
22 (15%)	**55.7**		14247 (28%)	60.0
47 (31%)	**59.0**		15581 (30%)	**57.9**
56 (37%)	61.2		13325 (26%)	**58.5**
25 (16%)	**55.7**		5827 (11%)	**59.3**
0 (0%)	-		233 (0%)	62.9

Project summary

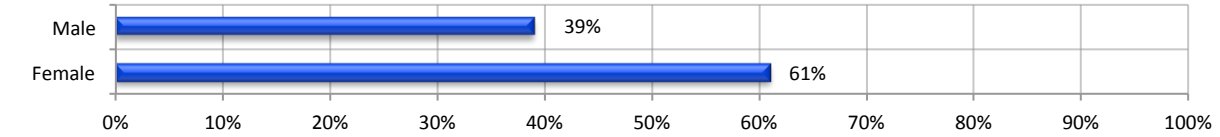
Demographic analysis

Employment Type



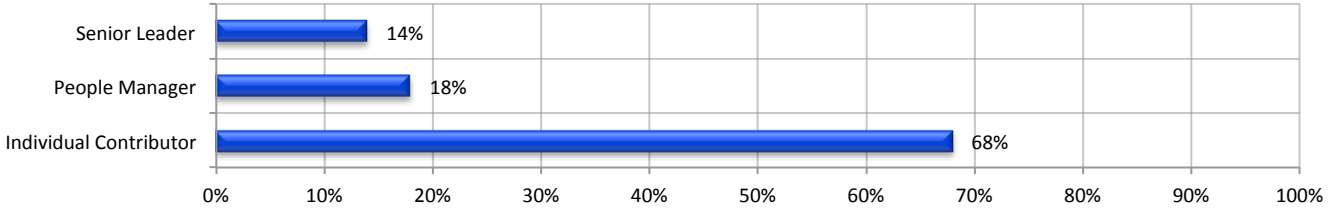
University of Glasgow	University of Glasgow Lmi	Lmi Range	Leesman Database	Database Lmi
133 (88%)	**58.9**	**1.1**	48334 (94%)	**59.0**
19 (12%)	**57.8**		3195 (6%)	**60.5**

Gender



University of Glasgow	University of Glasgow Lmi	Lmi Range	Leesman Database	Database Lmi
60 (39%)	**56.1**	**4.6**	28947 (58%)	**58.6**
92 (61%)	**60.7**		20769 (42%)	**59.8**

Job Role

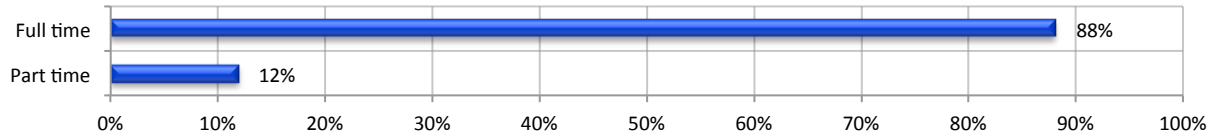


University of Glasgow	University of Glasgow Lmi	Lmi Range	Leesman Database	Database Lmi
21 (14%)	**60.4**	**2.2**	2466 (10%)	**59.7**
28 (18%)	**59.4**		4828 (19%)	**58.4**
103 (68%)	**58.2**		17819 (71%)	**60.9**

Project summary

Demographic analysis

Employment Type



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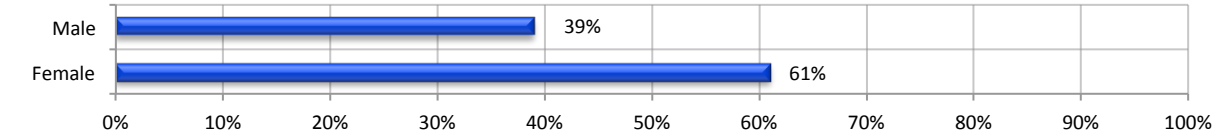

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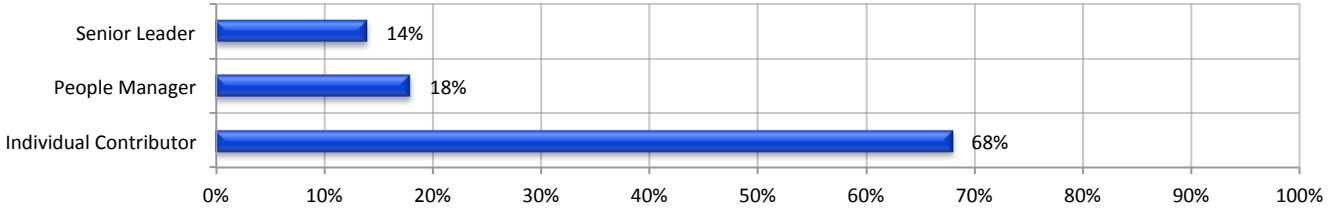
Job Role



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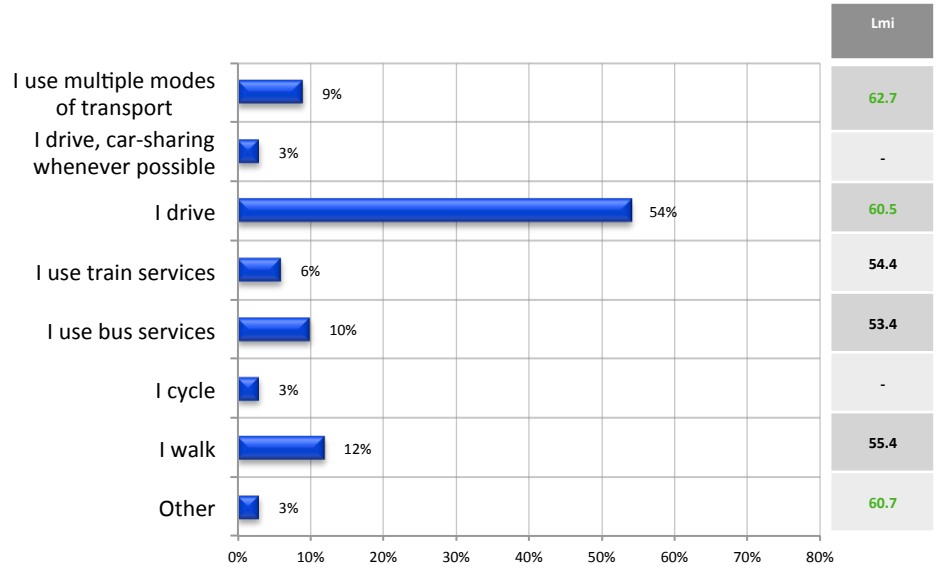
28 (18%)	**59.4**		4828 (19%)	**58.4**
103 (68%)	**58.2**		17819 (71%)	**60.9**

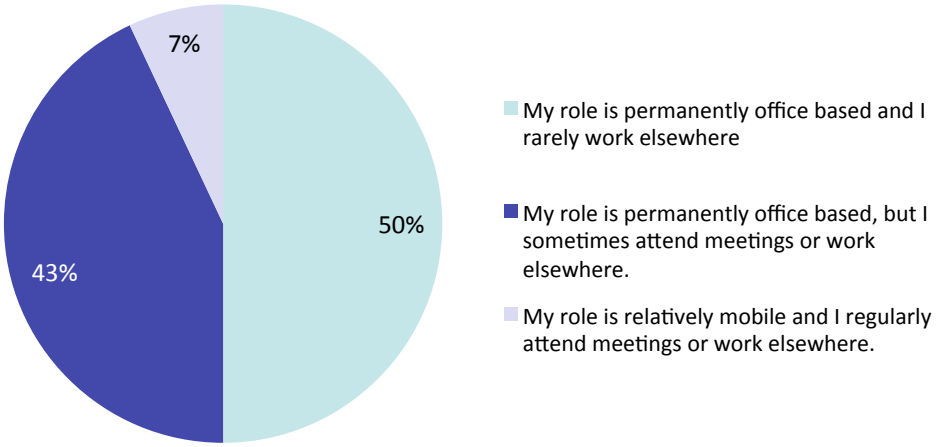
Project summary

Demographic analysis

Which of the following best describes the main part of your journey to work?



Which of the following best describes your work mobility?

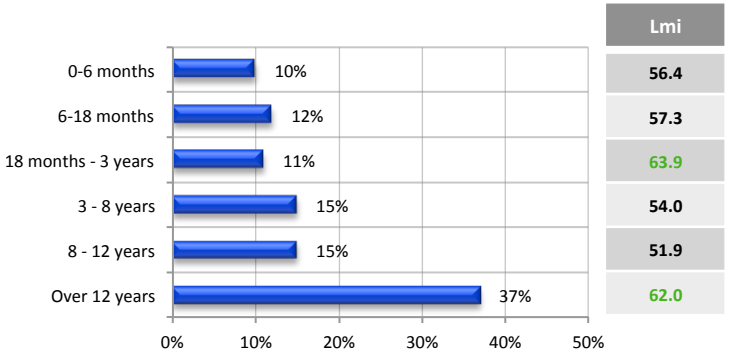


Project summary

Gilbert Scott Summary

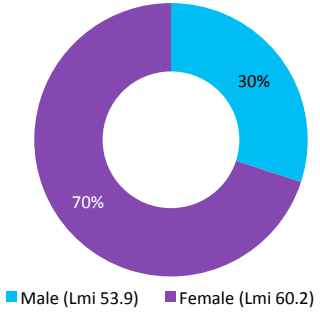
University of Glasgow Lmi	Gilbert Scott Lmi	Number of Respondents from Location	Percentage of Total Respondents
58.8	58.3	103	67%

Time with Organisation

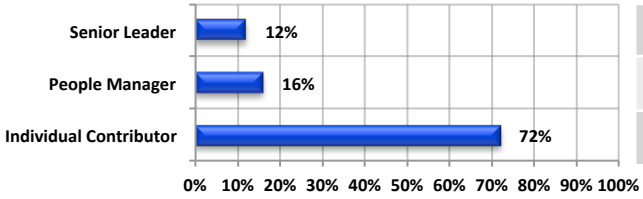


Lmi
56.4
57.3
63.9
54.0
51.9
62.0

Gender

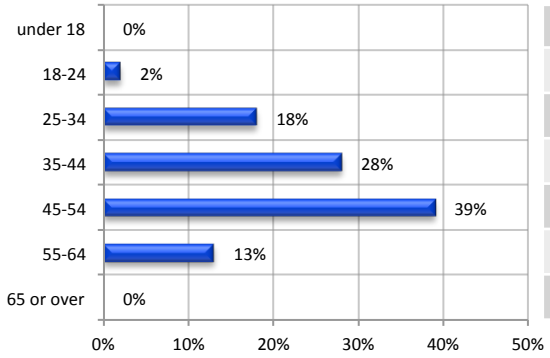


Job Role



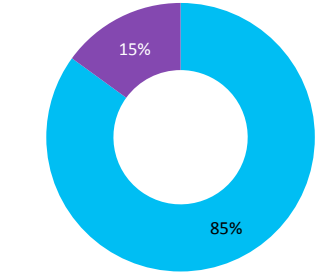
Lmi
59.5
61.7
57.2

Age Group

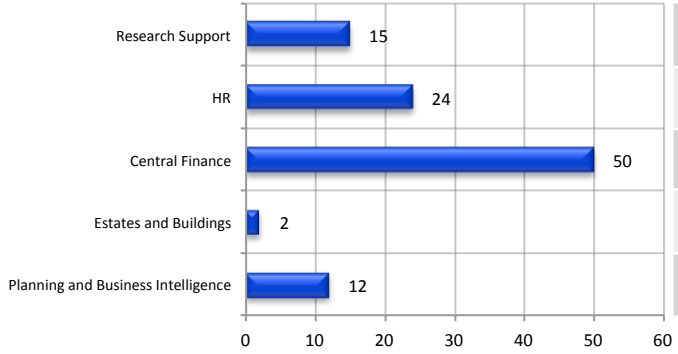


Lmi
-
-
55.1
55.6
61.5
59.3
-

Employment type



Departments

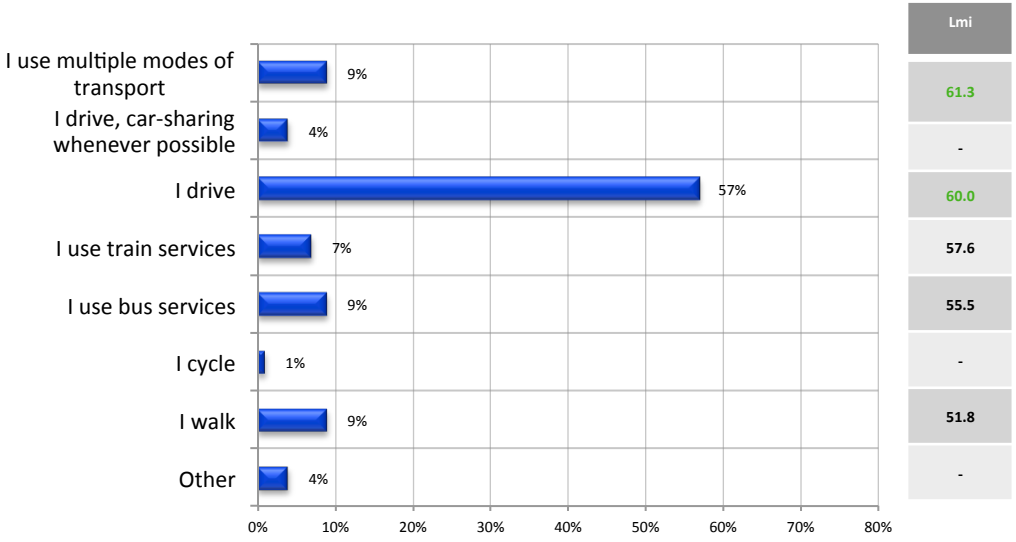


Lmi
52.6
55.1
55.3
-
82.7

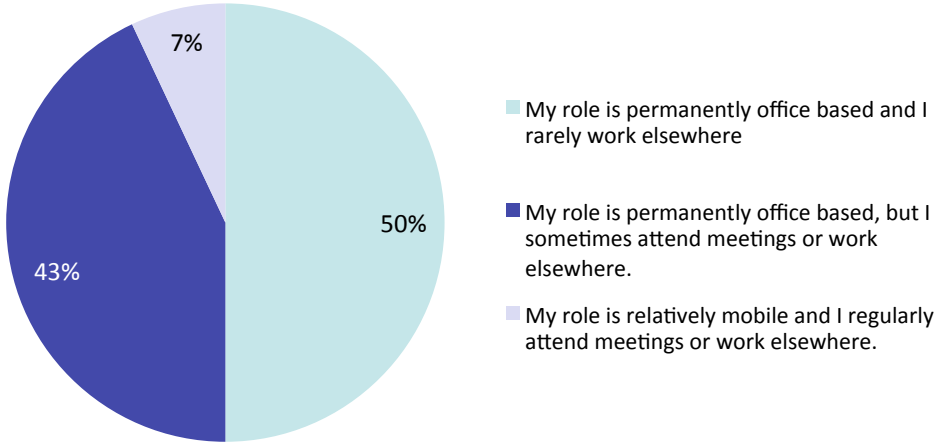
Project summary

Gilbert Scott Summary

Which of the following best describes the main part of your journey to work?



Which of the following best describes your work mobility?

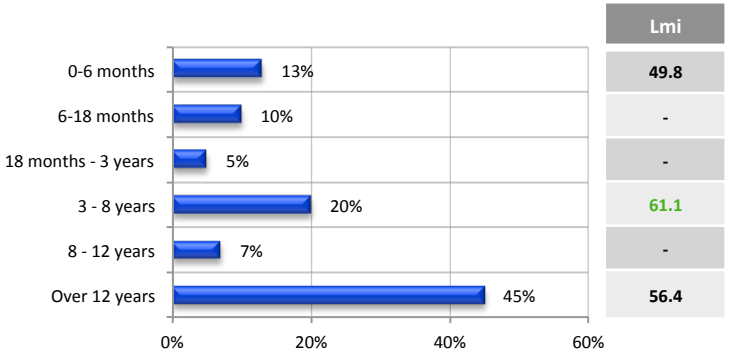


Project summary

Estates and Buildings Summary

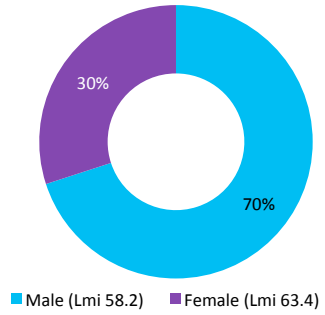
University of Glasgow Lmi	Estates and Buildings Lmi	Number of Respondents from Location	Percentage of Total Respondents
58.8	59.6	40	28%

Time with Organisation

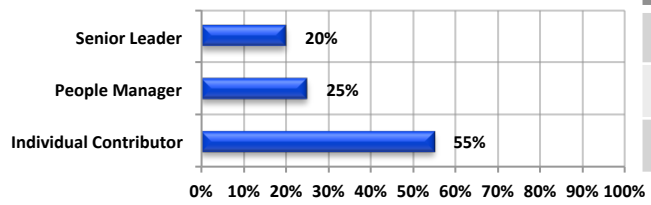


Lmi
49.8
-
-
61.1
-
56.4

Gender

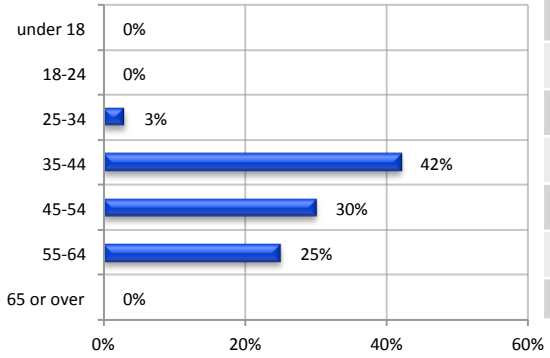


Job Role



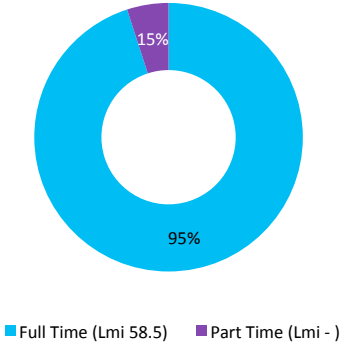
Lmi
60.8
54.9
61.5

Age Group

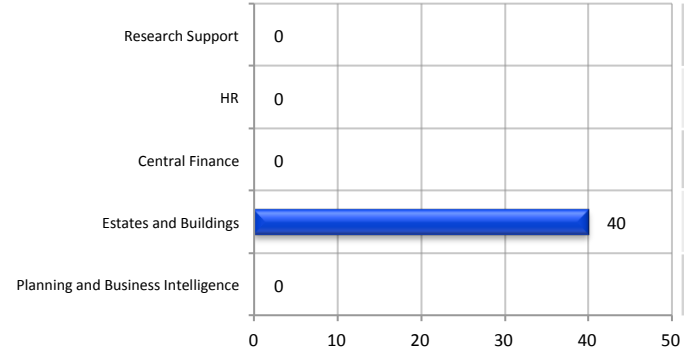


Lmi
-
-
-
64.2
59.6
50.1
-

Employment type



Departments

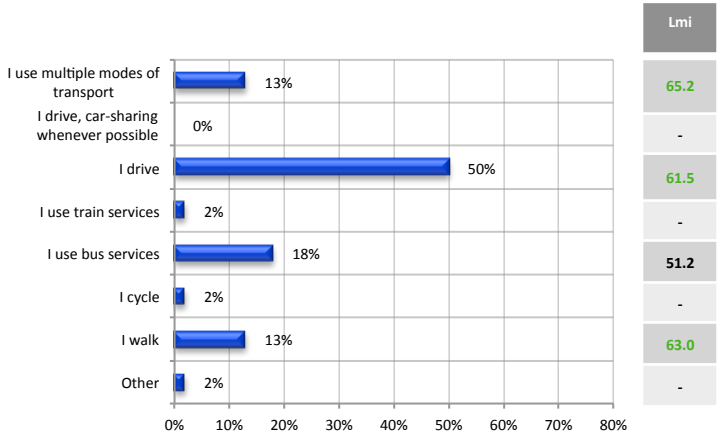


Lmi
-
-
-
59.6
-

Project summary

Estates and Buildings Summary

Which of the following best describes the main part of your journey to work?



