



Research brief

Space eligibility and standards

Space eligibility and function standards help CRE leaders better optimize their portfolio while increasing productivity. This report includes findings from our survey of prominent real estate teams around the world that you can apply to your workplace planning.



A strategic approach to space planning starts with standards

Forward-looking organizations develop informed guidelines to ensure employees and other contingent workers have the ability to utilize the right work settings for the type of work that needs to be done throughout the day. These space eligibility and function standards can apply to the use of conference rooms, workstations, collaborative areas, classrooms and more.

As many workplace leaders strive to do more with less, outlining these standards/guidelines can help optimize the portfolio while also fostering workplace productivity and elevating the human experience.

Definitions

- **Space eligibility** – Criteria used by companies to establish and implement efficient and equitable space use standards. This allows a specific workspace to be assigned and allocated to the appropriate staff. For example, all vice presidents and above receive a standard-sized office.
- **Space functions** – The general use for the space, as well as the parent category for the space type. These typically include values such as workstation, amenity, conference, food service and more.
- **Space type** – More detailed space categories that fall under space functions. These typically include values such as bench seat, standard workstation, video conference, team room and pantry.

Determining space eligibility

Globally, 69% of respondents define space eligibility criteria, down from 80% last year. One reason for this decline is the push toward mobility programs. As more employees are given the freedom to occupy several different work settings based on the work being performed, organizations are finding new value in opening up the possibility of choice within their own workplace, rather than limiting it based on seniority or salary.

“ Globally, **69%** of respondents define space eligibility criteria, down from **80%** last year. One reason for this decline is the push toward mobility programs. ”



