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**Welcome** to **WorkWare Nexus**, Alexi Marmot Associate's newsletter.

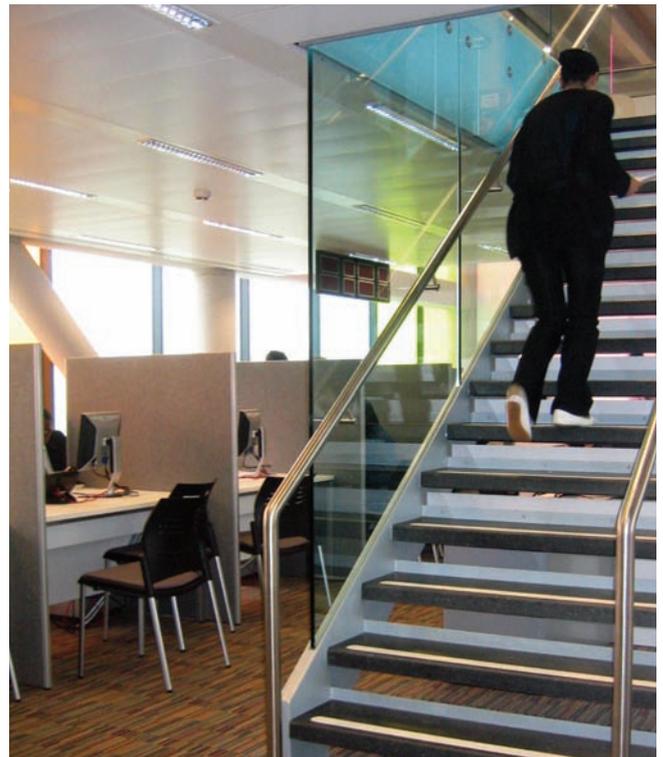
This newsletter has been launched to disseminate AMA's latest findings on occupant behaviour, space use and building requirements. AMA has been committed to evidence-based design since the firm was founded in 1990. Through our WorkWare suite of tools for briefing and evaluating workplace projects, AMA has collected data from over 60,000 people and 250 buildings, including corporate offices, government buildings and learning environments. We feel it is now time for us to share this wealth of information with our clients and colleagues. We hope you will find the newsletter both informative and useful.

## What is AMA WorkWare?

WorkWare is a suite of well-honed tools developed and refined by AMA over many years, combining the best social science techniques with building measurement and analysis. The evidence is used to capture information on people and buildings to help clients take strategic decisions, and to inform briefing, change management and evaluation.

The toolkit deploys five methods: User questionnaires (web-based); Space audits, based on careful measurement; Space occupancy surveys (SOS) - documenting space utilisation using trained observers; Interviews, to understand the present and the vision for the future; Workshops and focus groups.

AMA has a strong track record in the development of tools and methodologies. In fact, you might be interested to know that Alexi Marmot and Joanna Eley, AMA's founders, were the first to devise the utilisation survey method which is now used around the world by many organisations.



Peckham One Stop Shop.

AMA

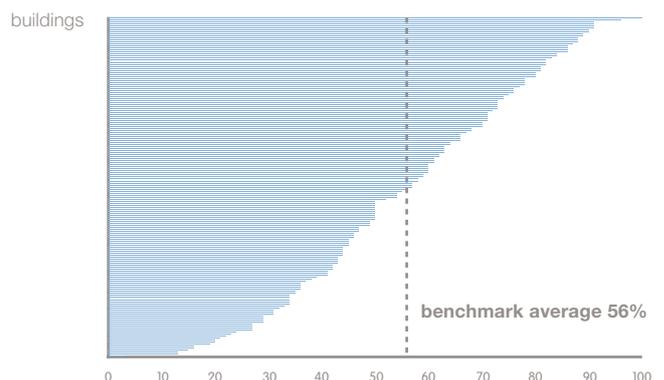
## Workplace Satisfaction

Accumulated data on workplace satisfaction and work behaviour from user questionnaires allows us to produce robust benchmarks and show key trends in user perceptions of their working environment. Benchmarks our clients find most useful are overall satisfaction, meeting behaviour, quantities of personal storage, and self-assessed productivity. Clients can explore satisfaction levels by a range of variables including, role, type of workspace and desk location.

The current benchmark average for overall satisfaction with the work environment is 56%, with a wide spread from almost no one (3%) to everyone (100%) being satisfied.