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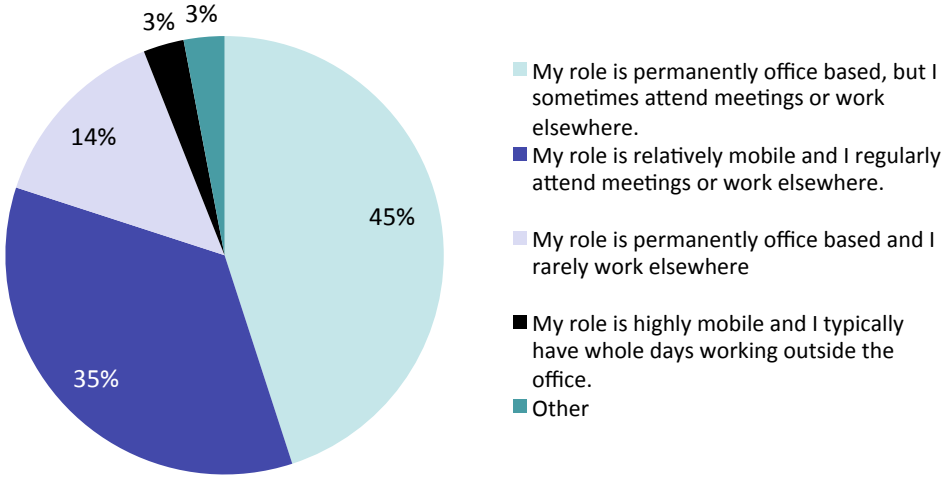


Project summary

Sub-index comparison

Collaboration
- Accessibility of colleagues
- Audio visual equipment
- Informal work areas / break-out zones
- Meeting rooms large
- Meeting rooms small
- Quiet rooms for working alone or in pairs
- Variety of different types of workspace
- Telephone equipment

Furniture and Layout
- Ability to personalise my workstation
- Accessibility of colleagues
- Archive storage
- Chair
- Desk
- Dividers between desks / areas
- People walking past your desk
- Personal storage
- Shared storage
- Space between work-settings

Environment Design
- Art or Photography
- Atriums and communal areas
- General décor
- Greenery

Indoor Environment Quality
- Air quality
- Natural light
- Noise levels
- Office lighting
- Temperature control

Facilities and Services
- Access (e.g. lifts, stairways, ramps etc.)
- General cleanliness
- General tidiness
- Health and safety provisions
- Hospitality services
- Internal signage
- Mail & post-room services
- Parking (car, motorbike or bicycle
- Reception areas
- Restaurant / canteen
- Security
- Tea, coffee and other refreshment facilities
- Washroom facilities / showers

Technology
- Archive storage
- Audio-Visual equipment
- Computing equipment
- Desk / room booking systems
- Guest / visitor network access
- In-office network connectivity
- Personal storage
- Printing / copying / scanning equipment
- Remote access to work files or network
- Shared storage
- Telephone equipment

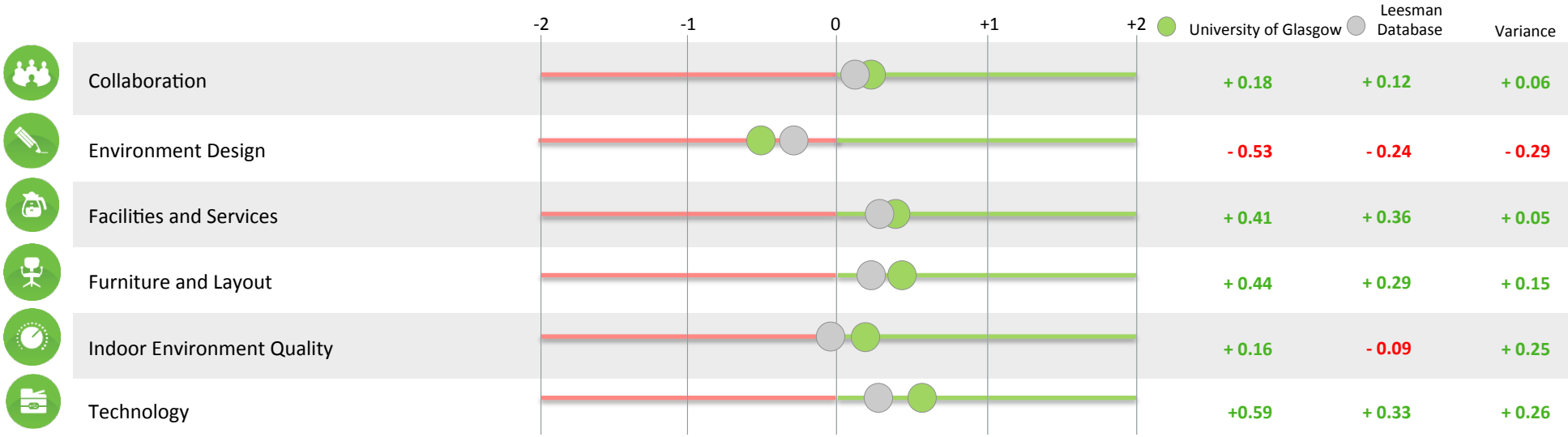
Each of our 44,000+ survey respondents typically provides 50-60 lines of data each. This gives us an unrivalled capability to then sub-group lines of data and create sub-indexes. This often allows for the early indication of key areas of under delivery. Our standard sub-indexes are;

- **Collaboration**
- **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 shown over are calculated from averaging the scores from each line on a scale of -2 to +2.

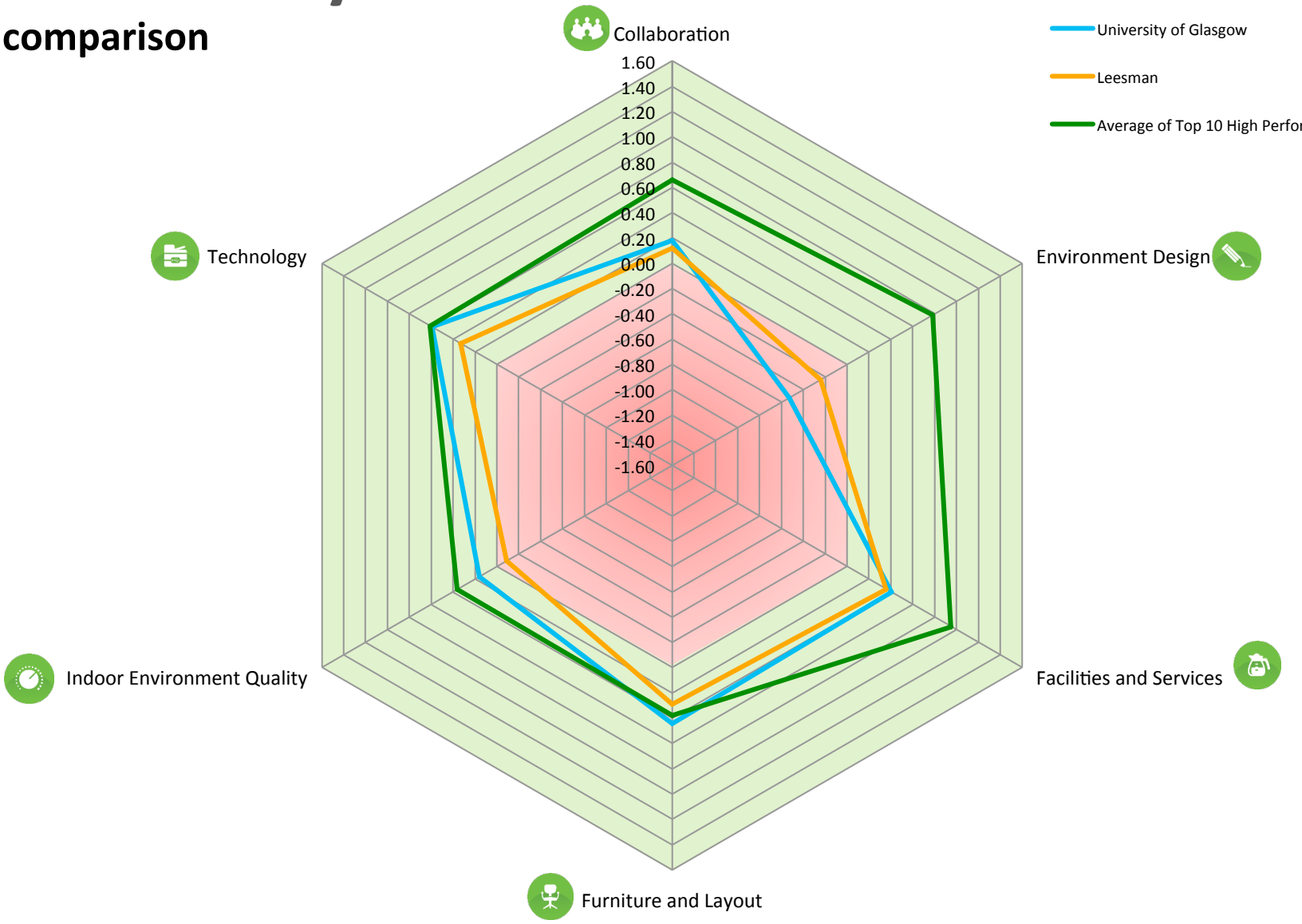
Project summary

Sub-index comparison



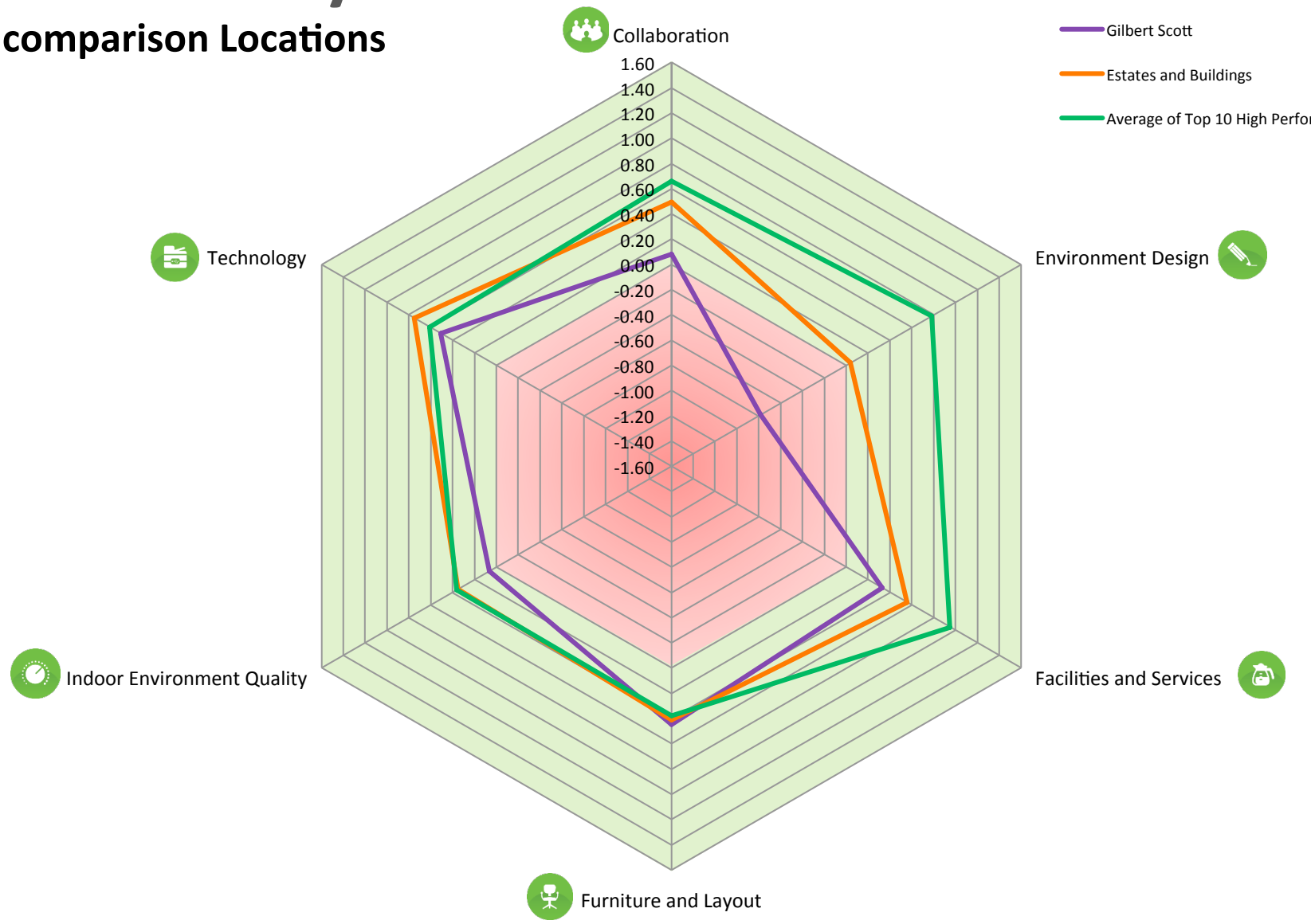
Project summary

Sub-index comparison



Project summary

Sub-index comparison Locations



Project summary

Sub-index comparison Departments

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.

Detailed Analysis

Workplace Activities

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 10* high performing locations in our database as at the end of Q3 2013.

"Satisfaction" percentages presented in the University of Glasgow 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 variance to the aggregated central database and in comparison to the Top 10. Here above average appears in green and below average in red. The prime point to consider here is where that variance is by more than 10%, indicating a material difference in average performance.

*** The top 10 locations are formed of those with more than 100 respondents and an Lmi above 70.0**

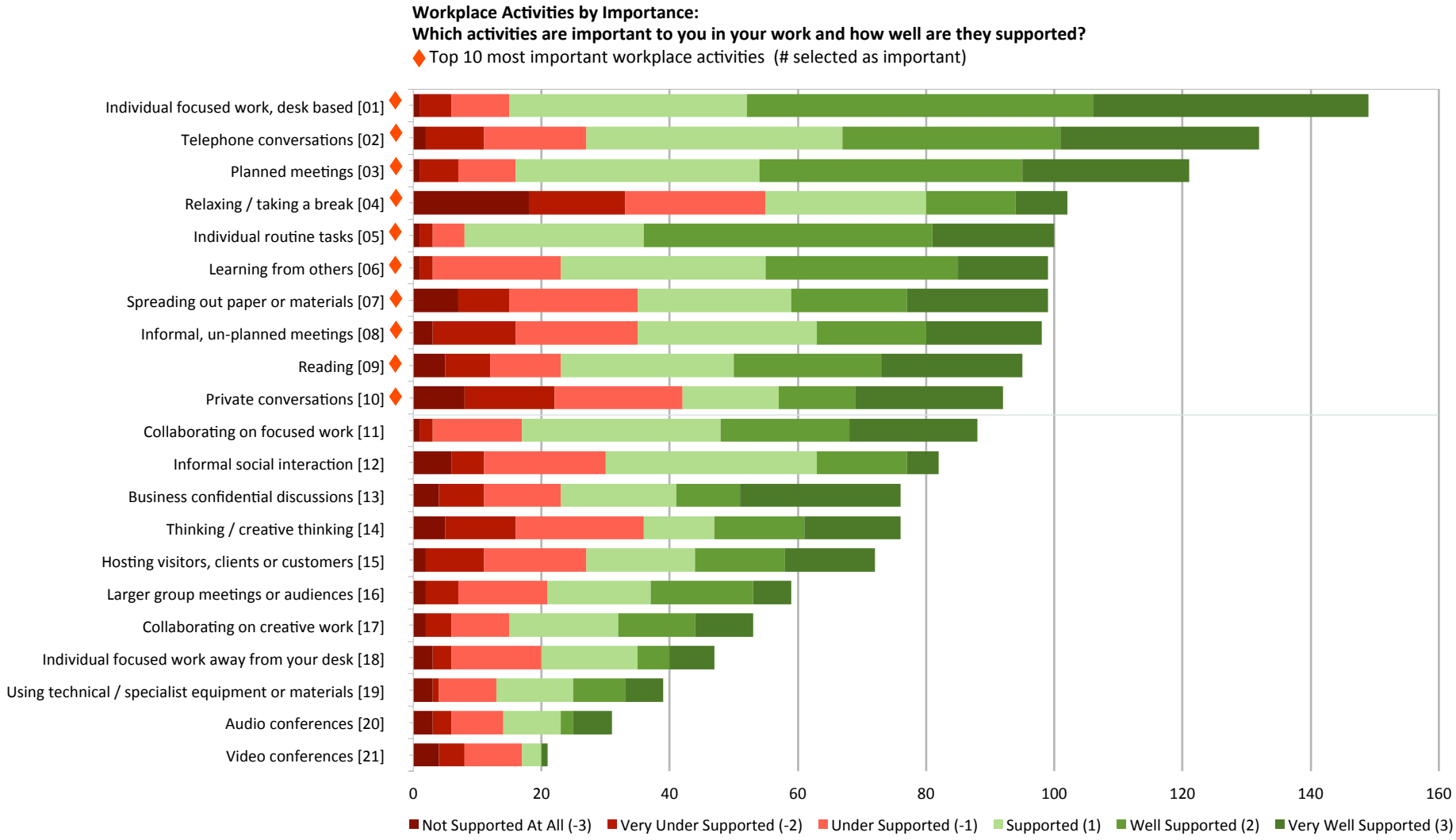
Detailed Analysis

Workplace Activities _ Data Table

Which activities do you feel are important in your work? (Ranked by number who selected as important)	University of Glasgow			Leesman Database (average of Pre & Post Projects)				Top 10 Locations (average of high performing)	
	University of Glasgow ranking	University of Glasgow % ranked as Important	University of Glasgow % feel activity is supported	Leesman database ranking	Leesman database % ranked as Important	Leesman database % feel activity is supported	Variance in satisfaction (University of Glasgow – Leesman)	Top 10 % feel activity is supported	Variance in satisfaction (University of Glasgow – Top 10)
Individual focused work, desk based	1	98%	89.9%	1	93%	77.7%	12.2%	85.0%	5.0%
Telephone conversations	2	87%	79.5%	3	79%	65.9%	13.7%	74.5%	5.1%
Planned meetings	3	80%	86.8%	2	79%	76.2%	10.6%	74.8%	12.0%
Relaxing / taking a break	4	67%	46.1%	7	56%	61.4%	-15.3%	84.9%	-38.8%
Individual routine tasks	5	66%	92.0%	9	53%	87.2%	4.8%	90.9%	1.1%
Learning from others	6	65%	76.8%	10	51%	77.3%	-0.5%	83.0%	-6.2%
Spreading out paper or materials	7	65%	64.6%	15	46%	57.7%	6.9%	59.7%	4.9%
Informal, un-planned meetings	8	64%	64.3%	4	69%	62.6%	1.7%	82.2%	-17.9%
Reading	9	63%	75.8%	6	57%	57.2%	18.6%	73.6%	2.2%
Private conversations	10	61%	54.3%	18	40%	45.3%	9.0%	58.4%	-4.1%
Collaborating on focused work	11	58%	80.7%	5	60%	72.3%	8.3%	86.5%	-5.8%
Informal social interaction	12	54%	63.4%	11	51%	72.9%	-9.5%	89.9%	-26.5%
Business confidential discussions	13	50%	69.7%	12	48%	48.8%	21.0%	62.9%	6.9%
Thinking / creative thinking	14	50%	52.6%	8	54%	50.3%	2.3%	69.4%	-16.7%
Hosting visitors, clients or customers	15	47%	62.5%	14	46%	59.7%	2.8%	78.3%	-15.8%
Larger group meetings or audiences	16	39%	64.4%	17	42%	61.1%	3.3%	72.3%	-7.9%
Collaborating on creative work	17	35%	71.7%	16	44%	63.6%	8.1%	77.7%	-6.0%
Individual focused work away from your desk	18	31%	57.4%	19	37%	63.2%	-5.7%	83.4%	-25.9%
Using technical / specialist equipment or materials	19	26%	66.7%	21	27%	64.9%	1.8%	76.0%	-9.3%
Audio conferences	20	20%	54.8%	13	46%	64.9%	-10.1%	80.5%	-25.7%
Video conferences	21	14%	19.0%	20	32%	52.7%	-33.6%	74.4%	-55.3%

