

# Managing Noise: Hear, be heard and focus

## Survey Results - Global

Influencer/Press presentation  
October 2017

# Executive Summary

Managing Noise: Hear, be heard and focus is about the challenges of working in an open office environment.

Plantronics surveyed 2,184 professionals from a variety of industries and seven different countries\* about the effects of noise in the workplace. Each employee works in an open-space office of more than 500 employees, and works from there at least once a week. The results were consistent around the world. Noise creates distraction. And distraction undermines employee productivity, customer satisfaction and business performance.

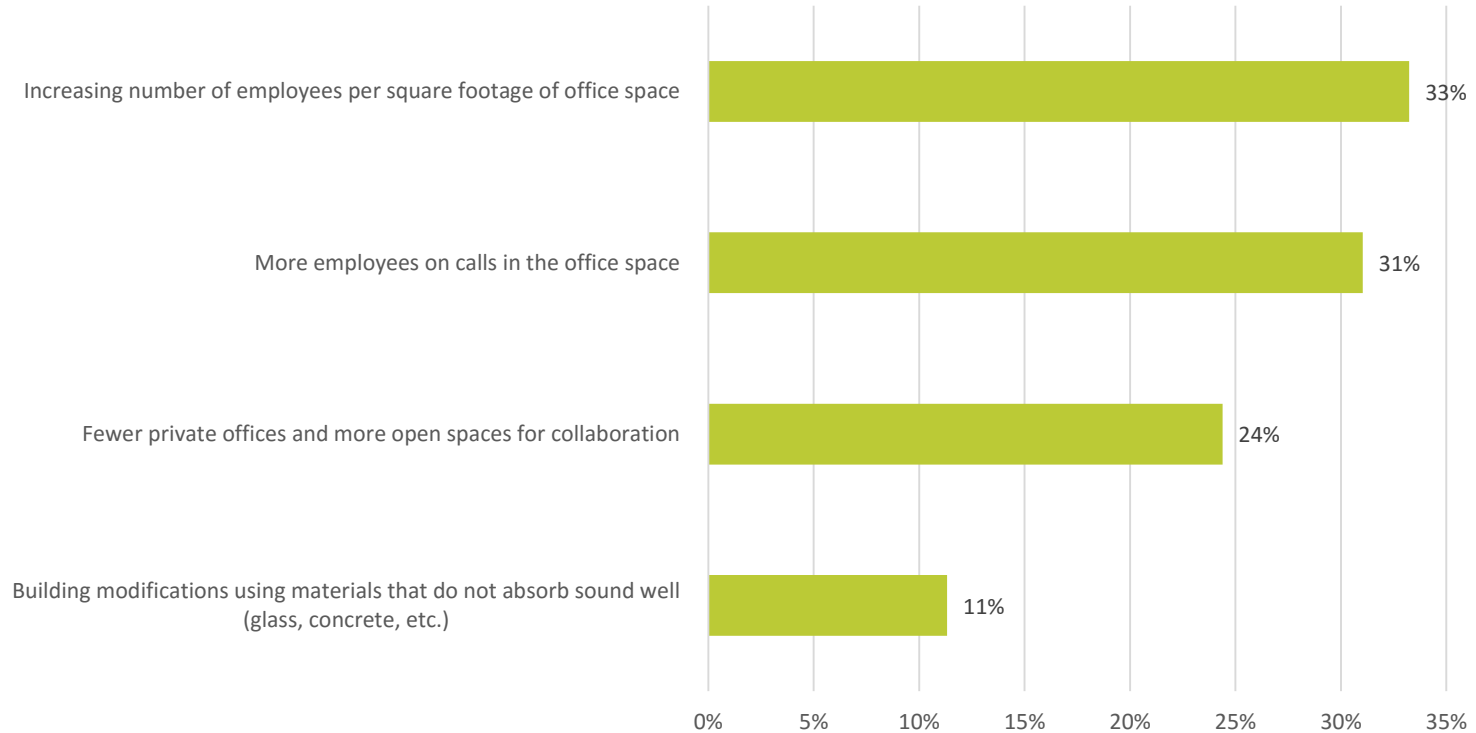
\*Australia, China, France, Germany, Sweden, UK and the US

# Key Takeaways

- The primary cause of noise in the workplace is the increasing number of employees per square footage of office space
- 55% of respondents are disrupted by noise multiple times a day
- 36% of employees have been complained to about the noise they create that disturbs those around them
- Biggest challenge of noise in the workplace is an inability to focus
- 94% believe they would be more productive in a less noisy environment
- Loud talking on the phone is by far the largest noise complaint at 29%
- 29% of respondents go to a quieter area in their company when it gets too noisy at their desk
- 34% of companies provide guidelines to help address noise issues
- Over a third of people surveyed said customers complain about the noise they hear from the other end of the call
- 70% work for a company that has taken **no action** to remedy the noise problem
- 77% of employees surveyed would prefer to work in a more traditional workspace with high walled cubicles or offices

