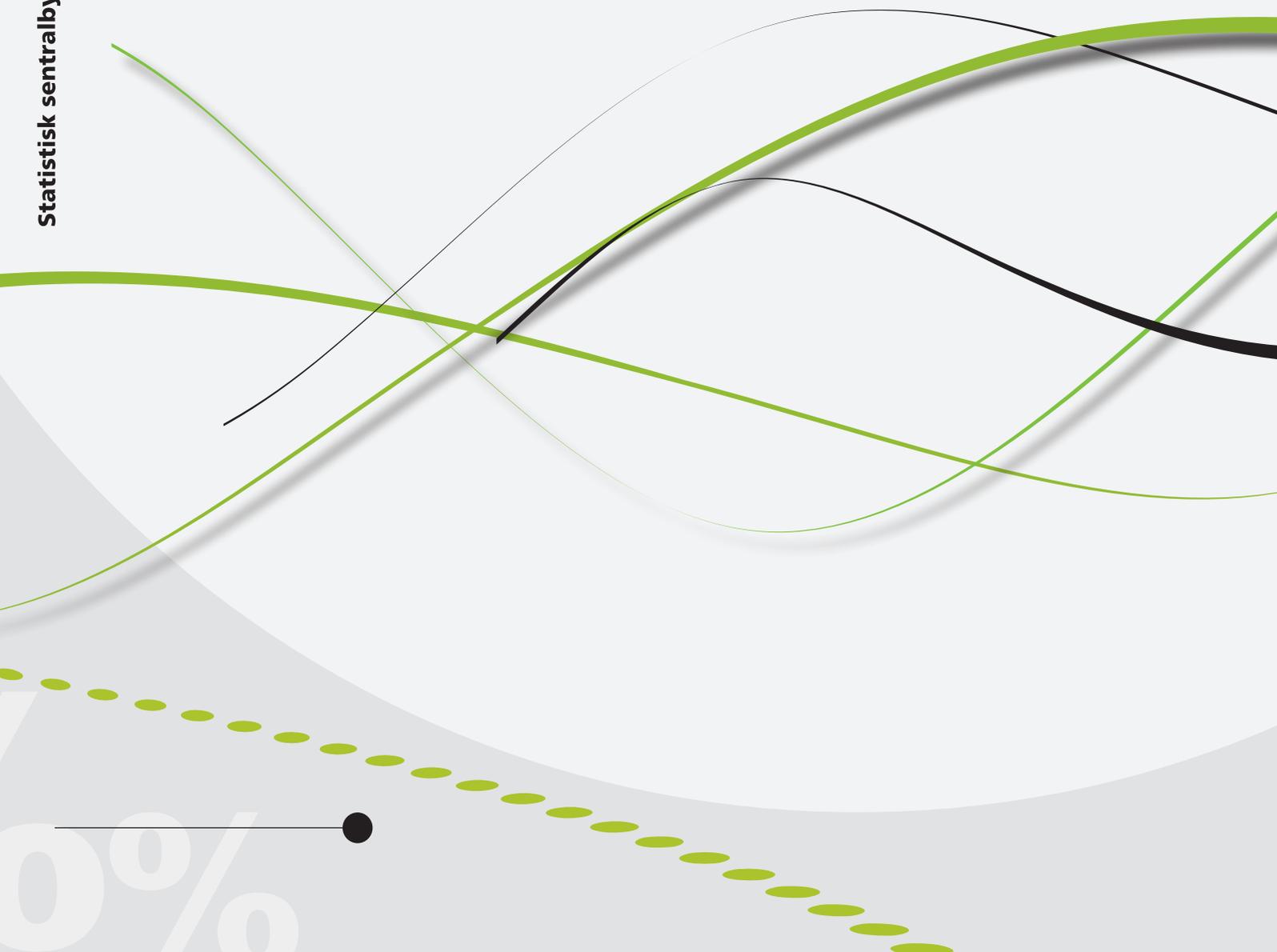




Lameck B. Million and Edward I. Mondri

Statistics Norway from cell offices to open landscape

A survey from Department of Administration



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Reports In this series, analyses and annotated statistical results are published from various surveys. Surveys include sample surveys, censuses and register-based surveys.

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Preface

Statistics Norway has for one year from May 2012 to April 2013 been hosting two colleagues from Malawi and South Sudan as part of an exchange programme under Fredskorpset (FK). It is assumed to be a valuable exercise for them to conduct an activity similar to The Statistics in Action Course (STAC) that was designed by Statistics Sweden (Winqvist, 1990). The STAC courses are normally organised for groups of 16-20 persons. Hence adjustments are necessary when a very small group is to do the work. But the basic idea and principles are the same.

The FK participants were required to conduct a short survey of the relocation of Statistics Norway (SN) from the current offices in Kongens gate 6 and 11 in Oslo to a new building in Akersveien. They were trained in how to perform a survey through all its different phases. This report has been produced to serve as input for SN management in the preparation and implementation of the relocation to new premises for SN Oslo offices.

Statistisk sentralbyrå, 23. april 2013.

Hans Henrik Scheel

Abstract

The Statistics Norway (SN) office relocation survey was conducted from February 4th to 15th, 2013 and covered all administration department employees who regularly work in Oslo. The survey aimed at investigating employees' satisfaction with the current physical environment of the office and their preferences to open and cell offices. The total number of respondents was 62 of which 42 returned the questionnaires. The survey shows that a majority of the administration staff were satisfied with the current physical environment of the office and their preference is towards cell office design. Key findings include:

- Almost half of the respondents travel between 30 and 59 minutes to reach the office from where they stay
- 65 percent of the respondents arrive at office before 08:30 am to have enough concentration, to get off early from work and to avoid traffic during normal hours
- 95 percent of the respondents agreed that they can communicate effectively in the current offices
- 75 percent of the respondents do not consider their job to be rather unpleasant
- More females believe that open offices encourages communication
- 27 percent of the respondents agreed that closed offices limit knowledge sharing and 24 percent were not sure
- 87 percent of the respondents preferred cell office to other types of office design
- 61 percent of the respondents do not know the type of office they will occupy after relocation
- 51 percent of the respondents were neutral on their satisfaction with the role of the trade unions in the preparation of office relocation
- 39 percent of the respondents disagreed that they are looking forward to working in the new offices
- 42 percent were not looking forward to working at the new location
- 58 percent of the respondents were aged 50 and above
- More than 60 percent of the respondents have been working at SN for 10 or more years

Sammendrag

Undersøkelsen om Statistisk sentralbyrås forestående flytting til nye kontorlokaler i Oslo ble gjennomført i tiden 4. – 15. februar blant ansatte i Administrasjonsavdelingen med arbeidssted i Oslo. Formålet med undersøkelsen var å kartlegge de ansattes synspunkter på den nåværende fysiske utformingen av arbeidsplassen og deres preferanser når det gjelder åpne kontorløsninger versus cellekontorer. I alt 62 ansatte fikk tilsendt spørreskjema og av disse svarte 42. Undersøkelsen viser at et flertall av de ansatte i Administrasjonsavdelingen i Oslo er fornøyd med det fysiske arbeidsmiljøet og at et flertall foretrekker tradisjonelle cellekontorer.