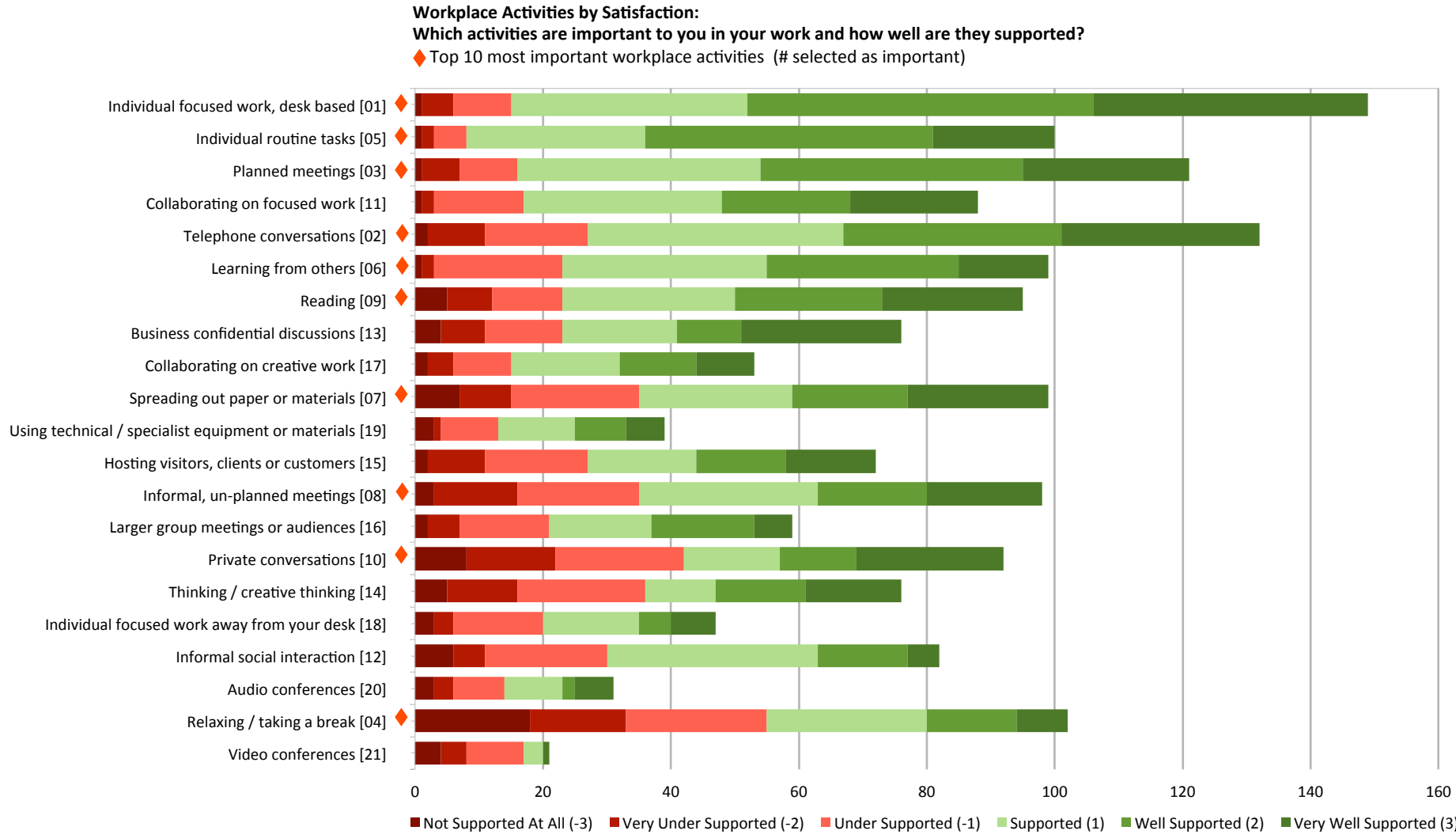
Detailed Analysis

Workplace Activities _ University of Glasgow



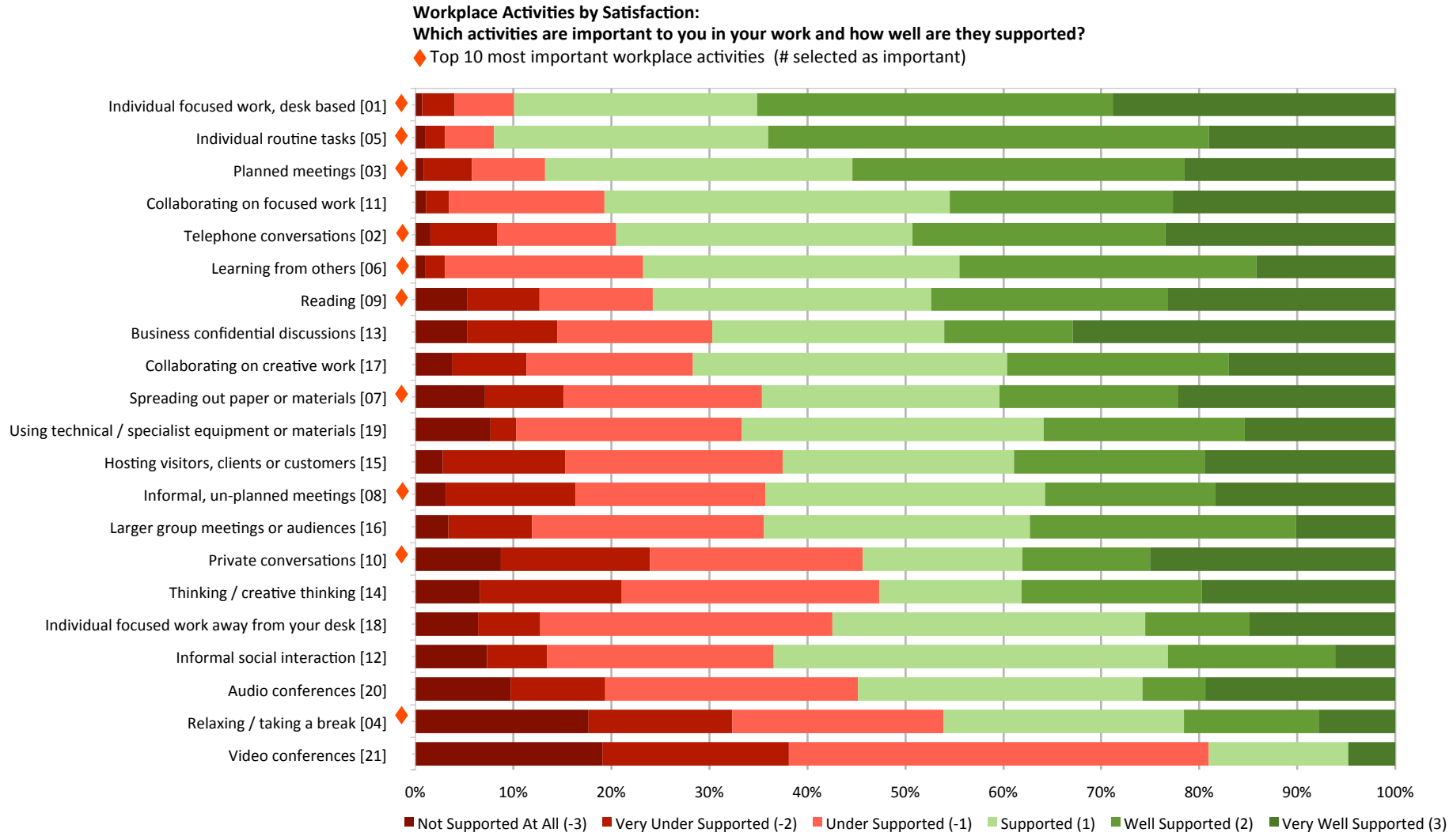
Detailed Analysis

Workplace Activities _ University of Glasgow



Detailed Analysis

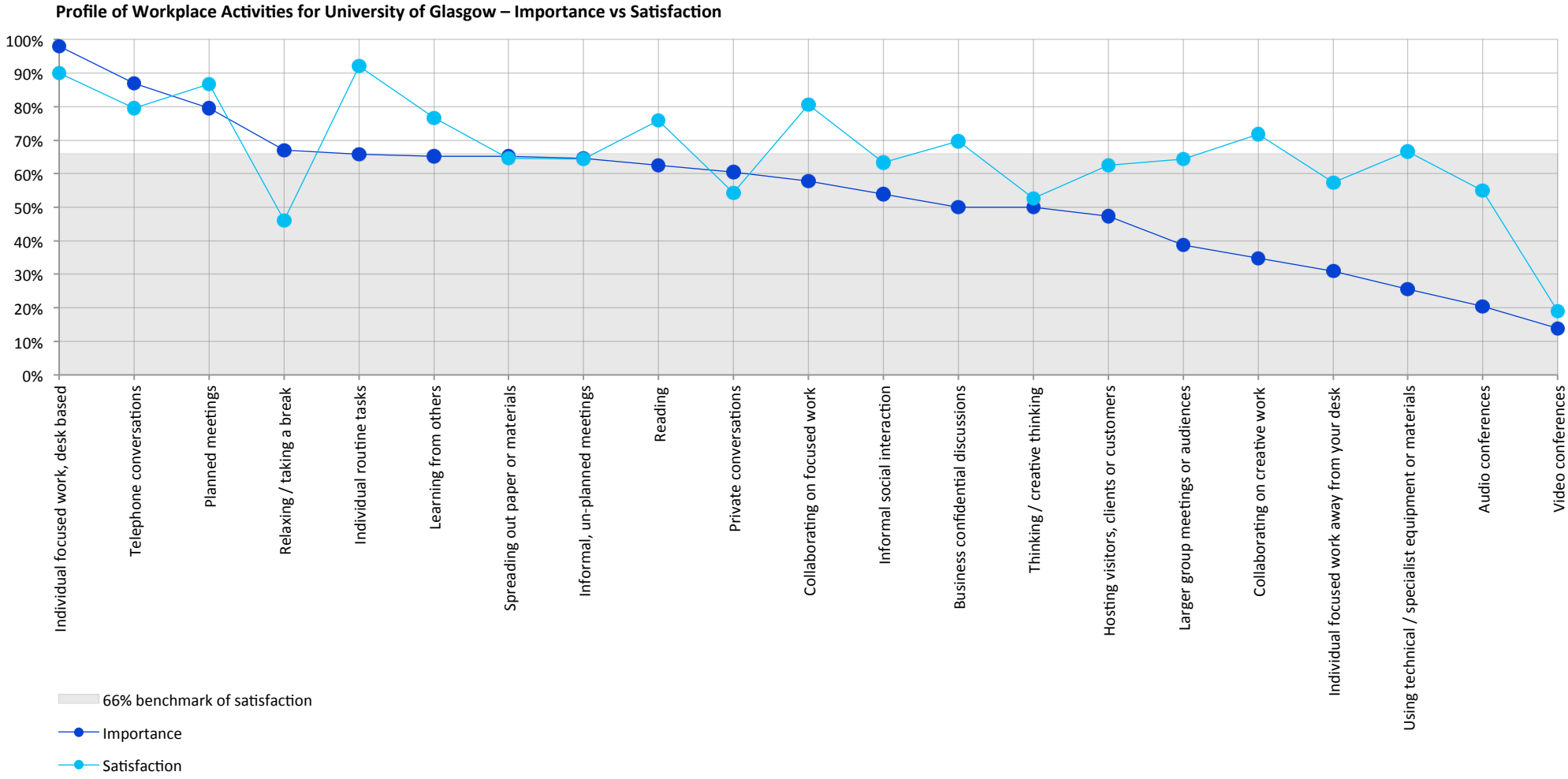
Workplace Activities _ University of Glasgow



