

# The management disconnect

What executives need to know about the modern workplace

Insights from the research report “When the walls come down”

June 2016

# A global research program

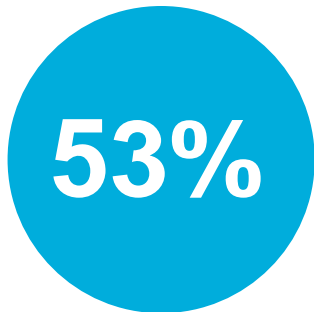
In late 2015, Oxford Economics partnered with Plantronics to conduct a **global survey** of more than 1,200 senior executives and non-executive employees about **workplace design and technology**.



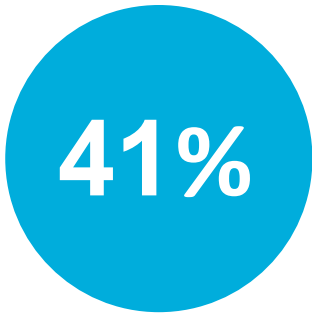
The results revealed a **significant gap in understanding between senior executives and their employees** when it comes to noise in the workplace, the quality and availability of work technology, and more.



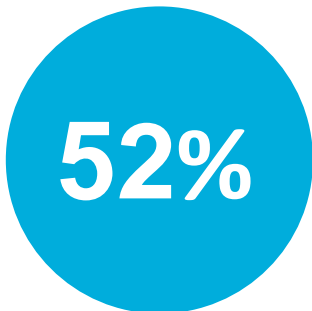
# The research shows that employees are frustrated with their current workplace...



say ambient noise reduces their satisfaction and productivity.



have the tools they need to filter out distractions at work.



say work/life balance is very important to them.

The research shows that employees are frustrated with their current workplace...

...and their managers don't understand the problem.

53%

say ambient noise reduces their satisfaction and productivity.



Just **35% of executives** say this is true.

41%

have the tools they need to filter out distractions at work.



But **63% of executives** say their employees have what they need.

52%

say work/life balance is very important to them.



Only **34% of executives** say this matters to workers.

# Maybe it's because executives live in another world

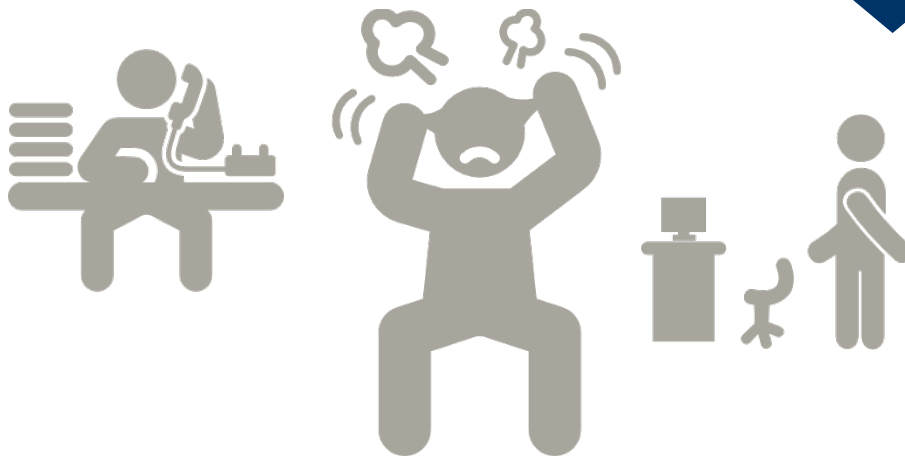
● Executives      ● Employees



# Managers are not doing enough to fix these problems

Just 18% of employees say management has taken steps to reduce noise issues.

Executives say minimizing distractions was low on the list of priorities when designing their office.



## The bottom line



**Noise and distraction, technology integration, and after-hours work are bigger issues than most executives realize—and can have detrimental effects on employee productivity and satisfaction.**

## The bottom line



Noise and distraction, technology integration, and after-hours work are bigger issues than most executives realize—and can have detrimental effects on employee productivity and satisfaction.

Understanding these issues is a critical first step, and clued-in companies are more likely to develop strategies to deal with these important worker concerns.





# Interested in the research?

Download our executive summary for the full results at [www.oxfordeconomics.com/when-the-walls-come-down](http://www.oxfordeconomics.com/when-the-walls-come-down).

## When the walls come down

How smart companies are rewriting the rules of the open workplace



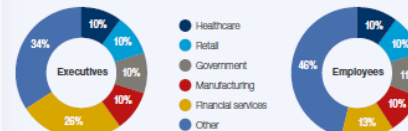
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### About the research

Oxford Economics surveyed more than 600 executives and 600 non-executive employees across multiple industries in the third quarter of 2015. Respondents represent companies headquartered around the world, with a range of sizes (measured by both revenue and employee count).

### Respondents by industry

Q: What is your organization's industry segment?

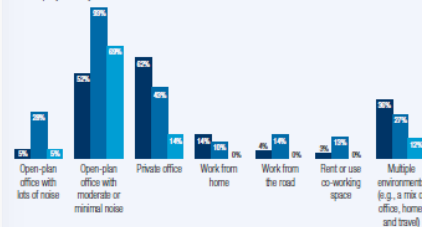


Of the employees we surveyed, 50% are Millennials aged 18-35. Our respondents work from a variety of locations and office types, with roughly one-third reporting a mix of home, office, and travel.

### Where people work

Q: Which of the following best describes your organization's work environment?

- Executives say this describes their own work environment
- Executives say this describes the work environment for most employees
- Employees say this describes their work environment



To add valuable insight to the survey data, Oxford Economics also conducted interviews with senior executives from organizations including HSBC, Telus, Tata Communications, and Smart Technologies.

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