

# WORK AREAS IN EUROPE

*What areas, what effects, what cultures?*

A European Survey by Actineo / CSA

# Why a EUROPEAN STUDY?

- **ACTINEO, the Observatory of quality of life in the office** is a French initiative whose aim is to sensitize businesses and to encourage them to use the work area as a performance lever and as a source of well-being for their staff.
- **In this way ACTINEO provides businesses with a barometer** enabling them to measure and understand the link between spatial planning and satisfaction, commitment and sense of well-being at work.
- To **put these results into perspective at the European level**, ACTINEO and the CSA Institute designed a European component of the survey, which summarizes the main themes and issues of the observatory in 2013 (conducted among a sample of French employees).



**Professional priorities, arrangement of premises, etc.**

What is the **quality of office life** in Europe ?



European survey by Actineo / CSA

# WHO did we interview?

## Target



**2,500 employees** of both public and private sectors **working in offices**

**Germany**

(506 respondents)

**United Kingdom**

(514 respondents)

**Netherlands**

(514 respondents)

**Spain**

(496 respondents)

**Sweden**

( 491 respondents)

## Data collection method



**On-line panel** questionnaire

## Fieldwork dates



From **24 June** to **1 July 2014**



**France**

(1208 respondents)

*The results of this survey are placed in perspective with the results of the French survey of 2013, carried out with a similar sample to the European survey*

# HOW did we select them?



1.

We interviewed a **representative sample of employees from each country** based on official statistics supplied by Eurostat

Location (ex: Germany)	%
Baden-Württemberg	14%
Bayern	17%
Berlin	5%
Brandenburg	3%
Bremen	1%
Hamburg	2%
Hessen	8%
Mecklenburg-Vorpommern	2%
Niedersachsen	10%
Nordrhein-Westfalen	21%
Rheinland-Pfalz	2%
Saarland	1%
Sachsen	5%
Sachsen-Anhalt	3%
Schleswig-Holstein	3%
Thüringen	3%
Total	100%

Business Sector (ex: Germany)	%
Industry / Construction & Public Works	28%
Commercial	19%
Service & Transport	22%
Public Administration	31%
Total	100%



Number of employees (ex: Germany)	%
Between 1 and 9 employees	18%
Between 10 and 49 employees	22%
Between 50 and 249 employees	19%
250 employees or more	41%
Total	100%

2.

We then asked them whether they worked, even occasionally, **in an office** in order to select the target group we are interested in

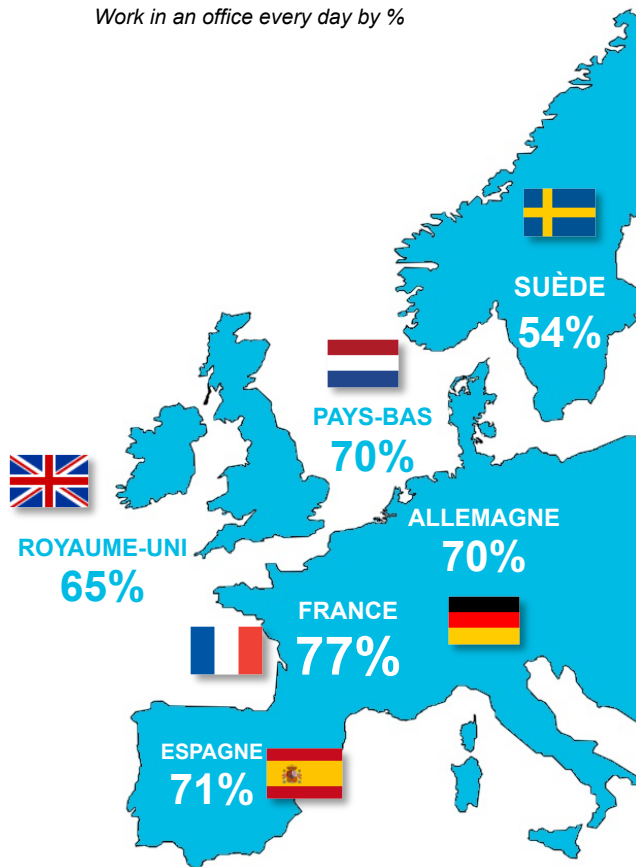
#1

# What areas for what work practices in Europe ?

# A tendency to **REMOVAL OF BARRIERS** throughout Europe, but an office with **VARIABLE GEOMETRY** depending on the country

