

MODERN WORKPLACE

# INSIGHTS

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## THE PATH FORWARD

Post COVID19 lockdowns and pandemic-style living, our new world is rife with change, challenge and opportunity. Limitless studies and research have produced a plethora of powerful data points. The team of workplace experts at BOS have sifted through thousands of articles, reports and studies to highlight notable statistics that will help shape your next space decisions. Here are 22 powerful workplace insights for the modern workplace.

~ YOUR WORKPLACE TEAM

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# 01 HYBRID IS THE FUTURE

90%  
of Employers Are  
Adopting Hybrid  
Models in

More than 90% of employers are planning to adopt a hybrid working model for their knowledge workers (HBR.org).

Recent Microsoft research shows that over 70% of employees want flexible work options and at the same time, 65% of people are also craving more time with their teams.

66% of surveyed business leaders are redesigning company workspaces to accommodate both in-person and remote teams — a hybrid work environment (Wrike).

According to a report by Accenture, 63% of high-growth companies now offer employees hybrid work opportunities.



02

# CULTURE DRIVES PERFORMANCE



56% of workers in a recent report by Glassdoor ranked strong workplace culture as more important than salary. More than three-in-four workers saying they'd consider a company's culture before applying for a job there.

According to research by TeamStage, A good company culture increases revenue by up to four times compared to companies without proper corporate culture in place.

# 4x

**INCREASE IN REVENUE  
FOR COMPANIES WITH  
GOOD WORK CULTURE**

The employee engagement research also revealed 47% of the population actively looking for a new job cited work culture as their fundamental reason for wanting to leave.

Culture has the power to impact many areas of an organization. Companies that invest in corporate responsibility and organizational culture experience 50% less turnover, 13% more employee productivity and 7.5% more employee engagement (Project ROI). Companies that have thriving corporate cultures and create superior employee experiences are also 13x more likely to have engaged employees (OC Tanner).



PROUD TO BE 100% EN



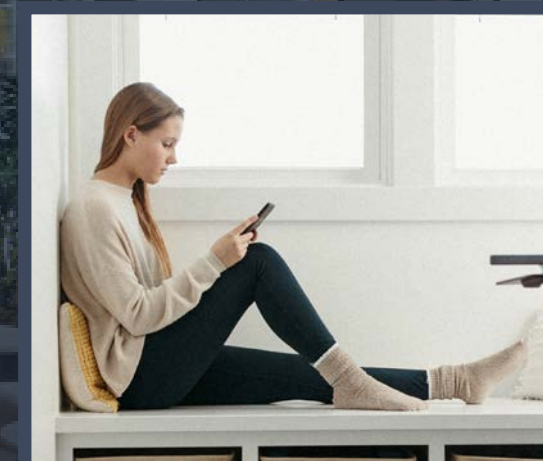
# 03 PRODUCTIVITY IS A CONCERN

**82%** of Remote Managers  
Are Concerned About  
Reduced Productivity

Nearly 3,000 managers, surveyed by Gartner, revealed that 64% of leaders and executives believe in-office employees are higher performers than remote employees and 76% believe in-office workers are more likely to be promoted.

Today, more than 82% of remote employee managers are concerned about reduced productivity (GoRemotely), and in 2021 75% of global organizations expected to use more productivity tools (FinancesOnline).

Multitasking reduces productivity by 40% (Business2Community), but workers are now spending 40.1% of their day multitasking (Forbes).



According to research done by Voucher Cloud, the average office worker is only productive for less than three hours a day (two hours and 53 minutes to be exact).

# 04 NOT ENOUGH

# COLLABORATION

Even though collaboration in the workplace has increased by 50% over the last 20 years, research from Zippa shows that 39% of employees say people at their organization don't collaborate enough and 86% of leaders blame lack of collaboration as the top reason for workplace failures.



