



Work Environment  
Survey  
2019 Results

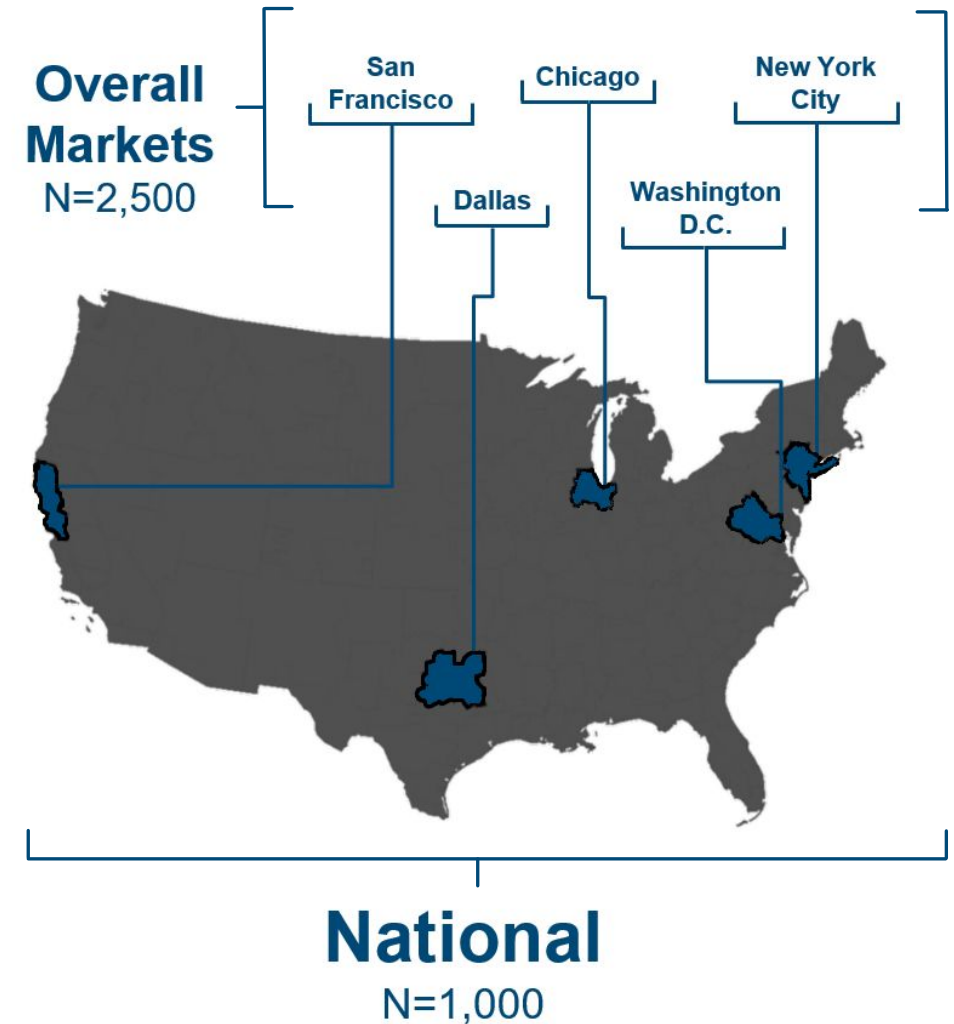
# What does today's talent need, want, and expect from their work environment?

The 2019 Capital One Workplace Environment Survey asked 3,500 full-time office professionals, 18 and over, to share their thoughts about the impact of workplace design and employee experience on their satisfaction, creativity and productivity at work. The responses are comprised of

- 1,000 nationwide
  - + 2,500 *combined* designated markets (500 per market)
  - 3,500 total responses
- 

This is the second year collecting data at the national and regional levels, with the same sample sizes. Comparisons between 2018 and 2019 data refer to the 1,000 national respondents, and market-specific comparisons are between the same market's responses or the full 2,500 sample. 2017 data is included with 2018 and 2019 data **for reference of larger trends only.**

This survey was supported by Capital One's Workplace Solutions team, the group dedicated to building dynamic and scalable workplaces for Capital One associates and implementing sustainability initiatives and on-site experiences including health and wellness benefits.



# Key Insights Summary



## Good Workplace Design Forms a Base for Success

This year's data shows that thoughtfully-designed office spaces are still top-of-mind for employees: nearly all employees see that they perform better in well-designed workplaces. Employees continue to say that good workplace design drives them to be more innovative and productive.



## Flexibility and Adaptability Are Critical Elements of Workplace Design

Flexibility doesn't just apply to design: employees' highest priority is finding companies with flexible schedules *and* physical flexibility in the workplace. However, some shifts in year-over-year data suggest that employers need to remain adaptable and foster dynamic workplace design to accommodate employees' changing preferences.



