

**Research overview:** In 2005, Kupritz in conjunction with Haworth, Inc. conducted privacy studies for office workers at a large Midwestern manufacturer. The Phase III study examined data collected that pertained to performance, stress, and informal learning across four job types: Business Professionals, Technical Professionals, Managers, and Administrative Support Services. These job types were selected because of their broad relevance to organizations at large. The office workers completed a Beliefs Matrix where they answered the question "Is this design feature important for doing this activity?" The study determined that only certain design features directly enhanced performance. Other features were found to directly support stress reduction and/or informal learning which resulted in them indirectly supporting performance. The study also found that some of these design features also supported individual/group privacy as well as the ability of people to communicate/collaborate and to perform their basic job functions. Participants in the study also ranked the architectural design features that impacted performance, stress and informal learning as important features for them to do their jobs.

**The Four Job Types Selected for this Study:**

- Administrative Support Services
- Business Professionals
- Managers
- Technical Professionals

**All four job types strongly agreed on the following:**

- Having sufficient lighting and controls supports:
  - o Reducing my stress level (156/200 or 78%)
  - o Keeping up with fast paced work (133/200 or 66.5%)
  - o Reducing work errors (165/200 or 82.5%)
- Having sufficient temperature/ventilation/air conditioning and controls supports:
  - o Reducing my stress level (174/200 or 87%)
  - o Keeping up with fast paced work (141/200 or 70.5%)
  - o Reducing work errors (140/200 or 70%)
- Having a window to see natural daylight and views outside the building supports:
  - o Reducing my stress level (186/200 or 93%)
- Having flexible furniture and equipment that can be rearranged to fit my work needs supports:
  - o Reducing my stress level (140/200 or 70%)
  - o Keeping up with fast paced work (145/200 or 72.5%)
  - o Reducing work delays (130/200 or 65%)
- Having sufficient work surface to spread out work supports:
  - o Reducing my stress level (162/200 or 81%)
  - o Keeping up with fast paced work (171/200 or 85.5%)
  - o Reducing work delays (164/200 or 82%)
  - o Reducing work errors (166/200 or 83%)

- Having sufficient office equipment/reference materials/supplies and easy access to them supports:
  - o Reducing my stress level (161/200 or 80.5%)
  - o Keeping up with fast paced work (166/200 or 83%)
  - o Reducing work delays (175/200 or 87.5%)
  - o Reducing work errors (157/200 or 78.5%)
  
- Having coworkers who work together located close together supports:
  - o Keeping up with fast paced work (155/200 or 77.5%)
  - o Reducing work delays (157/200 or 78.5%)
  - o Informal learning (142/200 or 71%)
  
- Having my personal workspace facing away from foot traffic supports:
  - o Reducing my stress level (143/200 or 71.5%)
  - o Reducing work errors (138/200 or 69%)
  
- Having my personal workspace located away from high foot traffic aisles supports:
  - o Reducing my stress level (167/200 or 83.5%)
  - o Keeping up with fast paced work (139/200 or 69.5%)
  - o Reducing work delays (141/200 or 70.5%)
  - o Reducing work errors (144/200 or 72%)
  
- \*Work activities associated with performance: keeping up with fast paced work, reducing work delays, and reducing work errors.

*Reference: Kupritz, Virginia W. & Haworth, Inc. (2006). The impact of architectural privacy features on performance, stress and informal learning: Phase III study. Haworth research paper.*