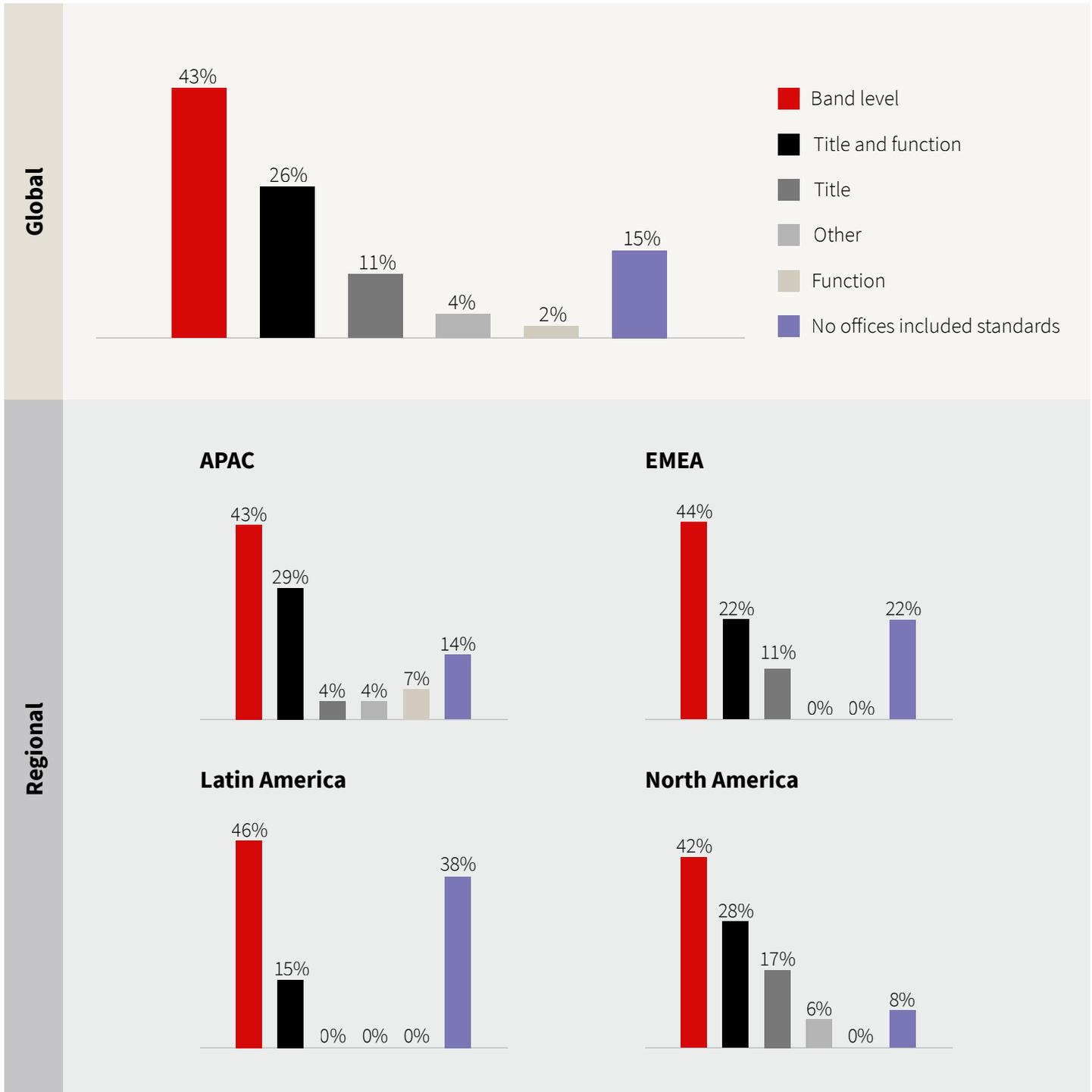
Research methodology

We asked prominent real estate teams from around the world to answer roughly 100 detailed questions about how they use their space. Ninety-one organizations participated in the survey, providing a response for each region in which they operate. In total, we received 162 responses.

Determining office eligibility

Band level, which establishes and organizes salary compensation for different roles, determines office eligibility for 43% of respondents—down from 56% in 2018. Title and function determine eligibility for 26% of respondents—up from 14% in 2018.

These changes could be attributed to growing emphasis on fostering productivity across the entire workforce, by offering “the right work setting at the right time,” rather than delivering those values primarily to those at the top of the organizational chart.

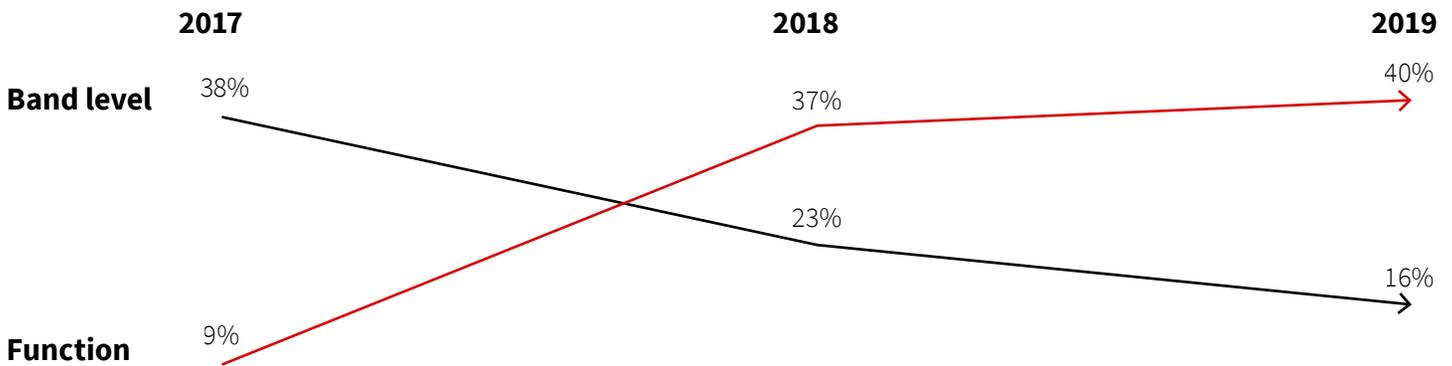


Criteria for assigning workstations

Increasingly, function is replacing band level as the leading determining factor for workstation type and size, shooting up from just 9% in 2017 to 40% in 2019. This trend reflects the growing prevalence of activity-based work, in which

the way employees work, as opposed to band level or title, drives space design. Giving employees choice and flexibility in where and how they work on a daily basis has become the norm, rather than an anomaly.