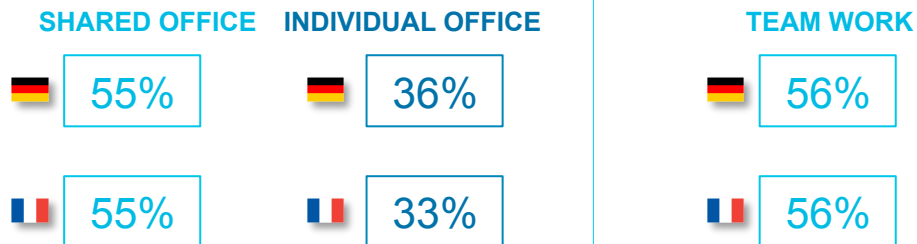
% of employees reporting that they go to the office every day

Work in an office every day by %

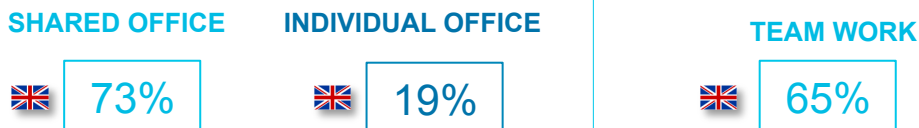


Question: In your professional capacity, do you work in an office ?

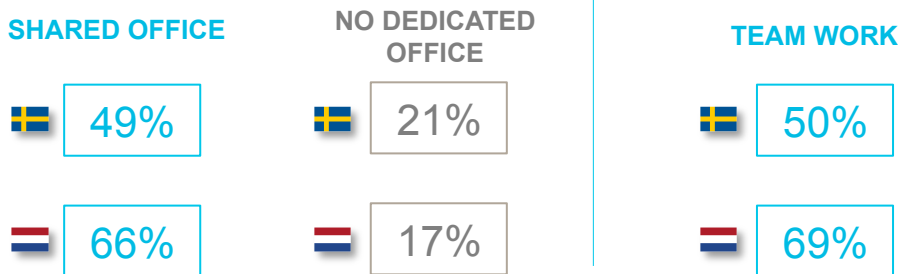
## Individual offices holding their ground in **FRANCE** and **GERMANY**



## UNITED KINGDOM, the kingdom of open space



## SWEDEN and the **NETHERLANDS** at the forefront of desk-sharing

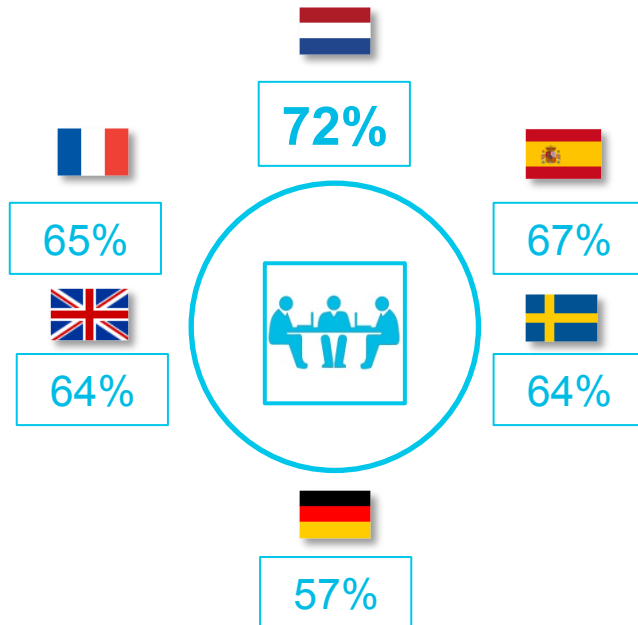


Question: Currently, what workspace do you have?

