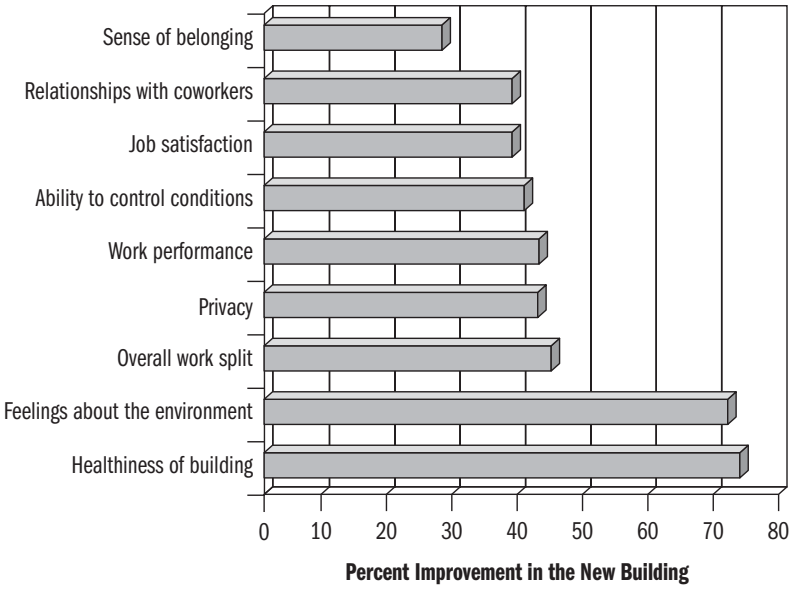

FIGURE 17-2
Office Workers' Comparison of Buildings on Well-Being Measured.

shows data from a study of a new green building in Holland, Michigan, the Herman Miller Green House.[8] The study from which the graph is taken was a pre–post analysis of occupant comfort, satisfaction, and well-being in the old and new buildings. The graph shows the percentage of occupants who experienced positive changes in well-being measures between the old, standard building and the new green building.

Mean scores are frequently used to develop "profiles," as in Figure 17-3.

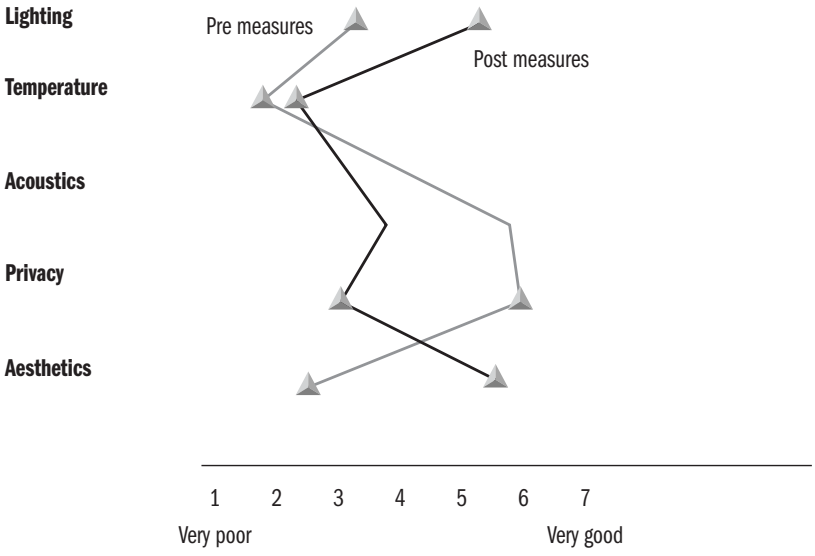

FIGURE 17-3
Pre- and Post-Mean Score Profiles for Ambient Conditions.

BEHAVIORAL MAP DATA

Analysis of behavioral data is frequently displayed on floor plans that show the spatial distribution and frequency of behaviors in different locations.

PHYSICAL TRACES

The study described above by Heerwagen and Orians used content analysis to describe the features of items used to decorate walls in windowed and windowless offices.[9] The content categories were summarized in a simple 2 × 2 format as shown in Figure 17-4.

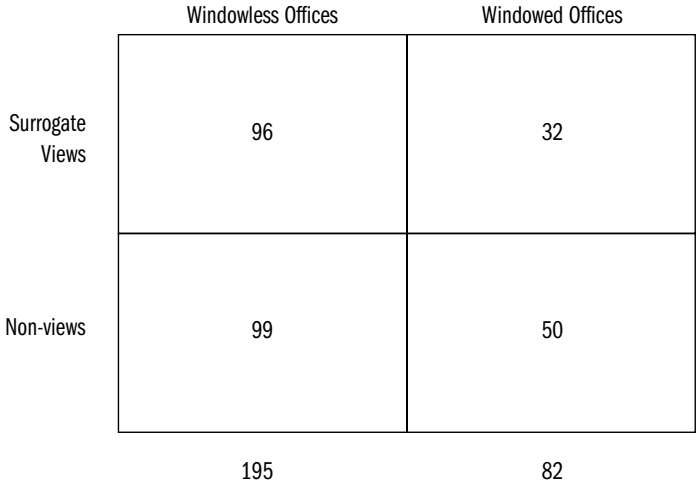

FIGURE 17-4

FOCUS-GROUP AND INTERVIEW DATA

Data from focus groups and interviews must be analyzed qualitatively rather than quantitatively. This means that extensive notes or transcripts need to be made during the sessions. These are read numerous times to identify key themes and issues, especially differences and commonalities among groups.

For example, a series of focus groups conducted by the author for a large financial firm assessed how well a new office design was meeting the project goals. Separate focus groups were held for each of the office units, with managers meeting separately to encourage free and open discussion by their staffs. The groups were asked to rate their perceptions of the degree of progress toward four design goals (all of which were oriented around collaboration, information sharing, and sense of community). After the ratings, each of the goals was discussed and participants were asked for specific examples to explain their rating. The group was also asked to identify environ-