

## **Satisfaction levels with window view: preliminary study among office employees working in Chandigarh offices**

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### **Abstract**

*The city Chandigarh because of its unique concept is known as 'City beautiful'. It is one of the greenest cities of India with its 1400 nos. green belts / parks/ gardens. A considerable number of IT industries have already setup base here in Chandigarh and started employing office employees. Mention the issue of windows and employees are ready to express their dismay if their work setting lacks a view. Lack of clear documentation notwithstanding, there is reason to believe that windows have been used as a work perk, with more or larger windows or corner views being the privilege of those higher in the organization. There is a need to find out the satisfaction with window view among employees working in Chandigarh offices. A total of 660 employees from various offices of Chandigarh were recruited as sample. The age range of the sample was between 25 to 60 years. The questionnaire used was an adapted and modified version of already existing scales of occupants' satisfaction with indoor environment quality (IEQ) components of other buildings by different researchers. Results indicate that approximately forty percent of the employees working in private and public sector offices in Chandigarh have access to view outside from window. Around thirty five percent have operable windows and forty eight percent reported sufficient window view. There is a need to improve access to the natural environment through window view as it leads to gains in individual and organizational productivity. The addition of operable windows for thermal comfort, natural ventilation, or simply access to the outdoors, can impact productivity*

**Keywords:** *environment, views, perceived satisfaction, correlate, Design, Built environment*

### **1. Introduction**

Window is an opening in the wall of a building etc which is fitted with a frame of wood, metal etc containing glass or similar material that can be seen through and usually opened. Proximity is nearness in space and time. Window view or window proximity is an important component of office environment. However, there has been surprisingly little research on the psychological benefits of a windowed work setting.' The anecdotal evidence is compelling. Mention the issue of windows and employees are ready to express their dismay if their work setting lacks a view. Lack of clear documentation notwithstanding, there is reason to believe that windows have been used as a work perk, with more or larger windows or corner views being the privilege of those higher in the

organization. Farrenkopf and Roth provide some substantiation of this in the academic context. They reported that of their sample of 150 faculty members at two universities, half had windowed offices and those with higher academic rank had significantly more windows[2]. Wargocki et al. identify a 1.1% productivity increase for every 10% reduction in SBS complaints, suggesting an average 4.3% productivity gain for workers seated near a window[7]. A 2003 study by the Heschong-Mahone Group found a 6% improvement in call center average handling time for workers with the highest rated views, as compared to workers with no view at all.

In India this is a new area of research. The physical aspects of the work environment do not always receive as much attention as the managerial and interpersonal aspects. There is a need to find out the satisfaction with window view among employees working in Chandigarh offices.

## **2. Methodology**

### **Sample**

A total of 660 employees from various offices of Chandigarh were recruited as sample. The age range of the sample was between 25 to 60 years. The employees who were working for the last three years in a particular organization were considered for inclusion in this study. The minimum educational qualification of the selected subjects was graduation.

### **Questionnaire**

The data collection instrument for this study was a structured questionnaire developed by the researcher with the help of experts. The questionnaire is adapted and modified version of already existing scales of occupants' satisfaction with indoor environment quality (IEQ) components of other buildings by different researchers. The questionnaire items were developed to reflect the satisfaction/comfort/productivity components of the office environment. The questionnaire for the study contained 44 total items pertaining to employees' general demographics and satisfaction with thermal, acoustic, and lighting conditions

### **Data analysis**

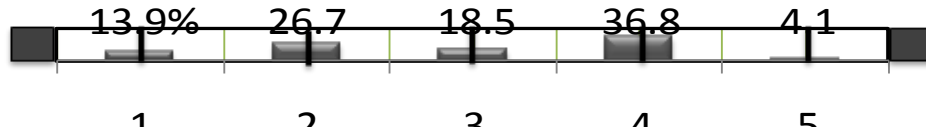
For result findings and in-depth analysis of the different components of office environment on the productivity of the office employees, statistical techniques of t test has been used. SPSS 16 software as research tool for data analysis was used for this research.

## **3. Results and Discussion**

The respondents ask about the following questions regarding window view and proximity in different public sector and private sector offices and evaluate the responses in terms of frequency distribution. There are four main questions which ask from the employees regarding this.