## Employees Want Resources to Support Mental Health & Well-Being

Nearly all employees agree it's important that companies provide spaces and programs to support mental health and well-being. Flexibility continues to play an important role in fostering employee well-being with 2 in 3 saying flexible hours promote satisfaction at work.

- Employers can continue to bolster well-being by providing connections to the outdoors through natural light and opportunities to be outside.

# Key Findings

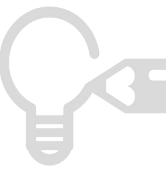


## Office design remains critical to employee success and productivity

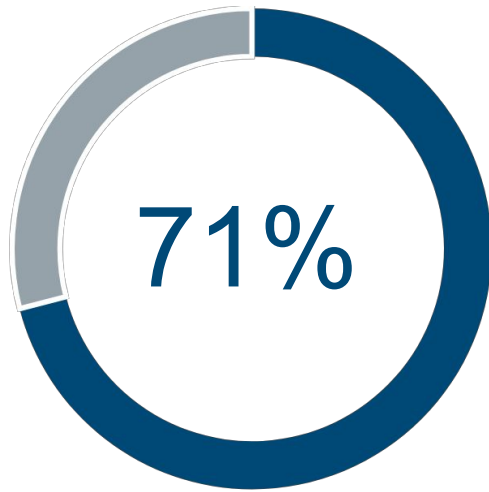
Nearly all employees (**90%**) perform better in well-designed workplaces.



**Millennials put an even stronger emphasis on well-designed workplaces, with 35% agreeing strongly compared to 32% of Boomers and 28% of Gen Xers.**



## Flexible workplaces encourage productivity and creative thinking



Nearly **3 in 4 employees** say it's important for their company's workplace design to be flexible.

**65%**

say they are more productive when they change their physical location while working

**73%**

have their best ideas when they're able to use flexible workspace options

**73%**

are able to work better when they have access to flexible furniture arrangements such as different seated or standing options



## Dynamic and adaptable design is crucial

77%

of employees say they perform better when their workplace provides spaces for collaboration

88%

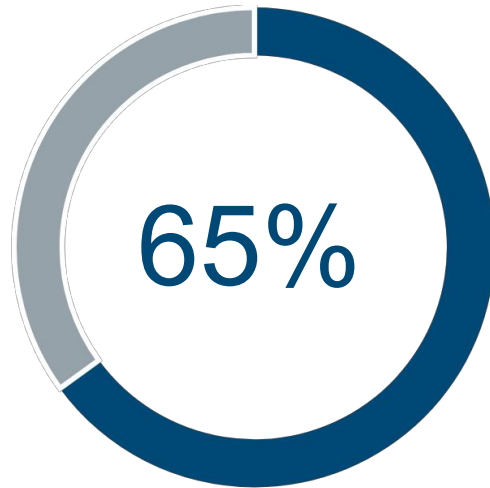
say they perform better when they have space for focused, heads-down work

45% say they would like to have space **aside from their traditional workstation/desk** for individual work



# Workplace design underpins performance and innovation in the workplace

Nearly 2 in 3 employees agree companies cannot encourage innovation unless their workplace design and environment is innovative...



...however, more than half (56%) say their company's current workplace design and environment doesn't encourage them to be innovative.

This is compared to 60% in 2018, suggesting companies are making strides in creating the kinds of workplace environments people want to see.





# Employees expect companies to support their mental health and well-being

**87% of employees agree** it's important that employers create spaces and programs to support mental health and well-being.