Noen resultater fra undersøkelsen:

- Nesten halvparten av dem som svarte har en reisetid mellom 30 og 59 minutter hjemmefra til kontoret
- 65 prosent kommer på jobb før 08.30 for enten å ha noe rolig tid til konsentrasjon, eller til å kunne dra tidligere hjem og unngå rushtidstrafikk
- 95 prosent er enig i at kommunikasjon og samhandling foregår effektivt i de nåværende kontorlokalene
- 75 prosent er uenig i påstanden 'Jeg synes jobben min er nokså utrivelig'
- Flere kvinner enn menn har tro på at åpen kontorløsning fremmer kommunikasjon
- 27 prosent er enig i en påstand om at cellekontorer begrenser deling av kunnskap og erfaring mens 24 prosent er usikre
- 87 prosent foretrekker cellekontor framfor andre kontorløsninger
- 61 prosent har ikke kjennskap til hva slags type kontorløsning de vil få i de nye lokalene
- 51 prosent er verken fornøyd eller misfornøyd med fagforeningenes rolle i flytteprosessen
- 39 prosent er uenig i påstanden 'Jeg ser fram til å arbeide i de nye kontorlokalene'
- 42 prosent ser ikke fram til å jobbe på den nye stedet i byen
- 58 prosent er 50 år eller eldre
- Mer enn 60 prosent har vært ansatt i Statistisk sentralbyrå i 10 år eller mer

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1. Introduction

1.1. Goal of the office relocation survey

The primary goal of the survey was to assess employees' satisfaction with the physical environment and their perceived job performance before relocating to new offices in Akersveien.

Specific objectives

The survey will focus on the following specific objectives:

1. To investigate employees' working habits at current offices
2. To investigate employees' satisfaction with the physical environment of the office
3. To investigate employees' preferences to open and cell offices

1.2. Office design

There are many different types of office designs ranging from traditional private offices to open offices. These include:

1. *Cell office* – a personal room surrounded by four walls with a window, private meetings and most work activities are facilitated in the room
2. *Shared room office* – 2-3 persons share the office which is surrounded by four walls, has a window/windows and most activities are facilitated in the shared-room
3. *Open plan landscape* – employee has a personal workstation in a common workspace, no access to own window, telephone communication and meetings in specific rooms and most of the activities are facilitated in common shared spaces
4. *Flex office* – there are no personal workstation and this type depends on advanced information technology, which makes the employees independent to choose when and where to work from. Employee's personal belongings and work materials are in a pedestal-on-wheels or personal cupboard. There is access to "back-up spaces" for meetings and phone calls and all work activities are facilitated in the common shared spaces.

Open offices were designed in the 1950s and reached their height of popularity in the early 1970s, when many companies converted to these types of designs. Original claims by the designers of open offices were that they created flexible space, allowing layout to be more sensitive to changes in organizational size and structure. Workstations can be easily reconfigured at minimal cost and meet changing needs. It was also believed that the absence of internal physical barriers would facilitate communication between individuals, groups, and even whole departments, which consequently, would improve morale and productivity (Brennan, Chugh, & Kline, 2002).

Many companies continue to adopt open office designs primarily because of the reduced costs in construction and maintenance. However, another reason why open plan offices are so popular is the belief that they facilitate greater communication, which in turn, facilitates greater productivity (Brennan, Chugh, & Kline, 2002). To that end, many companies are moving away from facility programs that rely on a high proportion of private offices, and towards a more balanced approach that incorporates both types of office space.

In most industries and organizations, there are multiple work habits and preferences for different types of workspaces. The preference for open or enclosed work environments is based on work habits and the type of work the employee performs (O'Neill, 2008).

Statistics Norway employees in Oslo currently occupy private closed and private shared offices (2 employees share a closed office). The offices have access to a shared printer, social area, meeting rooms and a small kitchen. The lease of SN offices in Oslo will expire in 2014 and it is too expensive to be in the current location. Hence, it was decided to move and the premises in Akersveien were chosen. These new offices have both closed and open offices. According to one article on the intranet, SN now has 612 offices in Akersveien divided by 364 cubicles and 248 open offices. There are also 36 silent rooms and 42 meeting rooms. Table 1.1 shows number of office types by department in Akersveien. Figure 1.1 illustrates an open office in Akersveien.

Table 1.1. Workplaces per department in Akersveien

Department	Total	Open	Cubicle office	Silent rooms
Division 100	53	16	37	2
Division 200	75	18	57	2
Division 300	68	38	30	6
Division 400	24	0	24	
Division 500	91	0	91	1
Division 600	41	22	19	3
Division 700	80	80	0	11
Seksjon 720	14	0	14	
Division 800	47	30	17	4
Division 900	119	44	75	7
Total	612	248	364	36

