



Bringing quality  
to the  
built environment

## *Satisfaction, Stress and Well-Being in Open-Plan Offices*

### *Objectives*

To identify linkages among environmental satisfaction, job satisfaction, job stress and employee well-being. To explore physical predictors of satisfaction with lighting.

### *Background*

The relationship between job satisfaction and organizational productivity, and that between workplace environment and environmental satisfaction, have both been extensively studied. However in order to draw useful conclusions about the effect of physical environments on organizational productivity we also need to understand the link between environmental satisfaction and job satisfaction. Little work has been done so far in this area.

NRC-IRC was therefore pleased to be given the opportunity to analyse a rich set of survey data on a large range of workplace satisfaction issues and corresponding physical conditions that had been collected by Haworth Inc. in an American office building. Physical measurements in the data set included temperature, noise and light levels, workstation dimensions, and access to outside views.

### *Statement of Work*

In the course of this project we have:

- Developed and tested a comprehensive model of the relationships among physical factors, environmental satisfaction, job satisfaction, stress and well-being in the observed offices.
- Analysed how the physical environment, including aspects such as glare and outside view, affects satisfaction with lighting.

### *Outcomes*

- A comprehensive report, containing results and implications for practice.
- Papers in scientific journals and conferences.

### *Partners*

Haworth, Inc.

### *Start/Completion Dates*

The project was conducted in 2006.

### *Project Manager*

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For more information see [http://irc.nrc-cnrc.gc.ca/ie/lighting/workplace/stress\\_e.html](http://irc.nrc-cnrc.gc.ca/ie/lighting/workplace/stress_e.html)

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*View of floor in the study building*



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