Detailed Analysis

Workplace Activities _ Gap Analysis

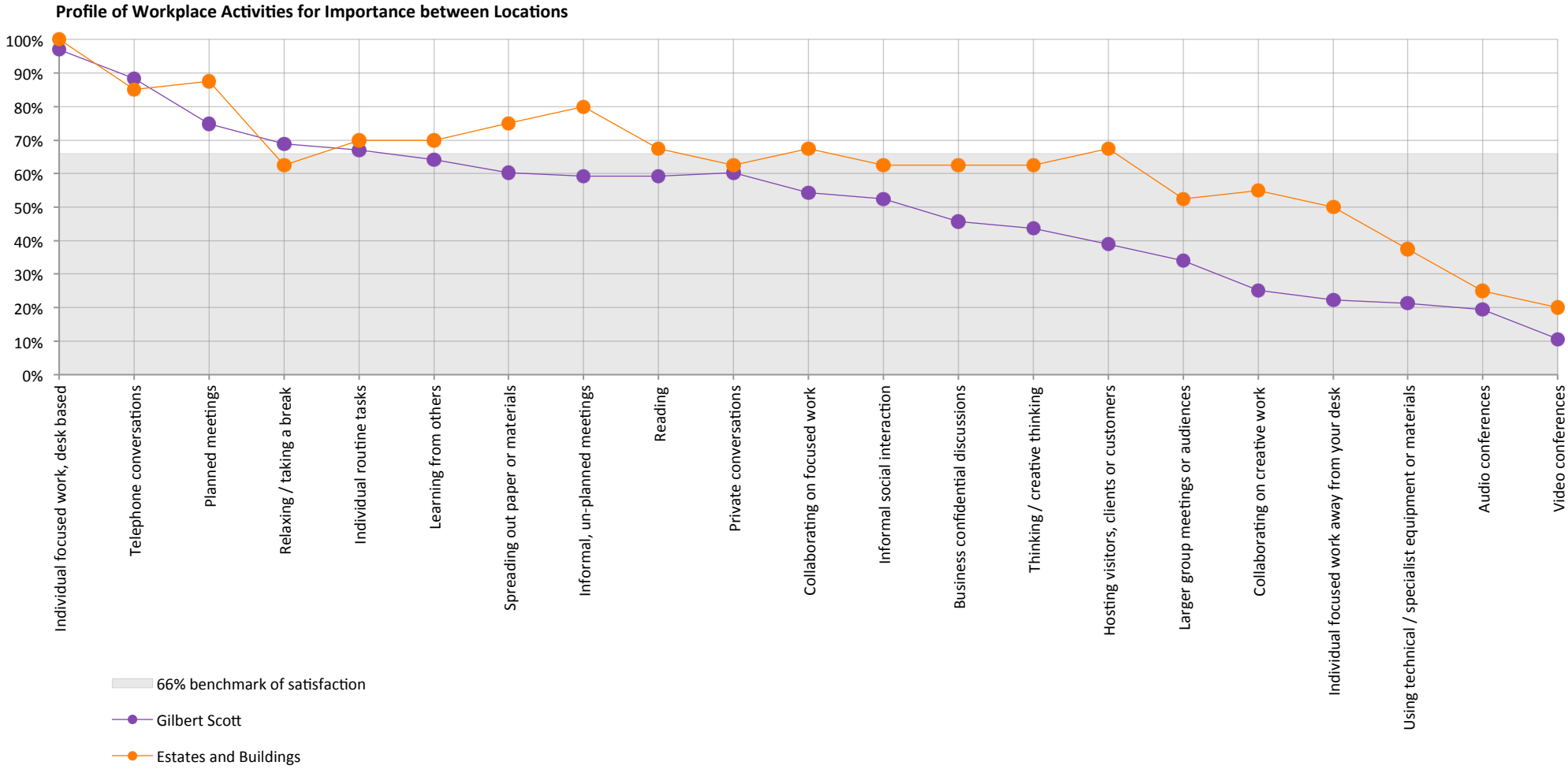
University of Glasgow



Detailed Analysis

Workplace Activities _ Gap Analysis

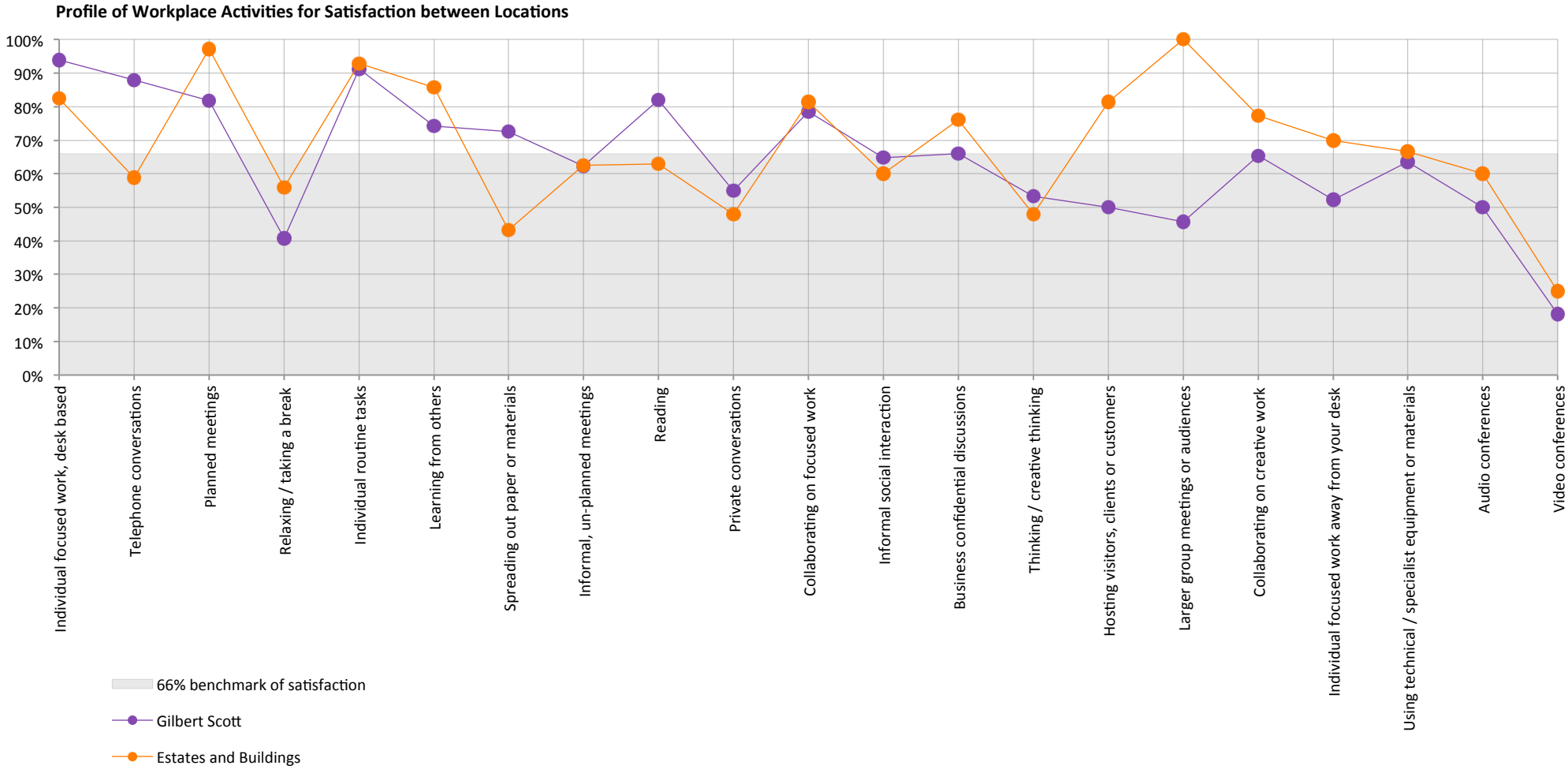
University of Glasgow Locations



Detailed Analysis

Workplace Activities _ Gap Analysis

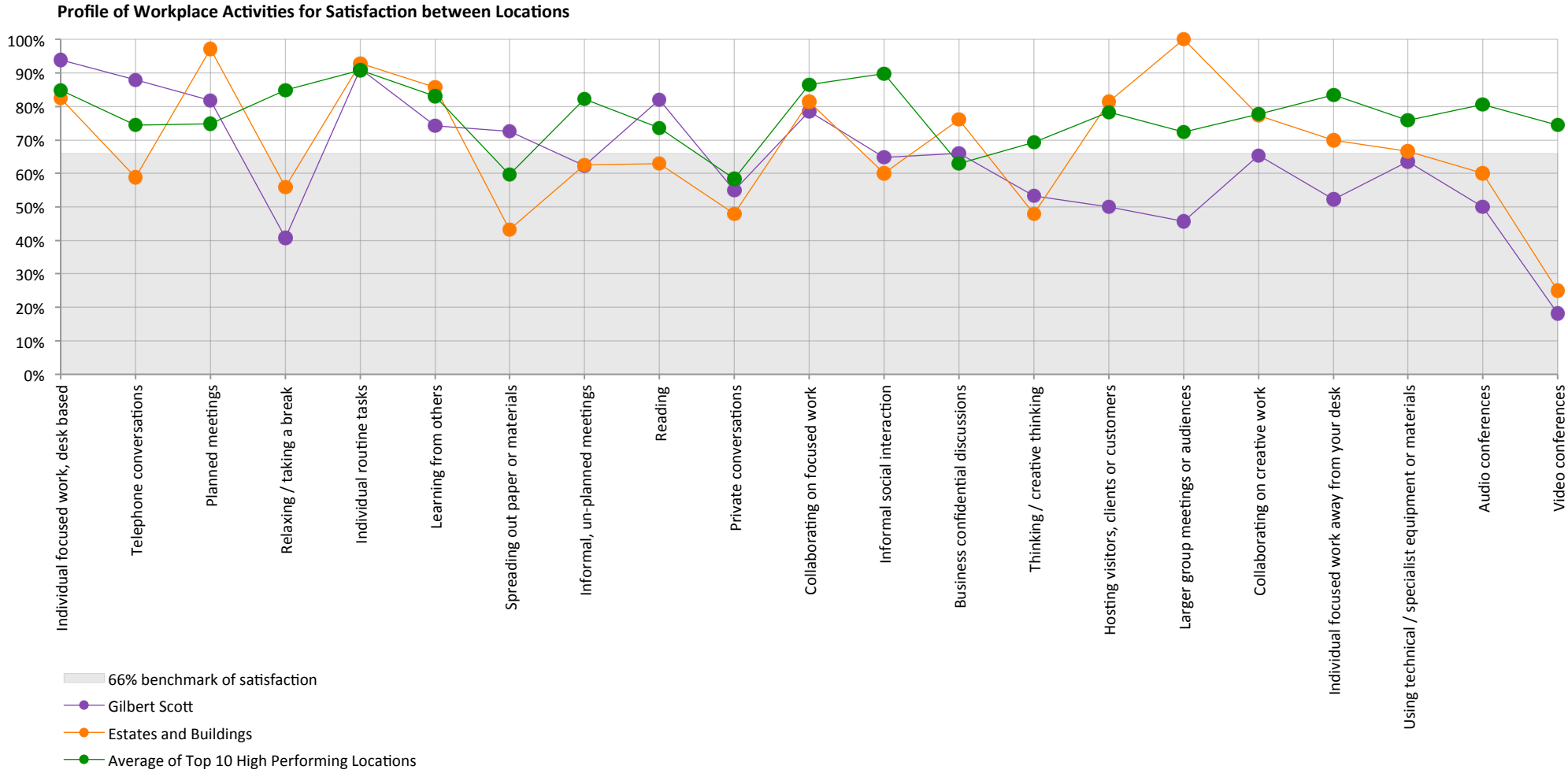
University of Glasgow Locations



Detailed Analysis

Workplace Activities _ Gap Analysis

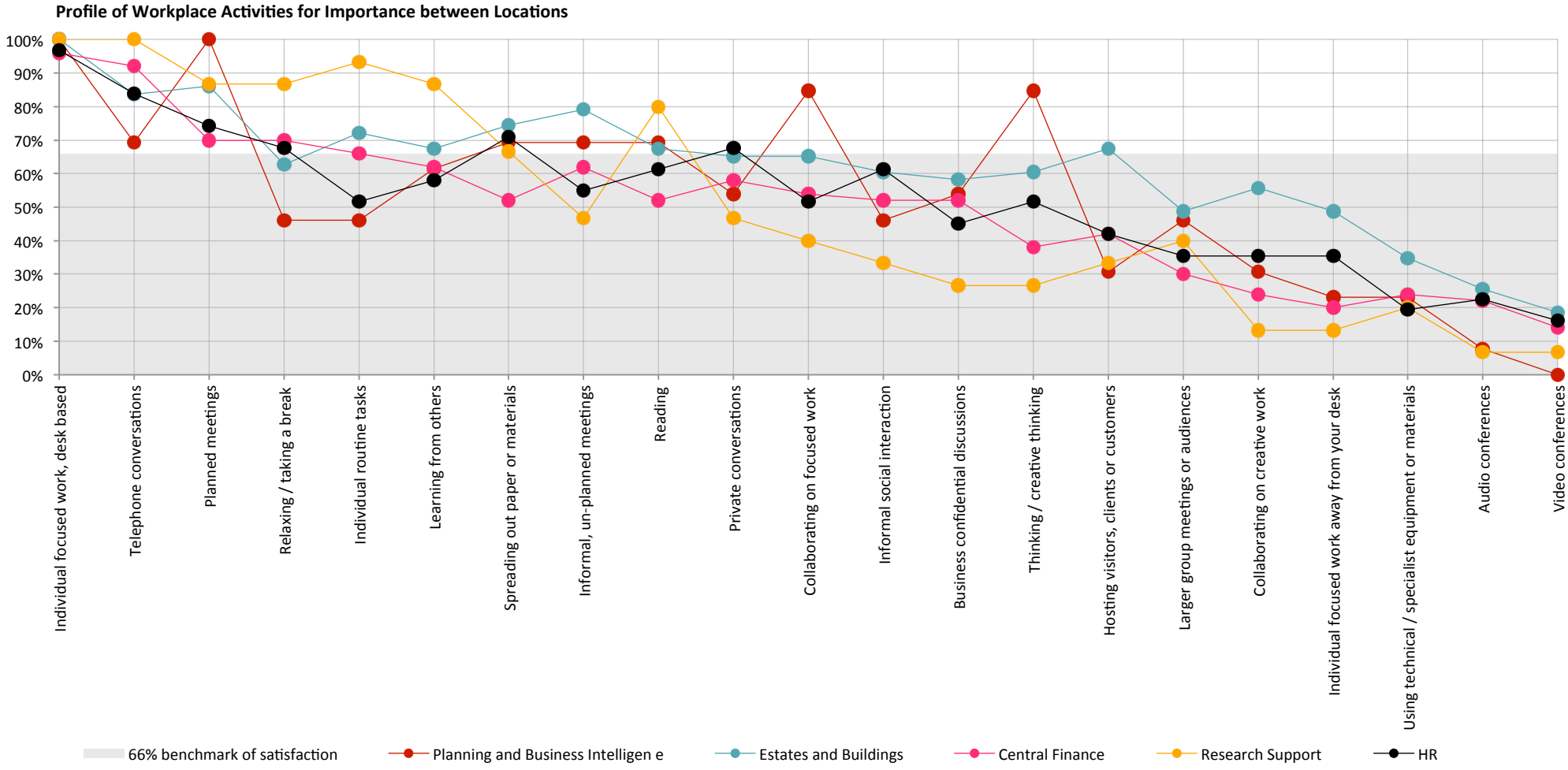
University of Glasgow Locations



Detailed Analysis

Workplace Activities _ Gap Analysis

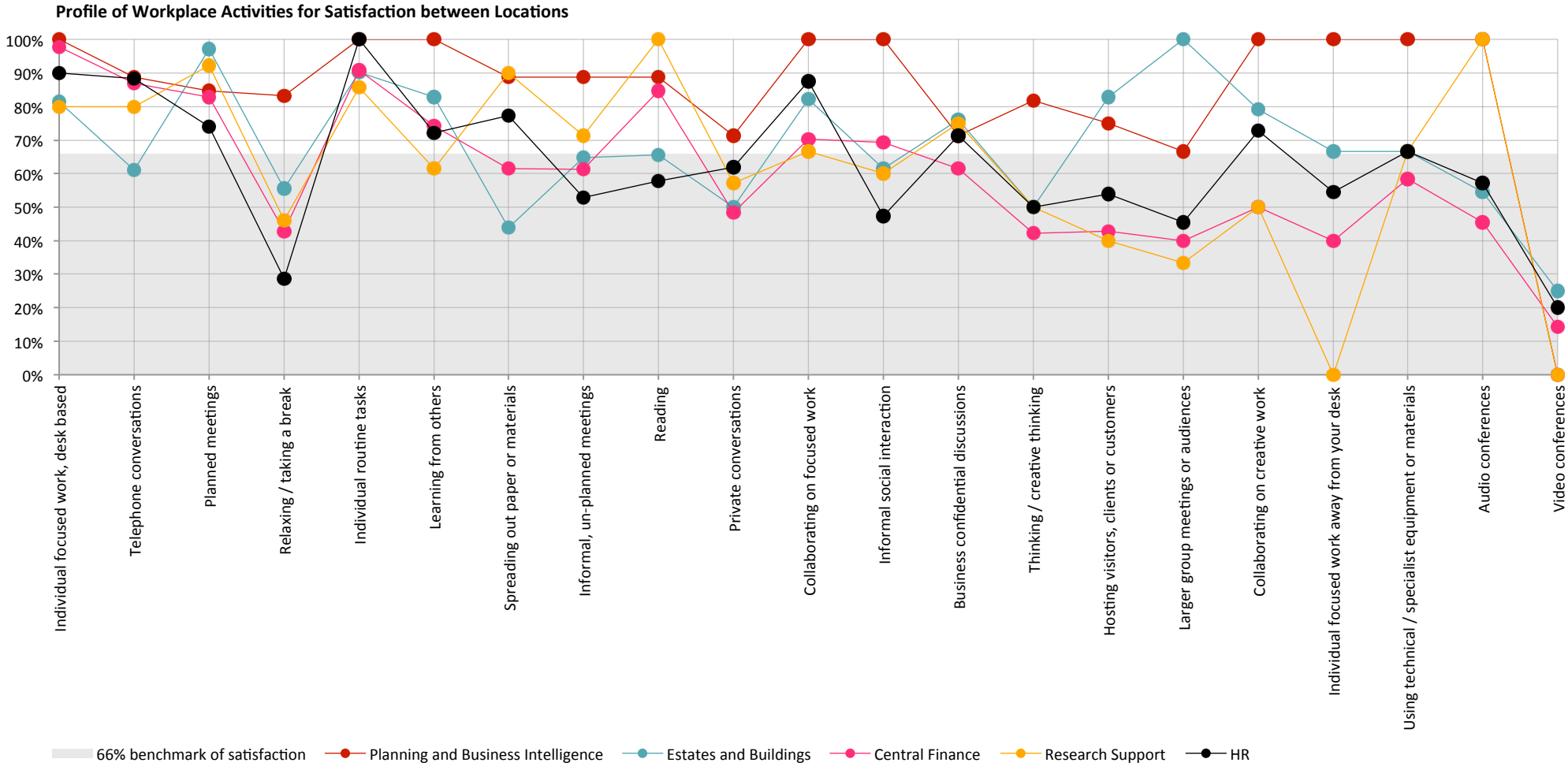
University of Glasgow Departments



Detailed Analysis

Workplace Activities _ Gap Analysis

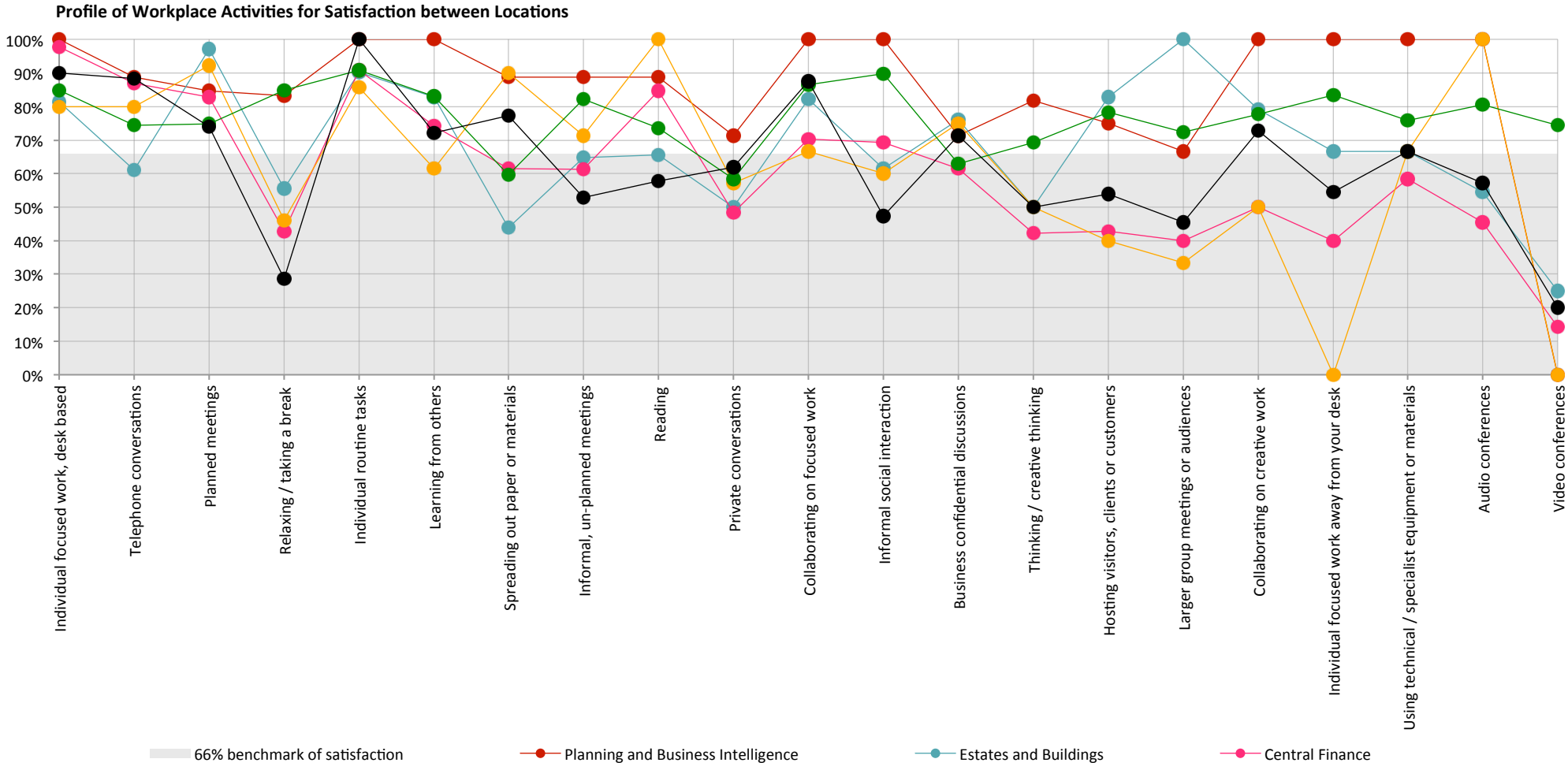
University of Glasgow Departments



Detailed Analysis

Workplace Activities _ Gap Analysis

University of Glasgow Departments



Detailed Analysis

Workplace 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.

Detailed Analysis

Workplace Features

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 10* high performing locations in our database as at the end of Q3 2013.

"Satisfaction" percentages presented in the University of Glasgow 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 variance to the aggregated central database and in comparison to the Top 10. Here above average appears in green and below average in red. The prime point to consider here is where that variance is by more than 10%, indicating a material difference in average performance.

* The top 10 locations are formed of those with more than 100 respondents and an Lmi above 70.0

Detailed Analysis

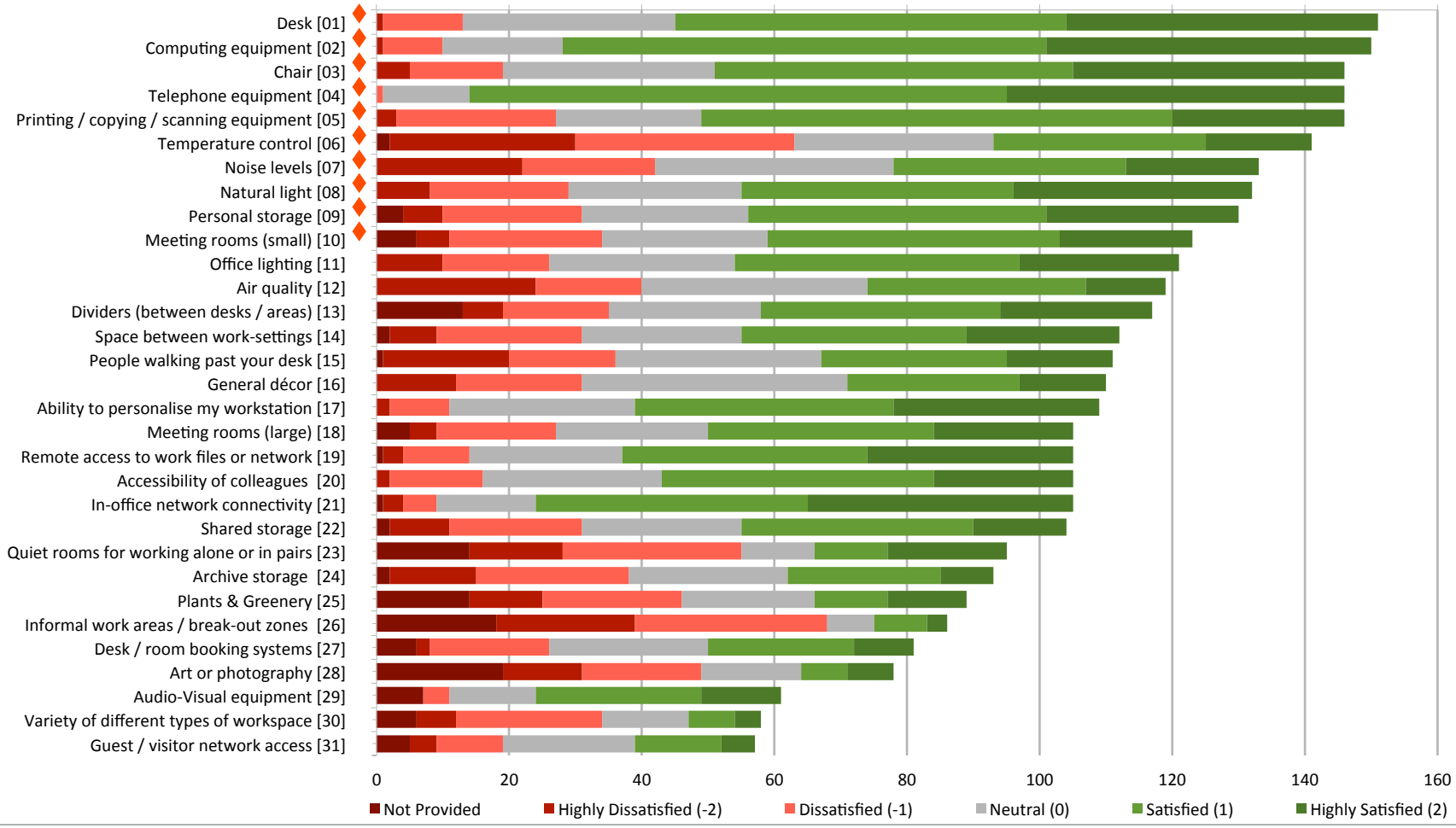
Workplace Features _ Data Table

Which features do you consider to be an important part of an effective workspace? (Ranked by number who selected as important)	University of Glasgow			Leesman Database (average of Pre & Post Projects)				Top 10 Locations (average of high performing)	
	University of Glasgow ranking	University of Glasgow % ranked as Important	University of Glasgow % feel satisfied with feature	Leesman Database ranking	Leesman Database % ranked as Important	Leesman Database % feel satisfied with feature	Variance in satisfaction (University of Glasgow – Leesman)	Top 10 % feel satisfied with feature	Variance in satisfaction (University of Glasgow – Top 10)
Desk	1	99%	70.2%	1	95%	72.3%	-2.1%	73.1%	-2.9%
Computing equipment	2	99%	81.3%	3	93%	65.9%	15.4%	73.8%	7.6%
Chair	3	96%	65.1%	2	95%	67.8%	-2.7%	69.2%	-4.1%
Telephone equipment	4	96%	90.4%	4	84%	68.0%	22.4%	74.5%	15.9%
Printing / copying / scanning equipment	5	96%	66.4%	5	83%	63.6%	2.9%	79.2%	-12.7%
Temperature control	6	93%	34.0%	6	81%	25.4%	8.6%	32.7%	1.4%
Noise levels	7	88%	41.4%	10	76%	28.7%	12.7%	32.8%	8.6%
Natural light	8	87%	58.3%	9	78%	55.6%	2.7%	78.2%	-19.8%
Personal storage	9	86%	56.9%	7	80%	53.2%	3.7%	53.5%	3.4%
Meeting rooms (small)	10	81%	52.0%	8	78%	48.8%	3.3%	62.9%	-10.9%
Office lighting	11	80%	55.4%	14	68%	54.3%	1.1%	73.4%	-18.0%
Air quality	12	78%	37.8%	13	69%	31.4%	6.4%	52.0%	-14.2%
Dividers (between desks / areas)	13	77%	50.4%	18	59%	38.5%	11.9%	40.6%	9.9%
Space between work-settings	14	74%	50.9%	21	56%	45.4%	5.5%	53.3%	-2.4%
People walking past your desk	15	73%	39.6%	19	58%	31.6%	8.1%	35.2%	4.5%
General décor	16	72%	35.5%	17	63%	40.6%	-5.2%	77.1%	-41.6%
Ability to personalise my workstation	17	72%	64.2%	22	55%	43.9%	20.4%	35.7%	28.5%
Meeting rooms (large)	18	69%	52.4%	12	71%	49.1%	3.3%	58.4%	-6.0%
Remote access to work files or network	19	69%	64.8%	15	64%	57.3%	7.5%	68.6%	-3.8%
Accessibility of colleagues	20	69%	59.0%	25	53%	67.8%	-8.8%	75.3%	-16.3%
In-office network connectivity	21	69%	77.1%	11	73%	66.2%	11.0%	75.1%	2.0%
Shared storage	22	68%	47.1%	26	44%	39.7%	7.5%	45.0%	2.1%
Quiet rooms for working alone or in pairs	23	63%	30.5%	16	63%	24.5%	6.0%	45.5%	-15.0%
Archive storage	24	61%	33.3%	28	40%	35.8%	-2.4%	32.7%	0.7%
Plants & Greenery	25	59%	25.8%	23	55%	26.3%	-0.4%	54.8%	-28.9%
Informal work areas / break-out zones	26	57%	12.8%	20	57%	34.7%	-21.9%	73.4%	-60.6%
Desk / room booking systems	27	53%	38.3%	24	55%	41.3%	-3.0%	37.9%	0.3%
Art or photography	28	51%	17.9%	27	42%	19.4%	-1.5%	41.2%	-23.3%
Audio-Visual equipment	29	40%	60.7%	29	37%	42.1%	18.5%	66.3%	-5.6%
Variety of different types of workspace	30	38%	19.0%	31	34%	23.9%	-4.9%	68.5%	-49.5%
Guest / visitor network access	31	38%	31.6%	30	34%	34.1%	-2.5%	52.1%	-20.5%

Detailed Analysis

Workplace Features _ University of Glasgow

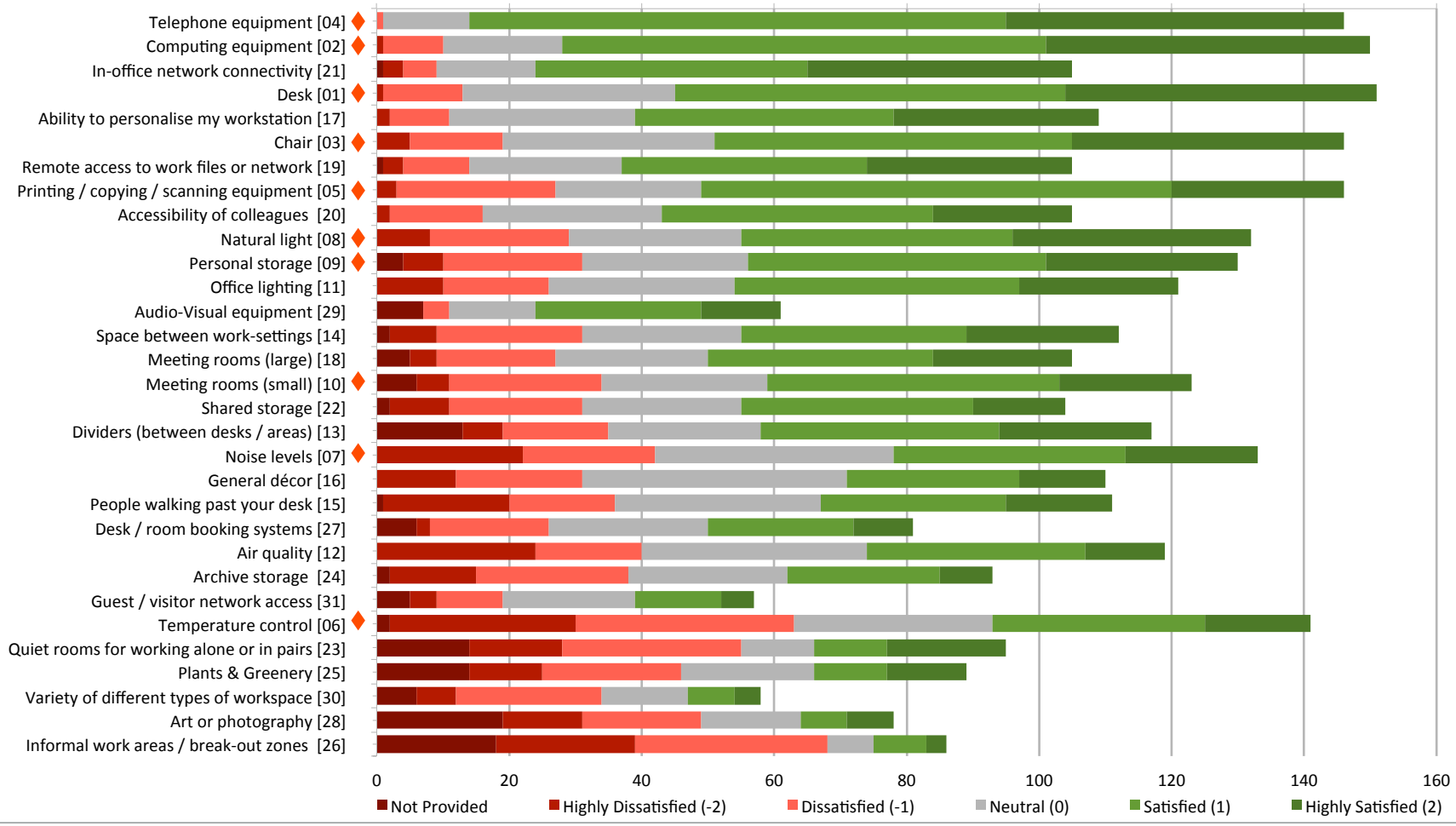
Workplace Physical Features by Importance:
Which features do you consider an important part of an effective workspace and how satisfied are you with them?
♦ Top 10 most important workplace features (# selected as important)