### Overall satisfaction with work environment

% respondents rating environment excellent or good



Source: AMA WorkWare 2008

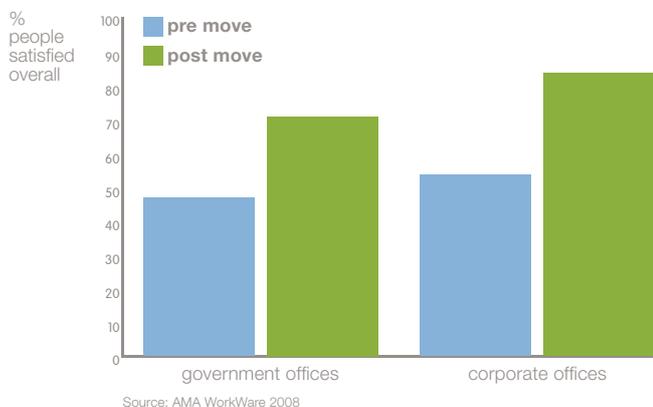
Buildings in the lower quartile have a satisfaction score of 41% or lower; those in the upper quartile a score of 73% or higher.

Our data also shows that people are far more satisfied after moving to a new or refurbished workspace (56% pre move compared to 79% post move).

If we look at our data by sector we find that satisfaction pre move (or pre refurbishment) is fairly similar for corporate offices and government buildings.

### Impact of new work environments on user satisfaction

Difference in satisfaction scores between government and corporate offices



Post-move results differ a great deal. Satisfaction is much higher for corporate offices (85%) than government buildings (73%). We are now exploring whether the reasons for this disparity are that corporate projects have a higher level of investment or quality of fit-out, different levels of expectation or more attention to change management activities.

For more information on post occupancy evaluation see the recent *BCO Guide to Post Occupancy Evaluation*, authored by AMA Director, Nigel Oseland.



Department of Health, Skipton House.

Tim Hodges Photography

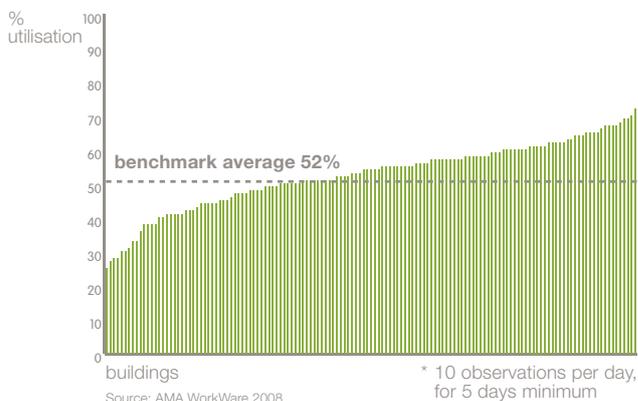
### Desk utilisation: What impact on flexible working?

AMA has observed desk utilisation using the Space Occupancy Survey (SOS) element of WorkWare in over 140 buildings, with nearly 48,000 workspaces, across a range of sectors.

Desk utilisation (averaged across at least 5 days, with 10 observations per day) ranges from 25% to 72%, with an average of 52%. Two-thirds of buildings have a desk utilisation of less than 60%, revealing vast scope for flexible working for many organisations.

### Observed desk utilisation

Utilisation includes someone present or temporarily unoccupied\*



Contrary to what might be expected where flexible work environments have been introduced, desk sharing does not necessarily yield increased desk utilisation. When re-measured it often remains between 50-60%. This is strong evidence that people and organisations can and do adapt quite rapidly to working in new ways.

Indeed the data suggest that people do exploit the range of flexible options that allow them to choose where, when and how to work. With mobile connectivity, people are supported working away from the desk and office, working from home on a regular basis and working on the move, such as at a hotel or airport. People also work at different types of space within the office - meeting rooms, break-out areas, touchdown or hot desk areas.

We are using these insights to help organisations improve their sustainability and reduce their carbon footprint.

## Spaces for Learning: Future trends and WorkWare<sup>LEARN</sup>

Over the past few years AMA has pioneered new research on learning environments, ranging from SureStart nurseries, to schools, colleges and universities. Within further and higher education we are seeing significant changes in ways of working, teaching and learning partly driven by the availability and use of new technologies. WorkWare<sup>LEARN</sup> - a version of our toolkit developed specially for educational environments - gives our clients an understanding of use of space, technology, and the conditions that affect learning. The WorkWare<sup>LEARN</sup> database is growing rapidly.



Huddersfield University, Teaching room.