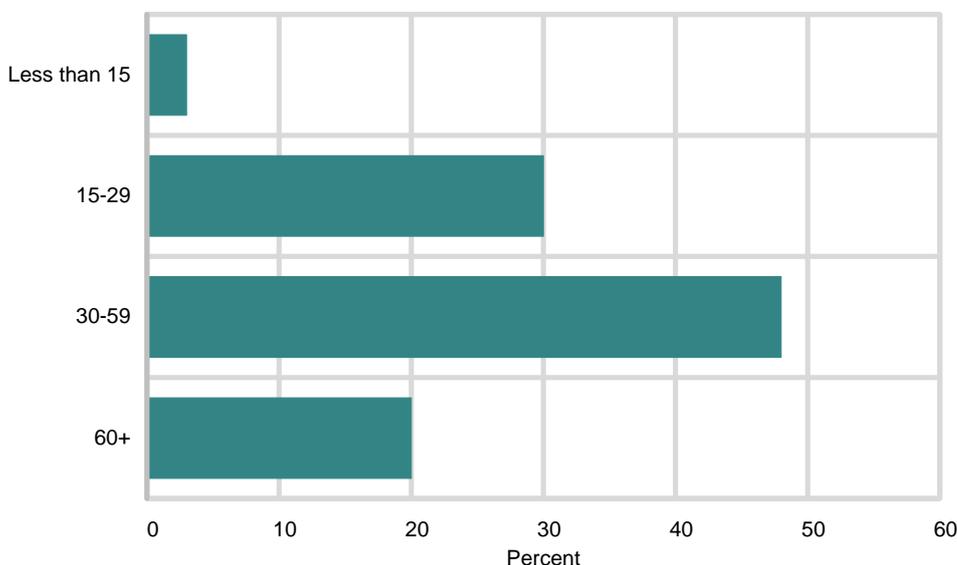
Figure 1.1. Example of how an open office might look like in Akersveien



2. Work habits

The objective of this chapter is to provide information on employees' habits. Data concerning travelling time from home to office, time of arrival at office during the last working day, use of office equipments such as coffee machine, printer and office telephone, hours working with a team/work group and communications in current offices will be presented.

Figure 2.1. Traveling time in minutes from home to office. Percent



The majority of the employees (48 percent) travel between 30-59 minutes to reach the office from where they stay (figure 2.1). Few employees live near the office. 3 percent of the employees indicated they travel less than 15 minutes to get to the office.

Table 2.1. Arrival at office last working day. Percent

	Number	Percent
Before 8:30am	26	65
Between 8:30am to 9am	10	25
After 9am	4	10
Total	40	100

Table 2.2. Reasons for arriving at office early (before 8:30am). Percent

	To have enough concentration	To get off early from work	To avoid traffic during normal hours	Other	Total
Before 8:30am	12	36	20	32	100

Table 2.3. Reasons for arriving at office late (after 9am)

	Delayed by traffic	Overslept	Other	Total
After 9am	25	25	50	100

Table 2.1 shows that most of the employees arrived at office before 8:30am (65 percent) and a few arrived after 9 am on the last working day (10 percent). For those who arrived early, 36 percent reported that they wanted to get off early from work and 12 percent wanted to have enough concentration in the morning (table 4.2). 50 percent of those who came after 9 am were either delayed by traffic or they overslept (table 4.3). These results show that there is no indication that people arrive late on a regular basis.

Table 2.4. SSB employees' habits on a regular day at office

	coffee machine or maker	printer machine	office telephone to make calls	office telephone to receive calls	consult colleagues of same section
Mean number of times	2.54	3.89	3.61	3.95	4.46

Table 2.4 shows that on average, administration employees consult colleagues of the same section 4.5 times on a regular day, almost 4 times in receiving office telephone calls and using the printer machine.

Table 2.5. Hours of working with a team or work group by sex

	Male	Female	Total
None	29	11	20
1-2 hours	53	83	69
3 hours and more	18	6	11

Table 2.5 demonstrates 69 percent of employees from administration department spend 1-2 hours working with a team or workgroup on a regular day at office. Among females, 83 percent spend 1-2 hours while 53 percent among males spend the same time working with a team or workgroup.

Figure 2.2. Employees' perception on communications in current offices. Percent

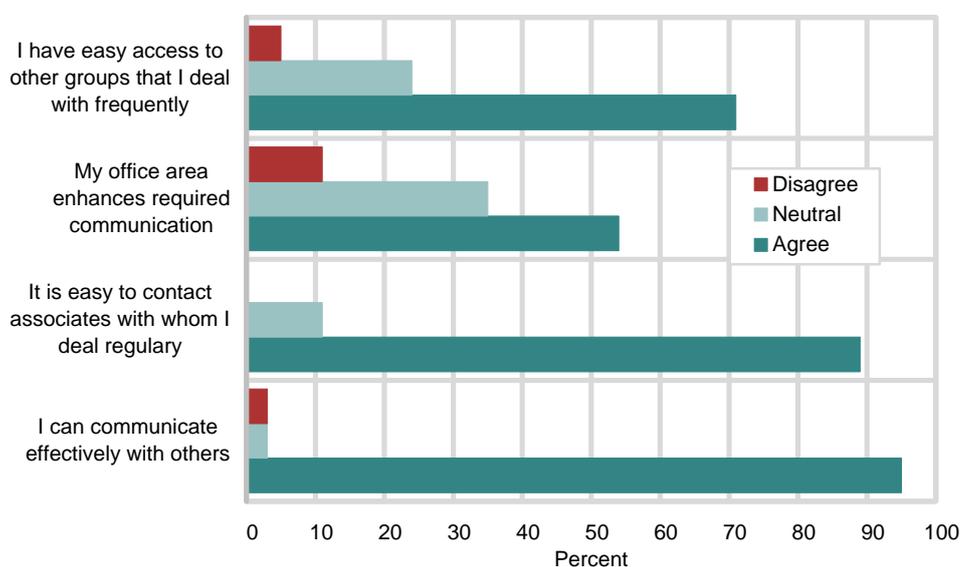


Figure 2.2 shows that employees are satisfied with communications in the current offices. A large majority (95 percent) of employees agreed that they can communicate effectively with others in the current offices. More than 85 percent of the employees agreed that it was easy to contact associates with whom they deal regularly.

In addition, almost half of the respondents (54 percent) agreed that the current office area enhances required communication and very few (5 percent) disagreed that they have easy access to other groups that they deal with frequently (figure 2.2).