Criteria for assigning workstations, band level and function 2017-2019



Standards for space functions and types

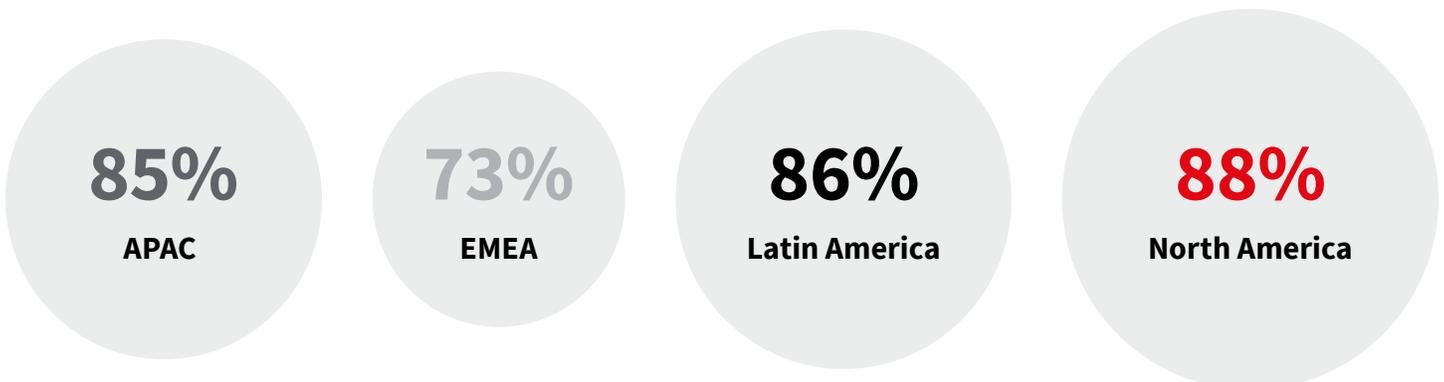
The lion's share of respondents said their firms actively define space functions/types and set standards to create uniformity and simplify planning. Such standards help their

teams build in more flexibility when planning for different business functions and streamline decision-making by minimizing uncertainty about how to best design space.

Do you have defined standards for space functions and/or types?

Globally, 84% of respondents have defined standards/guidelines for space functions and/or types, with North America leading the pack.

