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A handful of organisations and researchers are already using surveys to quantify a range of concepts which had previously been extremely difficult to measure. Here we provide a brief summary of some of the more prominent workplace surveys that we have come across to date.

## The Gallup Workplace Audit

In the 1930s Dr. George Gallup’s pioneering scientific sampling process to measure popular opinion<sup>1</sup> and research into human well-being, led to decades of research into a range of topics including happiness, health, and attitudes towards work.

More recently the Gallup Organisation has developed research into the relationship between wellbeing and business outcomes, including quantitative and qualitative research of employee perceptions of management practices across a variety of industries<sup>2</sup>.

The resulting 12 question/statement employee perception survey, with graded responses from 1-6 based on level of agreement, The Gallup Workplace Audit, surveys hundreds of organisations (198,514 individuals to date)<sup>3</sup> globally and can provide Business Unit measures of performance that are comparable from one business to another. These include: employee turnover; customer satisfaction; loyalty; productivity; and profitability.

## The Leesman Index

Leesman Office is a measure of workplace effectiveness which comprises an 11 minute perception survey where employees rate their working environment. The survey categorises questions into four main areas:

- Work Activities
- Impact of Design
- Workplace Features
- Workplace Facilities.

While the core survey is fixed elements can be tailored to the specific organisation.

The survey assigns a score to each employee based on their responses, and their physical surroundings, this is aggregated for all respondents within an organisation to provide a benchmark score; the Leesman ‘Lmi’ Benchmark, and facilitate comparability of workplaces.

The far right box shows the ability of the LMI to be ‘personalised’ for a particular organisation/ building.

With over 25,000 responses in the UK, and a further 15,000 across Europe the Leesman Index represents one of the largest such datasets.

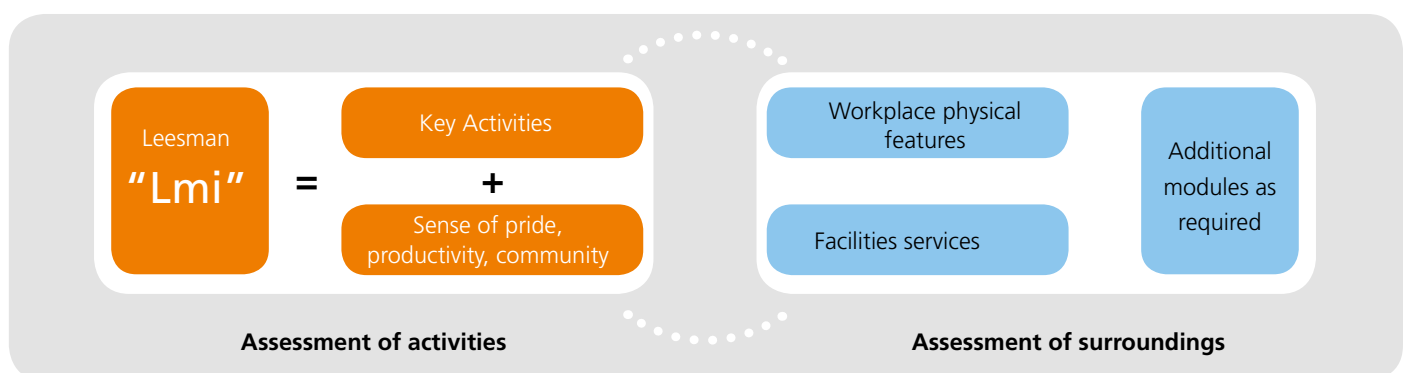
## Building Use Studies (BUS) Methodology

The BUS methodology was initially developed in the 1990s as part of the widely referenced PROBE building performance evaluation studies in the UK.

The commercial Post Occupancy survey, available in paper or electronic form and in several languages, contains up to 45 questions relating to:

- Thermal comfort and ventilation
- Lighting and noise
- Personal control
- Space, design and image
- Perceived productivity
- Transport to work.

Results are reported in graphical and statistical form and each building is rated according to overall building performance. The BUS database now contains responses from 650 buildings across 17 countries and sets annually updated benchmarks.



## CBE Berkeley

The Centre for Built Environment and the Lawrence Berkeley Laboratory have conducted research into various building features and their effects on building users. This includes a survey on the Indoor Environmental Quality of a building from a building user's perspective, and questions within those surveys relating to how that feature affects the respondent's ability to perform their job.

The standard IEQ survey includes questions on:

- Acoustic quality
- Air quality
- Cleanliness and maintenance
- General comments
- Lighting
- Office furnishings
- Office layout
- Thermal comfort.

There are also a number of optional question categories available for use in addition to the standard survey:

- Accessibility
- Building and grounds
- Commute
- Conference and training rooms
- Court work
- Daylighting
- Laboratories
- Maintenance service
- Office support equipment
- Operable windows
- Raised floor and floor diffusers
- Restrooms
- Wayfinding.

## WELL Building Standard

This is not a workplace survey, but we thought it was worth including here. This is a building standard, which at the time of writing is at pilot stage. The standard can be applied to commercial, institutional, and residential developments including new construction, core and shell, and tenant improvements. It is a system for measuring, certifying, and monitoring the performance of building features that impact health and wellbeing.

The WELL Building Standard has the following categories:

- Mind
- Comfort
- Fitness
- Light
- Nourishment
- Water
- Air.

### More information

#### Useful Websites

The Leesman Index <http://leesmanindex.com/leesman-office>

BUS Methodology <http://www.busmethodology.org.uk/>

CBE Berkeley – Occupant Indoor Environmental Quality (IEQ) Survey and Building Benchmarking <http://www.cbe.berkeley.edu/research/briefs-survey.htm>

CBE Occupant Satisfaction Demo Selection <http://www.cbesurvey.org/survey/demos2010/>

The WELL Building Standard <http://wellbuildinginstitute.com/>

#### Footnotes

1. Harter JK. Schmidt FL. Kilham FL and Asplund JW. (2006) Q12 Meta Analysis – Technical paper. The Gallup Organization, Omaha
2. Harter JK. Schmidt FL. And Keyes CLM. (2003) Well-being in the Workplace and its Relationship to Business Outcomes – A Review of the Gallup Studies available from: <http://media.gallup.com/documents/whitePaper-Well-BeingInTheWorkplace.pdf> Last accessed 1 September 2014
3. Harter JK. Schmidt FL. And Keyes CLM. (2003) Well-being in the Workplace and its Relationship to Business Outcomes – A Review of the Gallup Studies available from: <http://media.gallup.com/documents/whitePaper-Well-BeingInTheWorkplace.pdf> Last accessed 1 September 2014