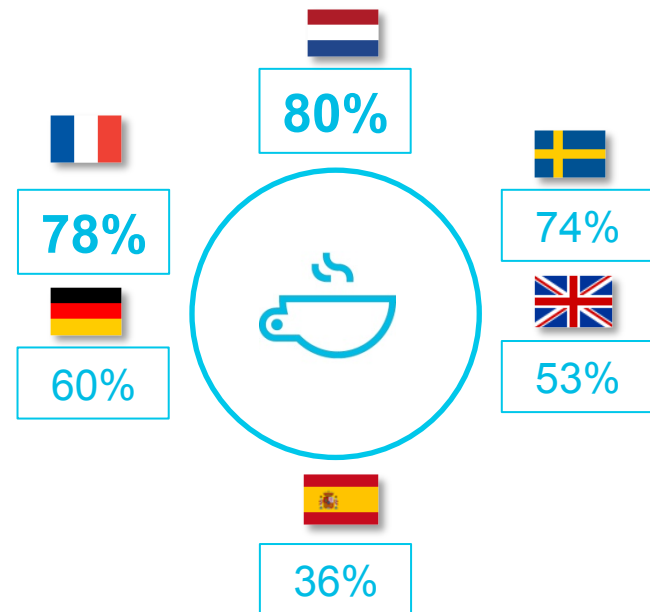
Question: Do you work mainly...

# MEETING and SOCIALIZING areas available in most European countries...

## A PRIVATE MEETING ROOM



## A COFFEE AREA / COFFEE



Question: Within your company, do you have available the following areas?

# ...but other areas available to staff show sharp **DISPARITIES** between countries

## NETHERLANDS and SWEDEN: Sharing and well-being prioritized

A shared friendly, informal area

54%



A works canteen

36%



A relaxation room

52%



A shared friendly, informal area

46%



## UNITED KINGDOM Meetings come first



An open meeting area

37%

A shared friendly, informal area

40%

## GERMANY and FRANCE: more traditional work areas

A shared friendly, informal area

31%



27%



Question: Within your company, do you have available the following areas?

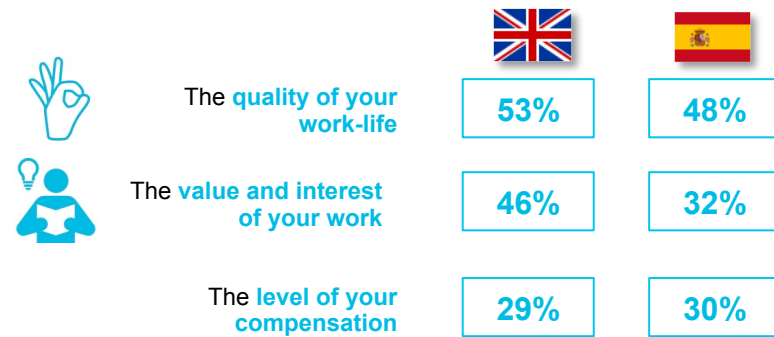


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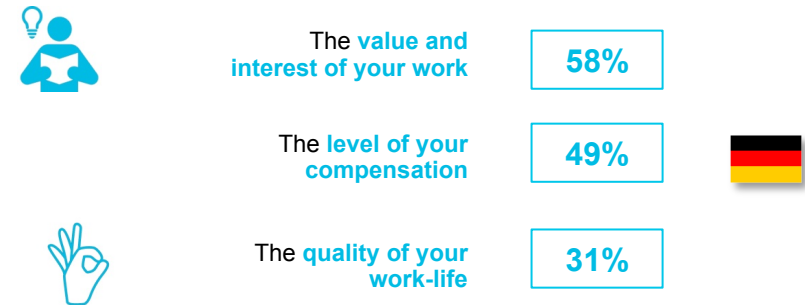
## Where does quality of life at work come in the concerns of European employees?

