

SAP

Subjective Assessment of Workplace Productivity

Date:

■ Request of Participation

[1] Purpose of this questionnaire [to be completed by survey coordinator]:

[]

[2] Your answers are used only for statistical purposes. Please be assured that your name and response are kept confidential.

[3] Please submit your questionnaire to the person below by [date].

Contact person:

■ Intellectual Productivity

Intellectual productivity defined here is the productivity of knowledge workers at places such as offices, research facilities, educational institutes, and hospitals. This questionnaire is designed to include all levels of jobs, from relatively simple work to those that require advanced creativity.

■ Instructions

[1] The questions are categorized according to the places in your office building. Please select answers based on your recent experience.

[2] Specific places are noted in each of the headings.

[3] Answers should be based on how you feel about each question. You do not have to be consistent with your previous answers.

[4] Please answer all questions by selecting items closest to how you feel.

Example: Where not specified, please choose one answer. Multiple answers are accepted in items noted "mark all that apply".

1) Are you currently satisfied with the IT environment?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

⇒ If you are not satisfied, select the reasons from the following list (mark all that apply):

[1] Computer performance [2] Computer display [3] LAN environment [4] Usability of software [5] Printer location and usability
[6] Usability of peripheral devices [7] Other ⇒ Please specify:

A Your desk and its surroundings

A1: Rate the lighting environment:

1) How do you feel about the brightness on your desk?

[1] Too dark [2] Slightly too dark [3] Appropriate [4] Slightly too bright [5] Too bright

2) How do you feel about the brightness in your room?

[1] Too dark [2] Slightly too dark [3] Appropriate [4] Slightly too bright [5] Too bright

3) Are you currently satisfied with the light environment in your workplace??

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

⇒ If you are dissatisfied, select the reasons from the following list (mark all that apply):

[1] Reflection on PC screen [2] Glare of windows [3] Over-bright light fixtures [4] Concerns over being in someone's line of sight
[5] Outside views from the window [6] Lack of natural light [7] Confined feeling due to window coverings (e.g., blinds)

[8] Other ⇒ Please specify:

A2: Rate the thermal environment:

1) How do you feel about your thermal sensation?

[1] Cold [2] Slightly cold [3] Neutral [4] Slightly hot [5] Hot

2) How do you feel about the humidity?

[1] Humid [2] Slightly humid [3] Neutral [4] Slightly dry [5] Dry

3) Are you currently satisfied with the thermal environment?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

⇒ If you are dissatisfied, select the reasons from the following list (mark all that apply):

[1] Draft against your whole body [2] Radiant heat from surroundings (e.g., summer heat or winter coldness near windows)
[3] Temperature gap between upper and lower parts of your body [4] Temperature fluctuations [5] No air-conditioning during
overtime hours [6] Other ⇒ Please specify:

A3: Rate the air environment (air quality):

1) Are you currently satisfied with the air environment?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

⇒ If you are dissatisfied, select the reasons from the following list (mark all that apply):

[1] Air pollution [2] Stiffness of air (e.g., insufficient ventilation, lack of fresh air) [3] Unpleasant odors [4] Dustiness
[5] Other ⇒ Please specify:

A4: Rate the sound environment (noise):

1) Are you currently satisfied with the level of noise in your work area?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

⇒ If you are not satisfied, select the reasons from the following list (mark all that apply):

[1] Air-conditioning noise [2] OA device noise [3] Outdoor noise [4] Phone noise (e.g., conversation, ringer) [5] Conversation of
others [6] Noise of others [7] Overhearing of your conversation by others

[8] Other ⇒ Please specify:

A5: Rate the spatial environment (office size, furniture layout):

1) Are you satisfied with the work area size?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

2) Are you satisfied with the layout of your work area?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

3) Are you satisfied with the furniture?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

4) Based on the above factors, are you satisfied with the spatial environment on the whole?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

⇒ If you are dissatisfied, select the reasons from the following list (mark all that apply):

