

2013 U.S. WORKPLACE SURVEY

Image: Maxwell MacKenzie

INDUSTRY FINDINGS: **GOVERNMENT**

- **Currently less than one in five (16%) of government employees works in a top-performing workplace, defined as those that balance focus and collaboration.**
- **Government employees spend 12% more time focusing than those in top-performing workplaces.**
- **Providing electronic tools for collaboration, more effective meeting places, and access to work outside the office may improve virtual and face-to-face collaboration.**

In a time of more constricted budgets, government agencies are looking to reduce their real estate footprints. Mobility is one strategy that could help solve this problem, but limited access to electronic tools prevents government agencies from leveraging outside mobility and fostering workplace sharing. As in some private industry sectors, security concerns and managerial culture may need reform in order to overcome this.

Government agencies also have an opportunity to provide a more effective and balanced workplace by focusing on improved collaboration spaces and better in-house amenities.

WORKPLACE PERFORMANCE

Gensler's 2013 U.S. Workplace Survey establishes new performance goals to optimize the workplace in support of knowledge workers. This report outlines the current state of the government workplace in light of our latest research findings.

Responses from government workers reveal opportunities for improvement across all four work modes, as well as an opportunity to improve the performance of the workplace as a whole. As measured by Gensler's Workplace Performance Index™ (WPI), government workspaces average a score of 60 on a 100-point scale. This is three points lower than

the average of respondents in all sectors and 14 points lower than those in top-performing workplaces.

Individual, focused work dominates work time (56%), as it does for the vast majority of American workers. Collaboration is the second most frequent activity at 19% of the average week (Figure 1). Workers in top-performing, balanced environments report significantly higher effectiveness across work modes (Figure 2).

EMPLOYEES IN TOP-PERFORMING WORKPLACES—THOSE THAT EFFECTIVELY BALANCE FOCUSED AND COLLABORATIVE WORK—OUT-PERFORM THEIR PEERS ON MEASURES OF PERFORMANCE AND INNOVATION.

Figure 1
Time Spent
Percentage of average work week.*

■ Government
■ Average of all Industries
■ Top-Performing Workplaces

*Does not include time spent in secondary tasks such as printing, filing, copying, travel between meetings, or personal activities.

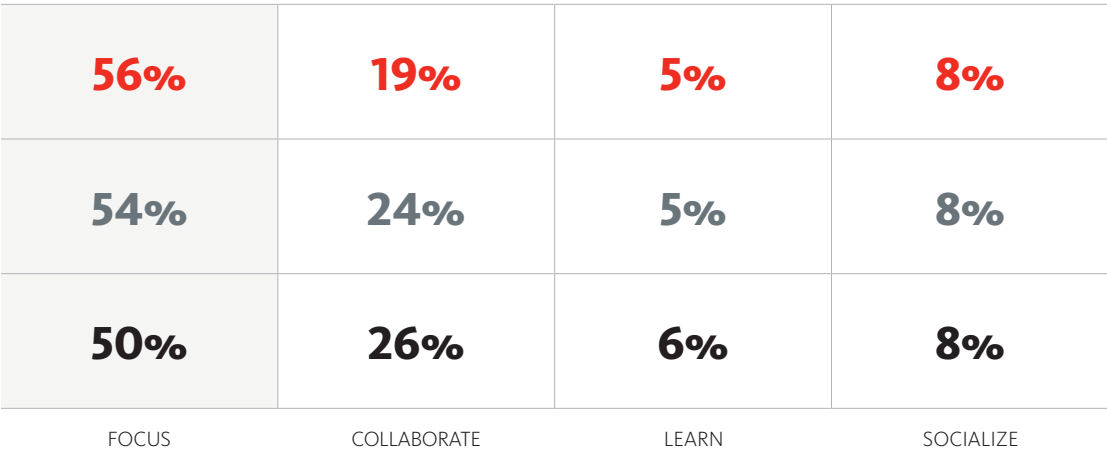
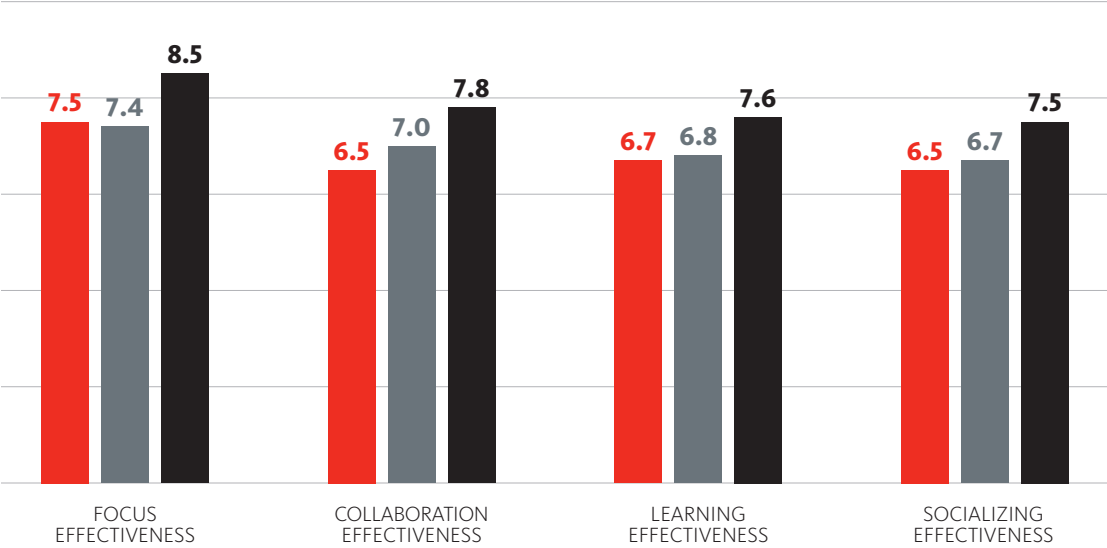