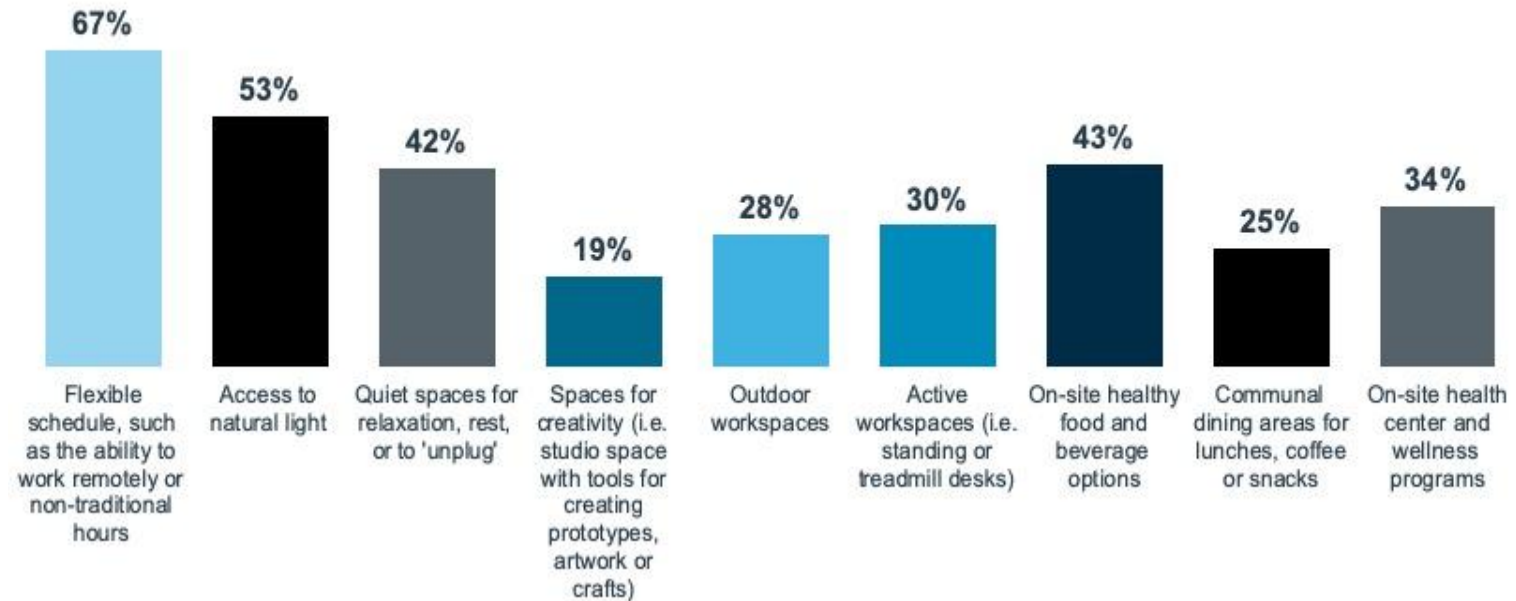
Millennials and Boomers feel even more strongly, with **44% and 41% respectively** saying this is **very important**, compared to just 36% of Gen Xers.



# How can employers support mental health and well-being?

Flexibility isn't only important in workplace design. **More than 2 in 3 (67%)** employees say a **flexible schedule** is a resource in this area that would improve their satisfaction at work

**Office design plays a role in supporting mental health and well-being, too.** Second to flexible schedules, over half of employees (53%) cite access to natural light as a mental health resource that would improve their satisfaction at work. 42% would like to have quiet spaces in the office to unplug.



**89% agree they are able to work better when they have spaces in the workplace to take a break**



## Connections to nature in the workplace can improve well-being

More than one third (36%) of employees say they have no connection to nature in their workplace, despite indicating that various types of connections (visual, physical or material) would improve their productivity and well-being.

57%

**visual** connection to nature (i.e. windows, natural light). This jumps to **62%** among Boomers.

45%

**physical** connection to nature (i.e. outdoor spaces for working, relaxation or socializing). This jumps to **51%** among Millennials.

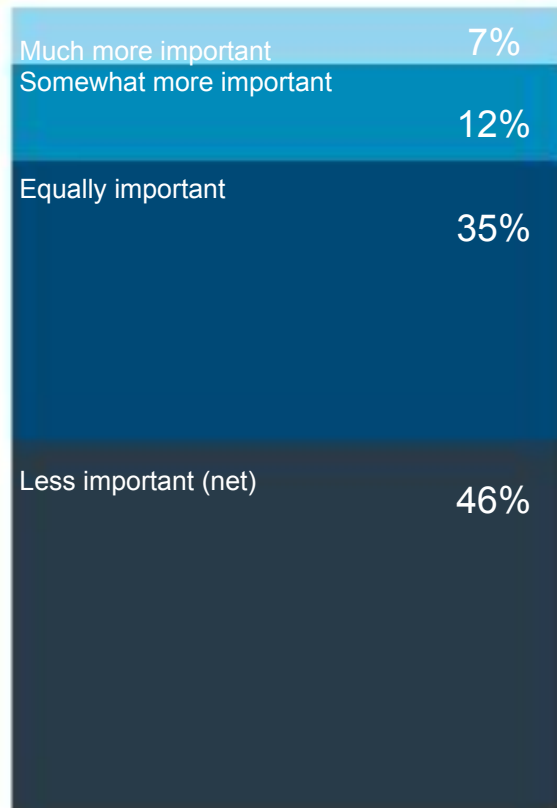
31%

**material** connection to nature (i.e. natural materials, indoor plants or water features). This jumps to **37%** among Millennials.



## Design is still equally or more important than location

For the second year in a row, a majority of employees say that workplace design is **as important, if not more important than workplace location.**



**More than half (54%)** of employees say that workplace design is as important, if not more important than workplace location. The number jumps to **64%** among mid-level employees.