[1] Size of your personal space [2] Office décor [3] Size of desk and its surroundings [4] Usability of desk [5] Usability of chair
[6] Adjustability of chair [7] Desk and furniture layout [8] Wiring (e.g., power outlet, switches) and phone layout [9] Storage space
[10] Cleaning services [11] Narrow pathways [12] Other ⇒ Please specify:

Your desk and its surroundings (Continued)

A6: Rate the IT environment:

1) Are you currently satisfied with the IT environment?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

⇒ If you are not satisfied, select the reasons from the following list (mark all that apply):

[1] Computer performance [2] Computer display [3] LAN environment [4] Usability of software [5] Printer location and usability
[6] Usability of peripheral devices [7] Other ⇒ Please specify:

A7: Rate the workability based on the following factors.

1) Concentrating on your work [1] Difficult [2] Slightly difficult [3] Neither [4] Slightly easy [5] Easy

2) Relaxing [1] Difficult [2] Slightly difficult [3] Neither [4] Slightly easy [5] Easy

3) Communicating with others [1] Difficult [2] Slightly difficult [3] Neither [4] Slightly easy [5] Easy

4) Creative activity [1] Difficult [2] Slightly difficult [3] Neither [4] Slightly easy [5] Easy

5) Based on the above factors, are you satisfied with the overall workability?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

6) How does the indoor environment affect your intellectual productivity?

[1] Interferes [2] Slightly interferes [3] Neither [4] Slightly enhances [5] Enhances

⇒ Select the level of your interfered/enhanced intellectual productivity from the following 17 levels:

[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[13]	[14]	[15]	[16]	[17]
-50%	-50%	-30%	-20%	-10%	-5%	-3%	-1%	±0	0%	+1%	+3%	+5%	+10%	+20%	+30%	+50%
or less	1	1	1	1	1	1	1	More or less the same	1	1	1	1	1	1	1	or more
-30	-20	-10	-5	-3	-1	0			+1	+3	+5	+10	+20	+30	+50	
Interfere								Enhance								

⇒ Select the level of workability improvement from the following list if your environment is improved:

[1] 0% [2] Less than 1% [3] 1 to less than 3% [4] 3 to less than 5% [5] 5 to less than 10% [6] 10 to less than 20%
[7] 20 to less than 30% [8] 30 to less than 50% [9] 50 to less than 100% [10] 100% or more

7) Select the estimated number of hours of productivity loss in the last month as the result of the above environmental factors:

[1] 0 hrs [2] Less than 1 hr [3] 1 to less than 5 hrs [4] 5 to less than 10 hrs [5] 10 to less than 20 hrs [6] 20 to less than 30 hrs
[7] 30 hrs or more

8) Select the number of days off work you took in the last month as the result of the above environmental factors:

[1] 0 days [2] 1 day [3] 2 days [4] 3 days [5] 4 days [6] 5 days [7] 6 to 10 days [8] 11 days or more

9) If you are dissatisfied with your work area, please describe in more detail:

A8: Rate the importance of environmental factors affecting your work.

1) Lighting environment: [1] Not important [2] Less important [3] Slightly important [4] Important [5] Very important

2) Thermal environment: [1] Not important [2] Less important [3] Slightly important [4] Important [5] Very important

3) Air environment: [1] Not important [2] Less important [3] Slightly important [4] Important [5] Very important

4) Sound environment: [1] Not important [2] Less important [3] Slightly important [4] Important [5] Very important

5) Spatial environment: [1] Not important [2] Less important [3] Slightly important [4] Important [5] Very important

6) IT environment: [1] Not important [2] Less important [3] Slightly important [4] Important [5] Very important

B Meeting area

B1: Select your frequency of use of the conference area:

[1] Never used [2] Hardly used [3] 2-3 times per month [4] Once every week [5] Almost daily

⇒ If you selected [1] Never used, please proceed to the next page.

