



## Catella Research

THE WORKPLACE OF THE FUTURE  
Results of a survey on the connection  
between work and office use

# Executive Summary

In order to understand the connection between the jobs of the future and where people will perform them, Catella conducted a survey on the future of office work in January 2017. The study focused primarily on providing decision-makers with a basis for strategic planning regarding future investments in office facilities and floor space utilisation. A total of 189 office-based employees from different age groups answered the survey's 32 questions, which looked at preferences regarding location and workstation, along with how the participants viewed work. Of the 189 questionnaires submitted, a total of 185 were ultimately usable. Their core statements are given below in brief.

## **The main motivations for working are generally very similar across generations**

- The prime motive, the one with the most mentions by far, is being with other people (81% of participants), followed by a pragmatic attitude that views work as a means to an end (63%). Only 10% of people view office work as something they do unwillingly.
- It is clear that the subgroup of millennials makes a stricter division between work and free time. The boundaries between the two are not necessarily hazy, though they do have the expectation that work should be something they enjoy.

## **Millennials expect more from work**

- Whether it is their own workstation, the location of their work or the building in which they work, millennials' expectations in terms of furnishings, communication options and technical features are higher than gen Xers'.

## **What will workplaces look like in five years?**

- Sensors that record biometric data can make workplaces individually customizable. Nowadays, this is

still of minimal importance. Only 38% of all participants would accept biometric data collection systems. The crucial reason for this are concerns regarding data protection.

## **City centres and CBDs remain the preferred place to work**

- The majority of participants would tolerate, on average, an extra 23 minutes to their commute if it meant they could work at a location that had the best facilities in every way.

## **The office with its current physical function as the location of work continues to be the core site of job performance, though usage is changing and people spend less time in their offices**

- Every generation rejected completely decentralised and informal working conditions in favour of offices for one or just a few people.
- While the right to work from home is something that more people will expect, it will not make a "central" office obsolete. For example, some 70% of all participants want to make use of this flexible model, but 83% of them said they wanted to work from home only once or twice a week.

## **Specialised spaces tailored to the requirements of work and accessible on demand are necessary**

- Workplace conditions as they currently exist have a negative impact on a considerable proportion of office workers: 33% of gen Xers and 42% of millennials stated that the design of their workplaces prevented them from concentrating.
- 25% of participants are dissatisfied with the overall conditions of their workplace. The factors they would like to see improved include noise, lighting and temperature.
- 20% of participants even go so far as to describe their current workplace as something that has a detrimental impact on their physical and mental well-being.
- However, depending on the nature of office-based work, employees' needs and desires in terms of their office conditions show increasing variety. They expect changes to happen more quickly than companies can manage (operatively and economically) by implementing new office planning models.

Catella is a leading financial advisor across Europe and asset manager for the areas of property, fixed-income and equity. We occupy a leading position in the real estate sector, with a strong local presence in Europe with around 500 employees across 12 countries.

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