# Quality of life at work is an issue for ALL European staff, but not necessarily TO THE SAME EXTENT...

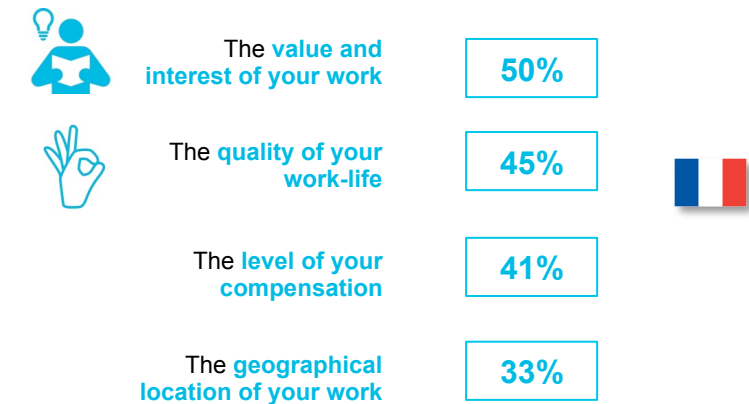
## UNITED KINGDOM and SPAIN: quality of life comes first



## GERMANY: a very rational approach to work



## FRANCE: geographical location specified

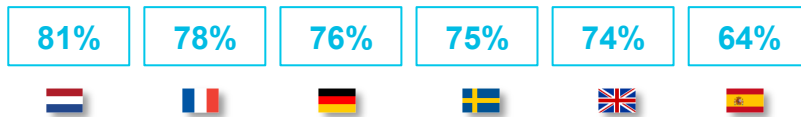


Question: Amongst the following criteria, which are the two most important to you in your work?

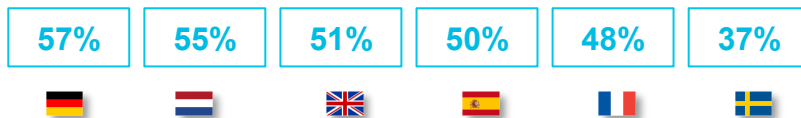
# ...only **PARTIALLY** dependent on the **SAME FACTORS**