Successful collaboration at work improves innovation by 30% and, on average, top-performing workers spend 45% of their time on the job working individually, 45% of their time on the job working collaboratively, and 10% of their time on the job learning and socializing. An environment that supports all types of work is required to support this mix.

A woman with long brown hair, wearing a blue long-sleeved top and a grey skirt, is standing in front of a whiteboard. She is pointing at a chart on the board. The whiteboard is covered with various charts, graphs, and sticky notes. Some sticky notes have text like 'RENEWABLE ENERGY', 'ELEC. CARS', 'ELEC. BUSES', and 'FUEL CELLS'. There is also a large '86%' graphic and text at the bottom of the whiteboard.

**86%**  
**of Workplace Failures  
Are Blamed on Lack  
of Collaboration**

05

# ATTRACTION

## DIFFICULT DURING WAR FOR TALENT



**69%** of US Companies Are  
Struggling to Find Top Talent



In 2021, 69% of corporations in the United States struggled to find top talent, an increase from 14% in 2010 (Manpower), this has most likely increased in 2022 as unemployment continued to fall. In fact, according to Monster's 2022 Future of Work Report, 93% of employers said they planned to hire throughout 2022, up 11% from 2021.

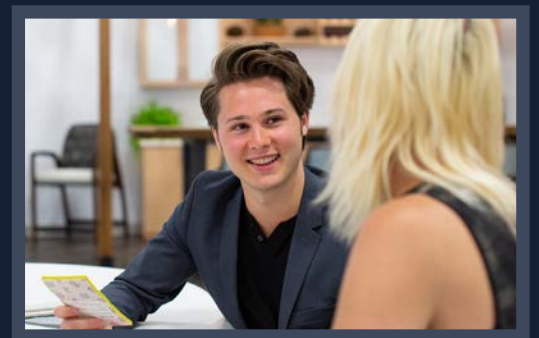
Bad hiring decisions are responsible for up to 80% of employee turnover (whattobecome.com) and the Human Resources organization, SHRM, has found that companies with a standardized on-boarding process experience 50% greater productivity from new hires.

It takes two years for a replacement employee to reach the same level of productivity as the previous worker (goremotely).

# RETENTION IS CRITICAL

# RETENTION

06



More than 26% of gen-z workers are planning for or anticipating getting a new job in the next 6 months (Prosper Insights and Analytics).

Fortunately, an analysis of 34,000 responses to a recent retention report by the Work Institute found that 75% of the reasons for employee turnover are preventable.

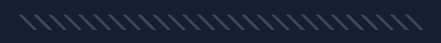
A LinkedIn workplace survey found that 94% of employees would stay longer at a company that invests in helping them learn. They also learned that companies with a clearly defined purposeful mission report 49% lower attrition.