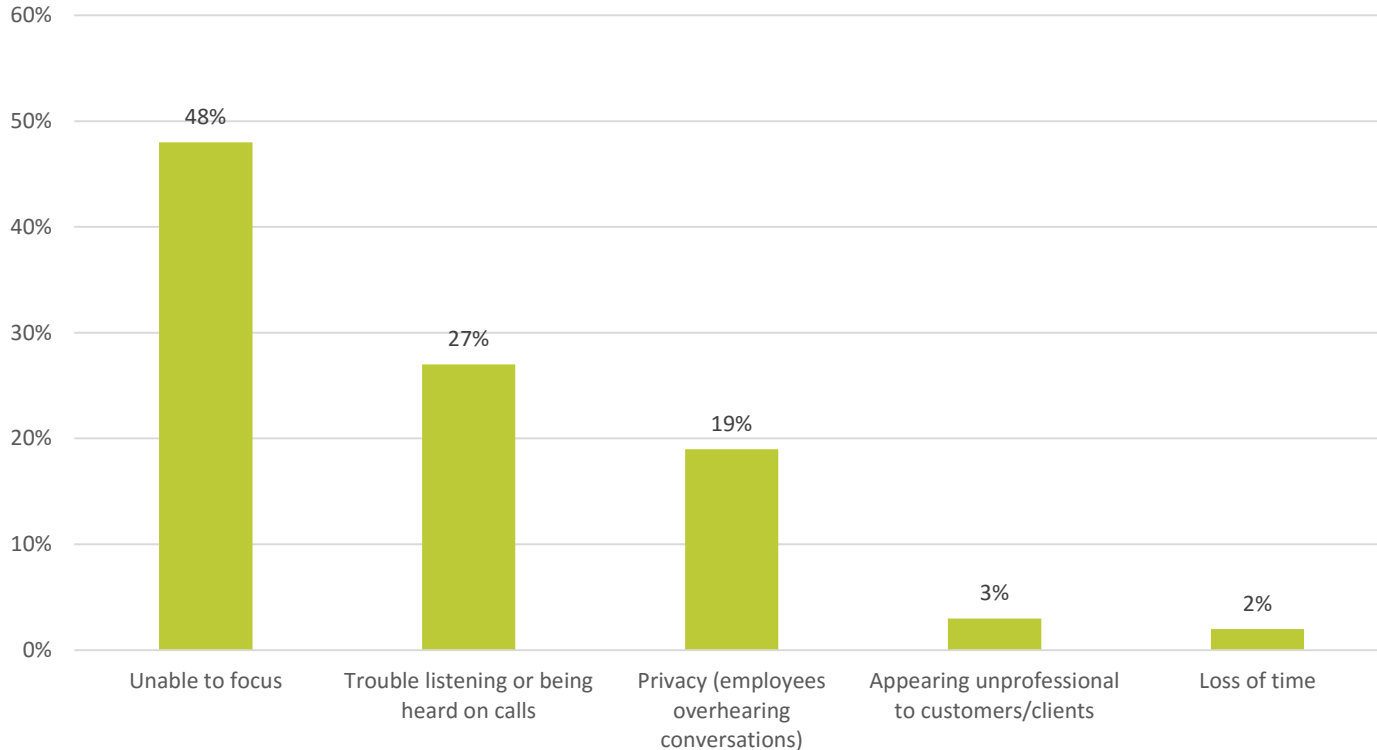
# More employees in the office and on calls are the main causes of noise

Q: What is the primary cause of noise in your workplace? (Overall)



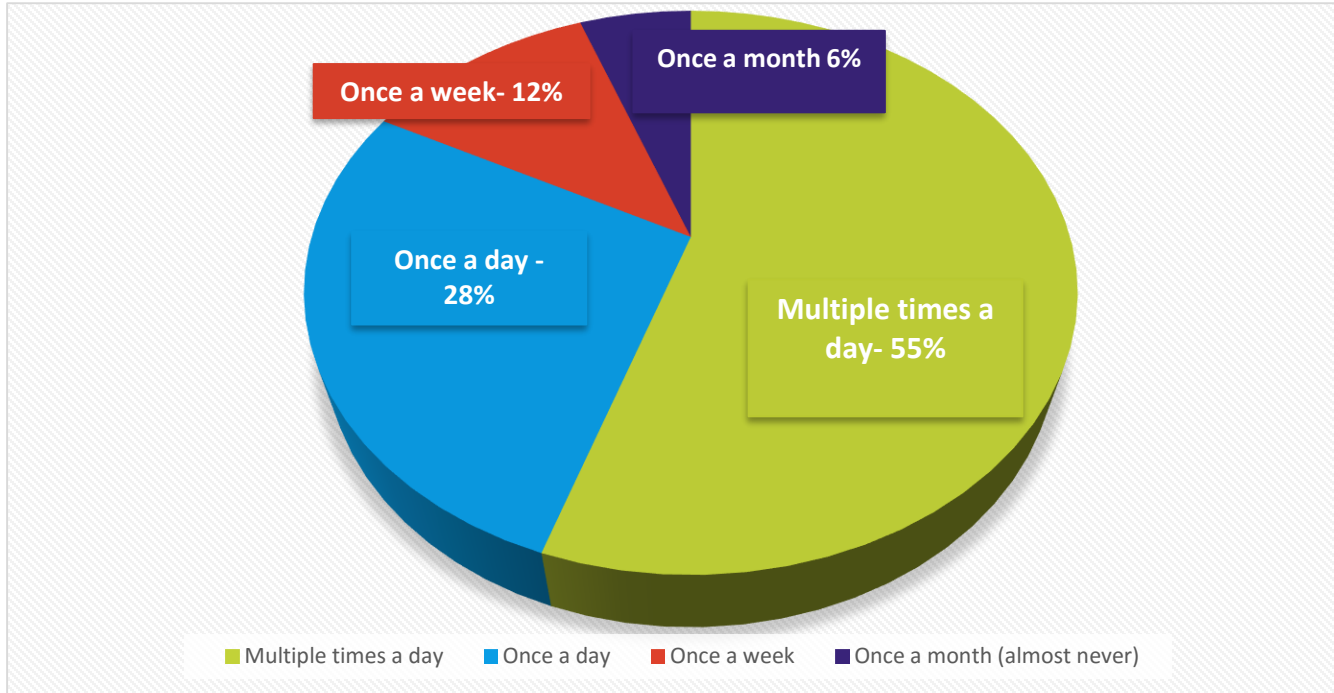
## Inability to focus; top challenge of noise for open office workers