## Two pillars common to all

### The relationships with your colleagues



### The space that you have available to work



## Factors specific to certain countries



### Absence of noise

51%



### The air-conditioning

25%



26%



### The quality of the lighting



20%



17%



### The suitability of your office layout



36%



31%

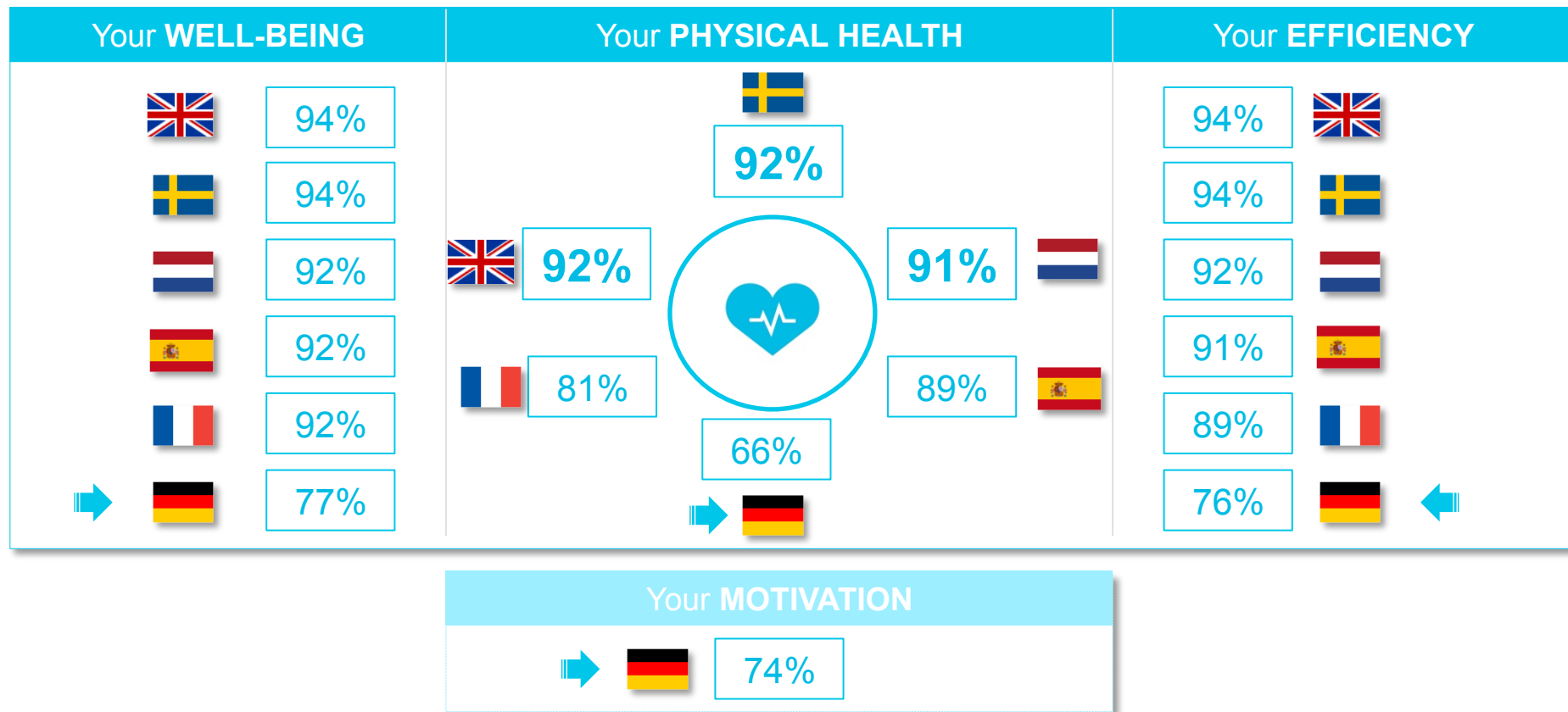
30%



Question: **And amongst the following, which ones do you think contribute most to the quality of your work-life?** (Three possible answers)