3. Employees' relations, privacy and physical environment of the office

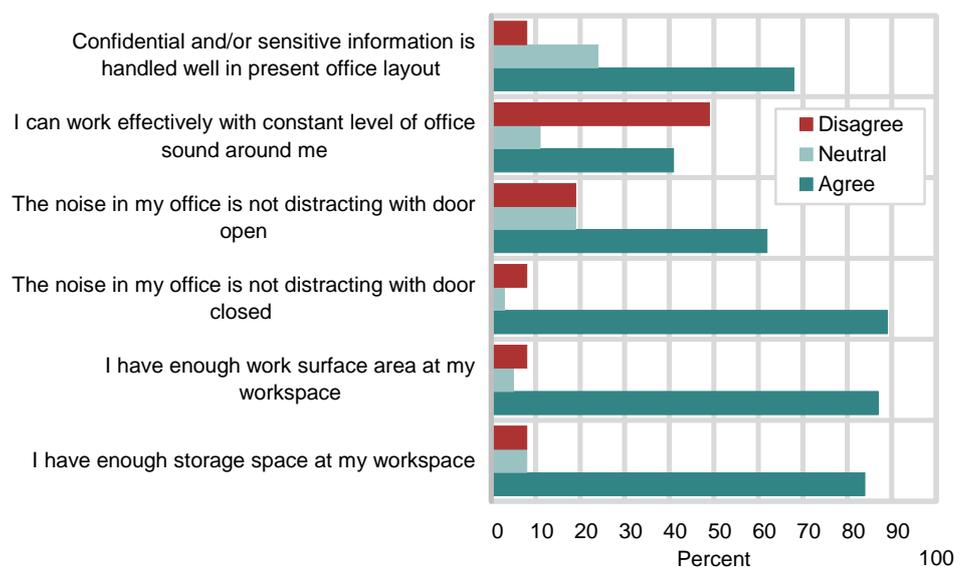
This chapter gives information on the perception of employees on team member relations, privacy of the office environment, physical environment of the office, job performance and job satisfaction.

Figure 3.1. Employees' attitude toward team member relations. Percent



Figure 3.1 above confirms that the majority of employees are satisfied with relations to their team members. More than three quarters of the employees agreed that they feel being part of the team, can ask advice from workmates and their team members approach them when needed. Overall, the social environment is satisfactory.

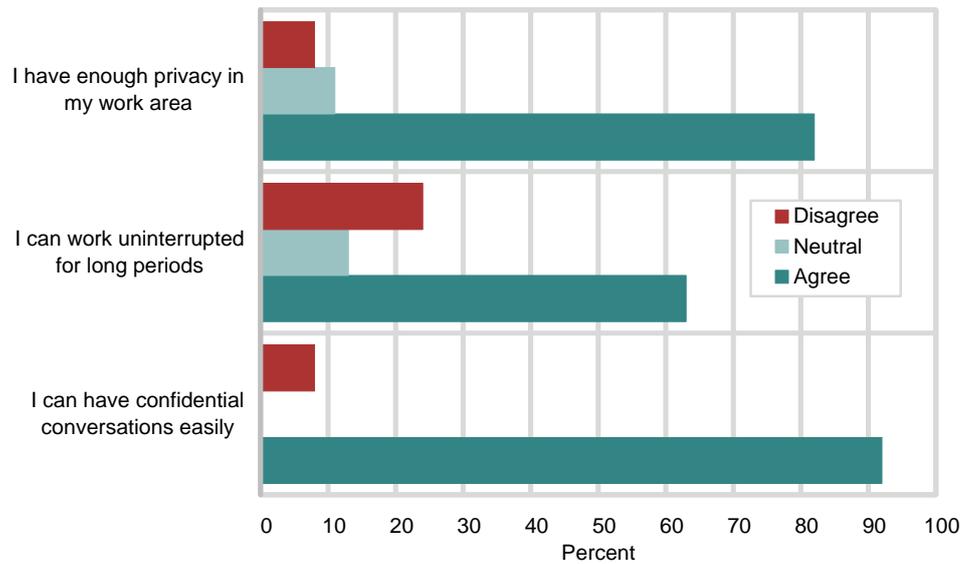
Figure 3.2. Employees' perception on physical environment of the office. Percent



Most of the employees are satisfied with their storage space and work surface area and the level of noise in the current offices (figure 3.2). More than 60 percent of the employees agreed that they are not distracted with noise with office door closed or opened. However, 49 percent of the employees indicated that they cannot work

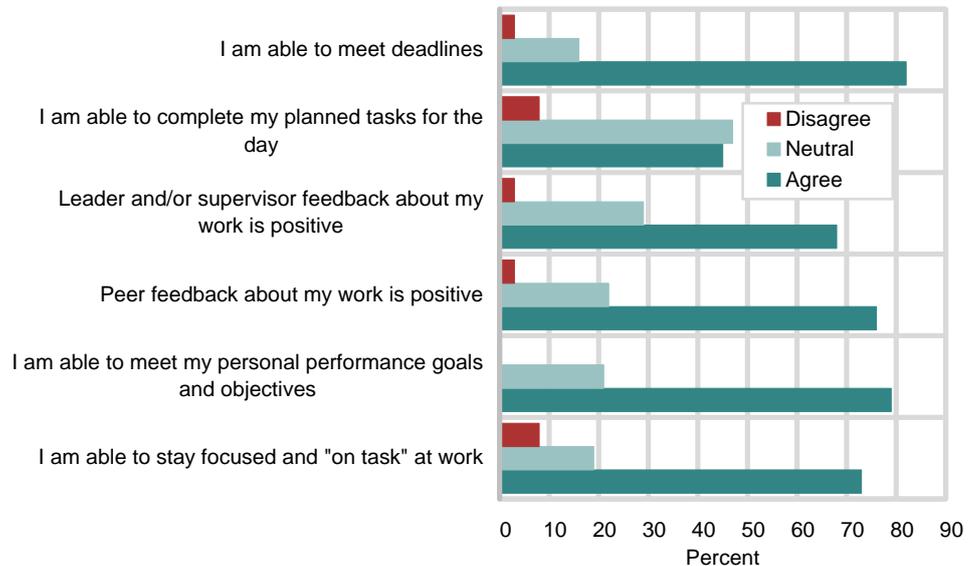
effectively with the constant level of office sound around them. These results portray that the current physical environment of the office meets employees' needs.

Figure 3.3. Employees' attitude toward privacy of the office environment. Percent



The figure 3.3 shows that a large number of the administration staff are satisfied with the privacy offered by the current office environment.

