

Noise at work survey Nordics

July, 2015



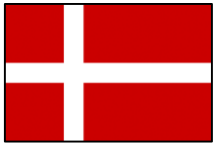
Background

- Research carried out between 27/07/2015 – 31/07/2015
- Sample: Employees working in an office environment for companies that employ over 250 staff
- Countries: Denmark, Sweden, Norway, Finland
- 353-355 respondents per country



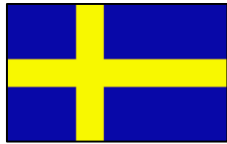
In an average 5 day working week, how many days do you work in the office? (i.e. Monday to Friday)

Denmark



74%
5 days

Sweden



69%
5 days

Norway



77%
5 days

Finland



72%
5 days

On a scale of 1-5, how distracting do you find the noise in your working environment? (5 being extremely distracting)

Denmark



86%

at least quite
distracting

Sweden



71%

at least quite
distracting

Norway



70%

at least quite
distracting

Finland



68%

at least quite
distracting

What are your biggest noise complaints in the office?

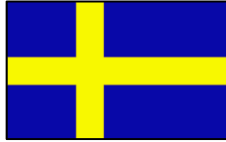
Denmark



49%

Noisy colleagues

Sweden



52%

Noisy colleagues

Norway



34%

Voice
communications

Finland



39%

Voice
communications

36%

Noisy colleagues

What adverse effects does office noise have on you? (Tick up to three)

Denmark



60%

distraction/lack of concentration

38%

decreased productivity

Sweden



59%

distraction/lack of concentration

38%

decreased productivity

Norway



49%

distraction/lack of concentration

32%

decreased productivity

Finland



62%

distraction/lack of concentration

22%

decreased productivity

Which tasks do you find most difficult to complete in an noisy environment? (Tick up to three)

Denmark



47%

Telephone calls

40%

Calculation/
Analytics

Sweden



50%

Telephone calls

41%

Calculation/
Analytics

Norway



42%

Telephone calls

33%

Calculation/
Analytics

Finland



48%

Telephone calls

32%

Content creation

Do you believe you would be more productive in a less noisy environment?

Denmark



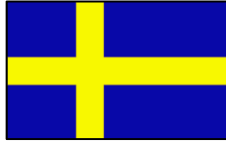
34%

a lot more productive

47%

a little more productive

Sweden



44%

a lot more productive

42%

a little more productive

Norway



25%

a lot more productive

49%

a little more productive

Finland



26%

a lot more productive

53%

a little more productive



Have you ever brought up any noise issues to management?

Denmark



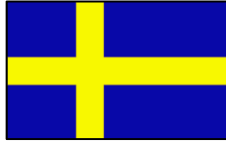
31%

Yes > once

19%

Yes - once

Sweden



33%

Yes > once

14%

Yes - once

Norway



24%

Yes > once

12%

Yes - once

Finland



20%

Yes > once

14%

Yes - once

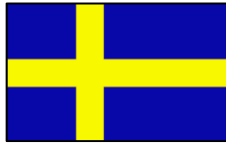
Has your company taken any action to remedy a noisy work environment?

Denmark



39%
of companies
took no action
13%
of actions failed
to address the
issue

Sweden



34%
of companies
took no action
21%
of actions failed
to address the
issue

Norway



48%
of companies
took no action
9%
of actions failed
to address the
issue

Finland



50%
of companies
took no action
11%
of actions failed
to address the
issue



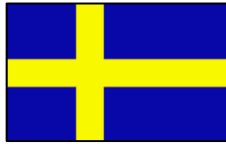
If/when your office is noisy, what actions do you take to do your work?

Denmark



27%
close the door
24%
use headphones

Sweden



32%
close the door
24%
work from another place
21%
use headphones

Norway



35%
close the door
32%
I do nothing
18%
use headphones

Finland



28%
close the door
23%
work from another place
21%
listen to music in isolation



Do you wear a headset or headphones to decrease noise and be productive in your environment?

Denmark



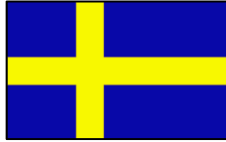
57%

No

18%

Yes 1-24% of
time

Sweden



53%

No

15%

Yes 1-24% of
time

Norway



64%

No

16%

Yes 1-24% of
time

Finland



67%

No

17%

Yes 1-24% of
time



Do you wear a headset or headphones to listen to music in your environment and be more productive?

Denmark



68%

No

15%

Yes – 1-24% of time

Sweden



63%

No

17%

Yes – 1-24% of time

Norway



75%

No

11%

Yes – 1-24% of time

Finland



68%

No

17%

Yes – 1-24% of time

Which of the following work activities do/would you prefer to do whilst listening to music? (tick up to three)

Denmark



58%

Emails

52%

data entry

Sweden



65%

data entry

51%

emails

31%

creative thinking

Norway



57%

data entry

55%

emails

39%

writing report

Finland



54%

data entry

46%

emails



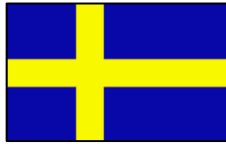
What percentage of time do you spend making phone calls on the following devices?