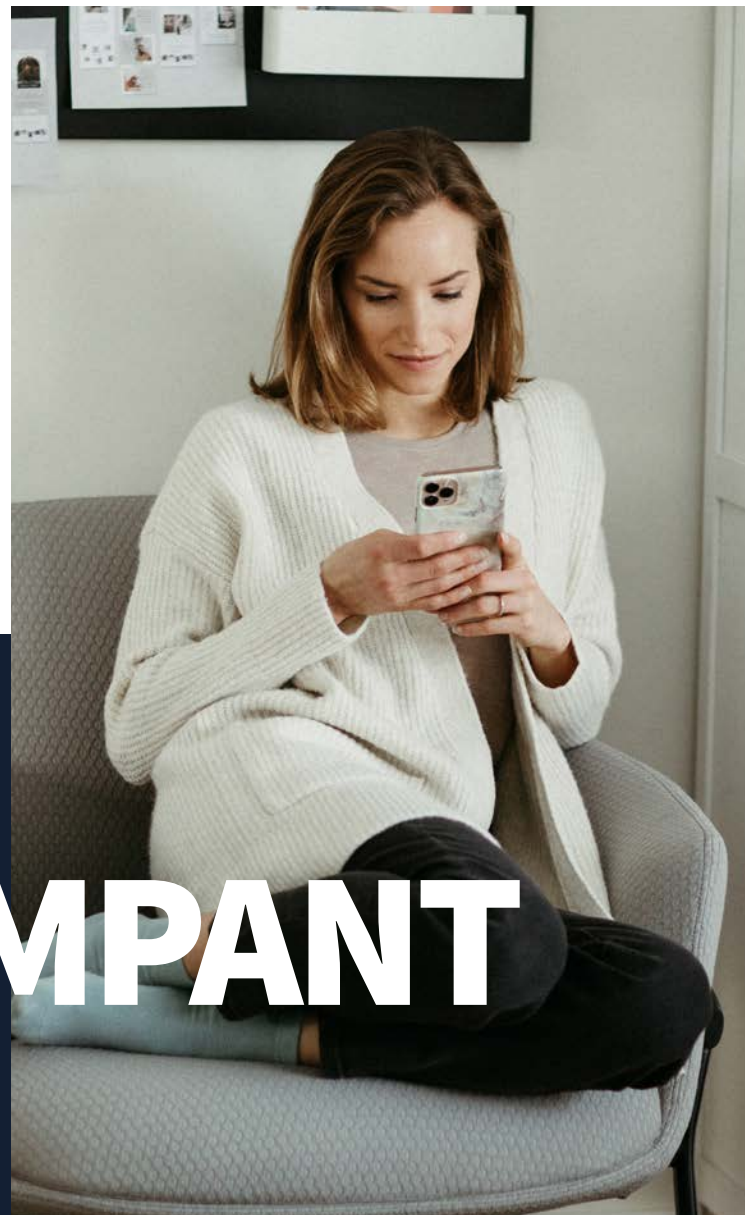
Employee recognition programs can also help to reduce turnover by up to 31%. (workstars)

According to research done by the Hay Group, building a highly engaged and enabled workforce can improve a company's retention by up to 54%.

# 1/4

of Gen Z Workers Plan to Quit Their Jobs in Next Six Months





07

# BURNOUT IS RAMPANT



75% of workers have experienced burnout (flexjobs) with 61% currently experiencing it (Career Builder). The remote nature of pandemic working could be a significant contributor. 75% of workers say they are more socially isolated since the pandemic started, with 57% feeling greater anxiety and 53% feeling more emotionally exhausted (Harvard Business Review).



61% of remote workers (compared to 53% of onsite workers) find it more difficult to unplug from work outside of normal work hours.

Gallup research shows that burned-out employees are 63% more likely to take sick days and 2.6 times more likely to be actively seeking different jobs. In fact, 40% of employees who quit their job attribute burnout as a leading reason for leaving (limeade).

**61%**  
of Workers  
Are Currently  
Burnt Out



08



# OPPORTUNITY FOR INCREASED ENGAGEMENT

Even though companies with high levels of employee engagement financially outperform those that don't by 73% (University of Pennsylvania), engagement levels have plummeted over the last couple years. According to Gallup, 85% of employees don't feel engaged at work.

According to the ADP Research Institute, only 24% of executives, 15% of managers and 10% of individual employees feel engaged.

These number could correlate with the high level of burnout as companies with moderately-to-severely burnout within their teams see a 376% decrease in employee engagement (OC Tanner).

**85%**

**of Employees Are  
Not Engaged at Work**



**500%**

Increase in One-on-One Meetings  
Since Start of Pandemic

09

# REMOTE WORKING

MEANS MORE MEETINGS



Reports show that many employees prefer some amount of remote work. According to Owl Labs, working from home just once a month can increase employee happiness by 24%. Globally, 64% of business leaders believe flexible working can have a positive impact on productivity (Condeco), but it's important to consider how productivity is being measured.

Since February of 2020, work meetings have increased by 69.7% and one-on-one meetings have increased 500% since before the pandemic. A poll conducted by PureVPN found that 90% of workers felt less productive due to an increase in virtual meetings.