Respondents with defined standards, by region

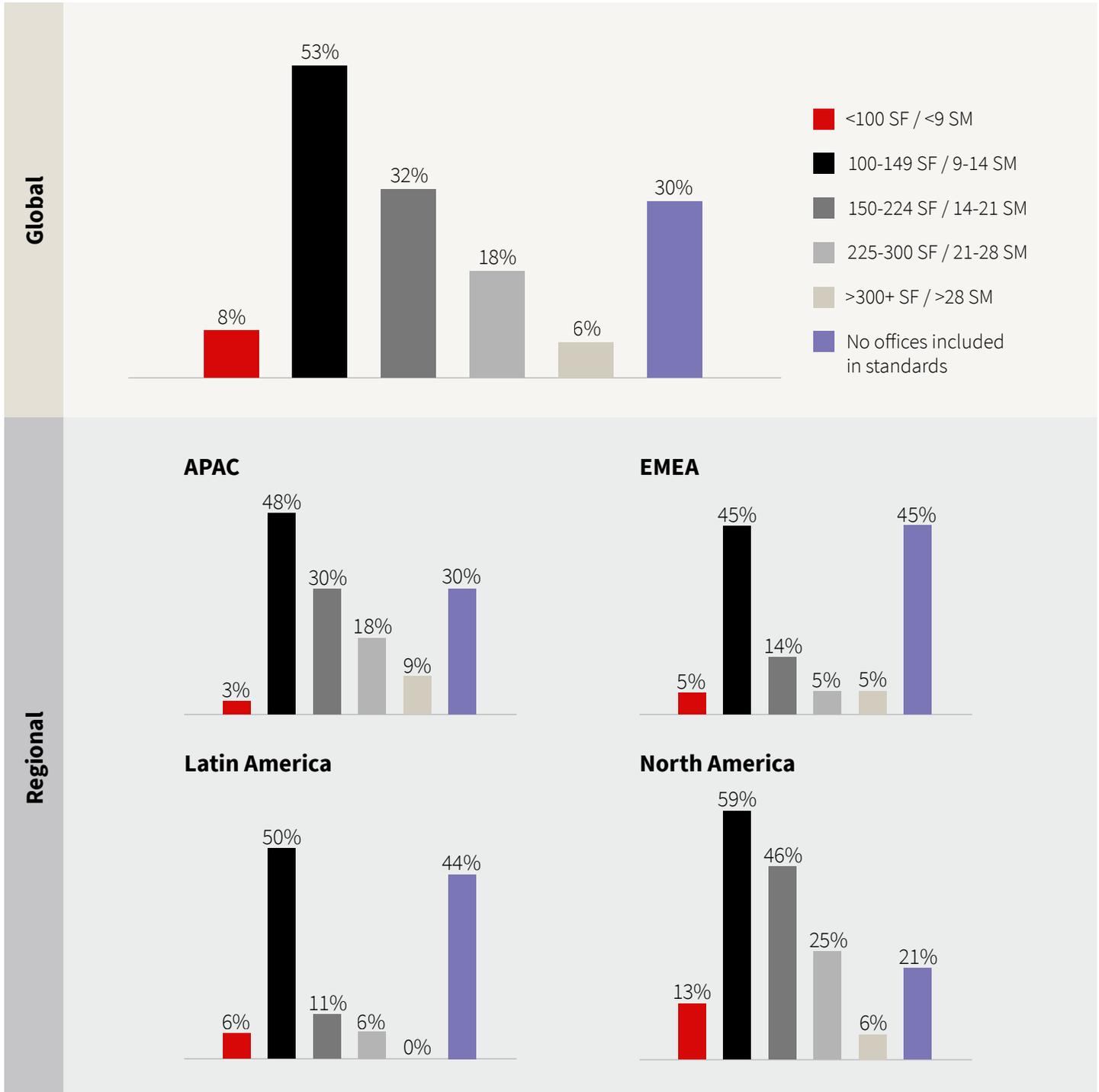


Standard office sizes

More than half (53%) of respondents report a typical office size of 100-149 square feet, down from 65% in 2018. That decline can be attributed to the fact that more

organizations are eliminating offices from their standards altogether. This year, 30% of respondents said no offices are included in their standards, up sharply from 14% in 2018.

Which of the following office sizes are standard in your portfolio? (check all that apply)

