

Workspace Environment and Employee Satisfaction: A Comparative study of Telecommunication Offices in Islamabad and Abu Dhabi

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Abstract

Technological advancements have revolutionized the workspace design during last two to three decades. Architects, space designers and engineers are challenged to accommodate this rapid change whereas management and employees are compelled to adapt the new ways of working. The current research is carried out to evaluate the relationship between the built environment (workspace) and human behaviour (employee's satisfaction). The focus of the study is to evaluate the differences of satisfaction level within the work environment among employees of Telecommunication Offices of the two capital cities (Islamabad and Abu Dhabi). It is the global issue that worker psychology, comfort and satisfaction is being neglected and more priority is given to economical benefits within the workspaces. Due to this a large percentage of office employees are dissatisfied with the environmental conditions in which they must functions. Recently, for this reason the terms 'user friendly environment' and 'user participatory designs' are being given due consideration. Dissatisfaction with facilities by occupants is consistently revealed in studies of various types of buildings throughout the world. Most of the previous researches on employee satisfaction have explored workers' relationships to their work tasks and their organization. However limited studies focused the relationship between workspace design and workers' satisfaction, and out of which very few researches addressed the developing countries. Therefore, the current study is based on the comparison of workspace impact on user satisfaction in two developing countries. In order to evaluate the worker satisfaction to his work space, three variables were selected i.e. comfort, privacy and efficient work environment on the basis of their significance revealed through earlier studies.

This research has suggested some solutions to demonstrate a better work space that can be achieved in modern office buildings without necessarily increasing cost. The formation of Workspace Impact Assessment Sheet (WIS) is one of the outcomes of the study which is successfully used in the current research as a tool to evaluate the impacts of the workspace upon user's satisfaction within the selected offices.

Keywords: workspace design, user friendly design, environment behaviour relationship, employee satisfaction, functional comfort, privacy, telecommunication offices