Digital messaging and the utilization of both email and chat have also skyrocketed in the remote world. Wakefield research found that 89% of office workers claim emails correspondence and navigating incoming Slack or Teams messages is one of the most unpleasant parts of working remotely. 38% of all workers surveyed said email fatigue is likely to make them consider quitting their job, and for workers under the age of 40, this number jumps to 51%.

10

WELL-BEING

# FOCUS ON MENTAL HEALTH

A 2020 Gartner survey for HR executives found that 94% of companies made significant investments in their well-being programs with the greatest push to support mental health (85% increase). Yet a recent Harvard Business Review study found that only 40% of employees have taken advantage of any well-being offering provided by their employer.

Given the higher levels of stress and burnout employees are facing today, many organizations will continue to look for ways to improve the total well-being of their employees. Healthcare costs for workers with high stress are 46% higher than those with low stress (BMC Public Health).

**94%**  
of the  
Companies  
Surveyed  
Plan to  
Increase  
Well-Being  
Programs





O.C. Tanner's 2021 Global Culture Report found numerous organizational benefits driven by tech. Technology that is well-integrated into a company's culture increases employee engagement by five times and lowers attrition by 47%. Based on the O.C. Tanner study, 77% of employees believe advanced technology will improve their work experience, even in organizations where it has eliminated jobs.

Yet incorporating technology can also introduce new risk. Nearly 75% of executives interviewed by TeamStage plan to increase staffing for digital security roles.

////////////////////////////////////

**80%** of Leaders Increasing  
Technology Implementation

11

# TECHNOLOGY IS ACCELERATING CHANGE

////////////////////////////////////

LinkedIn reports that 80% of leaders sped up the implementation of new technologies during the Covid-19 pandemic. This correlates with employees asking for more tech. 92% of employees surveyed by Ultimate Software state having technology that helps them do their job efficiently affects their work satisfaction.





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## CAREER DEVELOPMENT IMPACTS RETENTION

Career development is highly valued by employees and has a significant impact on retention. 94% of workers polling a recent Clear Company survey said they would stay at a company longer if their employer invested in their careers. Lack of growth opportunities is one of the top reasons for attrition. Research by Qaultrics study found this is the number one reason that both manager and individuals are looking for new jobs in the next 12 months.

There is abundant opportunity in this space as 43% of employees feel unsatisfied with their career path (teamstage). Bringing people together periodically to build solid relationship and benefit from in-person developing is a great way to reduce this number.

**43%** of Employees Are Unsatisfied  
With Their Career Path



# 13 DEI

## ISN'T JUST A BUZZWORD

According to a recently HBR analysis of S&P 500 earnings calls, CEOs are discussing issues of equity, fairness and inclusion at record rates, an increase of 658% since 2018!

DEI (Diversity, Equity and Inclusion) isn't only on the minds of top executives. According to a Deloitte survey, 80 percent of over 1,300 respondents stated that they consider inclusion efforts an important factor when choosing a company to work for.

The same Deloitte study found that when companies create a more inclusive work environment, 83% of Millennials are found to be actively engaged in their work

Compared to individual decision makers, diverse teams make better decisions 87% of the time (PeopleManagement).

# 658%

**INCREASE IN DEI DISCUSSIONS BY LEADERSHIP**

# PROUD TO BE 100% EMPLOYEE OWNED



## 14 RECOGNITION MAKES A DIFFERENCE

**94%** Engagement When  
Employers Show They  
Care About Employees

94% of employees who feel they are cared for by their employers say they are personally engaged (Limeade). This is a large number considering 85% of total employees are not engaged (citing Gallup research earlier in this article).

Recognition is one of the top ways to engage employees. For 37% of employees, recognition is most important in their work engagement (teamstage).

69% of employees say they would work harder if they felt more appreciated (LinkedIn).