Figure 2
Workplace Performance Indicators
As ranked on a 10-point scale.

■ Government
■ Average of all Industries
■ Top-Performing Workplaces



EMPLOYEE EXPERIENCE

Currently, less than one in five (16%) government workers is in a top-performing work environment. The average government worker has slightly less choice in when and where to work than the average employee, and significantly less than those who report working in top-performing, balanced environments (Figure 3). This is due in part to a lack of tools and technologies that enable both in- and out-of-office mobility (Figure 4). Government workers also rank their job satisfaction, performance, and company innovation lower than the average American worker, and significantly lower than those in top-performing work environments (Figure 5).

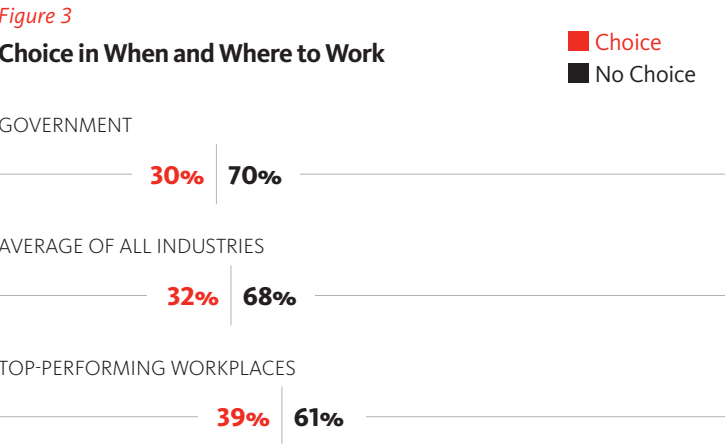


Figure 4
Tool/Technology Access
Percent of employees with access.

■ Government
■ Average of all Industries
■ Top-Performing Workplaces

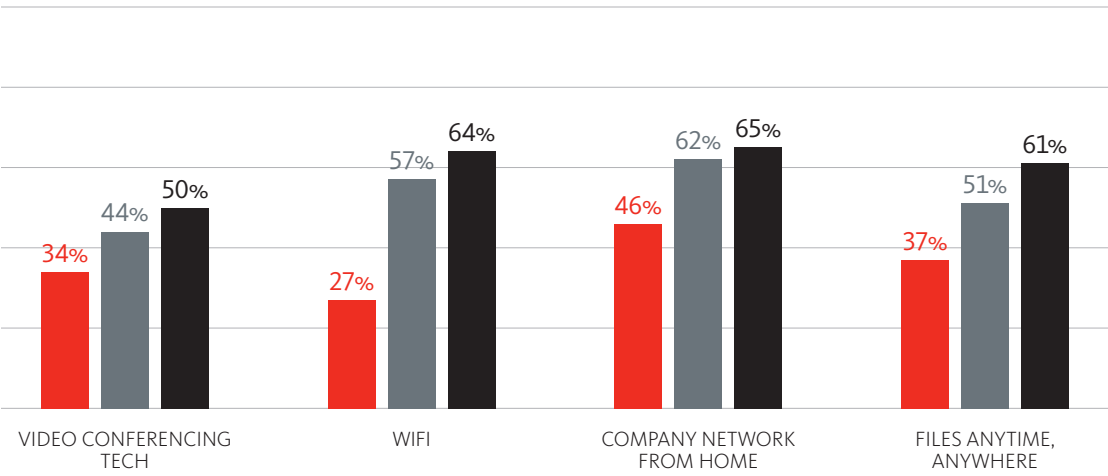
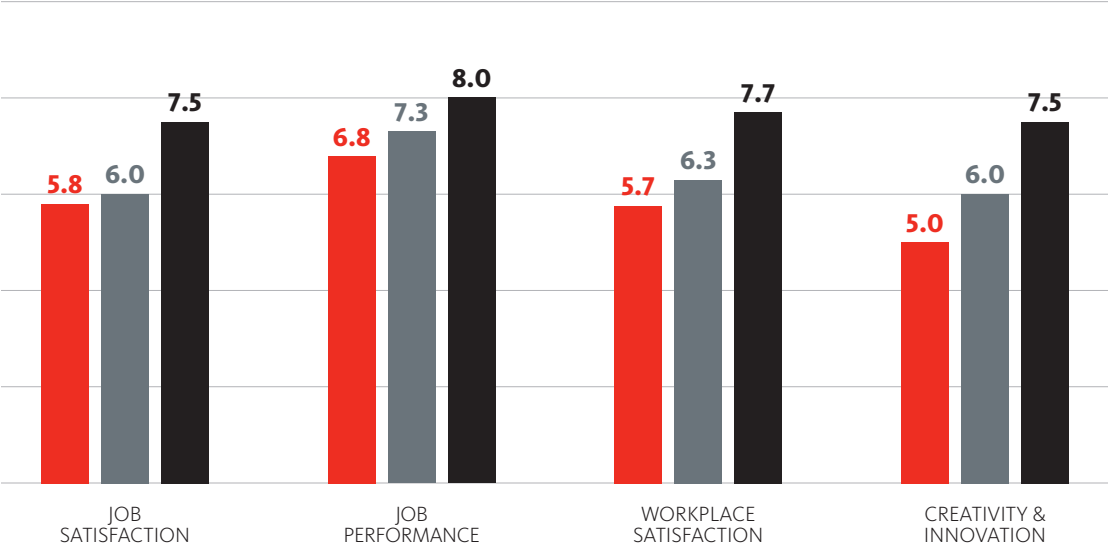