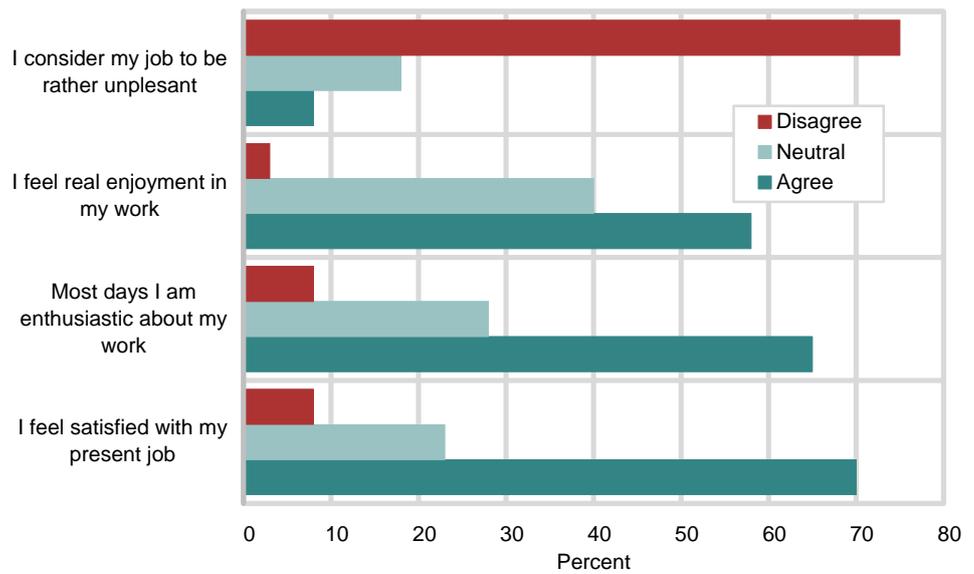
Figure 3.4. Employees' perception on their job performance. Percent



More than 68 percent of the employees are confident that they perform their job well in the current office environment (figure 3.4). Employees' own perception is quite good. Less than half of the respondents agreed that they are able to complete planned tasks for the day. Most employees were neutral. However, 82 percent of the respondents are still able to meet deadlines.

Figure 3.5 shows that the majority of the employees are satisfied with their job (70 percent). However, 1 in 4 employees either consider their job to be unpleasant or are not sure.

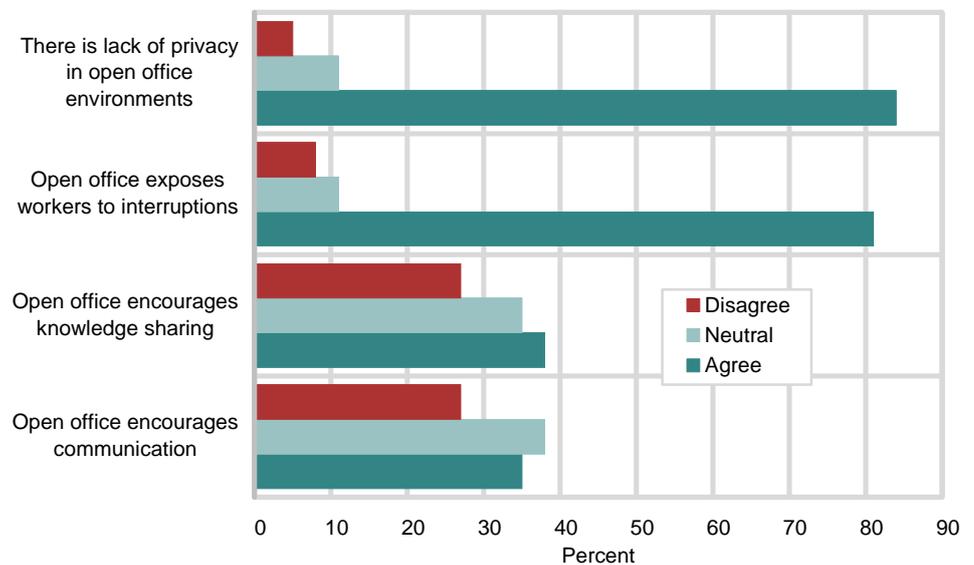
Figure 3.5. Employees' satisfaction with their job in current offices. Percent



4. Office types and relocation preparations

This chapter presents data on employees' opinion on advantages and disadvantages of open and cell offices and choices of office type. It also shows their perceptions on relocation preparations.

Figure 4.1. Opinions on advantages and disadvantages of open offices. Percent



Almost two thirds of the administration staff either do not agree that open office encourages communication and knowledge sharing or they are not sure (figure 4.1). However, more than 80 percent agreed that open offices expose workers to interruptions and they lack privacy.

Further analysis on the advantages of open offices is presented in the table 4.1.

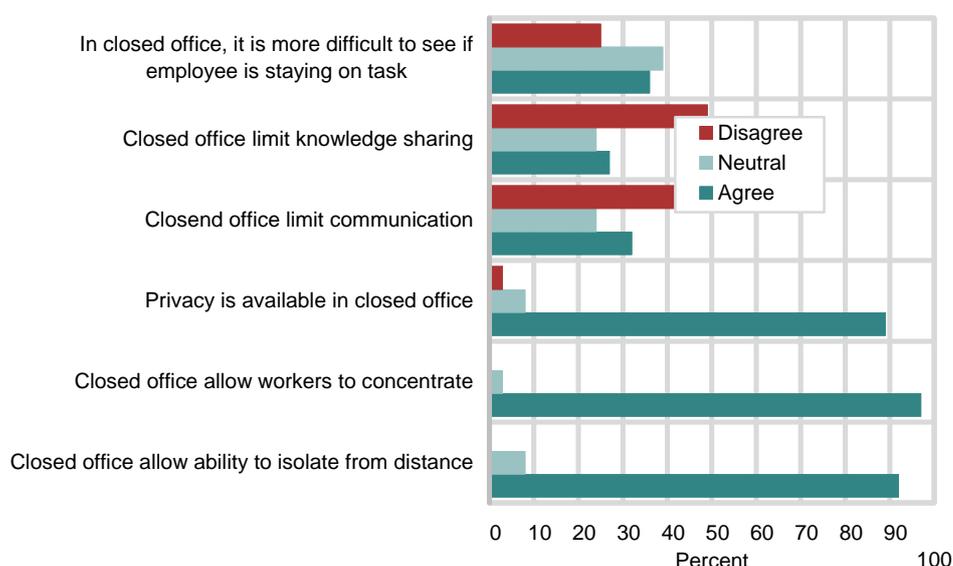
Table 4.1 shows that 42 percent of females believe that open office encourages communication (comparing to 35 percent at the total), while 33 percent of males do not believe that open office encourages communication (comparing to 27 percent at the total). More females believe that open offices encourages communication.

