

## Why user control matters

- Standards programs make individual control more critical
- Workers that have control over their environment are more content
- Individual control is important for physical comfort
- Adjustable spaces suit different work styles and human factors

## Haworth solutions

- Moxie's<sup>®</sup> tables are easy for users to rearrange to suit their needs and preferences
- Moxie is easy to standardize while still allowing workers to choose orientation and space layout
- Jump<sup>®</sup> Stuff work tools with Slat Tiles accommodate numerous work styles
- Adjustable lighting options also allow customization



# Control

## Individual user control

In the automotive industry, much attention is paid to user control through features like adjustable seats and a well-designed control panel. Having individual user control is just as important in the office setting, even though it's not always emphasized.

In the world of office furniture, individual user control refers to the ability for a worker to adjust everything from work tools and chairs to keyboard trays and even worksurfaces. Having control allows them to change their space to better suit their needs.

### **Function and comfort are linked to user control**

Most workers, unfortunately, are unhappy with their workspaces, where they spend an average of 37.5 hours each week. More than 1,000 U.S. office workers surveyed in a 2004 study gave their respective spaces an equivalent of a 2.3 Grade Point Average. This overall dissatisfaction is compounded by a general lack of physical comfort, according to the 84% who said their comfort level could also be improved.

But how can personal control improve workspace satisfaction? People feel better about their jobs when they can claim some control and ownership in the work they do as well as in the place they work. Granting individuals some personal control over the appearance and organization of their work area can improve both a person's perception of their work and the actual experience doing the work.

### **The benefits of control are multi-faceted**

The good news from researchers is that a little more control goes a long way in making workers feel happier, more valued and more comfortable. Even small adjustments can satisfy personal preferences related to aesthetics, work styles, and comfort. Research argues that even a perception of personal control can serve to buffer the effects of environmental stress and generally increase worker satisfaction.

Chair and worksurface heights are obvious personal comfort issues, but there are many not-so-obvious preferences, like orientation. While one individual might prefer to sit facing a corner to minimize distractions, another may decide to sit facing outward for a better vantage point. Work tools, tables and privacy screens that are easy to rearrange also allow workers to tailor their space.

Aside from preferences, tasks also vary from one person to the next. Because most workers acquire 60% of their task-relevant knowledge on the job rather than in formal training, researchers believe providing opportunities for workers to interact with their spaces contributes to their level of learning and ultimately to their knowledge base.

### **Moxie brings control through layout, tools and lighting**

As more companies develop standards programs, the need for individuals to control aspects of their space becomes even more critical. Yet facility managers and designers still prefer flexibility that can be achieved while maintaining the simplicity and consistency of one standard office layout for everyone.

Moxie's collection of freestanding tables can easily be arranged to accommodate orientation and work style preferences. Privacy elements are adjustable, too. With Canopies and freestanding screens, users can control levels of privacy and distraction even from moment to moment.

Beyond offering many space layout and worksurface choices, Moxie work tools also support different tasks and work styles. Jump Stuff tools mount directly to the Slat Pad on the panel, offering numerous options for work management preferences. These tools, from paper sorters to letter trays, let one person organize in such a way that keeps their work in sight and in mind, while allowing a person with a different work style to file items away.

Lighting is yet another opportunity for individual customization. While one person might need lots of light for certain tasks, another person may need to reduce monitor glare. With Moxie, lighting is extremely adjustable because it can be mounted to an overhead unit, mounted to a panel, or it can sit directly on a worksurface. The panel-mounted ambient lights offer a more natural displacement of light and can complement fluorescent and natural light in an office. Moxie's freestanding lights, including the Umbrella, Beanbag and Mindsweeper lights, offer options for directed task lighting with a unique look.



### **Resources:**

Amick, McDonough, Chang, Rogers, Pieper, & Duncan, 2002

Hendrick & Kleiner, 2001

Wise, 2001, 2002