Tim Hodges Photography

Our research shows that staff are consistently less satisfied with teaching and learning spaces than students before their environment has been improved. Ambient environmental factors are time and again the main causes of dissatisfaction for both groups, notably air quality, temperature and control of temperature and ventilation. Other key causes of dissatisfaction are noise levels, lighting and control of lighting. This is important as evidence suggests these factors have an impact on learning (see AMA's report for the Scottish Funding Council, *Spaces for learning, A review of learning spaces in further and higher education, 2006*).

Understanding where and how students spend their time is crucial to ensuring the right balance of spaces across a campus. By using WorkWare<sup>LEARN</sup> we know that full time university students work in paid employment for an average of two days each week. They also spend more time studying off campus than in the facilities that their university provides.

Surveys of staff and student populations show that a significant proportion of students would like to engage more with staff, either in one on one sessions or small group tutorials. Many staff agree that these learning modes would benefit students.

Students and staff also agree on their preferred teaching media: They would like an increase in wireless enabled areas, broadband in halls and interactive technology in studios and workshops. AMA's data show that on average more than a quarter of students use a laptop regularly in college, and nearly all have access to a computer and printer of their own.

These trends inevitably have implications for the design of learning environments. Spaces should allow for several different teaching and learning modes as well as the use of multi-media. There is growing evidence that active, student-centred learning, aided by electronic web-based tools and materials is effective. Flexible furniture, generous power and data points, adjustable lighting, ventilation and temperature, are all key characteristics that should be sought in the design of educational spaces.

Recent learning environment design projects by AMA include the renewal of group teaching spaces for University of Huddersfield and Oxford Brookes University, and a refurbishment of the Hayward Library for the University of Nottingham. Each project incorporates design principles drawn from WorkWare investigations to create spaces that have proved very popular with staff and students alike.



Nottingham University, Hayward Library.

Tim Hodges Photography



## WorkWare<sup>CONNECT</sup>

At AMA we are continually developing the tools we use to understand the ways organisations work and the types of spaces they require to maximise business benefit, work effectiveness and innovation.

Business leaders stress the importance of ‘hot spots’ - i.e. centres of innovation, creativity and collaboration. Yet there are few tools available which are designed to understand in detail where, when and how people interact or the quality of those interactions.

During the past 12 months AMA has been conducting an innovative project, **Space for Knowledge Transmission**, in collaboration with the Workplace Innovation Unit at University College London, and the Department for Business, Enterprise and Regulatory Reform (formerly DTI). The tools we have developed will measure how well office space and technology support business interaction.

Using this knowledge we will help companies to develop their own ‘hotspots’ for better collaboration and knowledge exchange. At a time when many people are on the move it is essential that buildings work to bring people together when they are in the office.

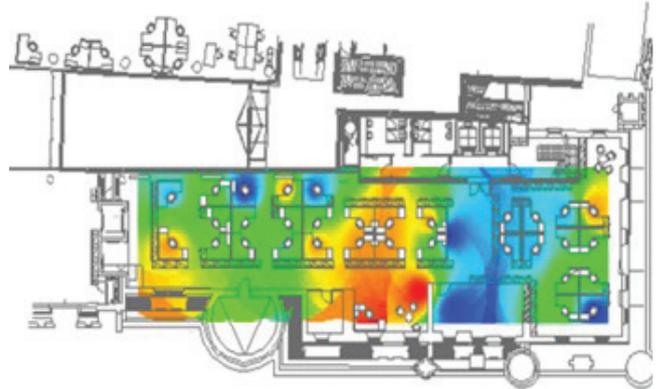


Innovation Centre, BP Sunbury.

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### Desk utilisation in an office building

AMA WorkWare data shown using GIS software



Source: AMA WorkWare 2008

WorkWare<sup>CONNECT</sup> builds upon AMA's existing WorkWare toolkit and includes a series of quantitative and qualitative methods which are currently being piloted with partner organisations.

As part of this project we are also making use of Geographic Information Software (GIS) to visualise, link and relate key performance metrics to the floorplan of a building.

Following the completion of pilot studies we will be officially launching the WorkWare<sup>CONNECT</sup> toolkit, together with design guidelines for the creation of spaces and work environments which better facilitate interaction, collaboration and knowledge transfer.

For further information on anything you have read or for general comments on this newsletter contact:

[silke@aleximarmot.com](mailto:silke@aleximarmot.com)

➤ Also see our new website: [www.aleximarmot.com](http://www.aleximarmot.com)

AMA Alexi Marmot Associates  
Linton House  
39-51 Highgate Road  
London NW5 1RS  
+44 (0) 020 7284 5888