Q: What do you see as the biggest challenge of noise in your workplace? (Overall)



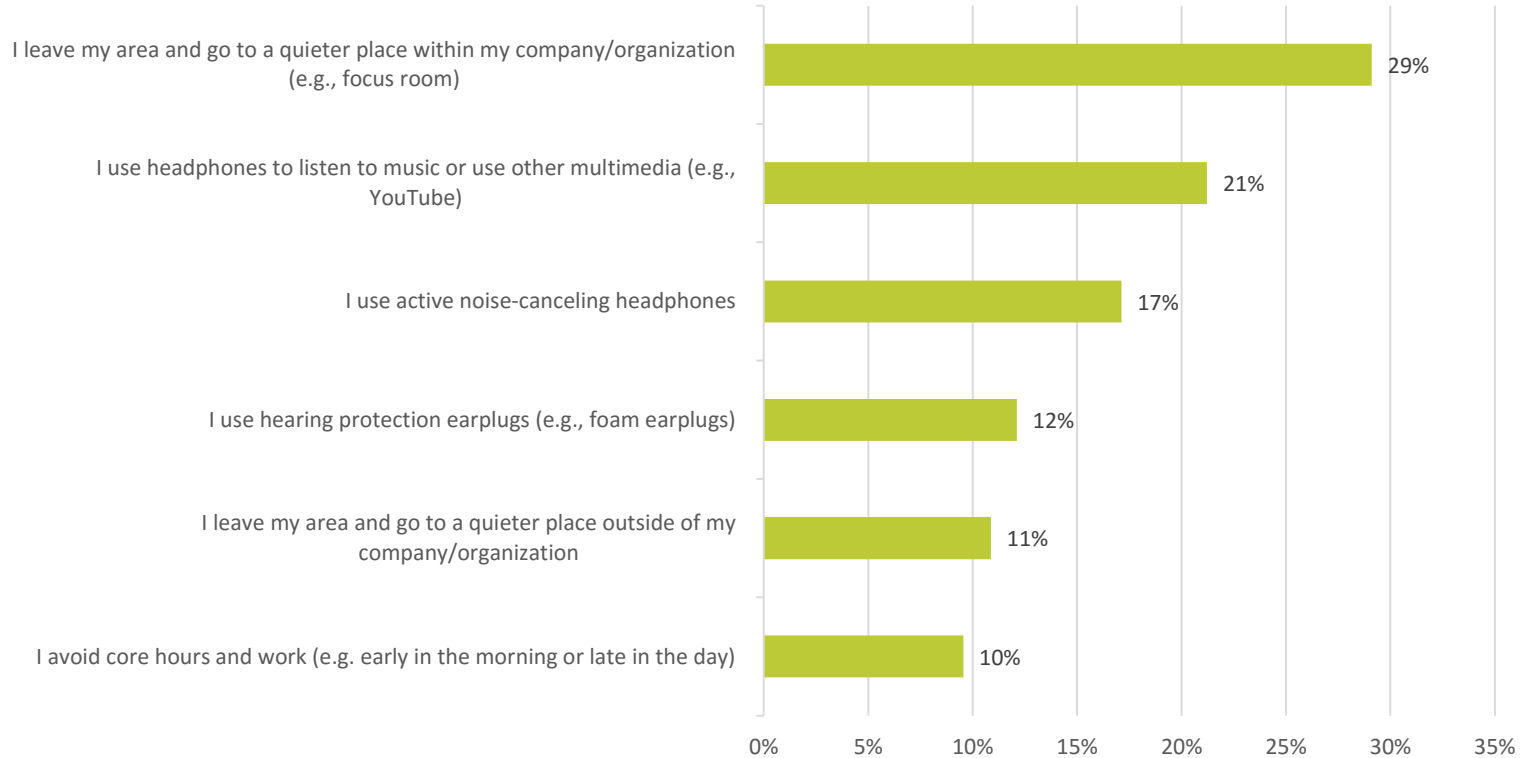
# 55% of respondents report having to take steps to mitigate noise multiple times per day

Q: How often do you have to take steps to mitigate noise? (Overall)