If you selected [2], [3], [4] or [5], please answer the following questions:

B2: Select pros (positive and appealing factors) and cons (flaws and unfavorable factors) from the following list (mark all that apply):

Pros (positive and appealing factors):

[1] Lighting [2] Light from windows [3] Views from windows [4] Air quality [5] Air flow from air conditioning
[6] Temperature [7] Humidity [8] Adjustability of air conditioning [9] Noise of air conditioning [10] Noise of OA devices
[11] Soundproofing of windows and walls [12] Room reverberation [13] Size of room [14] Desks and chairs [15] Interior decor
[16] Usability of OA devices [17] Distance from your work area [18] Layout [19] IT environment [20] Cleaning services
[21] Maintenance [22] Other ⇒ Please specify:

Cons (flaws and unfavorable factors):

[1] Lighting [2] Light from windows [3] Views from windows [4] Air quality [5] Air flow from air conditioning
[6] Temperature [7] Humidity [8] Adjustability of air conditioning [9] Noise of air conditioning [10] Noise of OA devices
[11] Soundproofing of windows and walls [12] Room reverberation [13] Size of room [14] Desks and chairs [15] Interior decor
[16] Usability of OA devices [17] Distance from your work area [18] Layout [19] IT environment [20] Cleaning services
[21] Maintenance [22] Other ⇒ Please specify:

B3: Select activities you conduct in the meeting area (A) and rate the ease of the activities (B):

Example	A: Yes/No		B: Ease				
	Yes	No	Difficult	Slightly difficult	Neither	Slightly easy	Easy
0) Exchange ideas with others	[1]	[2]	[1]	[2]	[3]	[4]	[5]

	A: Yes/No		B: Ease				
	Yes	No	Difficult	Slightly difficult	Neither	Slightly easy	Easy
1) Informal conversation	[1]	[2]	[1]	[2]	[3]	[4]	[5]
2) Discussion for decision making	[1]	[2]	[1]	[2]	[3]	[4]	[5]
3) Creative discussion	[1]	[2]	[1]	[2]	[3]	[4]	[5]
4) Mental and intellectual refreshment	[1]	[2]	[1]	[2]	[3]	[4]	[5]
5) Work that cannot be conducted in your own area	[1]	[2]	[1]	[2]	[3]	[4]	[5]

B4: Rate the conference area:

1) Overall, are you satisfied with your conference area?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

2) How does the indoor environment affect your intellectual productivity?

[1] Interferes [2] Slightly decreases [3] Neither [4] Slightly enhances [5] Enhances

⇒ Select the level of your interfered/enhanced intellectual productivity from the following 17 levels:

[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[13]	[14]	[15]	[16]	[17]
-50%	-50%	-30%	-20%	-10%	-5%	-3%	-1%	±0	0%	+1%	+3%	+5%	+10%	+20%	+30%	+50%
or less	1	2	3	4	5	6	7	More or less the same	1	2	3	4	5	6	7	or more
	-30	-20	-10	-5	-3	-1	0		+1	+3	+5	+10	+20	+30	+50	
Interfere								Enhance								

C1: Select your frequency of use of the break area.

[1] Never used [2] Hardly used [3] 2-3 times per month [4] Once every week [5] Almost daily

⇒ If you selected [1] Never used, please describe the reason why and proceed to the next page:

⇒ If you selected [2], [3], [4] or [5], please answer the following questions:

C2: Select pros (positive and appealing factors) and cons (flaws and unfavorable factors) from the following list (mark all that apply):

Pros (positive and appealing factors):

[1] Lighting [2] Light from windows [3] Views from windows [4] Air quality [5] Air flow from air conditioning
 [6] Temperature [7] Humidity [8] Adjustability of air conditioning [9] Noise of air conditioning [10] Noise of OA devices
 [11] Soundproofing of windows and walls [12] Room reverberation [13] Size of room [14] Desks and chairs [15] Interior decor
 [16] Usability of OA devices [17] Distance from your work area [18] Layout [19] IT environment [20] Cleaning services
 [21] Maintenance [22] Documents and magazines [23] Vending machine
 [24] Other ⇒ Please specify:

Cons (flaws and unfavorable factors):

[1] Lighting [2] Light from windows [3] Views from windows [4] Air quality [5] Air flow from air conditioning
 [6] Temperature [7] Humidity [8] Adjustability of air conditioning [9] Noise of air conditioning [10] Noise of OA devices
 [11] Soundproofing of windows and walls [12] Room reverberation [13] Size of room [14] Desks and chairs [15] Interior decor
 [16] Usability of OA devices [17] Distance from your work area [18] Layout [19] IT environment [20] Cleaning services
 [21] Maintenance [22] Documents and magazines [23] Vending machine
 [24] Other ⇒ Please specify:

C3: Select activities you conduct in the break area (A) and rate the ease of the activities (B):

Example	A: Yes/No		B: Ease				
	Yes	No	Difficult	Slightly difficult	Neither	Slightly easy	Easy
0) Exchange ideas with others	[1]	[2]	[1]	[2]	[3]	[4]	[5]

	A: Yes/No		B: Ease				
	Yes	No	Difficult	Slightly difficult	Neither	Slightly easy	Easy
1) Mental and intellectual refreshment	[1]	[2]	[1]	[2]	[3]	[4]	[5]
2) Exchange of ideas with colleagues and supervisors	[1]	[2]	[1]	[2]	[3]	[4]	[5]
3) Work-related discussion with colleagues	[1]	[2]	[1]	[2]	[3]	[4]	[5]
4) Work-related simple activities	[1]	[2]	[1]	[2]	[3]	[4]	[5]
5) Creative thinking	[1]	[2]	[1]	[2]	[3]	[4]	[5]

⇒ Please describe any activities other than those listed above that contribute to your intellectual productivity.

C4: Rate the break area:

1) Overall, are you satisfied with your break area?

[1] Dissatisfied [2] Slightly dissatisfied [3] Neither [4] Slightly satisfied [5] Satisfied

2) How does the indoor environment affect your intellectual productivity?

[1] Interferes [2] Slightly interferes [3] Neither [4] Slightly enhances [5] Enhances

⇒ Select the level of your interfered/enhanced intellectual productivity from the following 17 levels.

[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[13]	[14]	[15]	[16]	[17]
-50%	-50%	-30%	-20%	-10%	-5%	-3%	-1%	±0	0%	+1%	+3%	+5%	+10%	+20%	+30%	+50%
or less	1	2	3	4	5	6	7	More or less the same	1	2	3	4	5	6	7	or more
	-30	-20	-10	-5	-3	-1	0		+1	+3	+5	+10	+20	+30	+50	
Interfere								Enhance								

D1: For the following locations, indicate your use of area (A). If used frequently, select types of benefits you gain by using area (B) (mark all that apply).

Location in office building	A: Frequent use (Yes/No)		B: Benefits you gain from use of the area and interactions with others in this area (mark all that apply)					
	Yes	No	Change of pace	Idea finding	Information gathering	Communicating with colleagues and supervisors	Refreshing	Relaxing
Entrance hall								
Staircase/landing								
Elevator hall								
Atrium								
Outside space (patio, courtyard, etc.)								
Smoking area								
Washroom/kitchen								

D2: Please indicate office areas other than those listed above that contribute to your intellectual productivity. First indicate where and what type of activity you conduct (A), then select types of benefits you gain by using the area (B) (mark all that apply).

A: Where and what type of activity Example: Hallway, strolling	B: Benefits you gain from answers listed in A (mark all that apply)					
	Change of pace	Idea finding	Information gathering	Communicating with colleagues and	Refreshing	Relaxing

D3: Rate your office building based on the following factors.