# The work area: a question of **EFFICIENCY**, **WELL-BEING** and **HEALTH AT WORK** for most European staff

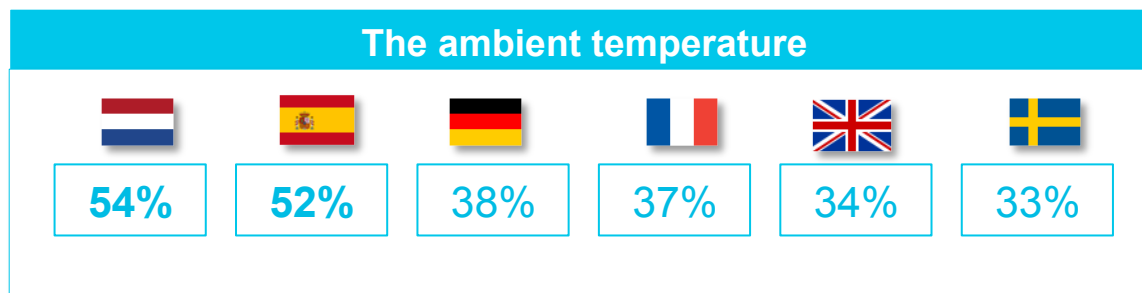
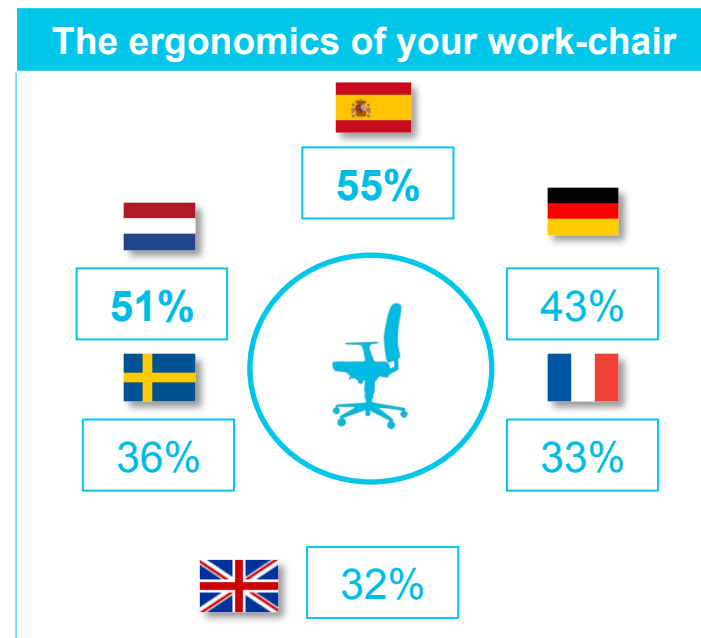
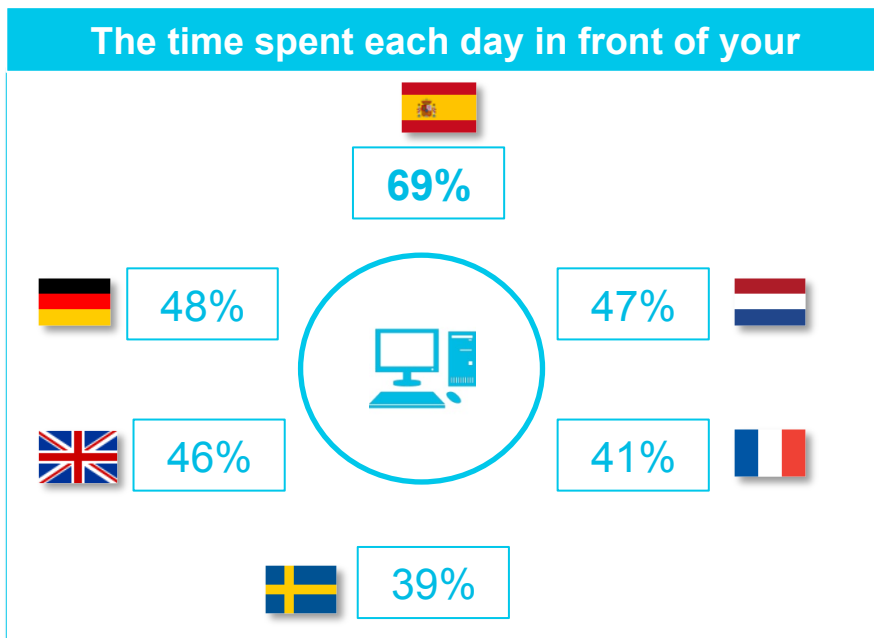
Impact of **THE WORKSPACE** on



## German employees less sensitive to these issues

Question: Would you say that the workspace (i.e. the layout of offices and business premises) has an impact which is: very important, somewhat important, somewhat unimportant or not at all important, on:

# STATE OF HEALTH affected by three main factors



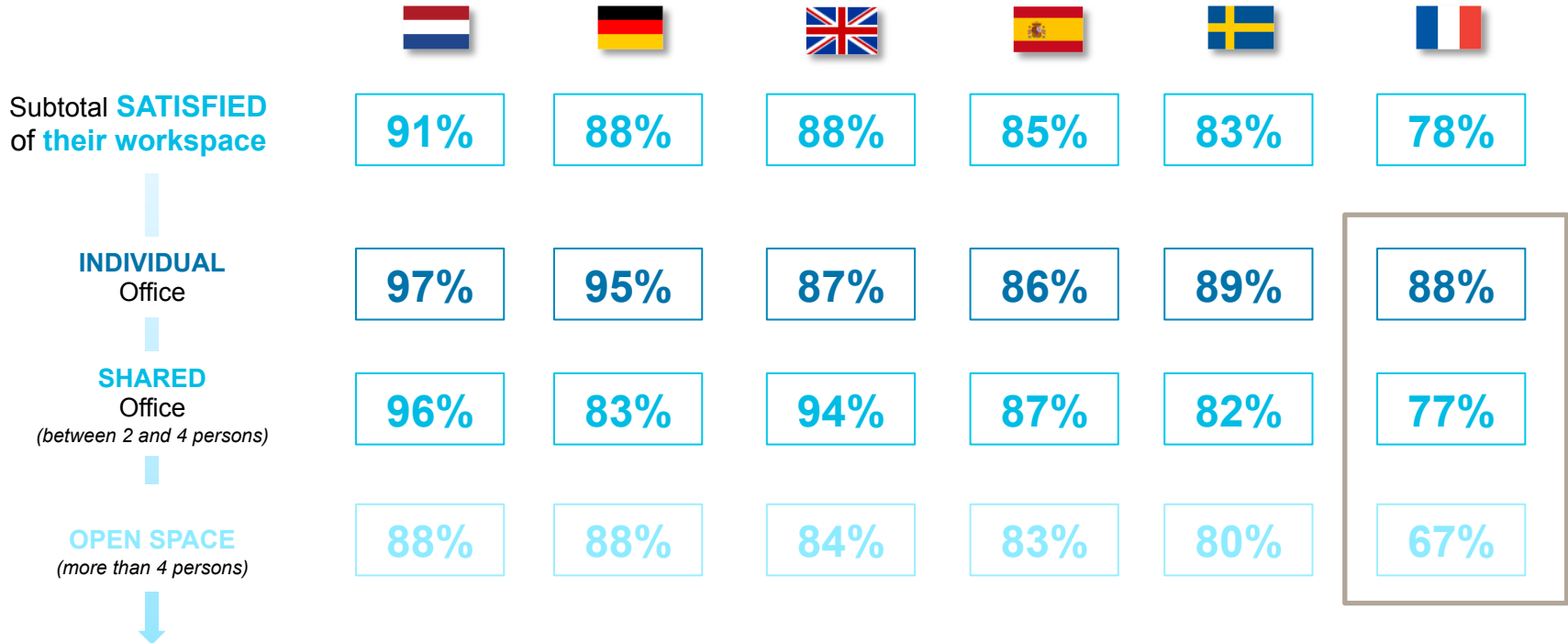
Question: Do you think the following may have had an impact on your health in the past 6 months:

#3

## What satisfaction

With the work area?