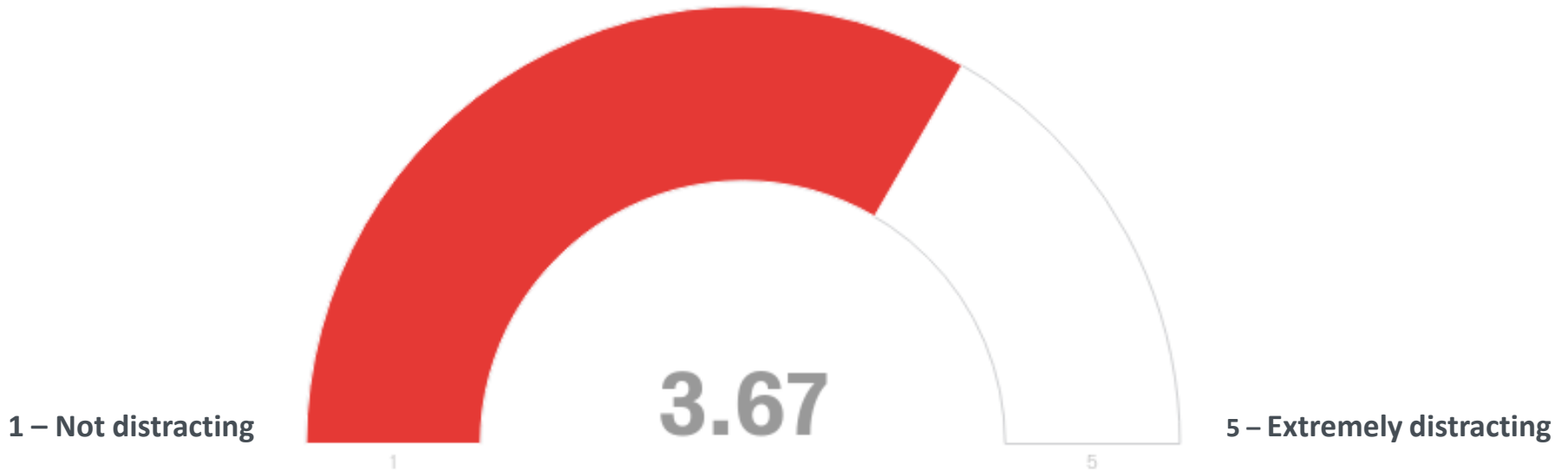
## The majority of respondents manage noise by finding quieter places to work or using headphones

Q: What do you do to manage noise in your workplace? Which of the following, if anything, do you do in order to shut off/reduce ambient noise while working? (Overall)



## Unwanted noise is a disruptive force

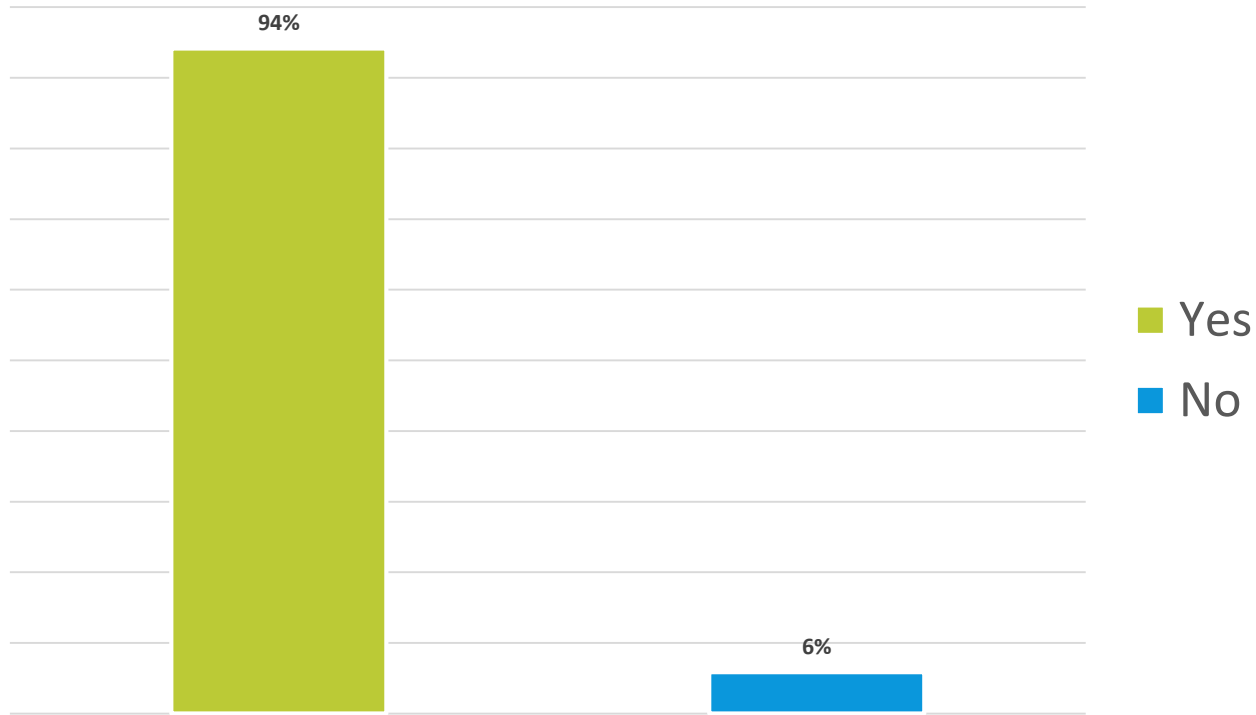
On a scale of 1-5, how distracting do you find the noise in your environment, with 5 being extremely distracting? (Median)