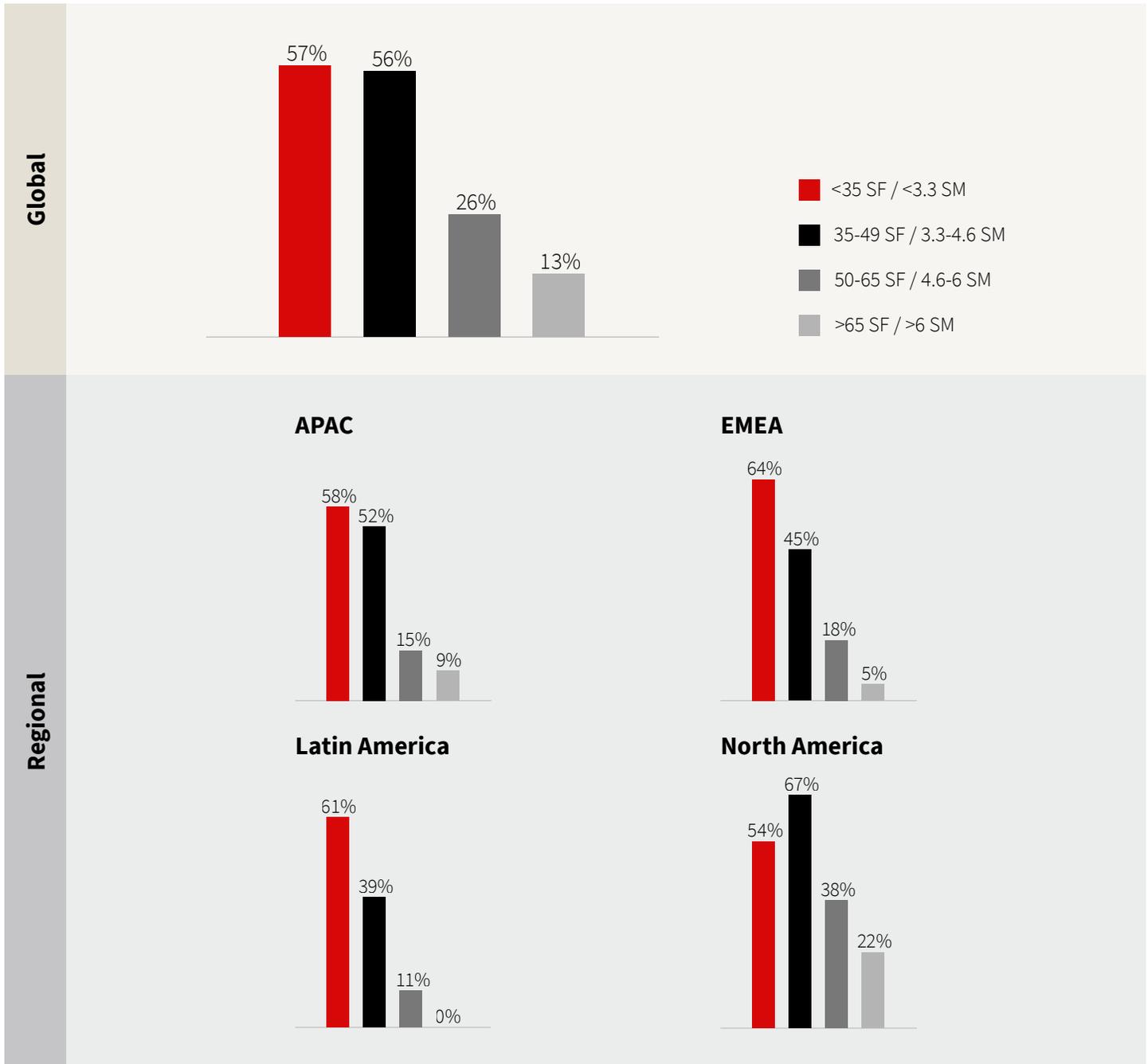


Standard workstation sizes

With densification on the rise and a movement towards activity-based working, organizations are including a greater variety of standard workstation sizes in their portfolios. Fifty-seven percent of respondents report that their portfolio includes workstations sized less than 35 square feet, up from 46% who said the same last year. A greater number of respondents also report their portfolios

include workstation sizes of 35-49 square feet (from 53% to 56% year-over-year) and 50-65 square feet (from 23% to 26% year-over-year). Only the largest workstations, greater than 65 square feet, saw a decline in the number of respondents who have them in their portfolio, from 14% last year to 13% this year.

Which of the following workstation sizes are standard in your portfolio? (check all that apply)