# 15 ARE(T'N) REQUIRED

## VACCINES

Many companies implementing vaccine mandates are doing so for legal and safety reasons. Those hesitating are likely doing so based on employee feedback. As of January 2022, about 36% of US employees were required by their companies to be vaccinated. This number has held steady since the Fall of 2021 (SHRM).

75% of employers surveyed by SHRM stated they will not require vaccines if they are not required to by law.

Mandates are also highly regulated on the state level. As of January 12, 2022, 14 states prohibit vaccine mandates in all forms.



**75%** of Employers Won't Require Vaccines Unless Required by Law



16

## POLITICS AT WORK

Companies traditionally try to keep politics out of the workplace, yet a Gartner 2020 survey of more than 500 employees showed that 44% of employees have actively avoided coworkers because of their political beliefs.

Employers that take sides or public stances of political issues risk decreased employee engagement. Analysis of Gartner research shows that employee engagement can drop by one-third when employees are disappointed with their employer's stance on the societal and political debates of the day.

**33%**

**Drop in Employee Engagement Due to Misaligned Social or Political Views at Work**



# 17 CHANGE COMMUNICATION IS IN HIGH DEMAND



When it comes to the pandemic, more than 90% of employees want weekly communication from their company, where 29% said they prefer daily communication, according to a Harvard Business Review report.

85% of employees claim that they are highly motivated when management regularly updates them on company news (Trade Press Services).



## 90% of Employees Want Weekly Change Communication

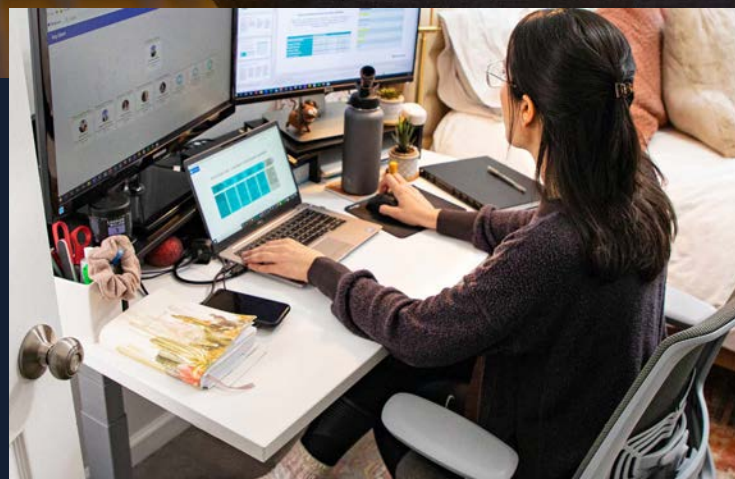
Listening and responding is also impactful. According to a Qualtrics report, organizations that act on feedback they receive from their employees enjoy 80% higher engagement compared to only 40% for those that don't.

Technology such as listening tools can help with change communication. 64% of HR executives believe a feedback tool that is "always on" is a critical piece of any engagement listening program, yet only 20% of those recently surveyed by Achievers Workforce Institute have this type of tool in place.

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# WORK-LIFE BALANCE IS NOT BALANCED

# WORK-LIFE BALANCE



A recent IBM study surveyed 14,000 employees and asked what employers should be offering to better engage employees. 51% of those surveyed put work-life balance at the top of their list, making it most-desired offering by far.

Even though work life balance is often the number one ask by employees, over half (66%) of workers don't feel like they have a work-life balance (Smallbiz Trends). Younger generations are even more likely to report lack of work-life balance. Most (83%) of Generation Z and Millennials respondents in a recent study conducted by Future Workplace report that they don't feel they have a work-life balance.

**83%** of Gen Z and Millennials Feel They Have No Work-Life Balance



The Global Coworking Market Will Be

**\$13.03 BILLION**  
by 2025



19 **COWORKING**  
**EXPECTED TO RISE**

//////////  
The 2021 Coworking Space Global Market Report revealed the growth trajectory of the global coworking market is expected to surpass \$13.03 billion by 2025.

