

Morgan Lovell

Survey:

# Great Workplace vs. Great Resignation

June 2022







# Great Workplace vs. Great Resignation

An insight into attitudes towards the working environment in the context of shifting employee expectations

The exact nature, size and reasons behind the Great Resignation continues to be debated. A popular theory is that employees are looking for the same level of freedom and flexibility they tasted during the pandemic.

What does the office offer that the home doesn't? If I can do my job just as effectively at home, why should I return?

Is my employer really considering my best interests? These are all good questions.

While many people enjoyed the benefits of working from home, recent experiences have also uncovered huge opportunities for the office to bring many benefits to employees and serve as a critical recruitment asset.



# Long live the office

Research reiterates that the workplace is a key component for a happy workforce, regardless of how regularly people use it. Today, employers are redesigning their workplaces for people who have changed their expectations of what a workplace is and does.

Our May 2022 OnePulse survey shows positive sentiment about the role of the office, with 19% describing themselves as a 'workplace socialite'. What's more, a third of employees say the office environment is a key factor when deciding whether to accept a job offer or not. The office is not dead, far from it. But the key to realising its potential is to treat it as a destination, creating a place people want to be.

Choice is arguably the key word. New opportunities for companies to work differently have emerged, and some are grabbing the bull by the horns.



# The workforce demographic is complex

Employers are managing vastly differing employee expectations. At one end, those aged between 18 and 20 are more likely to describe themselves as being a ‘workplace socialite’ – 31% compared to the average of 19% – who thrive in bustling environments. At the other end are the ‘creatures of comfort’, colleagues who are happy working in the way they have gotten used to since the pandemic struck (26%).

Around 23% of respondents described themselves as thriving or fine with workplace change – although the majority would prefer strong leadership to navigate it. The picture is complex, but it does present a great opportunity for business.

## Which term defines you most accurately? (choose only one)



502 Responses

**Over 40% of workers describe themselves as thriving in a busy work environment or have a positive attitude towards change in the workplace.**





# Build a great workplace, offer the choice to use it

Some people prefer the hustle and bustle of an office environment, while others are happier to stay at home some of the time. This could also reflect the different needs of an extrovert and introvert in the office. This was something workplace designers considered before the pandemic.

The best course of action an employer can take is to create an inviting workplace that people actively want to come to – one which caters to the socialites as well as those who seek quieter, more relaxed spaces. Build it well

with people at the centre and that space will sell itself, reducing the need to mandate the return to the office.

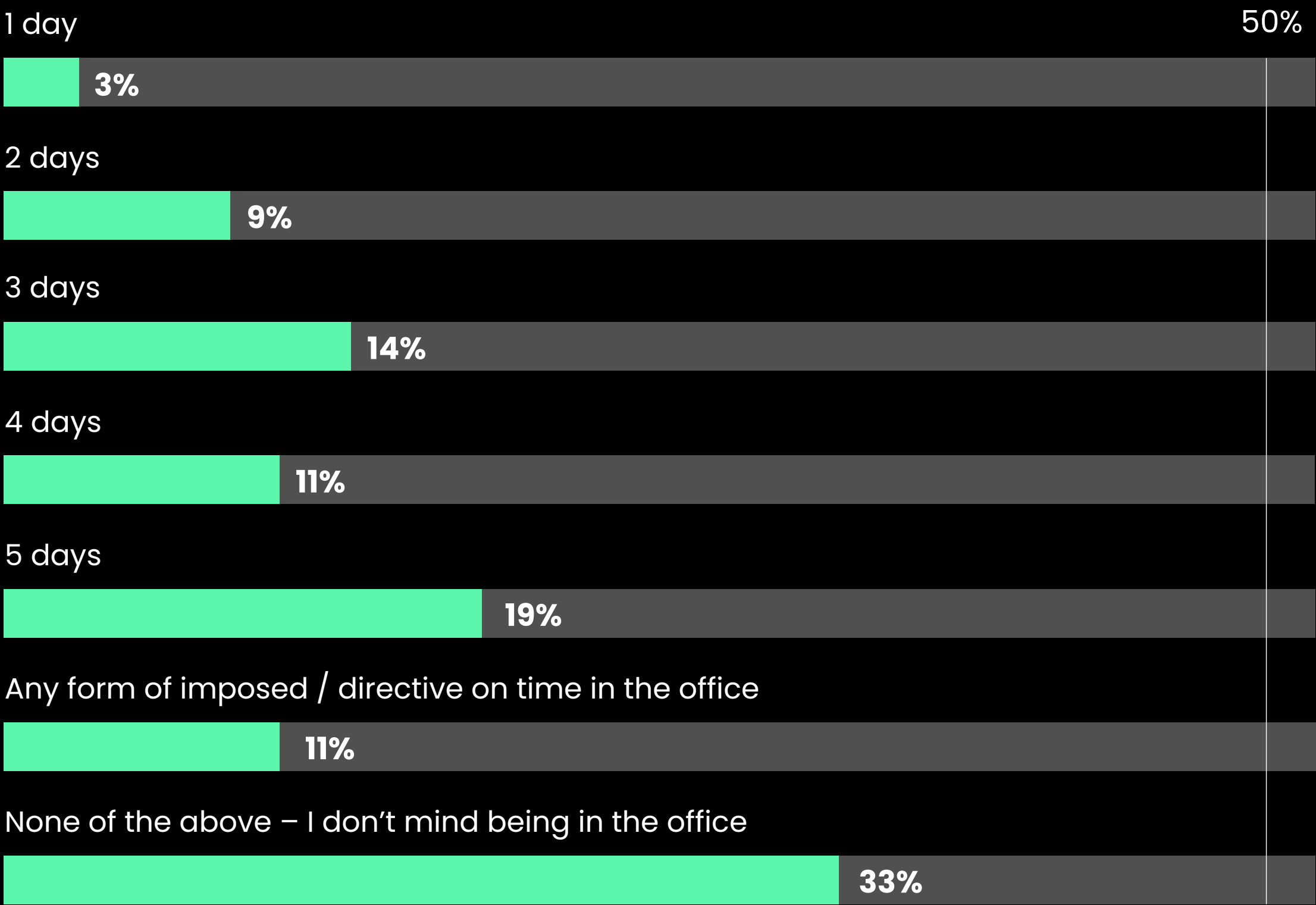
One in three respondents in our OnePulse survey said they don't mind any directive as they're happy working in an office – this is higher for those aged over 35, where the average is 44% in favour of the office – while around three in 10 employees would quit if they were mandated to work in the office either four or five days a week.