Detailed Analysis

Workplace Features _ University of Glasgow

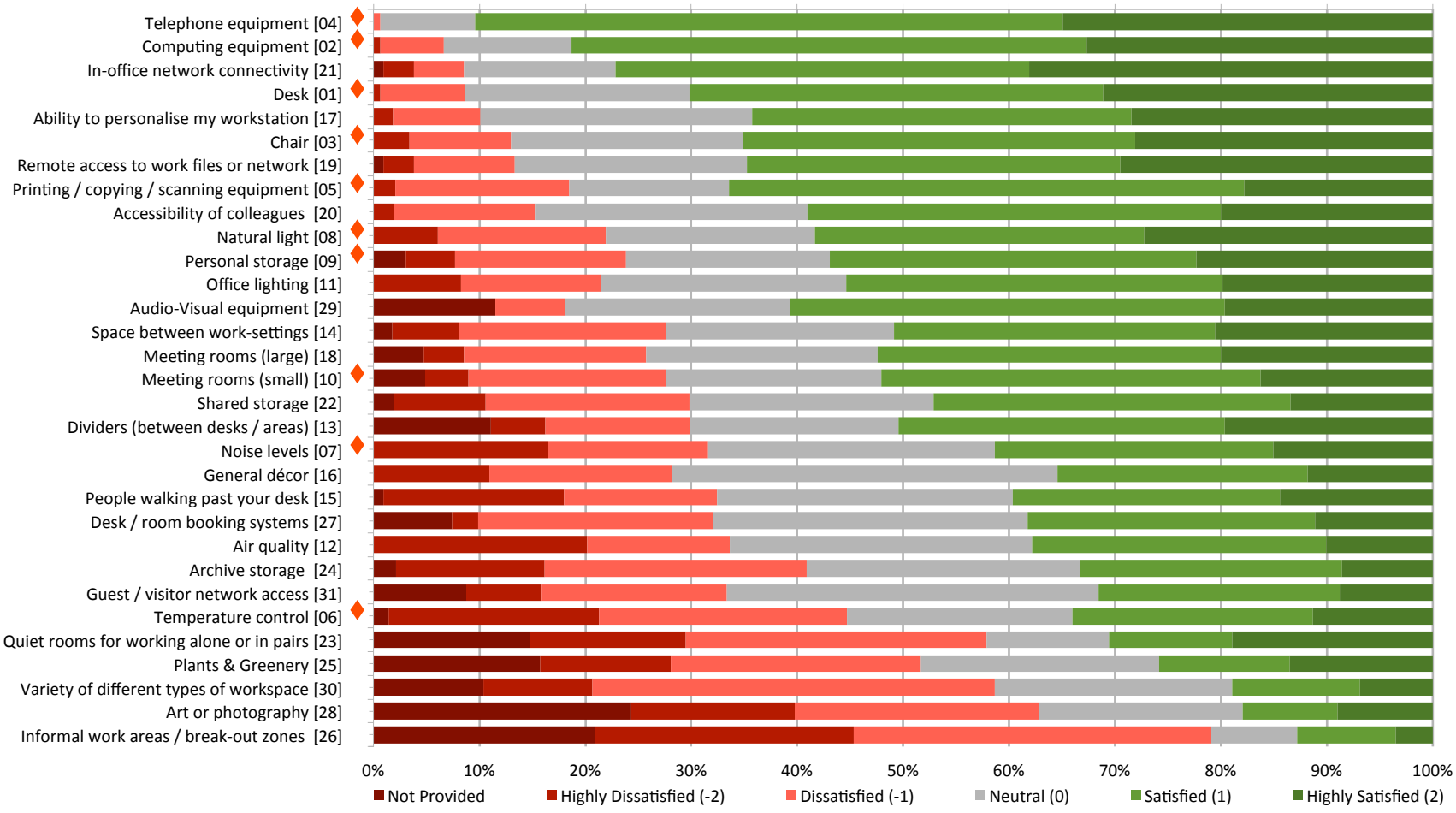
Workplace Physical Features by Satisfaction:
Which features do you consider an important part of an effective workspace and how satisfied are you with them?
♦ Top 10 most important workplace features (# selected as important)



Detailed Analysis

Workplace Features _ University of Glasgow

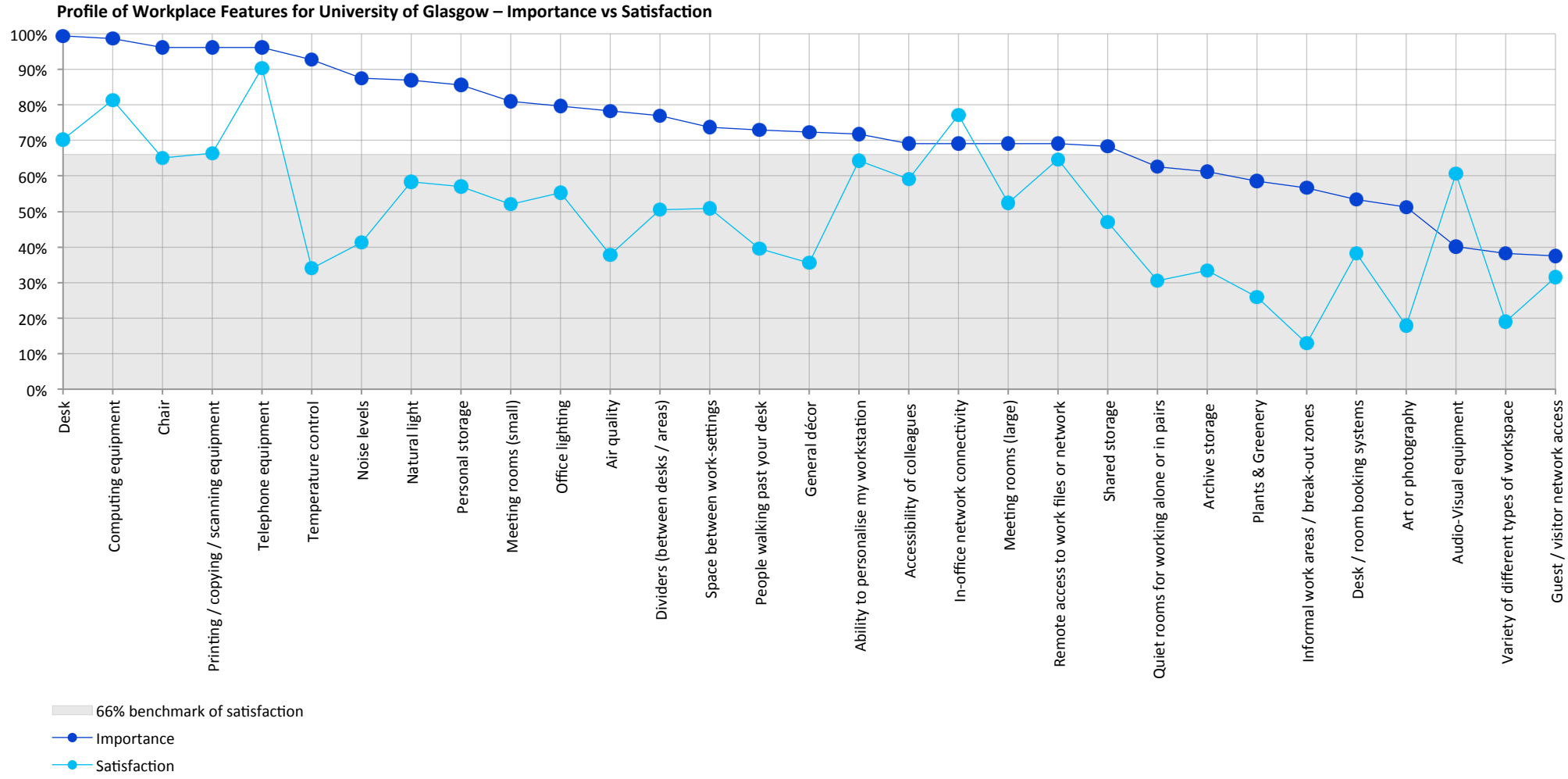
Workplace Physical Features by Satisfaction %:
Which features do you consider an important part of an effective workspace and how satisfied are you with them?
♦ Top 10 most important workplace features (# selected as important)



