Aspects of Workplace Design

Interpersonal Aspects of Workplace Design

1. Evaluating the Built Environment

The built environment and its nonphysical features influence workers.
Laboratory studies ask people to rate models or diagrams of environments.
The function of the environment affects their opinions.
Field studies are difficult and have many confounding variables.

2. The Office as a Built Environment

A) Beyond specific aspects of office design (i.e., illumination, noise, workstation) to address more global aspects.
- size
- arrangement
- decoration
- windows
- furnishings
- automation

B) Office Activities (Table 15-2; 15-3)
- Cognitive
- Social
- Procedural
- Physical

2. The Office as a Built Environment

B) Types of Offices
1) Open Plan
   - “Bull Pen”
   - Landscaped
2) Cellular

C) Design Issues for Office Types
1) Social Behavior
   - small areas vs. large areas
   - personalization of work area
   - status markers

2) Disturbances (Table 15-5)
- higher in open-plan and landscaped offices
- work related
- social

3) Health
- headaches more prevalent in open-plan office
- Air conditioning

4) Designing Open-Plan Offices
- Use sound absorbing materials
- Personification and rearrangement of the workstation
- Privacy islands

4) Designing Open Offices, Continued
- Marked visitor paths
- Silent ring telephones
- Clearly marked flow paths
- Design for visitors
- Plan for air flow
- Overplan for storage
2. The Office as a Built Environment

D) Windows
- No performance decrement due to lack of windows
- Usually seen as a status marker

E) Furnishings and Arrangements
- Moderate furnishings
- Living plants, aesthetic objects, and tidiness (Table 15-6)

F) Office Automation
- Automated aids most common in motor skills, rule-based decision making, and data organization.
- Figure 15-3