**“One in three respondents in our OnePulse survey said they don't mind any directive as they're happy working in an office.”**





# What (if any) level of imposed presence in the office would push you to resign?



502 Responses

**While a third (33%) wouldn't resign based on imposed presence in the office, almost 20% indicated that returning full time (5 days) isn't preferable, reinforcing the need and desire for flexibility.**



# Use the workplace to attract new talent

By offering choice and making the office a destination, employers will not only keep their team happy but also turn their workplace into a game-changing recruitment asset. The final question in the survey listed six factors which may or may not influence a decision to accept or reject a new job offer alongside the role, remuneration and responsibilities.

More than half (53%) of respondents said that the working model and option of flexible and/or hybrid working was an important consideration, with 40% citing the culture of an organisation as something which would impact their decision.

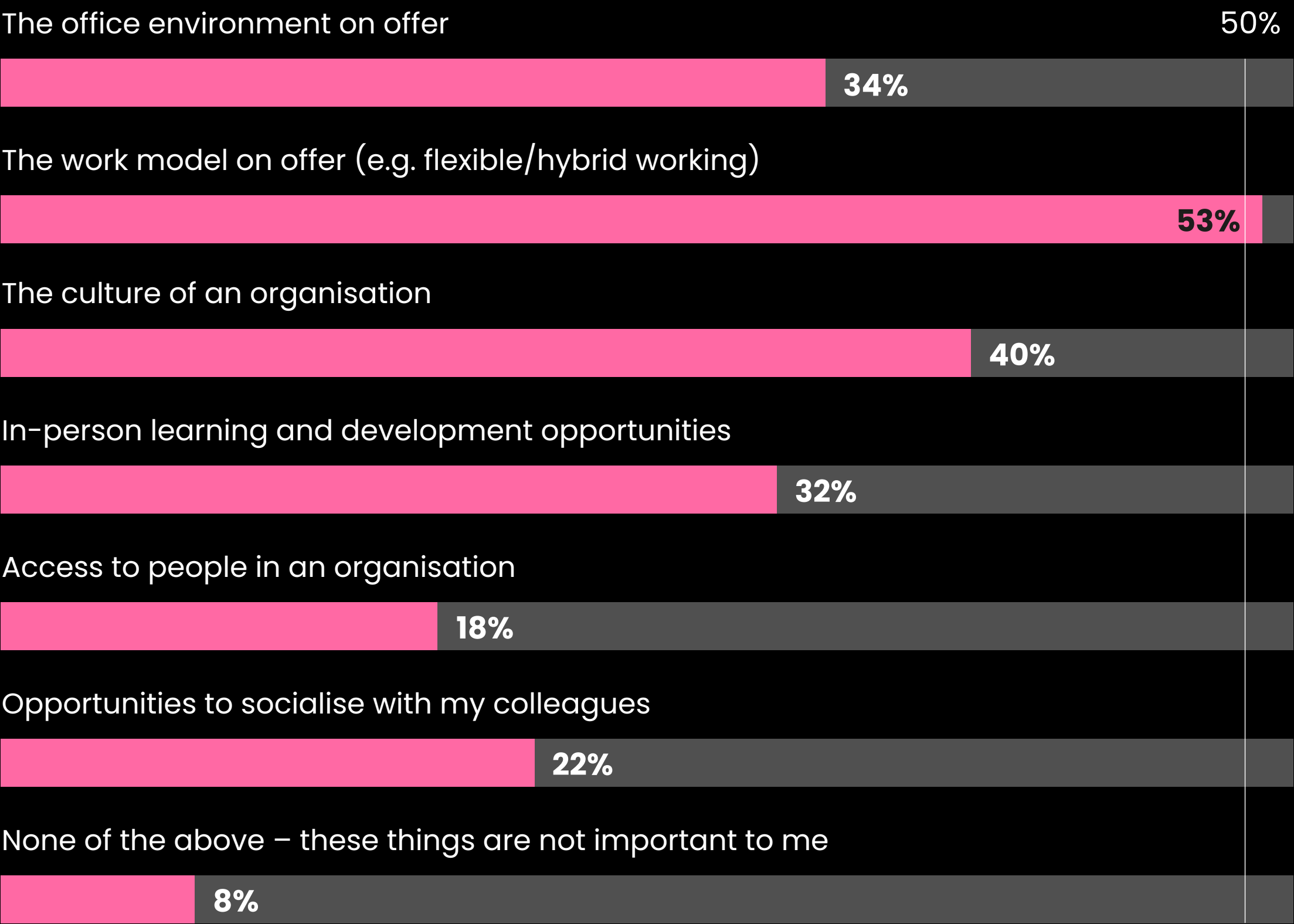


More than one in three specifically stated that the office environment (34%) and in-person learning and development opportunities (32%) were key factors. This is interesting given our 2021 research indicated that people weren't missing or valuing in-person L&D and mentoring. Individuals aged between 21 and 34 are more likely to agree that the office environment impacts their decision to accept a job offer, with 39% rating it as particularly important.

Overall, more than nine in 10 (92%) said that at least one such factor would influence their decision to accept a new role. From this we can deduce that the office can indeed offer something the home cannot.

Central to all six of these considerations is a great working environment. While there may be some concern around the mandated use of workspaces, offices can equally serve as a positive draw to companies. Fail to get the office (and policies around its use) right and organisations could lose out on the talent they need to meet their business objectives.