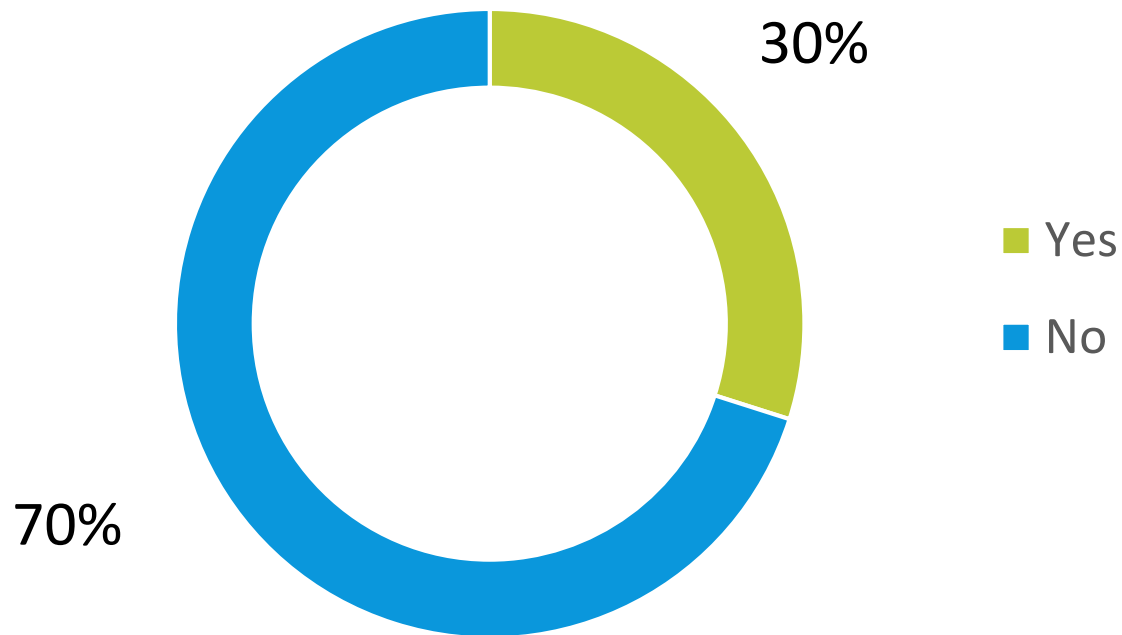
# 94% of respondents believe they would be more productive in a less noisy environment

Q: Do you believe you would be more productive in a less noisy environment? (Overall)



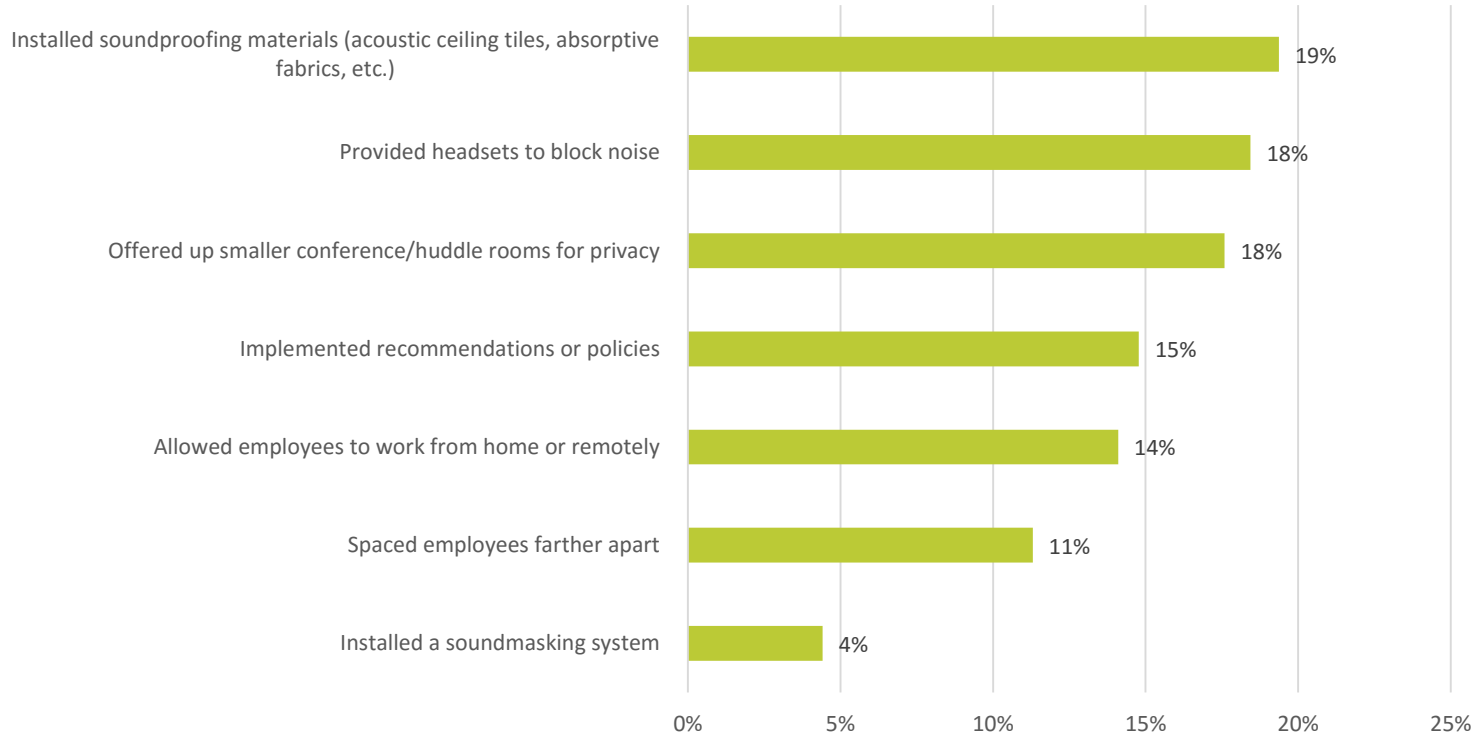
**The majority of respondents say the companies they work for have not taken any action to help with noise**

Q: Has your company taken any action to remedy the noisy environment? (Overall)