After having worked from home throughout the pandemic, 57% of employees surveyed by The Instant Group now want an office closer to home moving forward. Of these workers, 77% of even said that a conveniently located office will be a requirement for their next job.

Coworking Resources predicts that by 2024 five million people will be working from coworking spaces.

//////////



## 20 SAFETY

# PERCEPTION DEPENDS ON COMMUNICATION

Throughout the pandemic, workplace safety was a top concern. Employees will expect a higher standard of safety policies and protections in place for future office working. 76% of employees surveyed by ADP Research Institute in 2021 believe their company is taking appropriate health and safety measures to protect their teams.

When employees are extremely satisfied with the communication from their company in response to COVID19, 96% of them believe that their employer puts their safety first. When communication is poor, only 30% of them believe so (Perceptyx).



# 96%

**of Employees Feel Safe When  
Communication is Done Well**



21

# SOCIAL RESPONSIBILITY

MAKES BUSINESSES SENSE

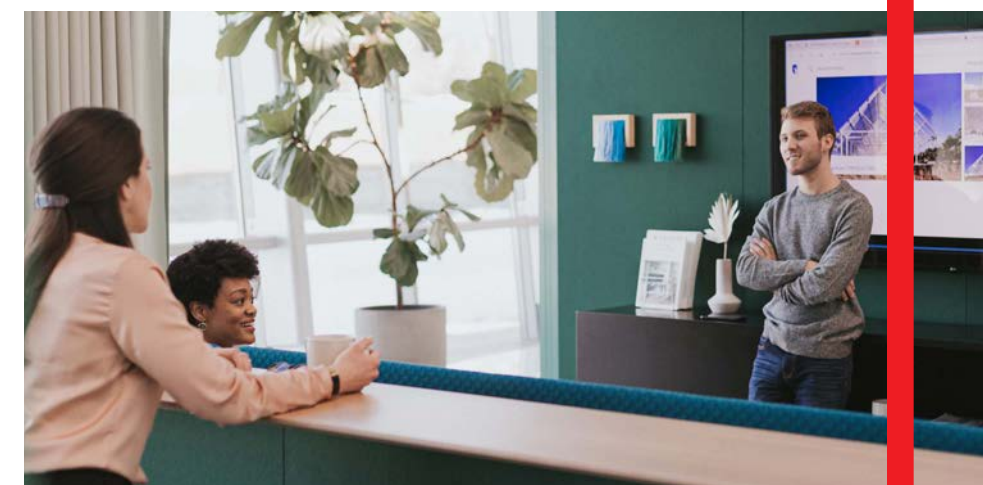
Research by XM Blog recently found that 75% of millennials would take a pay cut to work for a socially responsible company. When deciding where to work, more millennials (76%) consider a company's social and environmental commitments compared to 58% across all age groups.

When an employee's values align with a company's values, that person is five times more likely to feel engaged (Achievers Workforce Institute).

The benefits of social responsibility extend outside of a business' walls. According to research conducted by TeamStage, almost 90% of customers would be more loyal to businesses that support environmental or social issues.

## 75%

**of Millennials Would Work  
for Less Money if The Company  
Was Socially Responsible**



22

# IN PERSON RELATIONSHIPS ARE STRONGER

Hubspot recently found that 95% of people they surveyed believe better business relationships are formed through in person meetings. This research was supported in a separate study by Fit Small Business that found 40% of in-person meetings turn prospects into customers, compared to only 16% of remote meetings.

According to a survey conducted by OnePoll, 60% of people say they want to meet new coworkers and catch up with their old ones in person.

95%

of People  
Believe  
In Person  
Meetings  
Lead to Better  
Business  
Relationships





# NEXT STEPS



It's clear the future of work is hybrid – a mix of working together in person and remotely.

The workplace is a powerful tool for culture, collaboration, performance and engagement. The team of Workspace experts at BOS can help you navigate the path to your next workplace and maximize the opportunities these insights shine light on.



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