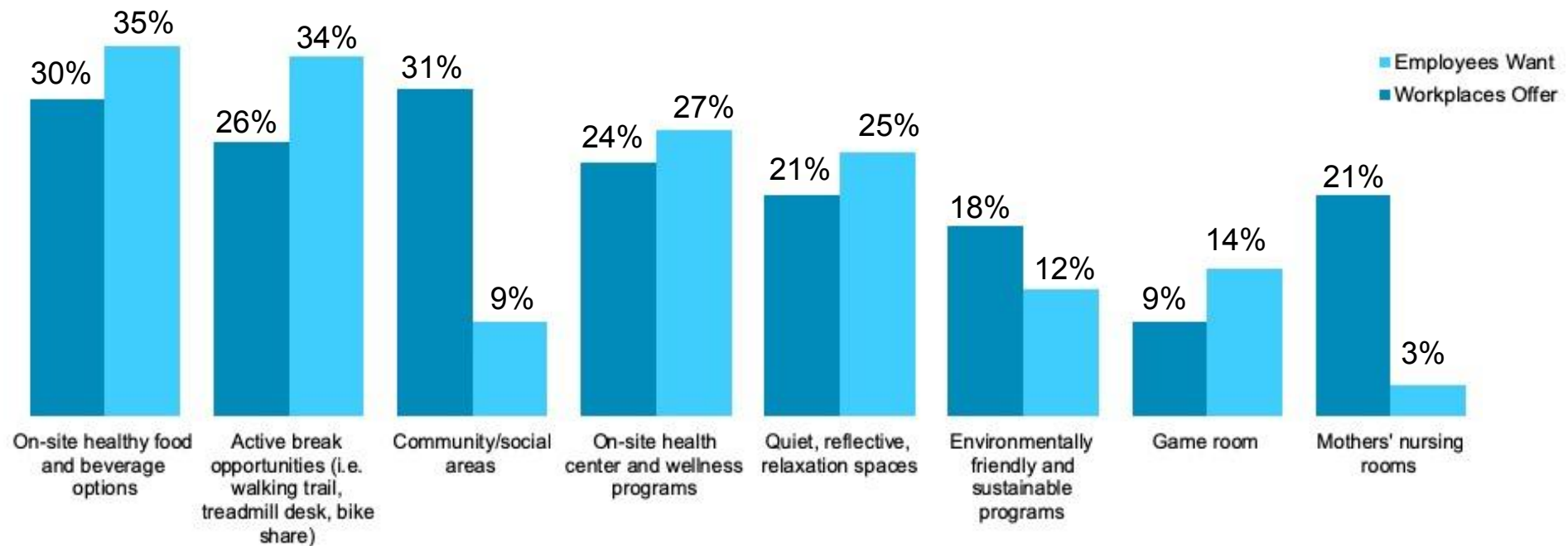
**Nearly one in five employees (19%)** say that workplace design is more important than workplace location.

- **Millennials feel even more strongly**, with **24%** saying workplace design is more important than workplace location.



# Perks that support well-being top the list of what employees want

Healthy food and beverage options and active break opportunities are the top two perks employees would like to see at their companies.



**36% of employees** say their company offers none of the benefits workers expect, up 3% from 2018.

# Workplace environment helps retain talent

Flexibility is key: **81%** of employees rank a flexible schedule in their top 2 reasons to stay with a company, **up 8% from last year**.



**81%**  
Flexible schedule



**40%**  
Health amenities



**31%**  
Up-to-date  
technology



**32%**  
Commuting  
assistance



# Design elements employees most want to see

More than half (58%) of employees list natural light as their most desired design element, but spaces that accommodate individual work and rest are also key.

Natural light has topped the list of design elements that matter for three years running. Spaces for rest and relaxation are trending up this year, with a 25% increase over 2018.



58%

Natural light



50%

Spaces for rest and relaxation;



45%

Individual work areas (other than traditional workstation/desk)



26%

Integration of natural/organic materials in or just outside the office building



25%

Bold colors



24%

Easily reconfigurable furniture and spaces



22%

Collaborative spaces



18%

Artwork and creative imagery

# Research Methodology

The Capital One Workplace Environment Survey was conducted by Morning Consult among 3608 office professionals who are employed full-time in an office setting in the United States. The survey includes 1,000 national respondents, 518 from Chicago, 520 from Dallas, 512 from DC, 517 from New York City, and 541 from San Francisco.

The survey was conducted from an online panel from April 18 – May 6, 2019. The margin of error for national respondents is +/-3% and +/-4% for each of the city DMA results.



This survey was supported by Capital One's Workplace Solutions team, the group dedicated to providing the best work environment for our associates so that they can thrive.

Workplace Solutions implements a Workplace Design Strategy across the company as well as on-site benefits such as health, wellness, and environmentally friendly initiatives.





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