Table 4.1 Perception on advantages of open offices. Percent

	Male	Female	Total
Open office encourages communication			
Agree	28	42	35
Disagree	33	21	27
Neutral	39	37	38
Open office encourages knowledge sharing			
Agree	22	53	38
Disagree	33	21	27
Neutral	44	26	35

In addition, 53 percent of females agree that open office encourages knowledge sharing (comparing to 38 percent at the total); while 33 percent of males do not agree that open office encourages knowledge sharing (comparing to 27 percent at the total). Fewer males perceive that open offices encourage knowledge sharing.

Figure 4.2 Employees' opinion on advantages and disadvantages of closed offices. Percent



A large majority (more than 89 percent) of the employees agreed that closed offices isolate distractions, allow workers to concentrate and they offer privacy (figure 4.2). More than two thirds of the respondents either disagree that closed offices limit communication and knowledge sharing or they are not sure.

Additional analysis on the disadvantages of closed offices is presented the table 4.2.

Table 4.2 Perception on advantages of closed offices. Percent

	Male	Female	Total
Closed offices limit communication			
Agree	28	37	32
Disagree	44	42	43
Neutral	28	21	24
Closed offices limit knowledge sharing			
Agree	22	32	27
Disagree	56	42	49
Neutral	22	26	24

Table 4.2 shows that 37 percent of females agree that closed office limit communication (comparing to 32 percent at the departmental level); while 44 percent of males disagree that closed office limit communication (comparing to 43 percent at the department level). More males do not agree that closed offices limit knowledge sharing.

The table 4.2 further shows that more than three quarters of males either disagree that closed office limit knowledge sharing or are not sure; while almost two thirds of the females either disagree that closed office limit knowledge sharing or are not sure.

Figure 4.3. Employees' choices on office types

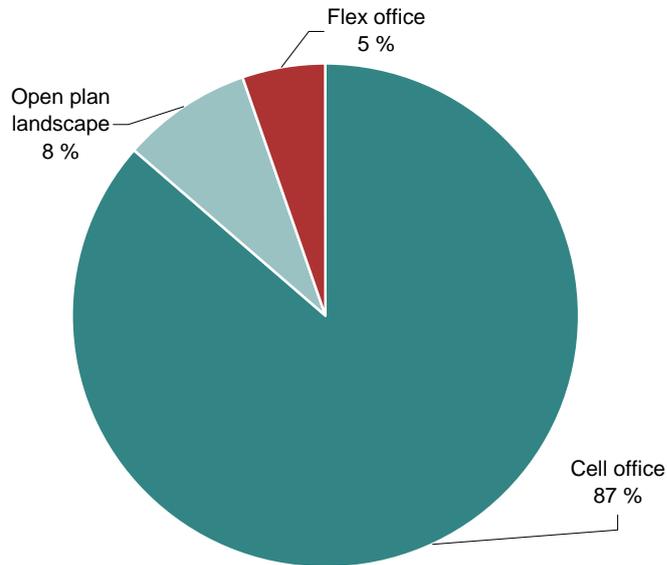


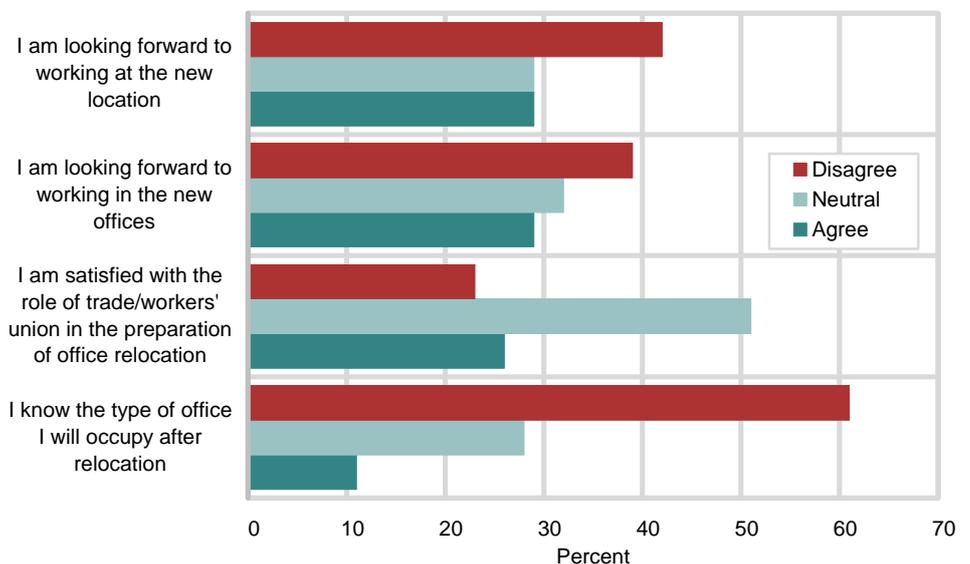
Figure 4.3 illustrates that cell offices are favored more than open office. 87 percent of the employees preferred cell offices to other types of offices.

Table 4.3. Choice of office types by age

	30-39	40-49	50-59	60+	Total
Cell office	83	80	90	91	86
Open office	17		10	9	8
Flex office		20			5

Table 4.3 shows that 91 percent of those aged 60+ preferred cell offices while 83 percent of those aged 30-39 preferred cell office comparing to total. Older employees favor cell offices than younger ones. The overall message is that a majority prefer cell office, however most distinctively expressed by employees 50+ years of age.

Figure 4.4. Employees' satisfaction with preparations for office relocation. Percent



More than half of the employees reported that they did not know the type of office they will occupy after relocation and 26 percent indicated that they are satisfied with the role of their trade union in the preparation of office relocation. It is interesting to see that more than one third of the employees are not looking forward to working in the new offices and at the new location (figure 4.3).

Finally, the question: ‘Is there a chance that you will seek another job elsewhere because SSB will move to another location and to new office plans?’ was asked. Table 4.4 shows the results.

Table 4.4. Chance of seeking another job due to new location or new office plans

	Male	Female	Total
Is there a chance that you will seek another job elsewhere because SSB will move to another location?			
Yes	39	23	30
No	61	77	70
Is there a chance that you will seek another job elsewhere because SSB will move to new office plans?			
Yes	33	20	26
No	67	80	74

Table 4.4 shows that 39 percent of males may seek another job because SSB will move to another location, as compared to 23 percent among females. Slightly fewer may seek another job due to the introduction of new office plans, but the difference between sexes is the same.