Detailed Analysis

Workplace Features _ Gap Analysis

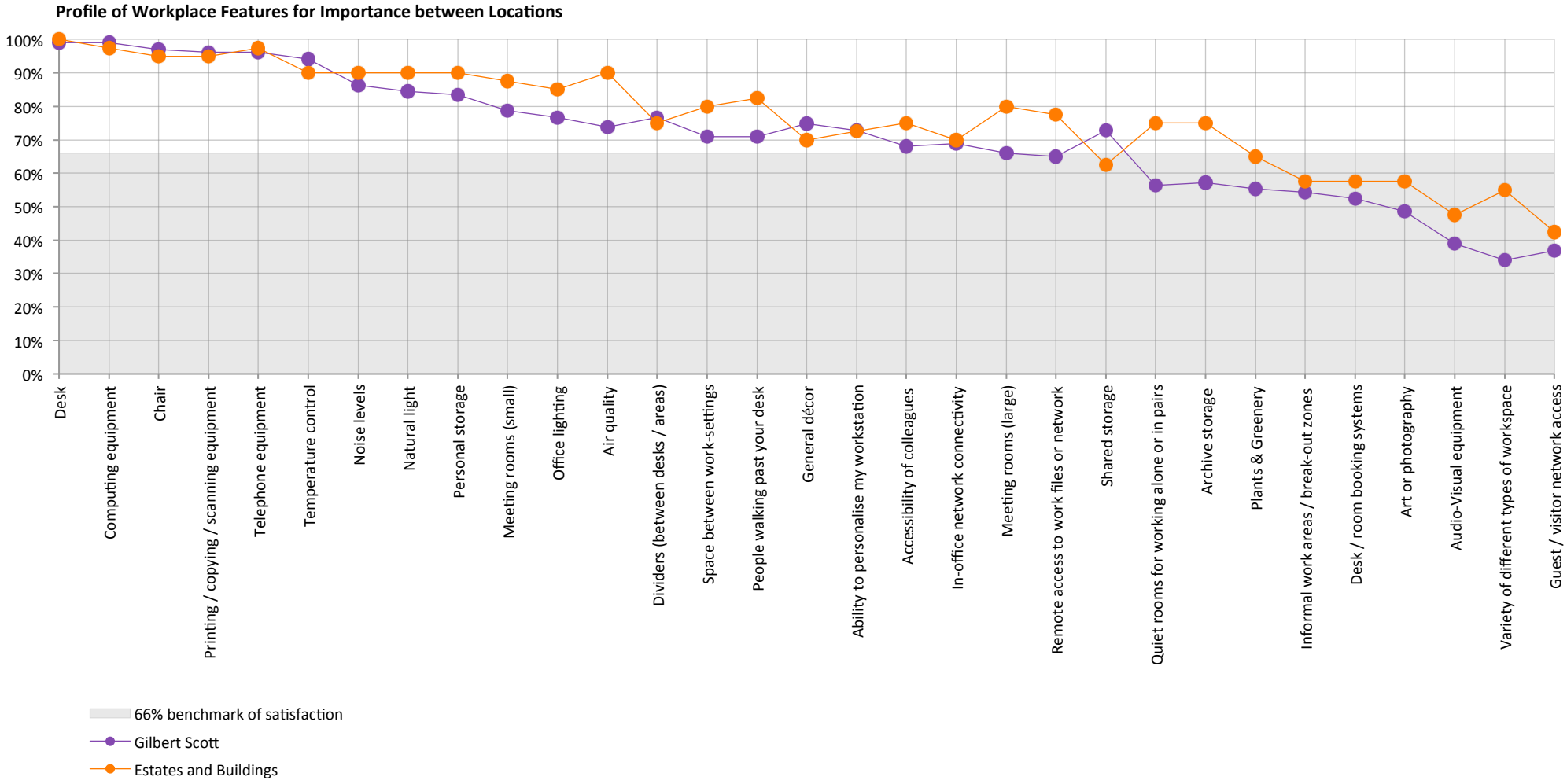
University of Glasgow



Detailed Analysis

Workplace Features _ Gap Analysis

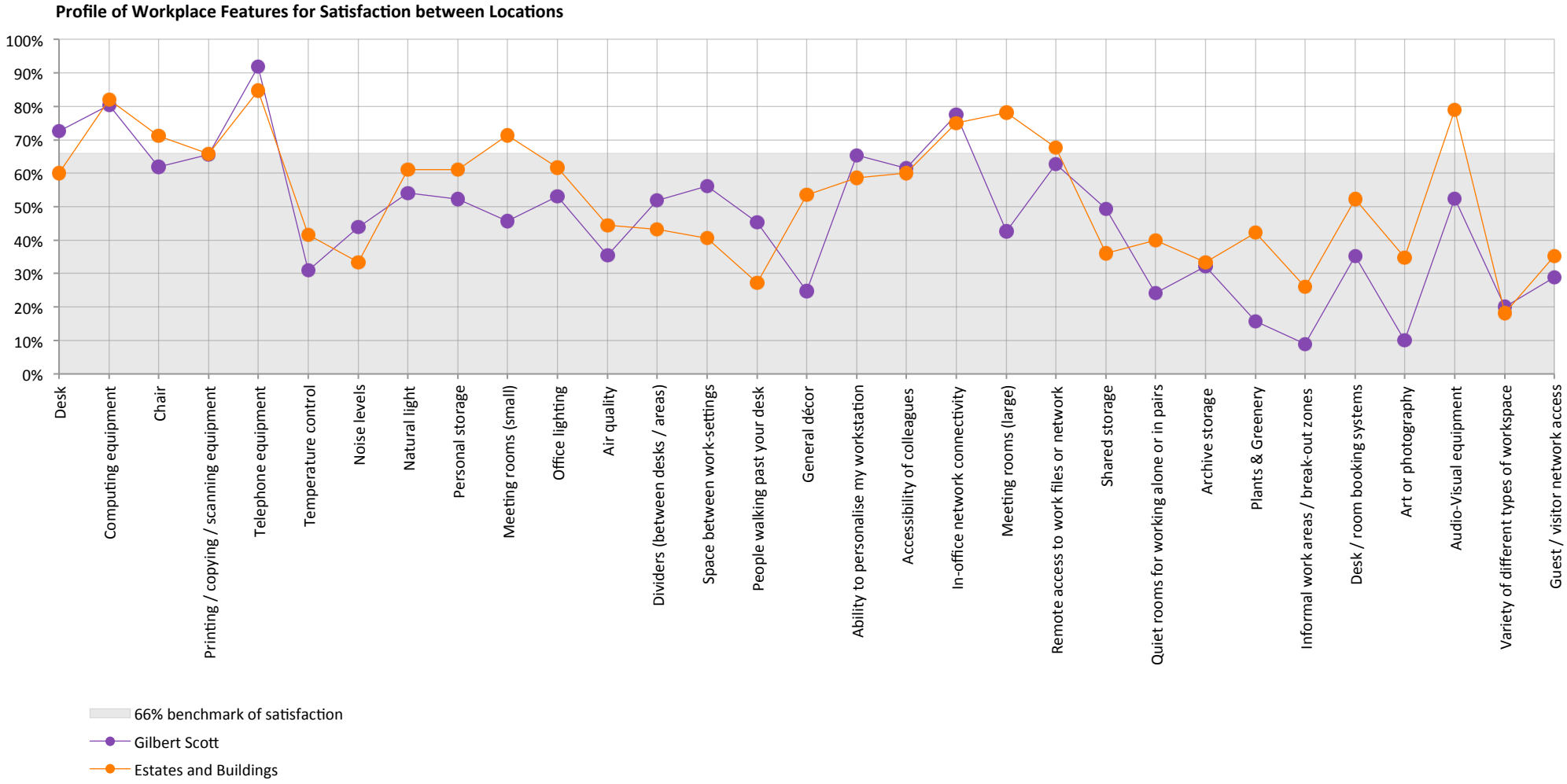
University of Glasgow Locations



Detailed Analysis

Workplace Features _ Gap Analysis

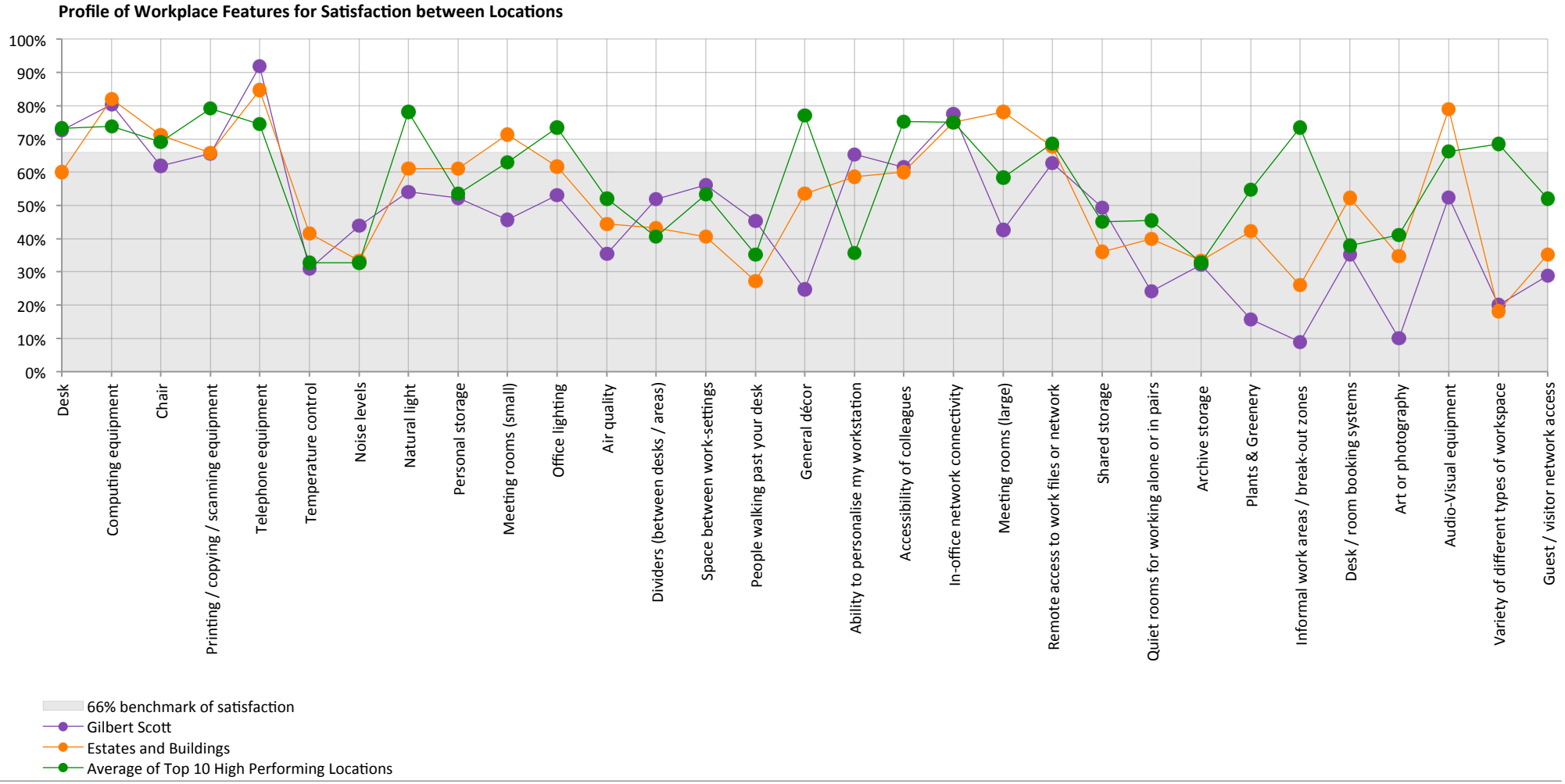
University of Glasgow Locations



Detailed Analysis

Workplace Features _ Gap Analysis

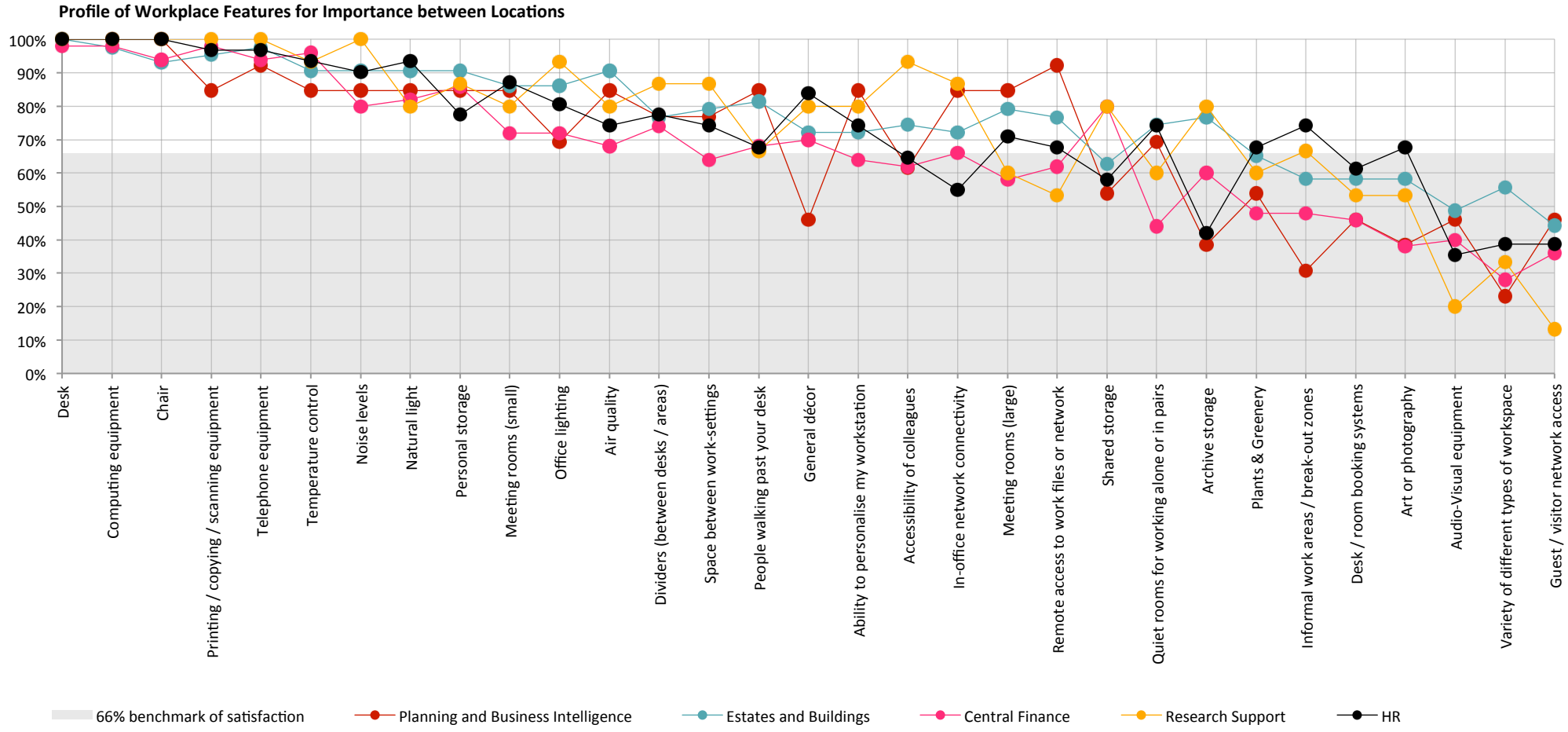
University of Glasgow Locations



Detailed Analysis

Workplace Features _ Gap Analysis

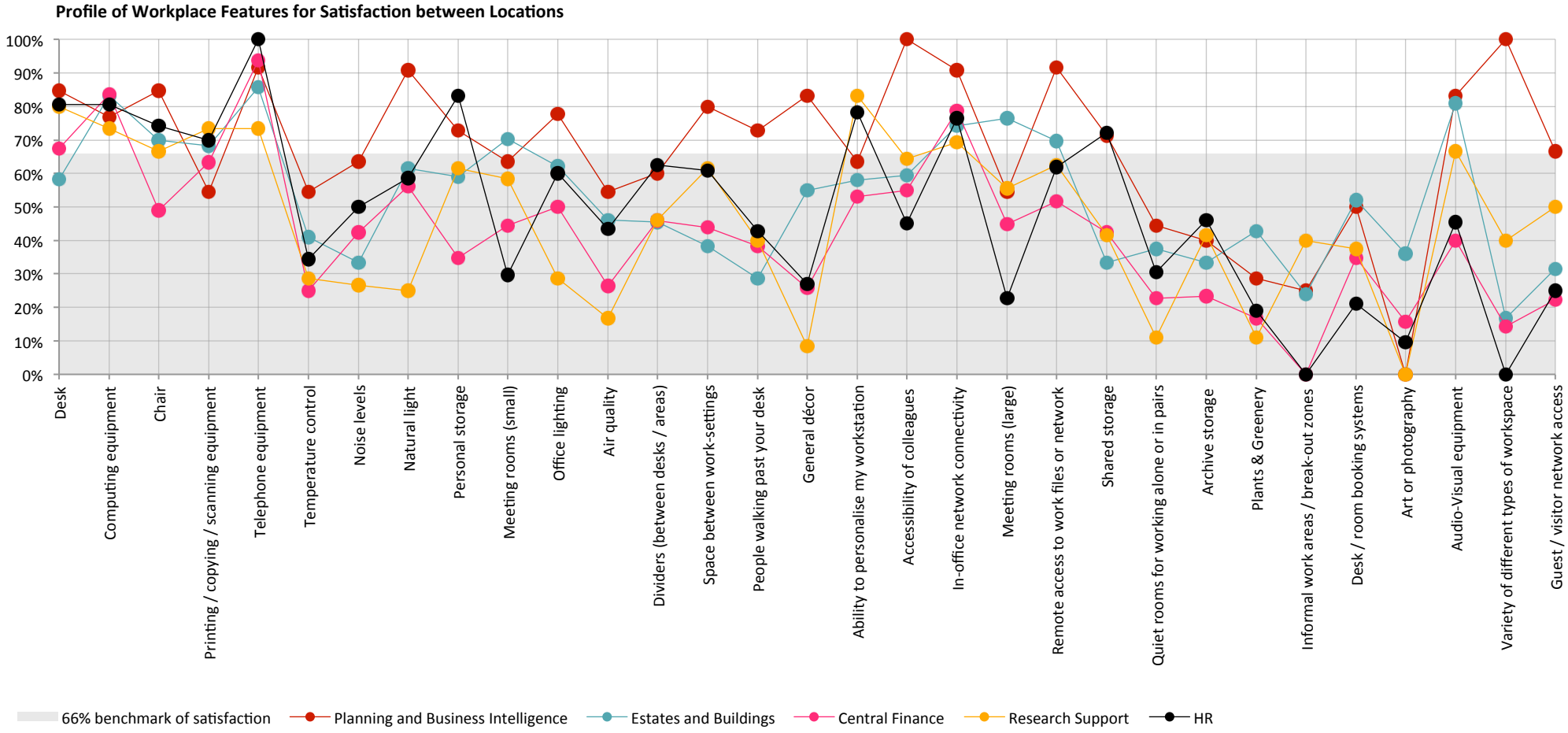
University of Glasgow Departments



Detailed Analysis

Workplace Features _ Gap Analysis

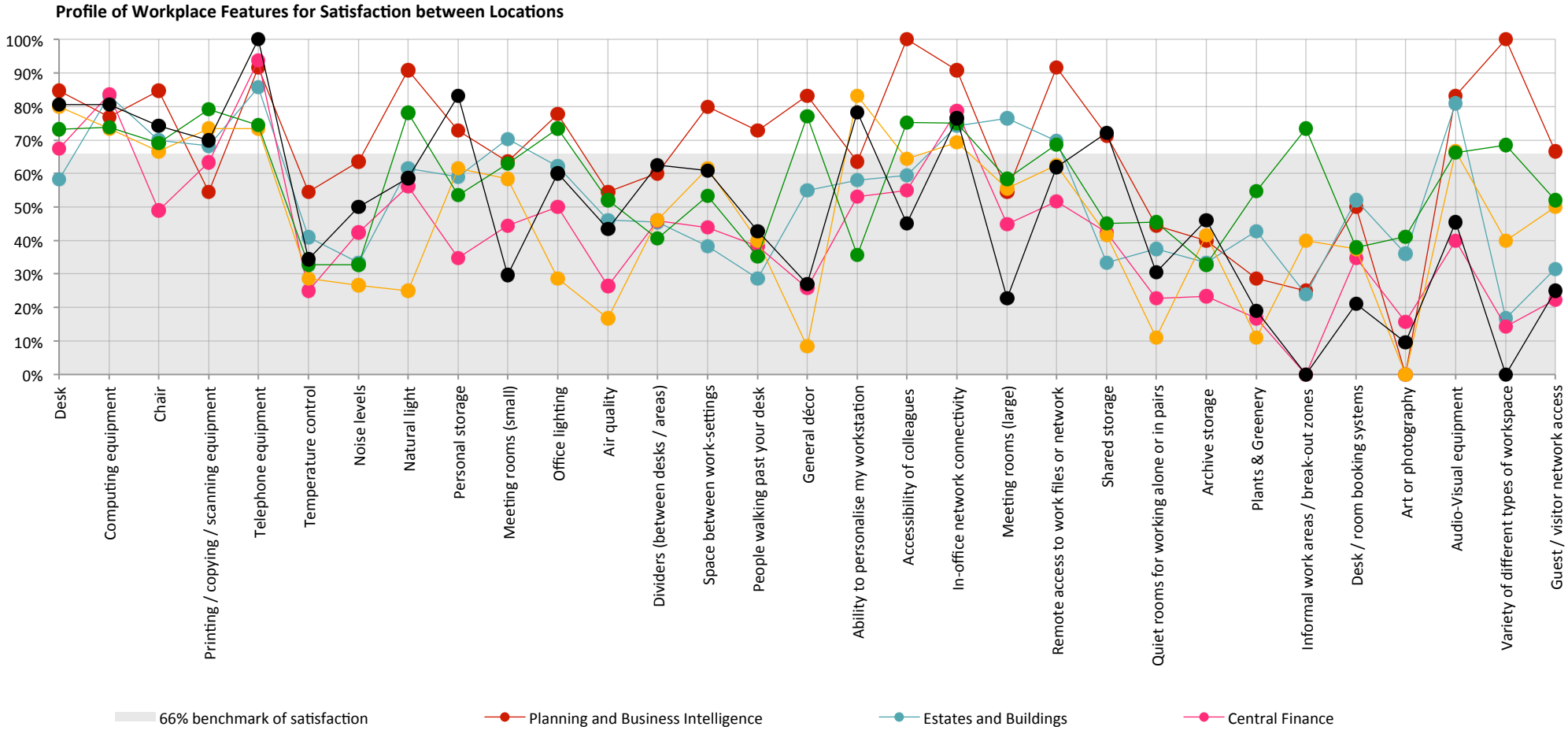
University of Glasgow Departments



Detailed Analysis

Workplace Features _ Gap Analysis

University of Glasgow Departments



Detailed Analysis

Workplace Facilities Services

The following section examines the Workplace Facilities Services 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 facilities 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.

Detailed Analysis

Workplace Facilities Services

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 10* high performing locations in our database as at the end of Q3 2013.

"Satisfaction" percentages presented in the University of Glasgow 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 variance to the aggregated central database and in comparison to the Top 10. Here above average appears in green and below average in red. The prime point to consider here is where that variance is by more than 10%, indicating a material difference in average performance.

* The top 10 locations are formed of those with more than 100 respondents and an Lmi above 70.0

Detailed Analysis

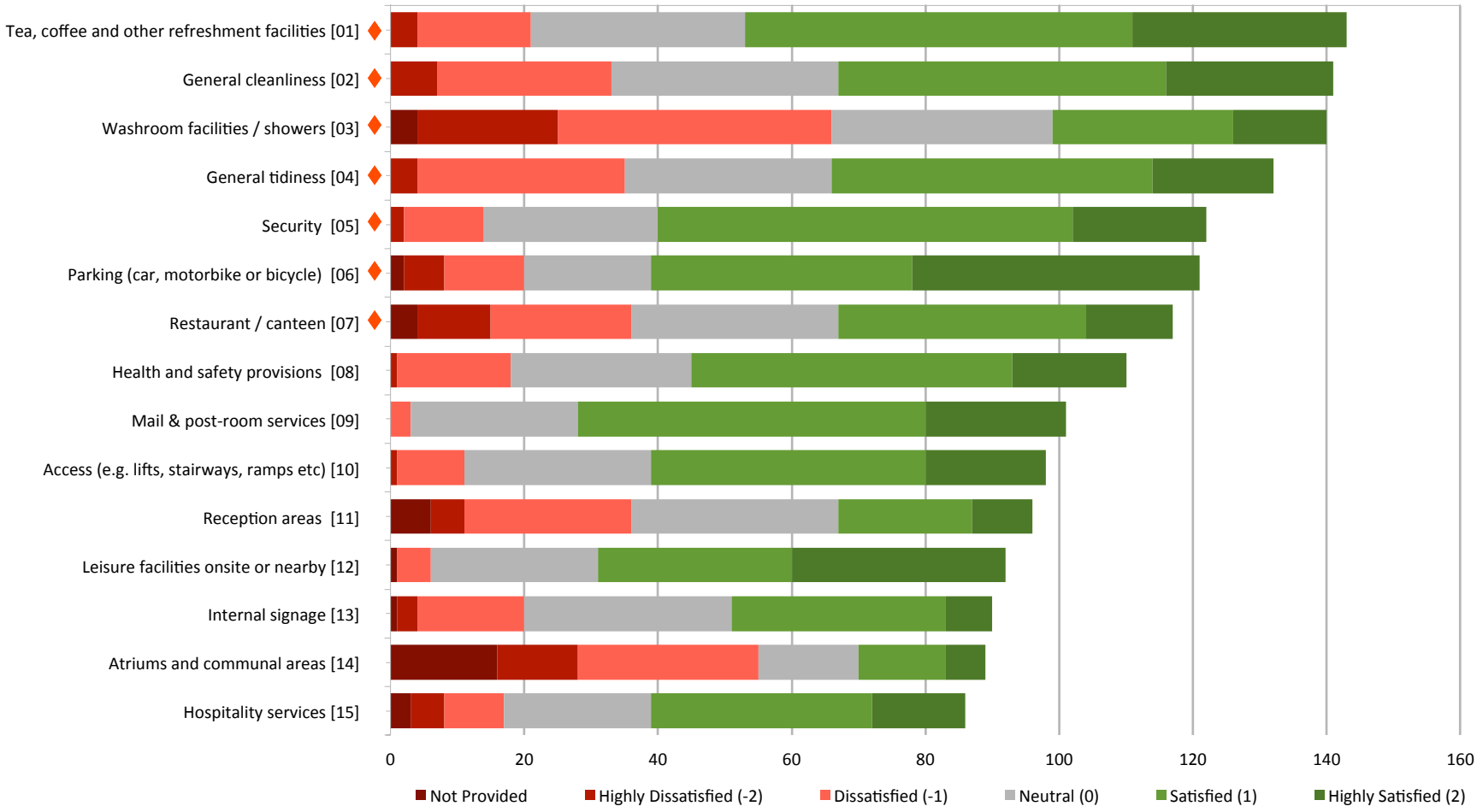
Workplace Facilities _ Data Table

Which facilities do you consider to be an important part of an effective office? (Ranked by number who selected as important)	University of Glasgow			Leesman Database (average of Pre & Post Projects)				Top 10 Locations (average of high performing)	
	University of Glasgow ranking	University of Glasgow % ranked as Important	University of Glasgow % feel satisfied with facility	Leesman Database ranking	Leesman Database % ranked as Important	Leesman Database % feel satisfied with facility	Variance in satisfaction (University of Glasgow – Leesman)	Top 10 % **feel satisfied with facility**	Variance in satisfaction (University of Glasgow – Top 10)
Tea, coffee and other refreshment facilities	1	94%	62.9%	1	91%	64.5%	-1.5%	85.2%	-22.2%
General cleanliness	2	93%	52.5%	2	84%	58.4%	-5.9%	85.3%	-32.8%
Washroom facilities / showers	3	92%	29.3%	3	82%	45.9%	-16.6%	73.7%	-44.4%
General tidiness	4	87%	50.0%	5	71%	55.0%	-5.0%	84.3%	-34.3%
Security	5	80%	67.2%	7	58%	67.4%	-0.2%	77.2%	-10.0%
Parking (car, motorbike or bicycle)	6	80%	67.8%	6	66%	46.5%	21.3%	47.8%	19.9%
Restaurant / canteen	7	77%	42.7%	4	81%	49.2%	-6.5%	65.0%	-22.2%
Health and safety provisions	8	72%	59.1%	12	50%	60.0%	-0.9%	76.8%	-17.7%
Mail & post-room services	9	66%	72.3%	11	53%	67.6%	4.7%	82.2%	-9.9%
Access (e.g. lifts, stairways, ramps etc)	10	64%	60.2%	10	54%	64.7%	-4.5%	74.1%	-13.9%
Reception areas	11	63%	30.2%	9	54%	61.3%	-31.1%	86.8%	-56.5%
Leisure facilities onsite or nearby	12	61%	66.3%	13	48%	37.4%	28.9%	61.5%	4.8%
Internal signage	13	59%	43.3%	14	41%	40.4%	3.0%	60.9%	-17.5%
Atriums and communal areas	14	59%	21.3%	8	55%	43.6%	-22.2%	83.8%	-62.5%
Hospitality services	15	57%	54.7%	15	34%	35.1%	19.5%	69.2%	-14.6%

Detailed Analysis

Workplace Facilities _ University of Glasgow

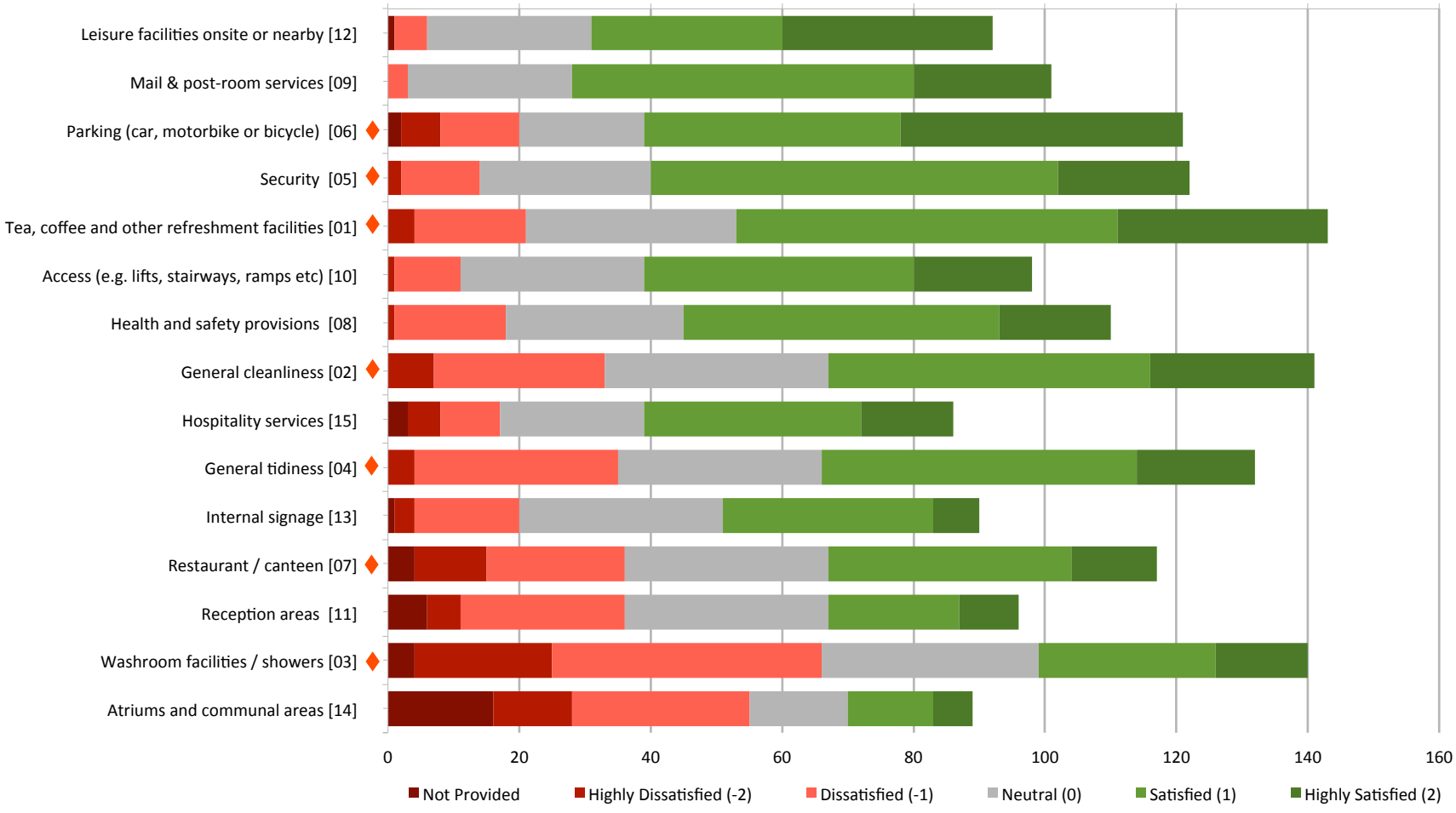
Workplace Facilities services by Importance:
Which facilities do you consider an important part of an effective workspace and how satisfied are you with them?
♦ Top 7 most important workplace facilities (# selected as important)