Denmark



45%
smartphone
42%
landline
13%
softphone on
computer

Sweden



60%
smartphone
32%
landline
8%
softphone on
computer

Norway

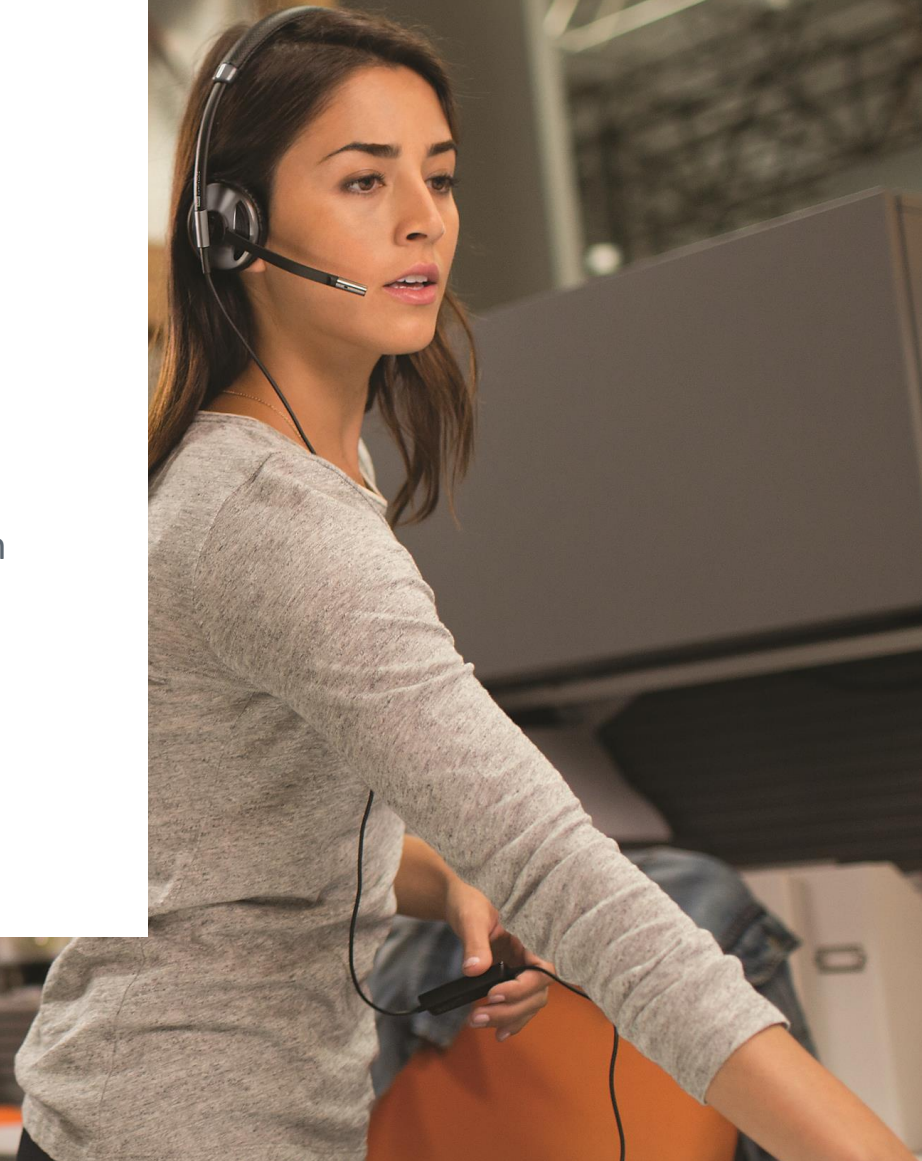


44%
landline
37%
smartphone
19%
softphone on
computer

Finland



75%
smartphone
16%
softphone on
computer
9%
landline



How would you describe your work environment ?

Denmark



69%
open plan
office
25%
closed office
6%
other

Sweden



58%
open plan
office
37%
closed office
5%
other

Norway



49%
open plan
office
34%
closed office
17%
other

Finland



59%
open plan
office
36%
closed office
5%
other



Conclusions

- Noise at work is a huge problem (74% of Nordics), only 26% believe its not at all distracting
- Root cause: Noisy colleagues and Voice communication (i.e. use of mobile phone) being most distracting
- 1/3 feeling productivity impacted and as many as 58% got lack of concentration
- Noise resulted in it being really tough to make calls (47% in Nordics)
- 80% stating they would be more productive if noise distractions were addressed
- In the Nordics 3/4 still work 5 days in the office and 31% would close the door in a noisy office environment
- 42% of interviewed had raised noise as an issue to management with as high as 43% of such being ignored and 14% of the fixing being inadequate
- Only 17% of people use head**WARE** to address the issue and more than half don't use (60%)

A person in a dark suit is seen from behind, looking out a large window at a vast city skyline under a cloudy sky. The window is framed by dark metal, and a metal railing is visible in the foreground. The city below is densely packed with buildings, and the sky is filled with soft, grey clouds.

Thank You