



HOW TO USE SPACE  
AND WORK MORE  
EFFICIENTLY



RENEWING AND INTRODUCING  
WORKING METHODS AS A  
PART OF CHANGING THE  
WORKING ENVIRONMENT



INTERIOR DESIGN THAT  
SUPPORTS COMPANY  
IDENTITY

**As a network partner of Senate Properties, Workspace is involved in providing expert services in work environment development for the customers of Senate Properties. Cooperation has started in 2003 and in this time government agencies, together with Senate Properties' experts and their network, have carried out dozens of work environment development projects.**



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*Every work environment development project is a unique and individual process. The Change can be very big and thus management of change will be needed so that the project can be successful.”*

JORMA HEINONEN, DIVISION DIRECTOR, OFFICES, SENATE PROPERTIES



The Senate Properties headquarters, Helsinki

Senate Properties is a state-owned organisation that provides expert services in premises and work environment development. In this role, Senate Properties answers comprehensively for the customers' work environment and premises development and solutions. To support its customers in changing work environment, Senate Properties has invited service providers of strategy-based work environment development to tender, and thus it provides the best possible experts for every situation to meet the customer's needs. Expert services are strategic, action-based, user-oriented and involving.

Cooperation between Senate Properties and Workspace has started in 2003. During this time, government agencies have carried out together with Senate Properties' experts and its networks dozens of work environment development projects from individual organisations work environment concepts to national concepts. Starting point in the projects is the state premises strategy which in future will limit the use of space to 18 m<sup>2</sup> per person in state administration.

Senate Properties has been a pioneer in work environment development in Finland and it has been actively developing the field. Even though in many offices, people work in traditional style premises, successful projects have raised a lot of interest for the field. Division Director Jorma Heinonen says:

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***Senate Properties manages state office premises and it has helped state agencies in work environment development since the beginning of 21st century. In that time, work environment development got more importance. Simple property management related services were not enough any more when our customers started to wish a new kind of work environment, lower costs per square metre and better work satisfaction as well as support for realisation of this change.***

“Government agencies need to remodel their work environments, lower costs and achieve remarkable savings without compromising work satisfaction, and work environment development is the means for this. Many projects have been carried out and the results have been good. The estimation of cost savings is often around

10 to 15% after the reduction of investment costs.

The need for work environment development in state administration is increased by change in working methods, especially the development of information technology and electronic systems, wireless Internet connections, portable computers and mobile devices. With electronic customer service systems, customer service facilities change and in some cases they are not needed to the same extent as before. All these changes require a new perspective on working. Office with private office rooms does

not support the development any more because we really want to promote cooperation, new working methods and flexibility at work. With private office rooms, sufficient reduction in the use of space is not achieved either.”

National concepts enable substantial cost savings for certain state operators since the work environment concept designed for the organisation can be adapted for use in different localities and offices. If necessary, however, the concept will be reworked and updated on the basis of feedback and experiences received from different localities.



Finnish Tax Administration, Helsinki

# Case: Senate Properties

The concept gives a sort of basic framework which will be defined and adapted to suit each office. Together with Workspace, this kind of a national concept has been created for e.g. the National Land Survey of Finland that can be regarded as a pioneer in state administration. The National Land Survey has a completely mobile multi space office which means that no one has a working space of their own. Over booking rate is as high as 25% (i.e. there are 25% less working spaces than employees).

According to Heinonen, the idea of over booking is still new in many offices but he predicts that in future undesignated working spaces will become more common and the utilisation rate of working spaces will be increased. In this way, space efficiency can be improved and substantial cost savings achieved. According to him, work environments will become even more paper-free with electronic systems in future, which makes work more flexible. Often this requires a big change in the way of thinking and strong support for the change process.

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*Every work environment development project is a unique and individual process. Often it can be even frightening because people are*

*afraid that something will be taken off of them.*

*They do not think that we want to develop a better work environment for them and support a new way of working. The Change can be very big and thus management of change will be needed so that the project can be carried out successfully.”*



Academy of Finland, Helsinki

## Senate Properties as a pioneer in modern way of working

In 2013, Workspace was involved in carrying out work environment development project for Senate Properties itself. In that time, Senate introduced mobile multi space work environment. For Heinonen, the most important in this renovation is that one's place can now be selected to suit one's working duty. You can either conduct work that requires concentration in your own peace or alternatively be in interaction with your colleagues which has a great sig-

nificance for work satisfaction and motivation. The example of Senate Properties has a great importance for state administration operators, i.e. Senate's customers, according to Heinonen.

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*We show to other government agencies how square metres are well utilised and how work can be supported by facilities in the way that people will be motivated, work efficiently and actively distribute information to each other. Multi space environment promotes ever more important team work. We have different work spaces for different situations, rules for facility usage, and possibility to work in distance. With Lync system, you can flexibly hold videoconferences. Even though we have 25% over booking, sometimes I wonder where all the people are when it is so quiet here.”*

# Case: Senate Properties

Senate has a pilot facility in their new premises where the customers can come to a certain period of time to experience working in multi space environment and explore their own unit's work, use of space, and use of different supportive facilities. Senate experts make fact-finding tours with their customers in destinations where projects have been realised and in this way raise awareness of the possibilities offered by new kind of work environments. For employees that come from traditional private office environment, it may be difficult to picture how it would be to work in the new environment. Thus, Senate has a central role in promoting of new work culture in state administration.

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*Usually the idea of new way of working is up to the individual's way of thinking. There are certainly spaces that have e.g. a high confidentiality rate and these spaces are always designed individually. But there is no real reason for why a multi space office could not be suitable for every individual. In our office, the managing director and management are equally working in undesignated working spaces.*



Ministry of Employment and the Economy, Helsinki

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*In state administration less is definitely more. Work can be made more effective by remodelling work processes by utilising new technology. With the help of new work methods and multi space environment, cost savings can be achieved and work productivity enhanced. With facilities you cannot change everything instantly but in the course of time many things can change. The culture changes the slowliest; it requires years to change.*

*As a rule, all the people involved in work environment development have been satisfied with the change though sometimes the beginning may be a bit challenging.”*

# Ask more information!

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