1) Outside space of the building site	[1] Dissatisfied	[2] Slightly dissatisfied	[3] Neither	[4] Slightly satisfied	[5] Satisfied
2) Building exterior	[1] Dissatisfied	[2] Slightly dissatisfied	[3] Neither	[4] Slightly satisfied	[5] Satisfied
3) Building interior (e.g., entrance hall)	[1] Dissatisfied	[2] Slightly dissatisfied	[3] Neither	[4] Slightly satisfied	[5] Satisfied
4) Building maintenance	[1] Dissatisfied	[2] Slightly dissatisfied	[3] Neither	[4] Slightly satisfied	[5] Satisfied

D4: Rate overall efficiency of your office building as a workplace based on the following factors:

1) Concentration on your work	[1] Difficult	[2] Slightly difficult	[3] Neither	[4] Slightly easy	[5] Easy
2) Relaxing	[1] Difficult	[2] Slightly difficult	[3] Neither	[4] Slightly easy	[5] Easy
3) Communicating with others	[1] Difficult	[2] Slightly difficult	[3] Neither	[4] Slightly easy	[5] Easy
4) Creative activity	[1] Difficult	[2] Slightly difficult	[3] Neither	[4] Slightly easy	[5] Easy
5) Based on the above factors, are you satisfied with your overall office building environment?	[1] Dissatisfied	[2] Slightly dissatisfied	[3] Neither	[4] Slightly satisfied	[5] Satisfied
6) How does the indoor environment affect your intellectual productivity?	[1] Interferes	[2] Slightly interferes	[3] Neither	[4] Slightly enhances	[5] Enhances

⇒ Select the level of your interfered/enhanced intellectual productivity from the following 17 levels.

[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[13]	[14]	[15]	[16]	[17]
-50%	-50%	-30%	-20%	-10%	-5%	-3%	-1%	±0	0%	+1%	+3%	+5%	+10%	+20%	+30%	+50%
or less	1	1	1	1	1	1	1	More or less the same	1	1	1	1	1	1	1	or more
	-30	-20	-10	-5	-3	-1	0		+1	+3	+5	+10	+20	+30	+50	
Interfere								Enhance								

Tell us about yourself:

(1) Gender

[1] Male [2] Female

(2) Age:

[1] 19 yrs old or younger [2] 20-29 yrs old [3] 30-39 yrs old [4] 40-49 yrs old [5] 50-59 yrs old [6] 60-69 yrs old
[7] 70 yrs old or over

(3) Select the type of work that best describes your job.

[1] Office clerk [2] Administration, accounting, HR [3] Material sourcing and procuremen [4] Management, planning
[5] R&D [6] Design, engineering [7] Sales [8] Production/manufacturing management
[9] Other ⇒ Please specify:

(4) Select the type of room that best describes your work area.

[1] Large room with no partition [2] Large room with partitions [3] Room shared with a few employees [4] Private room

(5) Is your office free-address (i.e., unassigned workspace)?

[1] Yes [2] No

(6) Select the location that best describes your work area (mark all that apply)?

[1] Near window [2] Close to meeting area [3] Close to break area [4] Close to printers and other devices [5] Other

(7) How many years have you been working at your current work area?

[1] Less than 6 months [2] 6 months to less than a year [3] 1 to less than 3 yrs [4] 3 to less than 5 yrs
[5] 5 to less than 10 yrs [6] 10 to less than 20 yrs [7] 20 yrs or more

(8) Select the percentage of time you spend at your work area per day.

[1] 0-20% [2] 21-40% [3] 41-60% [4] 61-80% [5] 81-100%

(9) How would you describe your current physical condition?

[1] Poor [2] Fairly poor [3] Average [4] Fairly good [5] Good

(10) How would you describe your current clothing habits?

[1] Lightly-clothed [2] Average [3] Heavily-clothed

(11) Are you currently satisfied with your work?

[1] Dissatisfied [2] Somewhat dissatisfied [3] Neither dissatisfied nor satisfied [4] Somewhat satisfied [5] Satisfied

This is the end of the questionnaire.
Thank you for participating.