Table 4.5. May seek another job due to new location or new office plans or not

	Sex		Age group				Total
	Male	Female	30-39	40-49	50-59	60 or more	
May seek another job either because of new location or new office plans	44	30	33	40	64	9	37
Will not seek another job	56	70	67	60	36	91	63

Table 4.4 shows that 44 percent of males may seek another job because SSB will move to new location or new office plans, as compared to 30 percent among females. Among those aged 50-59, 64 percent may seek another job either because of new location or new office plans.

5. Background information of the respondents

This chapter presents a descriptive summary of some of the demographic characteristics of the respondents in the department of administration. All employees from department of administration department working in Oslo were listed and received the questionnaire. Some basic information was collected for each person including sex, age, highest level of education, years of experience at SSB and current position.

Table 5.1. Employees' age group by sex. Per cent

	Male	Female	Total (N=41)
30-39	16	18	17
40-49	26	23	24
50-59	16	41	29
60+	42	18	29

Table 5.1 show that 58 percent of the respondents were aged 50 and above. 42 percent of the males were aged 60 and above while 41 percent of the females were aged 50-59. There were 2 percent more females than males in the youngest age groups compared to the total.

Table 5.2. Highest level of education by sex, Per cent

	Male	Female	Total
Certificate/diploma	21	29	25
Bachelor's degree	11	14	13
Master's degree and PhD	68	57	63

Table 5.2 shows that among males, 68 percent have a master's degree or higher while 57 percent of females have the same highest level of education. Among those with a certificate or diploma, there were 8 percent more females than males compared to the total.

Figure 5.1. Years of experience at SSB by sex. Number

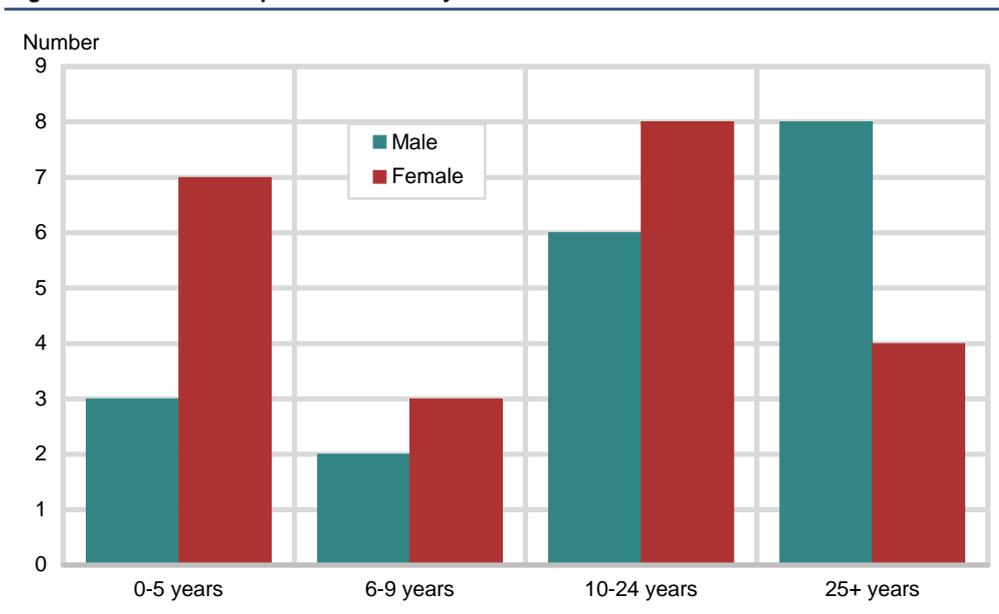


Figure 5.1 demonstrates the differences in the number of years of experience Statistics Norway between males and females. Out of the 41 respondents, 8 males have been working at SSB for 25 years or more compared to 4 females in the same years of experience at SSB. However, females are higher than males in the other age groups, and particularly among those with the shortest length of services.

Table 5.3. Employees' current position by sex. Percent

	Male	Female	Total
Junior level staff	11	5	8
Senior level staff	11	5	8
Researchers and advisors	68	80	74
Heads of division	11	10	10

Among females, 80 percent are researchers and advisors while 68 percent of males are in the same position (table 5.3). There are more males (11 percent) in junior and senior level staff than females (5 percent) compared to the total.

6. Method

This survey has been conducted in Statistics Norway, an institution responsible for producing official statistics in Norway. Statistics Norway has offices in Oslo and Kongsvinger. Division for International Development cooperation under Department of administration assigned FK participants from Malawi and South Sudan to implement the study to serve as input for the department of administration and management in general in the preparation and implementation of the relocation to new premises.

The supervisor for the FK participants identified nine key survey informants and interviews were conducted in 2012. These were conducted to identify problems and issues related to office relocation. During the interviews, the informants were asked about any concerns they might have about the open office design and questions that they think might be relevant for the study. Using the information obtained from the key informants and existing literature, a questionnaire was developed with assistance from Statistics Norway experts. The survey was administered in February, 2013. Paper questionnaires were distributed by internal mail to respondents in envelopes and the completed questionnaires were sent back to the researchers in sealed envelopes to maintain confidentiality. Anonymity could not be provided during the questionnaire distribution as the questionnaires had to be mailed internally. However, the respondents were instructed not to include their names, division or any identification information when returning the questionnaire.

6.1. Population

The survey was carried out in the department of administration among those who work in Oslo.

6.2. Sample

No sampling technique was used since all employees from department of administration department in Oslo were included. A total of 62 employees received the questionnaire.

6.3. Method of measurement

The survey employed self-administered paper questionnaire. Data entry was done by use of scanning program OCR, as this is a very common method used in national statistical offices in Africa. A total of 42 questionnaires were received and this represents a 68 percent response rate. The somewhat, low response rate may be attributed to the fact that the questionnaire was in English and some of the respondents may not have confidence to answer. However, response rates for this type of surveys are generally low in Norway.

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Appendix A:

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SSB Oslo Office Relocation Survey Questionnaire

Please answer the following questions by crossing (×) the relevant block or writing down your answer in the space provided.

EXAMPLE of how to complete this questionnaire

Your gender?

If you are female:

Male

Female

Background information

This section of the questionnaire refers to background or biographical information. Although we are aware of the sensitivity of the questions in this section, the information will allow us to compare groups of respondents. Once again, we assure you that your response will remain anonymous. Your co-operation is appreciated.