# Satisfaction based on the **TYPE OF AREA AVAILABLE** as well as on **CULTURAL FACTORS**



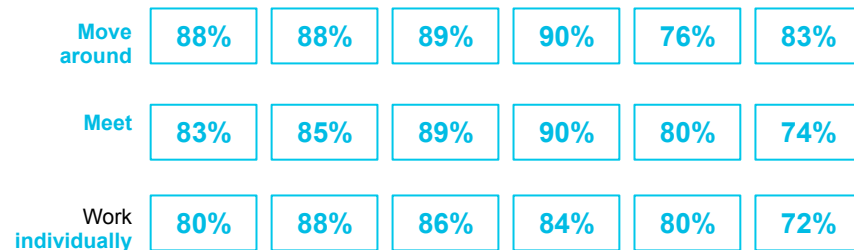
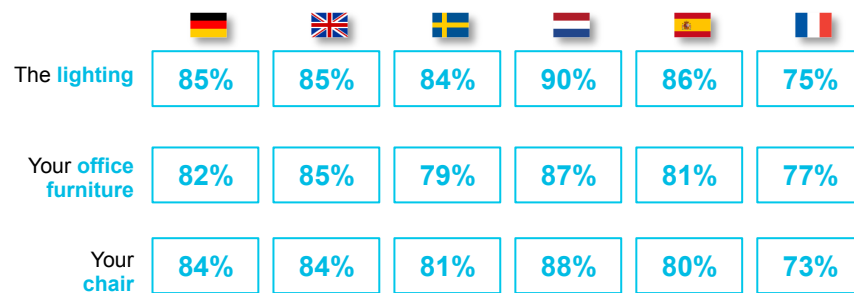
Question: Yourself, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with your personal workspace, whether in terms of design, comfort, quality or organisation?

# Points of satisfaction **COMMON** to most countries as well as some **SPECIFIC POINTS**

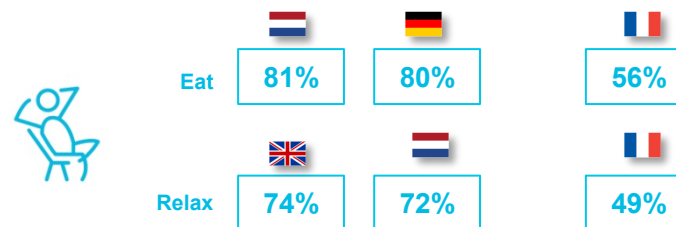
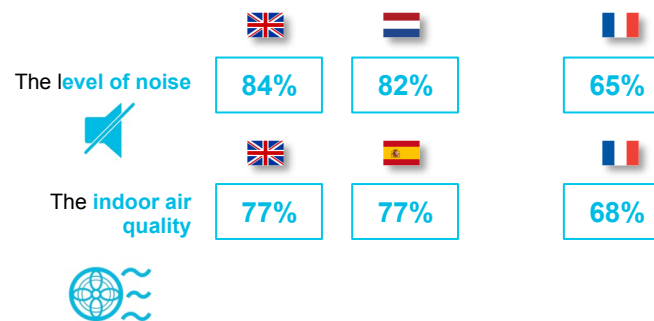
Subtotal satisfied

QUALITY OF THE WORK AREA  
POSSIBILITIES OFFERED BY THE WORK AREA

## COMMONS POINTS



## SPECIFIC POINTS



Question: And are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the comfort and quality of your workspace with regard... / Are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the layout of your workspace so you can...



#4

## Germany and France

Similar work areas...but not the same experience

# Two countries apparently very **SIMILAR**, but marked by **DIFFERENT** relationships to the work area and **DIFFERENT** aspirations

## Fairly traditional arrangement of work area

### TYPE of work area available



**36%** work in an enclosed individual office  
**44%** in a shared office (between 2 and 4 persons)  
**11%** in an open-plan office or open work-area (more than 4)  
**10%** do not have you own dedicated office



**33%** work in an enclosed individual office  
**38** in a shared office (between 2 and 4 persons)  
**17%** in an open-plan office or open work-area  
**11%** do not have you own dedicated office

## Contrasting aspirations and levels of satisfaction

### ASPIRATIONS concerning work

The value and interest of your work

58%

The level of your compensation

49%

The quality of your work-life

31%

The value and interest of your work

50%

The quality of your work-life

45%

The level of your compensation

41%

### SATISFACTION concerning work area



88%



78%

## European Survey Actineo / CSA



[www.csa.eu](http://www.csa.eu) - [@InstitutCSA](https://twitter.com/InstitutCSA)

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