Detailed Analysis

Workplace Facilities _ University of Glasgow

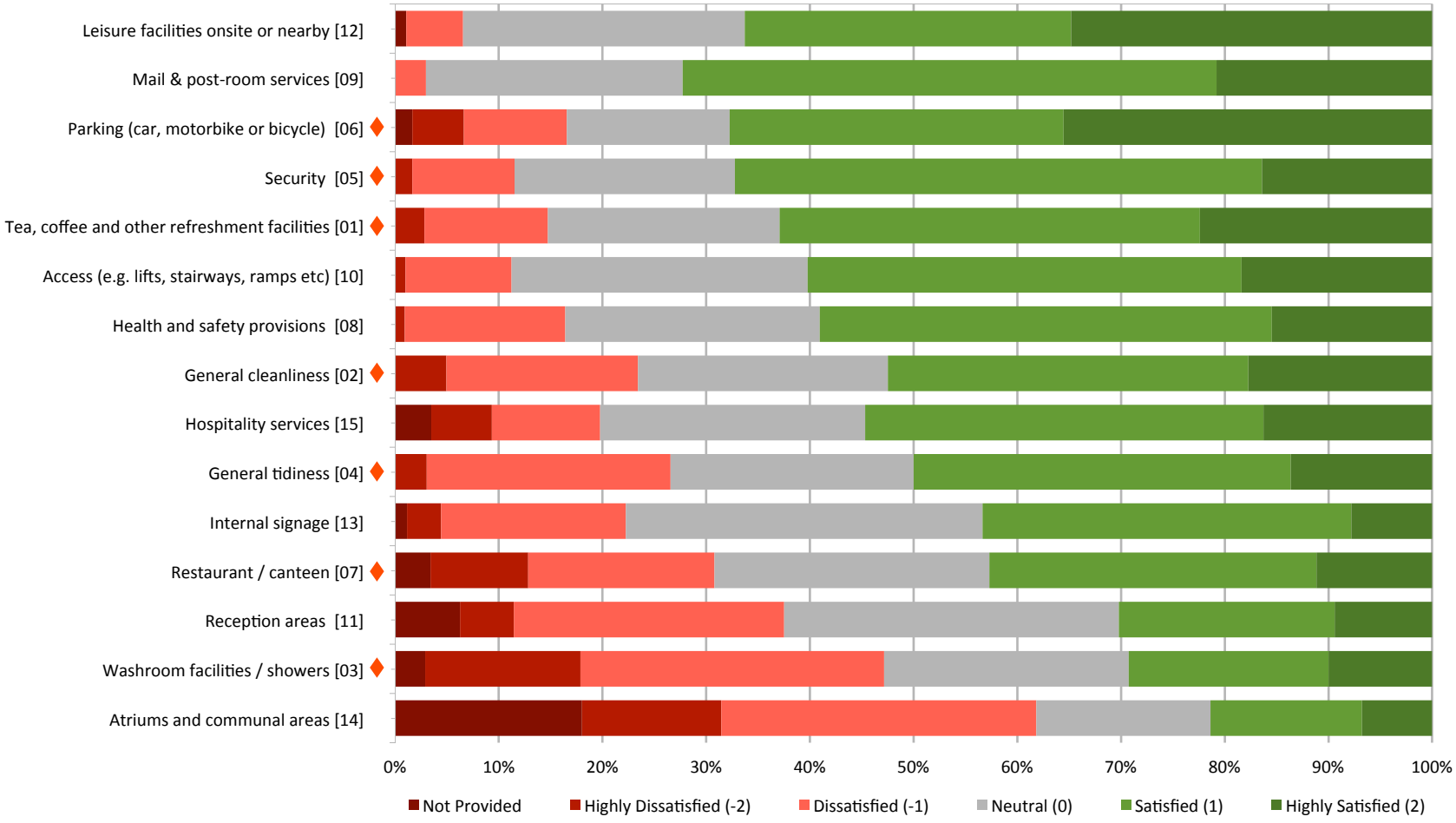
Workplace Facilities services by Satisfaction:
Which facilities do you consider an important part of an effective workspace and how satisfied are you with them?
♦ Top 7 most important workplace facilities (# selected as important)



Detailed Analysis

Workplace Facilities _ University of Glasgow

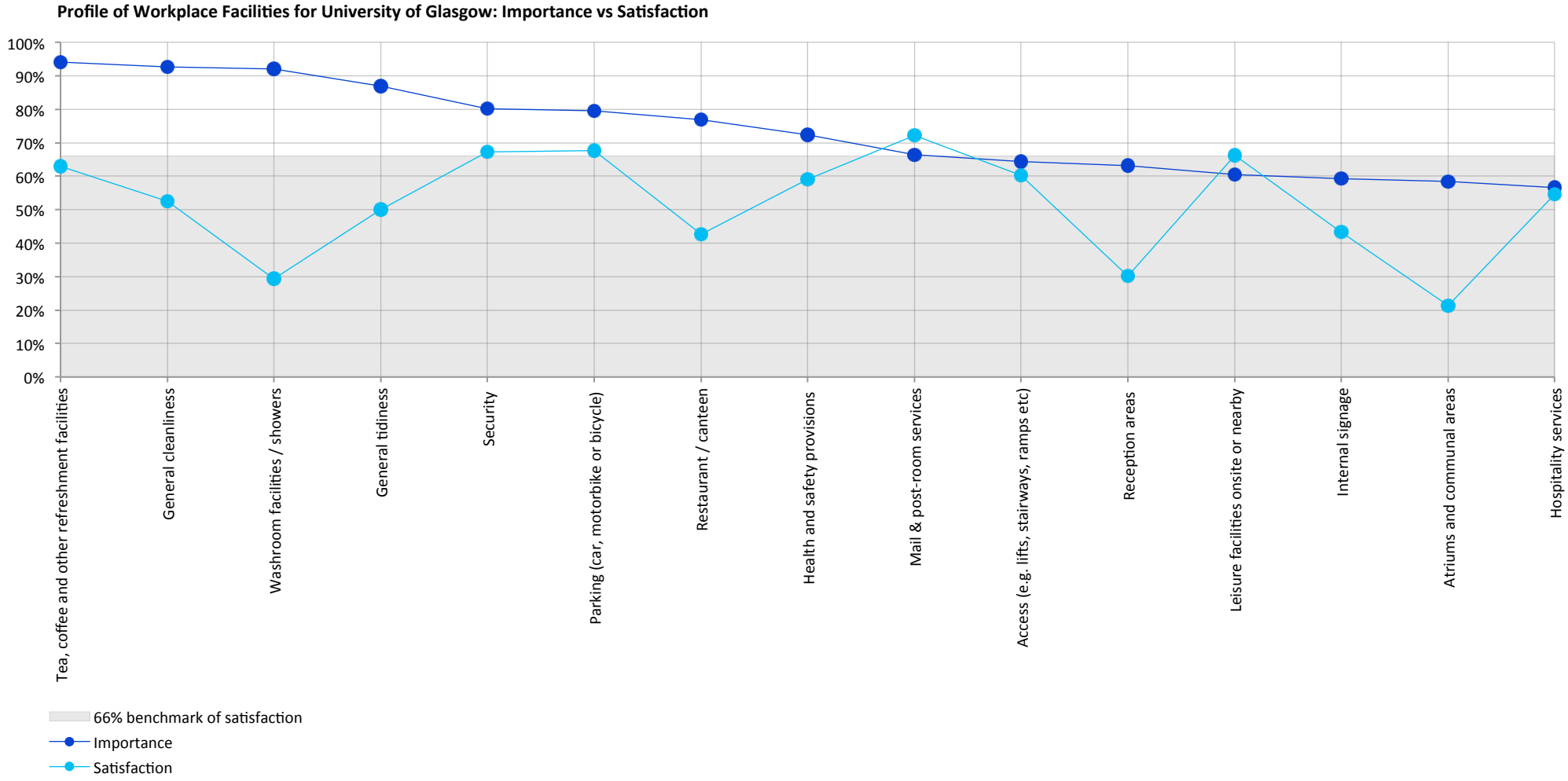
Workplace Facilities services by Satisfaction %:
Which facilities do you consider an important part of an effective workspace and how satisfied are you with them?
♦ Top 7 most important workplace facilities (# selected as important)



Detailed Analysis

Workplace Facilities _ Gap Analysis

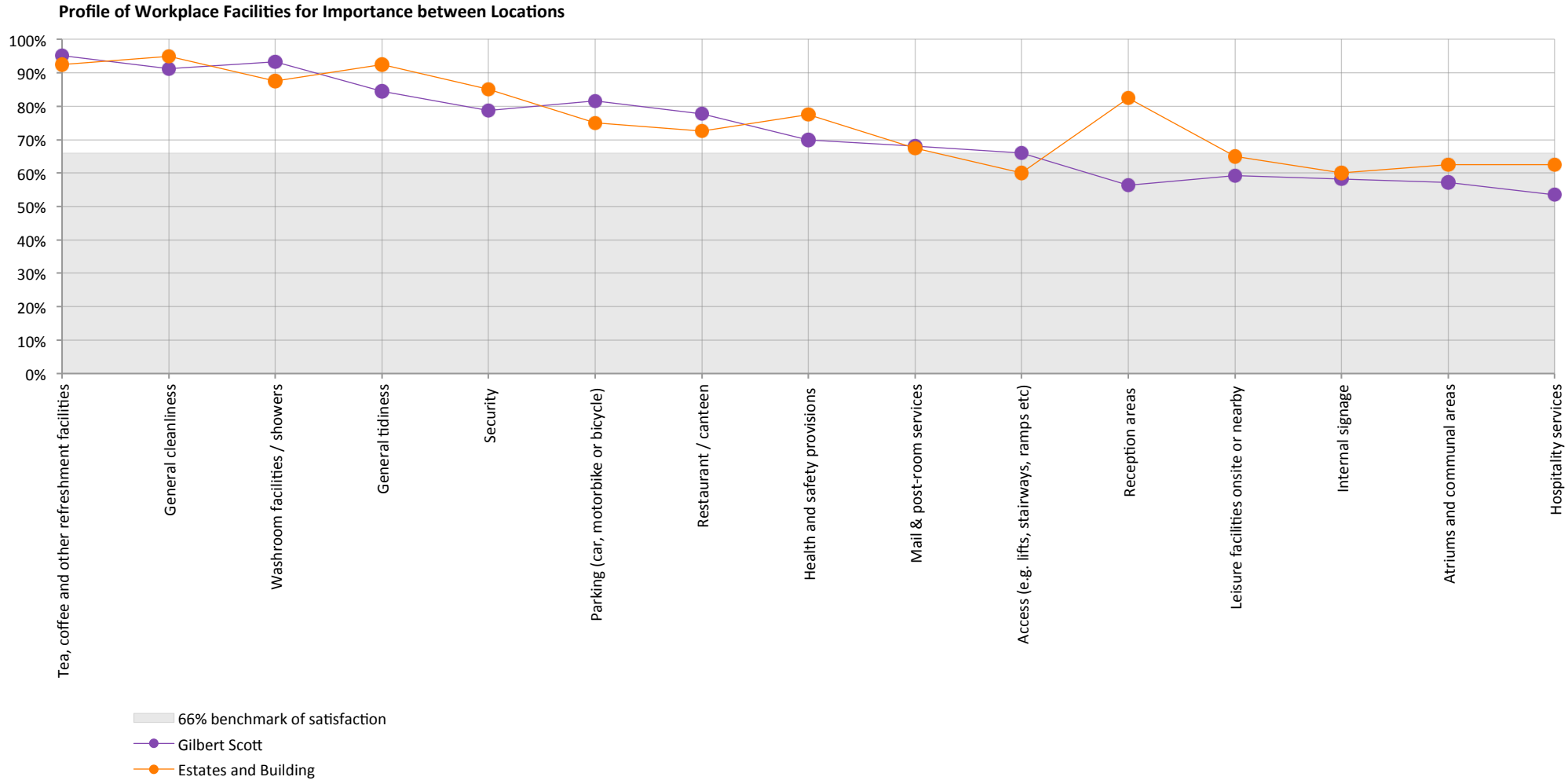
University of Glasgow



Detailed Analysis

Workplace Facilities _ Gap Analysis

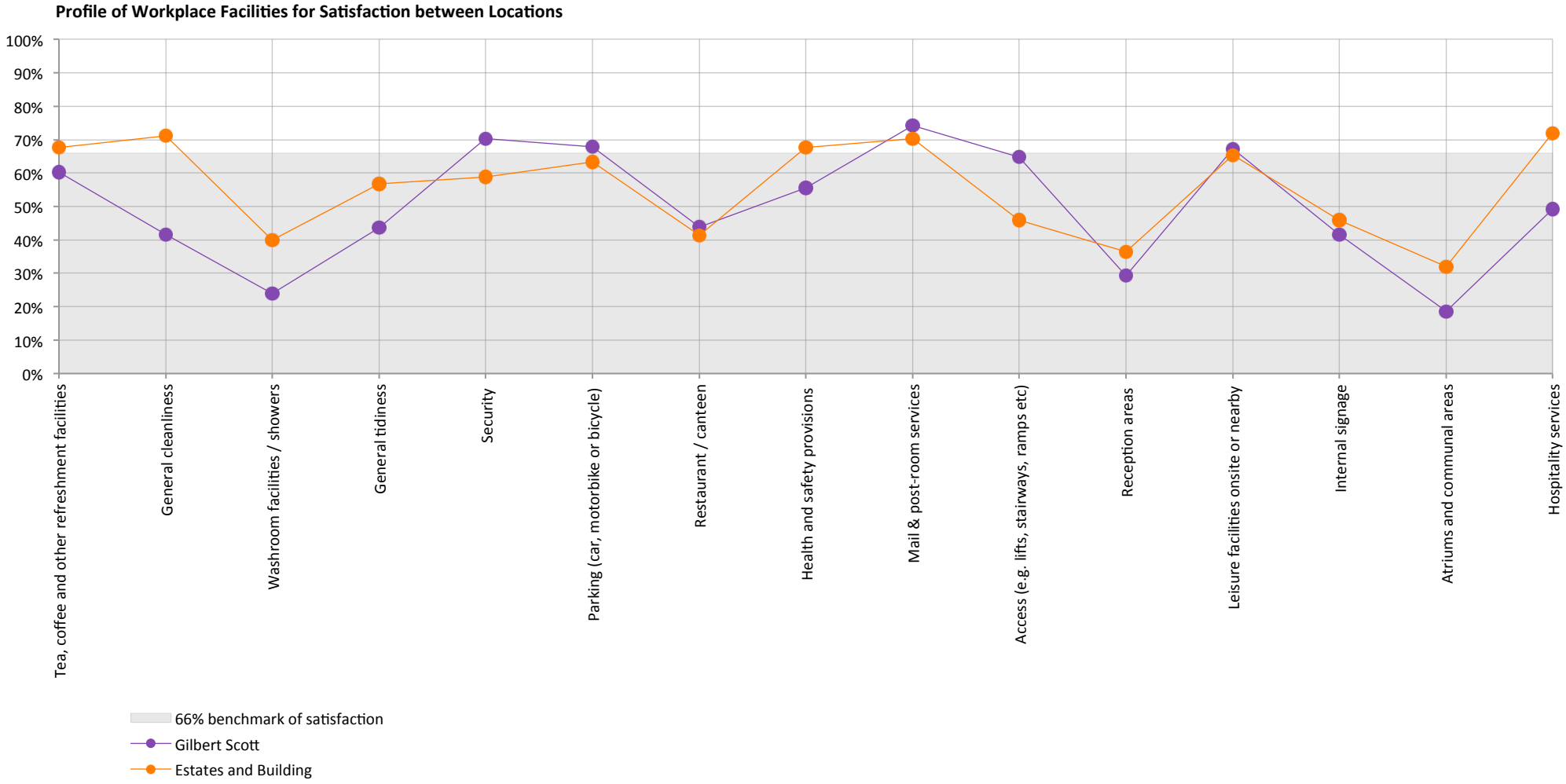
University of Glasgow Locations



Detailed Analysis

Workplace Facilities _ Gap Analysis

University of Glasgow Locations

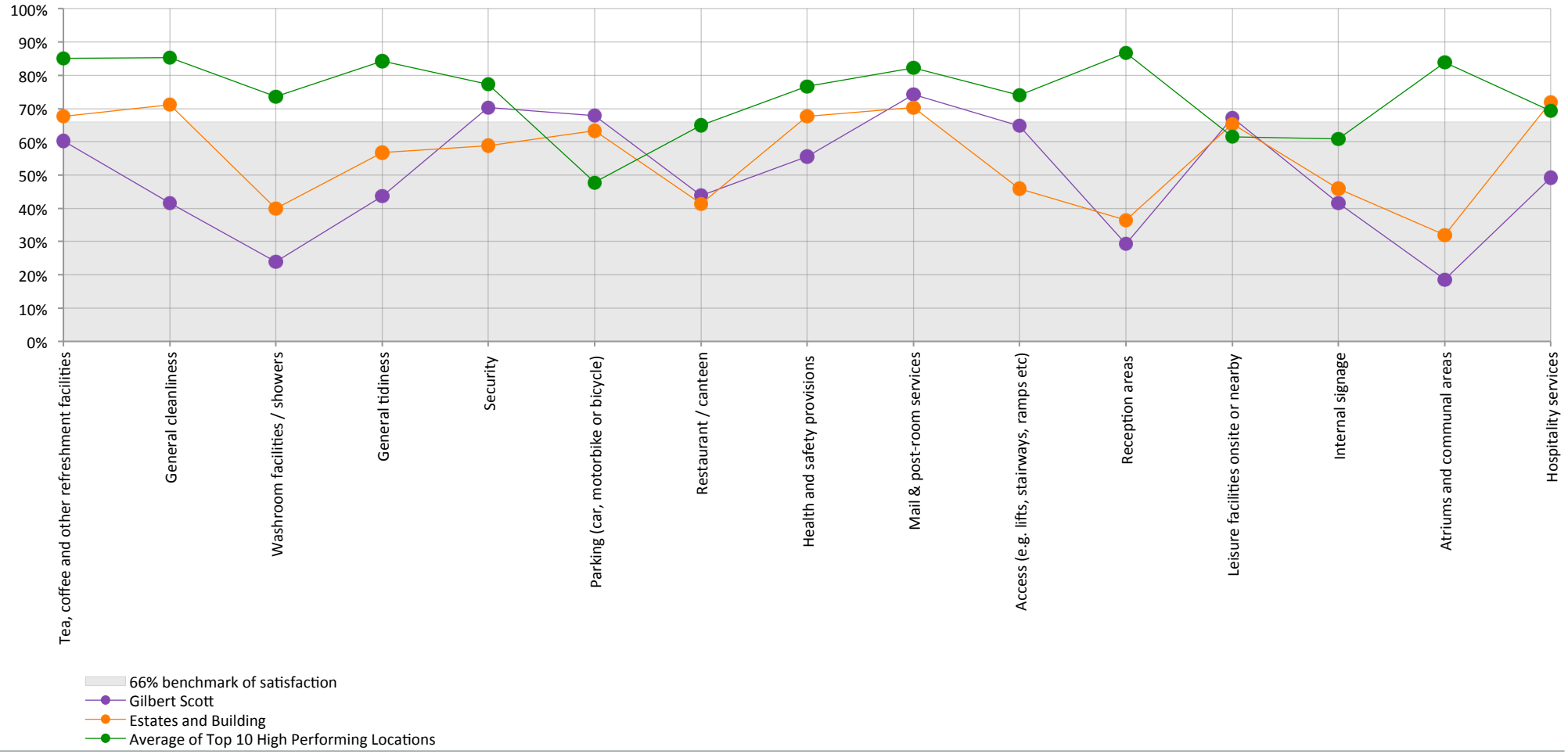


Detailed Analysis

Workplace Facilities _ Gap Analysis

University of Glasgow Locations

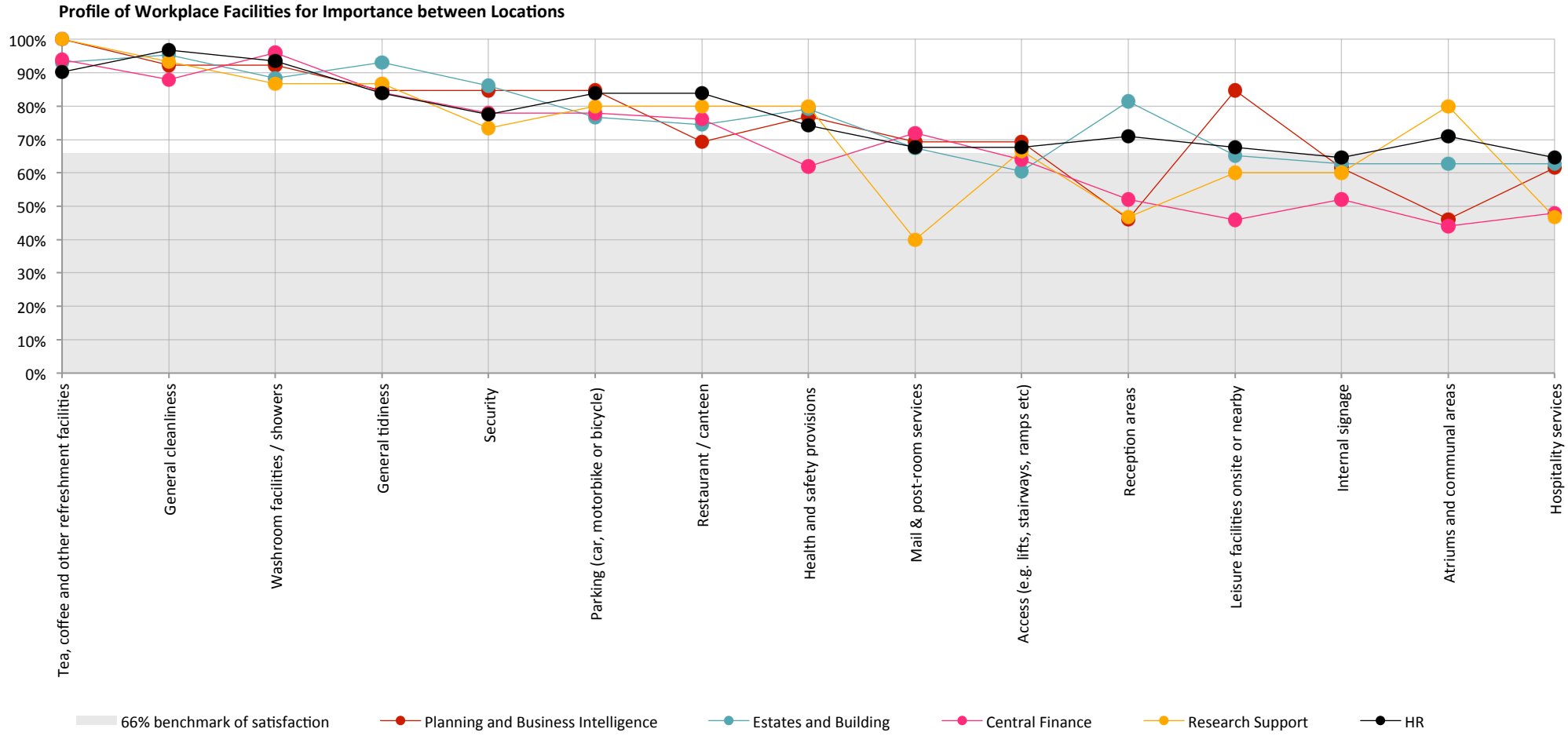
Profile of Workplace Facilities for Satisfaction between Locations