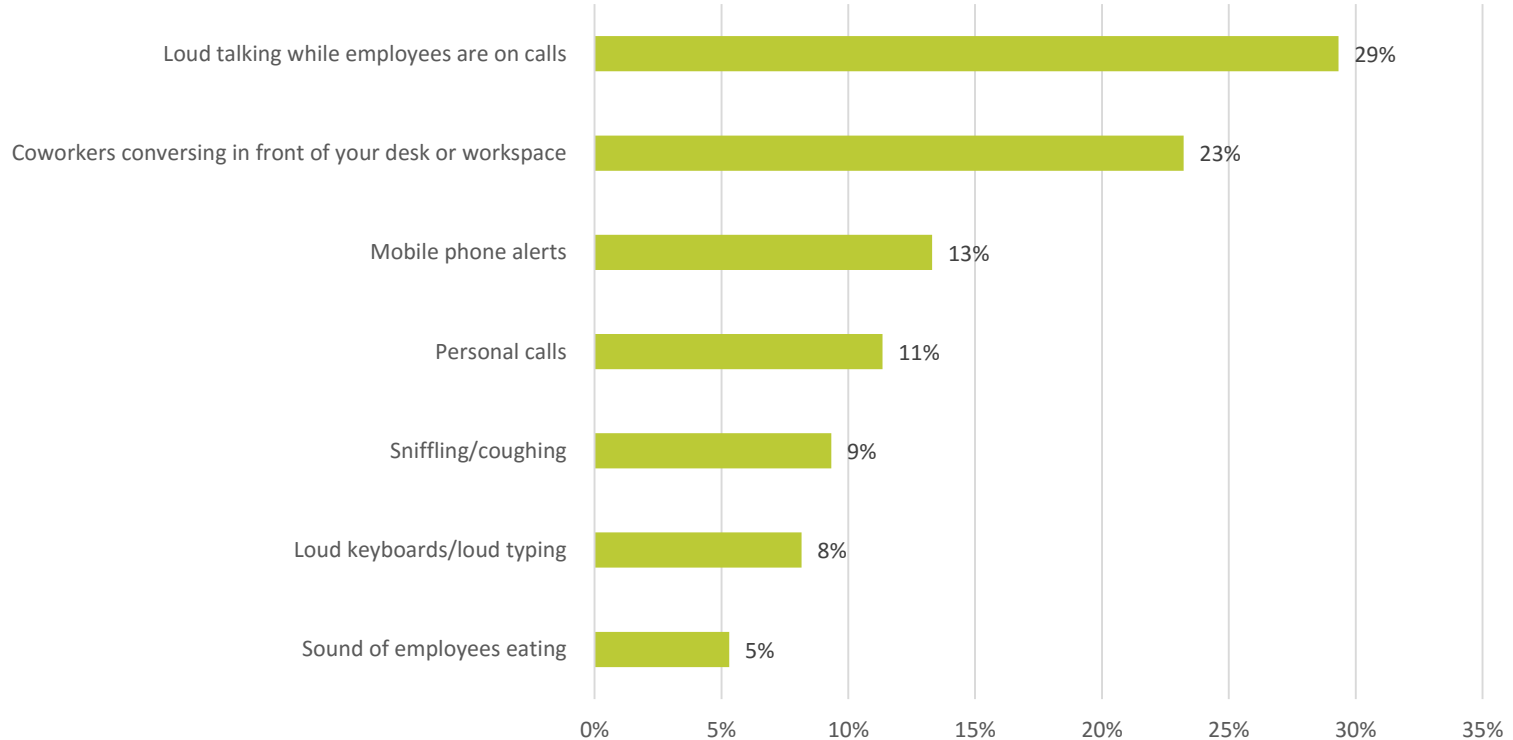
## Companies have varying tactics in remedying noise

Q: What has your company done to remedy noise? (Overall)



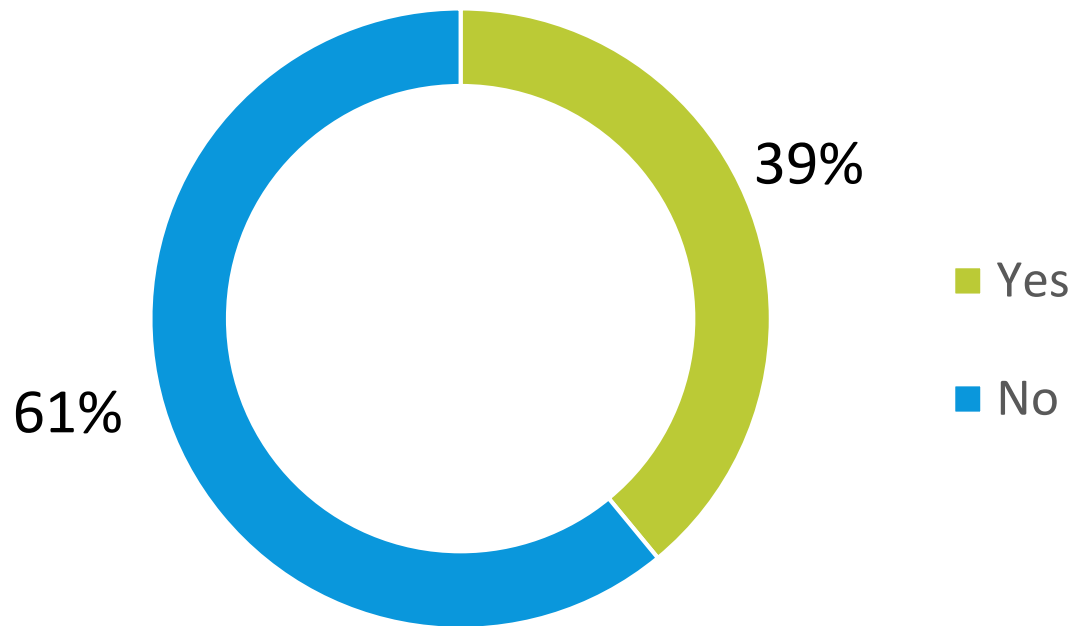
# Loud talking ranks as most annoying noise heard in the open office