Figure 5
Employee Experience Indicators
As ranked on a 10-point scale.

■ Government
■ Average of all Industries
■ Top-Performing Workplaces



HOW DO YOU COMPARE?

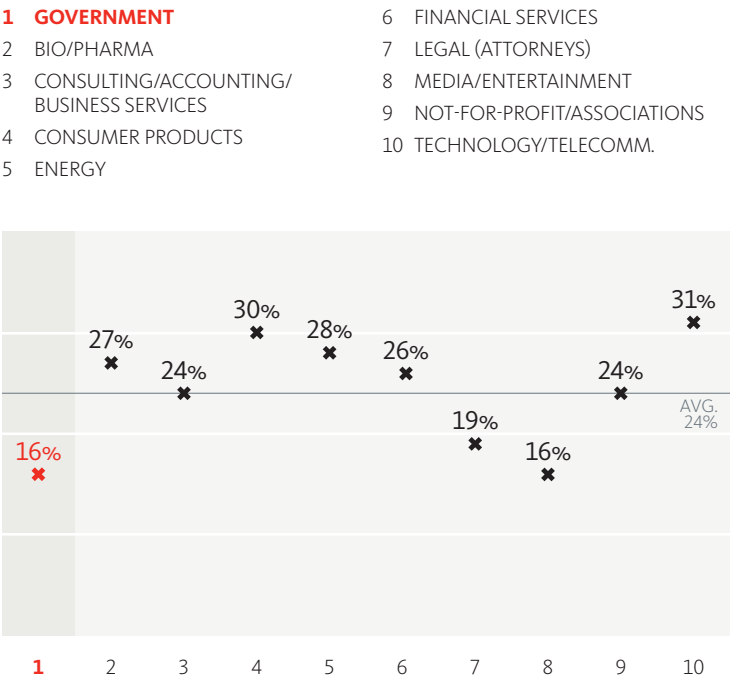
In a government environment, having an effective workplace strategy is an imperative to effectively manage costs without sacrificing employee performance and innovation. Conducting a Gensler Workplace Performance Index™ (WPI) survey is an opportunity to understand how your workplace compares to peers in your industry and the top-performers identified in our study. Gensler's WPI database currently includes over 125,000 respondents from top organizations around the globe. Contact a Gensler government sector expert to learn more about how we help clients drive business performance through workplace design.

METHODOLOGY

See the 2013 U.S. Workplace Survey Key Findings report for full information on methodology and sample information, available at gensler.com/research. Government respondents represent 10.5% of the overall survey sample, which includes 214 employees across the U.S.

Industry Comparisons

Percent of employees in top-performing work environments.



ABOUT GENSLER

As the leading design firm for business, Gensler has a unique perspective on the ways that people really work. Through projects with thousands of companies and our national workplace surveys, we have seen firsthand the revolution of knowledge work, and how individuals and teams create organizational value and drive performance.

LOCATIONS

Abu Dhabi	Detroit	Morristown	São Paulo
Atlanta	Doha	New York	Seattle
Austin	Dubai	Newport Beach	Seoul
Baltimore	Hong Kong	Philadelphia	Shanghai
Bangalore	Houston	Phoenix	Singapore
Bangkok	La Crosse	Pittsburgh	Tampa
Beijing	Las Vegas	Raleigh-Durham	Tokyo
Boston	London	San Diego	Toronto
Charlotte	Los Angeles	San Francisco	Washington, D.C.
Chicago	Mexico City	San Jose	
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