1. What is your gender?

Male

Female

2. What is your age?

0-19

20-29

30-39

40-49

50-59

60 or more

3. What is your highest level of education?

Certificate/diploma

Bachelor's degree

Master's degree

PhD

4. How many years have you been employed by SSB?

0-1

2-5

6-9

10-24

25 or more

+

1

+

+

+

5. What is your current position?

- Junior level statistician/ junior executive officer, secretary, operating technician
- Librarian, Executive officer, Senior executive officer, Senior level statistician
- Researcher, Adviser, Senior advisor, project manager
- Head of division/ department

Employees work habits

6. How long does it take you to arrive at office from where you stay? Please indicate your answer in minutes.

minutes

7. At what time did you arrive at office the last working day?

- Before 8:30 am
- Between 8:30 am and 9 am → **Go to 10**
- After 9 am → **Go to 9**

8. Why did you arrive at office before 8:30 am?

- To have enough concentration
- To get off early from work
- To avoid traffic during normal hours
- Other, please specify: _____

9. Why did you arrive at office after 9 am?

- Delayed by traffic
- Bad weather
- Delay in getting kids to day care or school
- Overslept
- Other, please specify: _____

+

2

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+ +

10. Thinking about a regular day at the office, how many times do you usually...

Use coffee machine or maker?	<input style="width: 50px; height: 20px;" type="text"/>
Use the printer machine?	<input style="width: 50px; height: 20px;" type="text"/>
Use office telephone to make calls?	<input style="width: 50px; height: 20px;" type="text"/>
Use office telephone to receive calls?	<input style="width: 50px; height: 20px;" type="text"/>
Work with a team or work group? Indicate number of hours.....	<input style="width: 50px; height: 20px;" type="text"/>
Consult colleagues of the same section you work?	<input style="width: 50px; height: 20px;" type="text"/>

11. To what extent do you agree with each of the following statements? Please indicate answer using the following 5-point scale where 1 means “Strongly disagree” and 5 means “Strongly agree”.

	Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
I can communicate effectively with others.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to contact associates with whom I deal regularly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My office area enhances required communication.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have easy access to other groups that I deal with frequently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employee’s relations, physical environment of the office and privacy

12. To what extent do you agree with each of the following statements? Please indicate your answer using the following 5-point scale where 1 means “Strongly disagree” and 5 means “Strongly agree”.

	Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
I really feel I am part of my team/work group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to ask advice from workmates here.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I look forward to seeing the people at work each day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I like having the team leaders located with the rest of the team.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My team/work group members approach me when they need me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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13. The following statements relates to the physical environment of your office. To what extent do you agree with each of the following statements? Please indicate your answer using the following 5-point scale where 1 means “Strongly disagree” and 5 means “Strongly agree”.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
I have enough storage space at my workspace.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have enough work surface area at my workspace.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The noise in my office is not distracting with door closed.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The noise in my office is not distracting with door open.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can work effectively with the constant level of office sound around me.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidential and/or sensitive information is handled well in present office layout.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. The statements below are about privacy of your office environment. To what extent do you agree with each of the following statements? Please indicate answer using the following 5-point scale where 1 means “Strongly disagree” and 5 means “Strongly agree”.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
I can have confidential conversations easily.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can work uninterrupted for long periods.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have enough privacy in my work area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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15. Thinking about the way you perform your job and your office environment, we would like to know how you perceive your job performance. To what extent do you agree with each of the following statements? Please indicate your answer using the following 5-point scale where 1 means “Strongly disagree” and 5 means “Strongly agree”.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
The general office layout facilitates team work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to stay focused and “on task” at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to be productive in my present workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am easily distracted by others’ conversations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to meet my personal performance goals and objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Peer feedback about my work is positive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leader and/or supervisor feedback about my work is positive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily accommodate a drop-in visitor at my workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to complete my planned tasks for the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have easy access to equipment that I need to do my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am located close to people I need to talk with in my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to meet deadlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. We would like to know whether you are satisfied with your job or not. To what extent do you agree with each of the following statements? Please indicate your answer using the following 5-point scale where 1 means “Strongly disagree” and 5 means “Strongly agree”.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
I feel satisfied with my present job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most days I am enthusiastic about my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Each day at work seems like it will never end	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find real enjoyment in my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I consider my job to be rather unpleasant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Office types and relocation preparations

This section is about benefits and problems of cell offices and open offices.

17. To what extent do you agree with each of the following opinions on cell and open offices? Please indicate your answer using the following 5-point scale where 1 means “Strongly disagree” and 5 means “Strongly agree”.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
Open office encourages communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open office encourages knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open office exposes workers to interruptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is lack of privacy in open office environments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closed offices allow ability to isolate from distractions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closed offices allow workers to concentrate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy is available in closed offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closed offices limit communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closed offices limit knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In closed offices, it is more difficult to see if employee is staying on task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. If you were to choose an office, which of the following office types best suits into your choice? Please tick **only one** against the office plan that best suits your choice.

- Cell office**
 - personal room surrounded by four walls
 - access to own window
 - most work functions facilitated in the room
 - private meetings in the room

- Share room office**
 - share room with 2-3 persons, surrounded by four walls
 - access to window/windows in the room
 - most of the work functions are facilitated in the shared-room

- Open plan landscape**
 - employee has a personal workstation in a common workspace
 - no access to own window
 - most of the work functions are facilitated in common shared spaces
 - telephone communication and meetings in specific rooms

- Flex office**
 - no personal workstation
 - office-type is dependent on advanced information technology, which makes the employees independent to choose when and where to work from
 - personal belongings and work material in a pedestal-on-wheels or personal cupboard
 - no access to own window
 - all work functions are facilitated in the common shared spaces
 - all access to “back-up spaces” for meetings and phone calls etc.

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19. Thinking about the new office location and the change into new office type, we would like to get your opinion on the following statements that relate to the preparations of office relocation. To what extent do you agree with each of the following statements? Please indicate your answer using the following 5-point scale where 1 means "Strongly disagree" and 5 means "Strongly agree".

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
I know the type of office I will occupy after relocation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the role of trade/workers' union in the preparation of office relocation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am looking forward to working in the new offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am looking forward to working at the new location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Is there a chance that you will seek another job elsewhere because SSB will move to another location?

- Yes
- No

21. Is there a chance that you will seek another job elsewhere because SSB will move to new office plans?

- Yes
- No

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