Q: What are the most annoying noises you hear? (Overall)



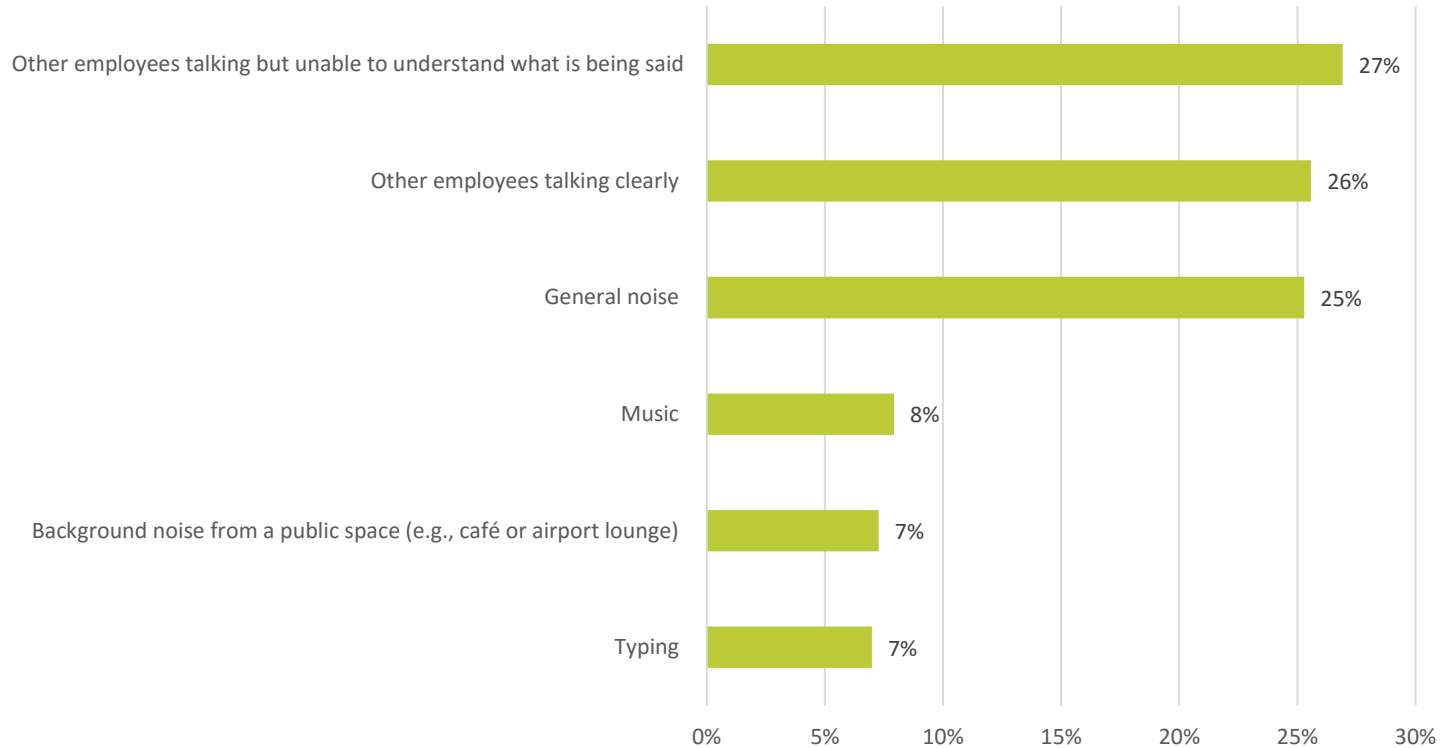
## Over a third of of respondents report customers being able to hear office noise on their end of the line

Q: Have your customers ever complained to you about noise they could hear from your end of the call? (Overall)



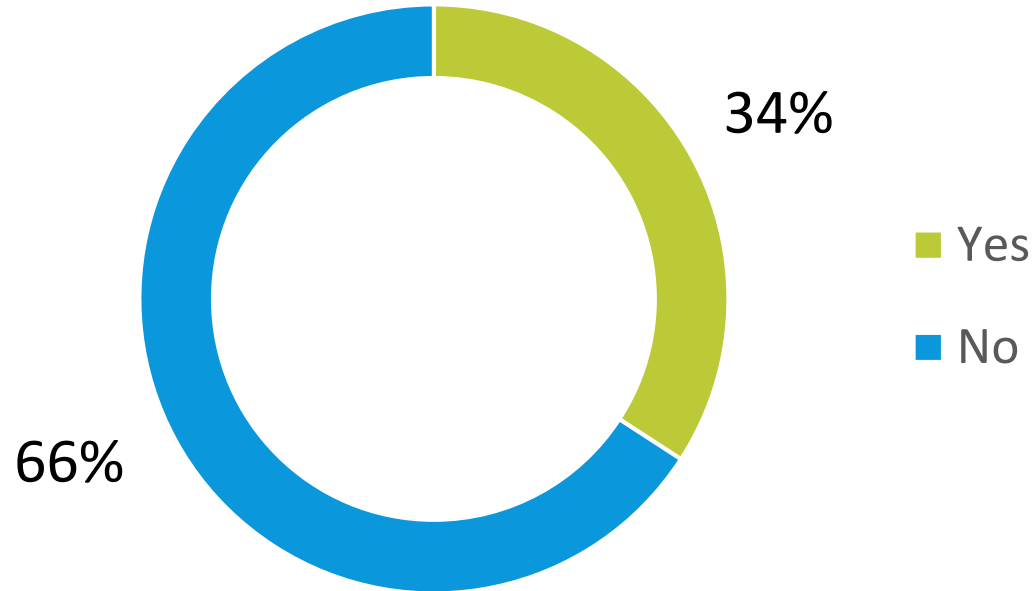
# People talking makes up for over half of what customers hear on their end