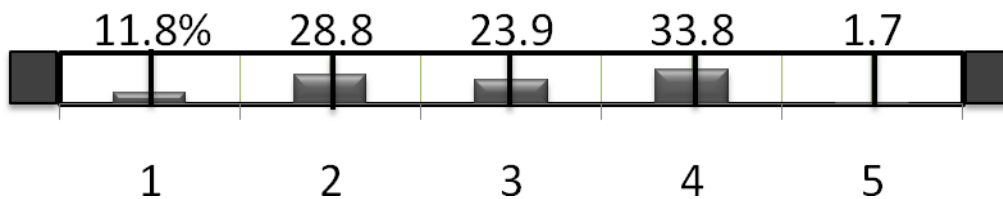
1. Have access to views outside from window

13.9% Extremely dissatisfied, 26.7% Dissatisfied, 18.5% Neutral, 36.8% Satisfied, 4.1% Extremely satisfied



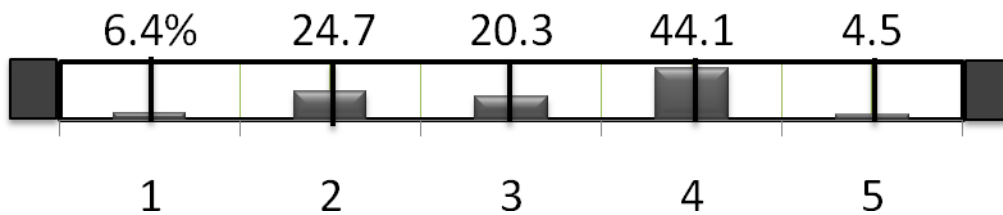
2. Have proximity to operable window

11.8% Extremely dissatisfied, 28.8% Dissatisfied, 23.9% Neutral, 33.8% Satisfied, 1.7% Extremely satisfied



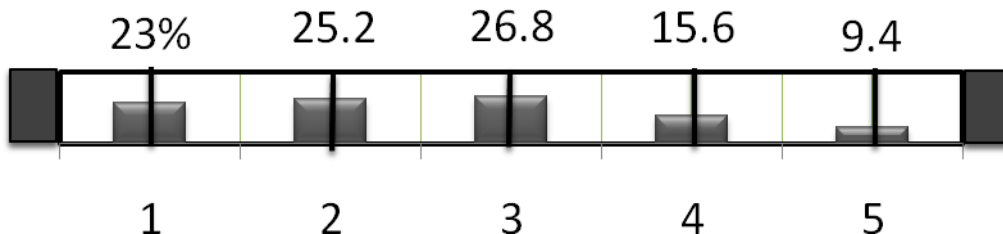
3. Workplace has sufficient windows/views

6.4% Extremely dissatisfied, 24.7% Dissatisfied, 20.3% Neutral, 44.1% Satisfied, 4.5% Extremely satisfied



4. What extent Views/ Window proximity control your productivity

23.0% No effect, 25.2% Increase by 20%, 26.8% Increase by 30%, 15.6% Increase by 40%, 9.4% Increase by 50% or more



**Table 1: Satisfaction with Views/ Window in Office**

Question	Response(%)
Have access to views outside from window	40.9
Have proximity to operable window	35.5
Workplace has sufficient windows/views	48.6
What extent Views/ Window proximity control your Productivity	77

Of the many aspects of the physical environment that can affect environmental satisfaction and comfort, the role of potential exterior view is extremely important. Windows are generally seen as favourable influences on health and well-being, providing access to views of the outside and the potential for restorative experiences[5][4][1]. Having a window in one's workspace has been associated with improved job satisfaction and interest in the job [3]. Not all investigations have found universal benefits of windows. Veitch et al. found no effects of window proximity on job satisfaction, but did find that having access to a window immediately in one's workstation had a positive effect on satisfaction with lighting and a negative effect on overall environmental satisfaction[6].

#### 4. Conclusion

The present study also supported the general consensus that gender differences exist, particularly in building thermal discomfort. So it is imperative that we pay utmost attention to needs of female employees to achieve optimal level of effective productivity in offices

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