Detailed Analysis

Workplace Facilities _ Gap Analysis

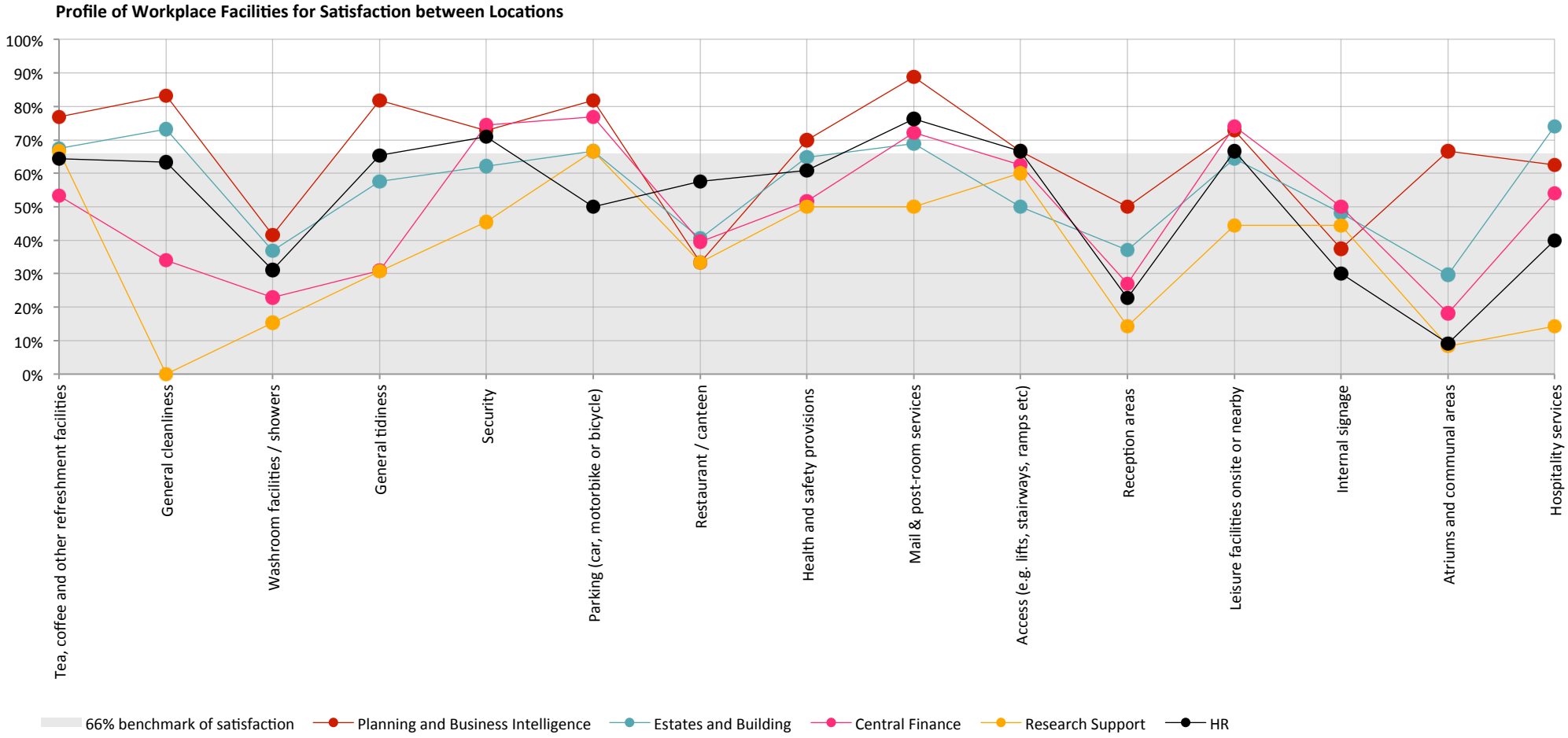
University of Glasgow Departments



Detailed Analysis

Workplace Facilities _ Gap Analysis

University of Glasgow Departments

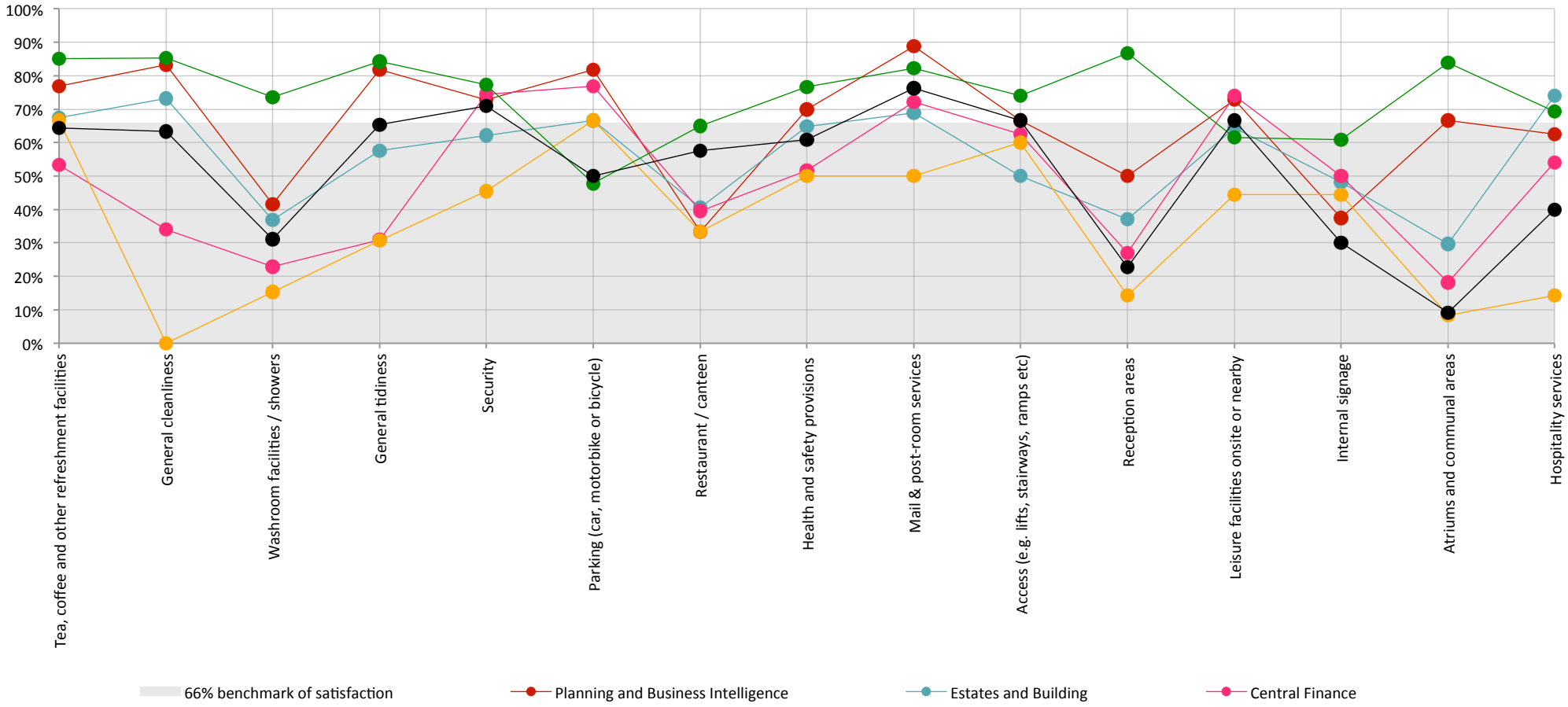


Detailed Analysis

Workplace Facilities _ Gap Analysis

University of Glasgow Departments

Profile of Workplace Facilities for Satisfaction between Locations



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?"?"

Detailed Analysis

Workplace Design

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 10* high performing locations in our database as at the end of Q3 2013.

"Satisfaction" percentages presented in the University of Glasgow 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 variance to the aggregated central database and in comparison to the Top 10. Here above average appears in green and below average in red. The prime point to consider here is where that variance is by more than 10%, indicating a material difference in average performance.

* The top 10 locations are formed of those with more than 100 respondents and an Lmi above 70.0

Detailed Analysis

Workplace Design _ Data Table

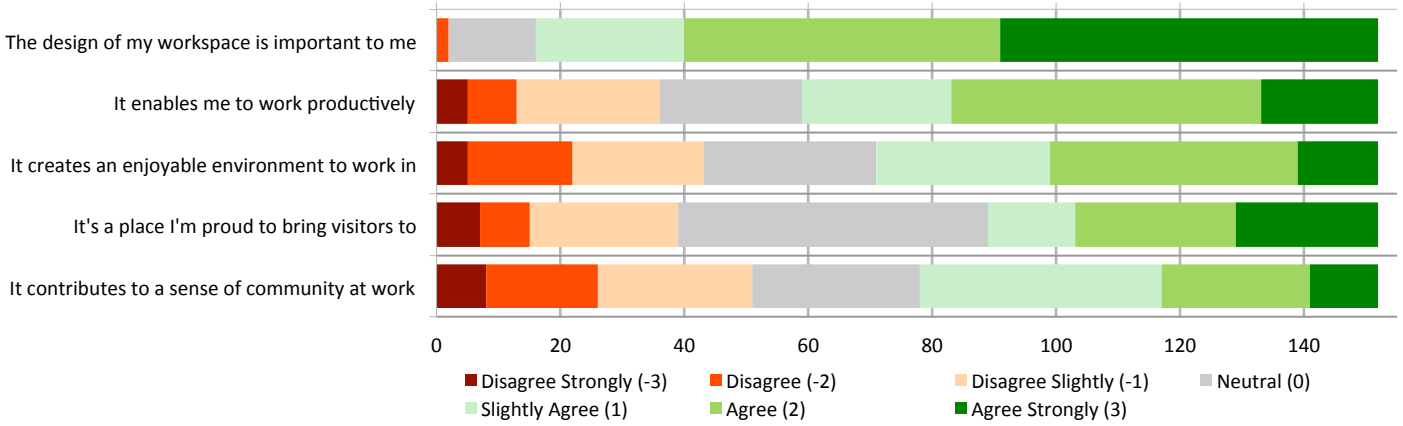
How much do you agree or disagree with the following statements about the design of your organisation's office? (Ranked by overall positivity with statement)	University of Glasgow		Leesman Database (average of Pre & Post Projects)			Top 10 Locations (average of high performing)	
	University of Glasgow ranking	University of Glasgow % in agreement	Leesman Database ranking	Leesman Database % in agreement	Variance in agreement (University of Glasgow – Leesman)	Top 10 % % in agreement	Variance in agreement (University of Glasgow – Top 10)
The design of my workspace is important to me	1	89.5%	1	84.9%	4.6%	90.2%	-0.8%
It enables me to work productively	2	61.2%	4	54.1%	7.1%	69.0%	-7.8%
It creates an enjoyable environment to work in	3	53.3%	3	56.4%	-3.1%	78.7%	-25.4%
It's a place I'm proud to bring visitors to	4	41.4%	5	48.2%	-6.7%	87.4%	-45.9%
It contributes to a sense of community at work	5	48.7%	2	58.6%	-9.9%	73.9%	-25.2%

What impact do you think the design of your workspace has on the following elements of your organisation? (Ranked by overall positivity with statement)	University of Glasgow		Leesman Database (average of Pre & Post Projects)			Top 10 Locations (average of high performing)	
	University of Glasgow ranking	University of Glasgow % positive about impact	Leesman Database ranking	Leesman Database % positive about impact	Variance in positivity (University of Glasgow – Leesman)	Top 10 % positive about impact	Variance in positivity (University of Glasgow – Top 10)
Workplace Culture	1	48.0%	2	53.8%	-5.8%	77.0%	-28.9%
Corporate Image	2	38.2%	1	53.8%	-15.6%	88.3%	-50.1%
Environmental Sustainability	3	30.3%	3	40.2%	-9.9%	73.2%	-42.9%

Detailed Analysis

Workplace Design _ University of Glasgow

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

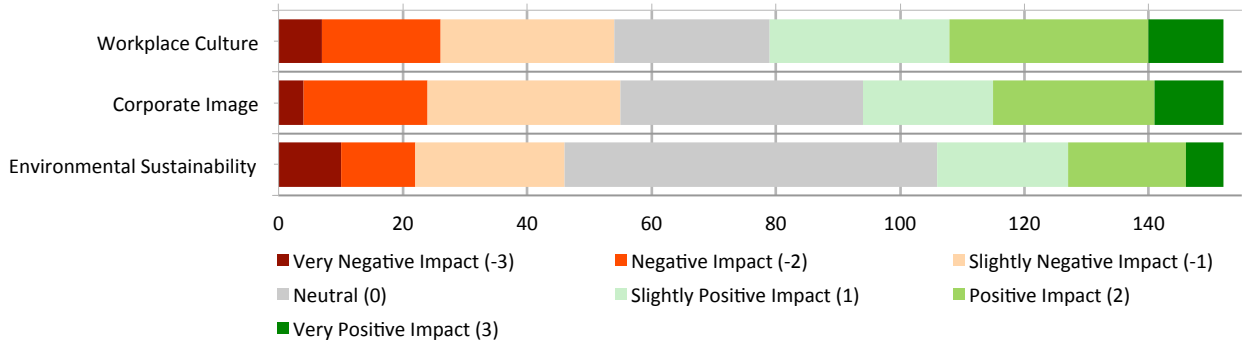


	University of Glasgow % in agreement	Leesman Database % in agreement	Variance in agreement
The design of my workspace is important to me	89.5%	84.9%	4.6%
It enables me to work productively	61.2%	54.1%	7.1%
It creates an enjoyable environment to work in	53.3%	56.4%	-3.1%
It's a place I'm proud to bring visitors to	41.4%	48.2%	-6.7%
It contributes to a sense of community at work	48.7%	58.6%	-9.9%

Detailed Analysis

Workplace Design _ University of Glasgow

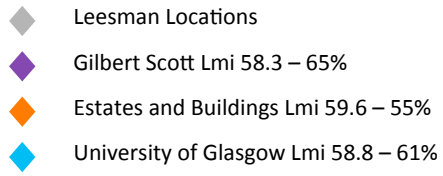
Workspace Design: What impact do you think the design of your workspace has on the following elements of your organisation?



University of Glasgow % positive	Leesman Database % positive about impact	Variance in positivity (University of Glasgow – Leesman)
48.0%	53.8%	-5.8%
38.2%	53.8%	-15.6%
30.3%	40.2%	-9.9%

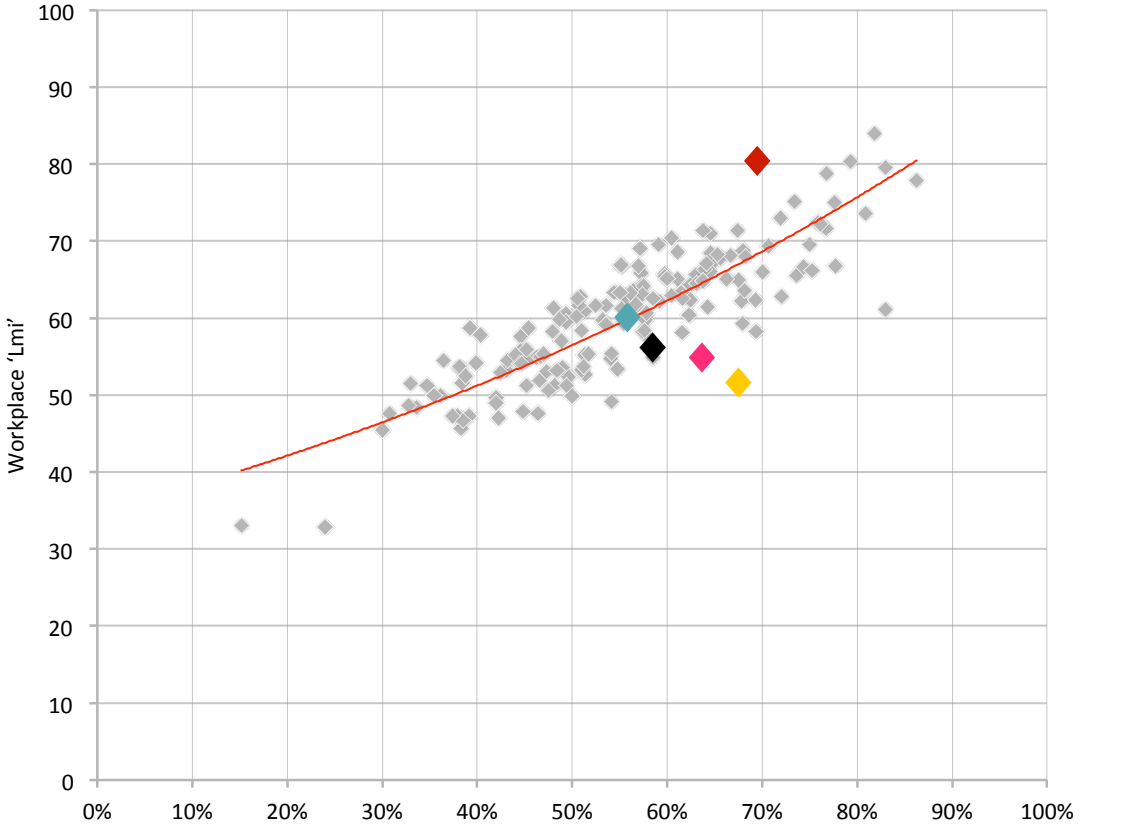
Detailed Analysis

Lmi and "sense of productivity"



Detailed Analysis

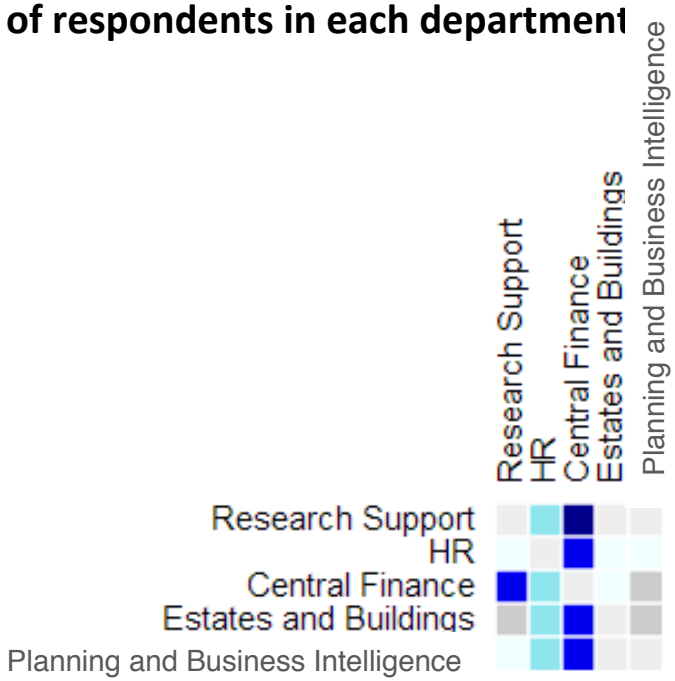
Lmi and "sense of productivity"



Adjacency Module

University of Glasgow

Importance by proportion of respondents in each department



Key

Strength 6 refers to a strong relationship and 1 refers to a weak relationship

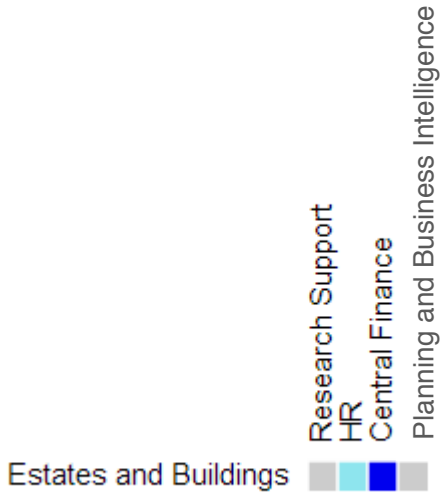
- Strength 6 (>1)
- Strength 5 (0.8 – 1)
- Strength 4 (0.6 – 0.8)
- Strength 3 (0.4 – 0.6)
- Strength 2 (0.2 – 0.4)
- Strength 1 (<0.2)
- No relationship (0)

Adjacency Module

University of Glasgow

Gilbert Scott

Estates and Buildings



Key

Strength 6 refers to a strong relationship and 1 refers to a weak relationship

- Strength 6 (>1)
- Strength 5 (0.8 – 1)
- Strength 4 (0.6 – 0.8)
- Strength 3 (0.4 – 0.6)
- Strength 2 (0.2 – 0.4)
- Strength 1 (<0.2)
- No relationship (0)

Leesman Office

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