Q: What could they hear in your background? (Overall)



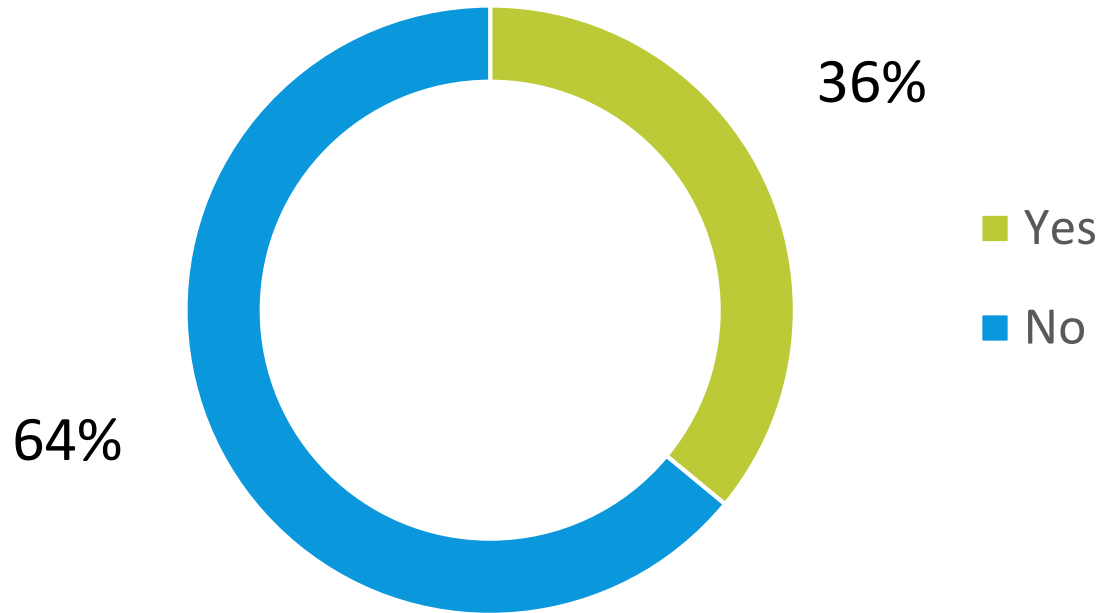
## 34% of respondents report their company providing best practices in addressing noise issues

Q: Does your company provide guidelines or best practices to address noise issues in the office? (Overall)



## 36% of respondents report having created distracting noise themselves

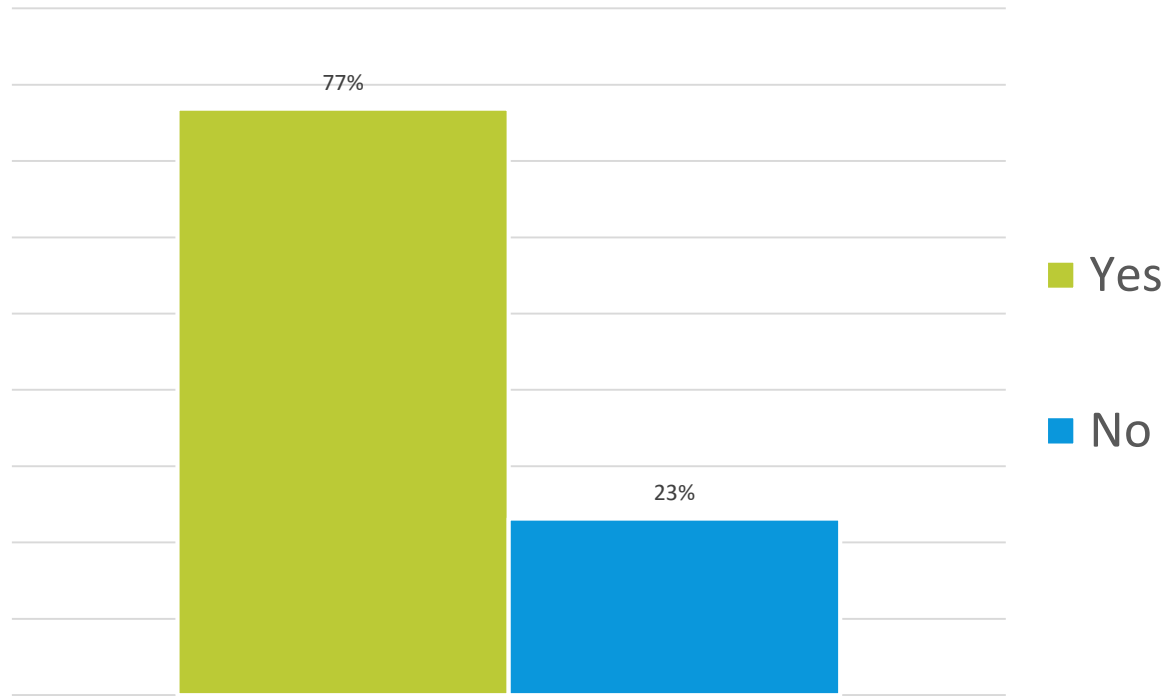
Q: Have employees ever complained that you create distracting noise during the workday?  
(Overall)





## The majority of respondents report preferring to work in a more traditional workspace

Q: Would you prefer to work in a more traditional workspace with high walled cubicles or offices?  
(Overall)



Thank You

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