## When you're offered a new job, which of the following impact your decision in addition to the role, remuneration and responsibilities? (choose any that apply)



502 Responses

**When considering a job offer, most people value factors that can be enhanced by a rethinking of how workspaces can perform.**





# How do we get there?

Building a workspace that serves such purposes is complex because of the variety of needs and desires different employees have, and the prevailing view that a traditional office doesn't measure up to the comfort, convenience and suitability afforded at home. That said, transforming workspaces should be viewed as both a challenge and an opportunity for landlords and their tenants.

The problem is not the concept of the office or commuting to it. Rather, it is about the experience that the space offers to the people who use it, and the choices they have about when and how to use it.

Those firms who do it well will create a new balance between the physical and digital working environment that enables the full potential to be extracted from remote and flexible working. We think these superior offices

will be integrated into a new system of work that happens across different times and places depending on people's needs and those of the organisation.

What do such workspaces entail? There's no one size fits all formula, but offices will need to serve multiple purposes. Many already do. They offer space for focussed work with plenty of acoustic and visual privacy. They let in plenty of natural light and fresh air to support physical and mental wellbeing. They bring colleagues together in pursuit of shared purpose. They facilitate learning, getting to meet new people and enhance people's social lives.

The more of these boxes that are ticked, the better companies will be able to support the new era of work.



# Morgan Lovell

London  
16 Noel Street  
London  
W1F 8DA  
T 020 7734 4466

Southern  
Maxis 1, Western Road  
Bracknell Berkshire  
RG12 1RT  
T 01344 353 800

[morganlovell.com](http://morganlovell.com)

Photo credit: Three by Gleeds