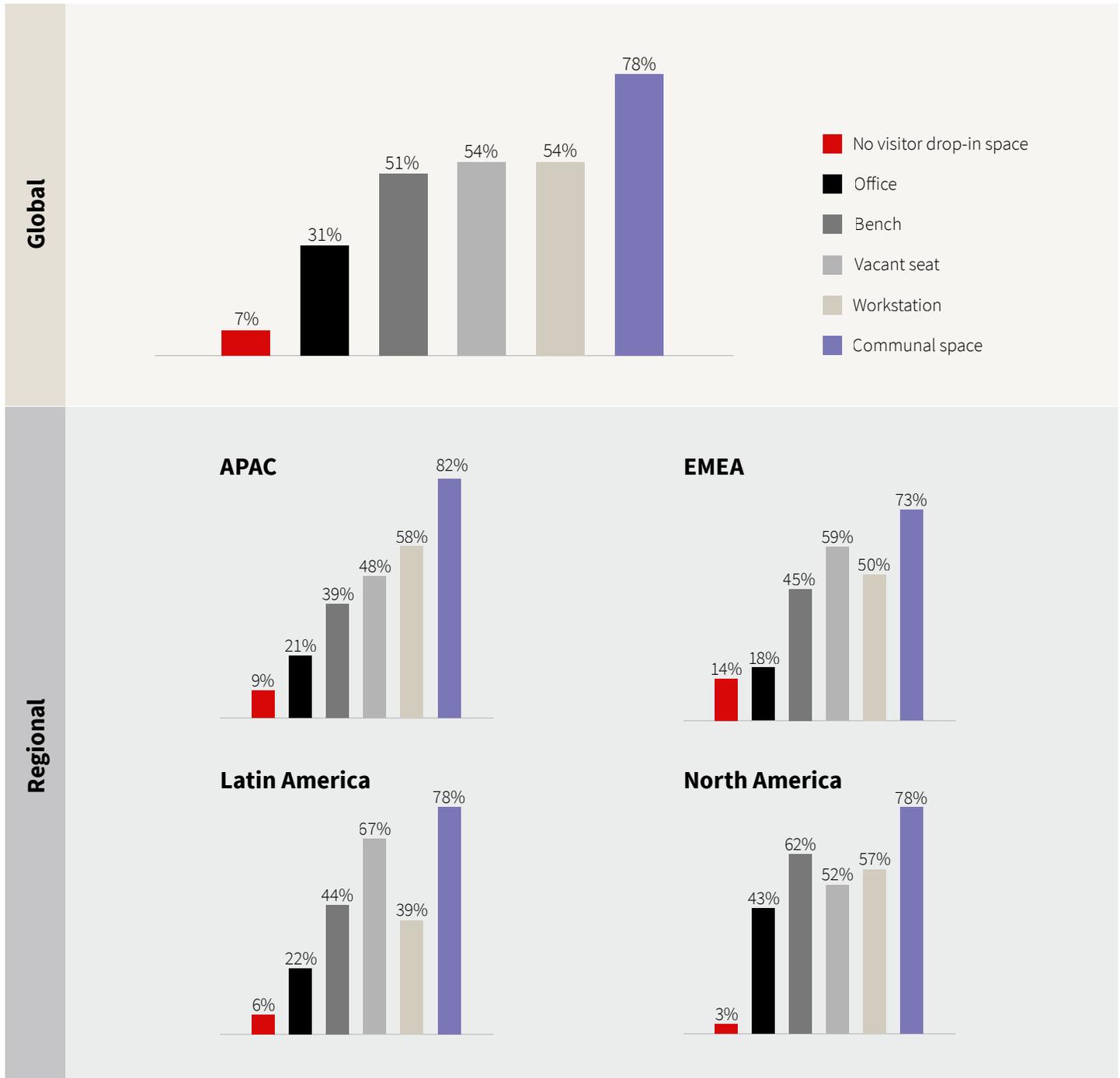


Types of visitor drop-in spaces

To support increasing mobility trends, today's firms tend to provide a wide range of drop-in space types for employees and visitors, such as communal space—the most common type—as well as benches, workstations, vacant seats and offices.

According to our survey, communal spaces lead the pack in this department, with 78% of respondents providing this type of space for drop-ins. Meanwhile 54% offer workstations and vacant spaces to visitors. Just 7% of respondents allocate no drop-in space for visitors.

What type of visitor and employee drop-in space do you provide? (check all that apply)



Space configurations

With regard to space planning, it's important for organizations to first decide on their desired mix of office, workstation and communal spaces, and then determine office and workstation size standards. A calculated approach will help ensure standards align with organizational culture and values.

Organizations use standards and functions to help determine the optimal configuration of the primary types of workspaces for their employees. They also may use a matrixed or tiered approach to delineate between headquarters space standards, versus regional or local offices.



Key takeaways

- Determining the best types of functional work settings to support an organization's culture, employee productivity and human experience is becoming increasingly important and requires a strategic approach.
- Workspace sizes are increasingly being determined by function—versus by band level—as the shift toward activity-based working grows.
- Aligning workplace standards, eligibility criteria and work setting functions with objectives and goals enables organizations to create a workplace that supports the work different teams and employees need to accomplish.
- Organizations that implement standards and eligibility guidelines and criteria are more prepared to determine the design of their workplace and ensure it helps drive a positive employee experience.



Learn more

The changing world of work requires global leaders to seek out and act on novel ways to stay ahead. Understanding how other organizations are adapting their space strategies can help.

JLL publishes additional research findings and insights on trends driving workplace transformation, including:

- **Key occupancy benchmarking metrics**
- **Space allocations and chargebacks**
- **Demand forecast planning**
- **Coworking**
- **Mobility programs**
- **Utilization**

Visit our [online space planning resource center](#) to learn more.

