

Graduation Plan

Master of Science Architecture, Urbanism & Building Sciences



Graduation Plan: All tracks

Personal information	
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Studio	
Name / Theme	REM: The impact of new office innovations on employees' physical and mental health
Teachers / tutors	First mentor: Ir. Monique Arkesteijn Second mentor: Dr.ir. Machiel J. van Dorst Additional mentor: Dr.Tuuli Jylhä
Argumentation of choice of the studio	Personal preference, Experience in the field of Corporate Real Estate Management at the 2017 Summits of CoreNet Global in London and Seattle

Graduation project	
Title of the graduation project	<p>The Relation between Employee's Happiness and the Control over Privacy and Personalisation in the Activity-based Work Environment</p> <p>An Empirical Analysis of Different Interventions in an Activity-based Work Environment that aim to align the Employees' Achieved Level of Privacy and Personalisation with their Desired Level</p>
Goal	
Location:	Amsterdam, The Netherlands
The posed problem,	Despite the known mismatch of the desired and achieved level of privacy and personalisation in activity-based working (ABW), the research reveals that this remains an unsolved problem in ABW.
research questions and	<p>Main research question:</p> <p>Can employee happiness in ABW be increased with interventions that give control to the employees to help aligning the achieved level of visual and acoustic privacy and personalisation to the employees' desired level?</p>

design assignment in which these result.	A mixed-method study is conducted
<p>The research questions will be investigated in a pilot study in a company, which will create the foundation for further research to test the conclusions of this thesis. Within the company, manual observations about the independent and dependent variables will be made by the researcher during a defined period of time. After the observations, temporary interventions will be implemented in the work environment in order to give control to the employee in ABW to help aligning the achieved level of visual and acoustic privacy and/or personalisation to the employee's desired level.</p>	
Process	
Method description	
<p>The mixed-method study consists of: Observations about the current problems and solutions in the case company. The interventions in the activity-based work environment themselves. A pre- and post-intervention survey to evaluate the interventions and retrieve a Δhappiness.</p>	
Literature and general practical preference	
<p>A review of 52 scientific papers was conducted to construct and underpin the conceptual framework, which leads to the research questions. Additionally, grey literature such as market reports, websites, and presentations were reviewed.</p>	
Reflection	
Relevance	
<p>Society:</p> <p>Today, we are increasingly aware of the importance of health and happiness. As we spend around 90.000 hours of our life time at work, this makes the research attractive for every employee that works in ABW. Looking from the employer's perspective happy employees have 31% higher productivity, their sales are 37% higher, and their creativity is three times higher. The investment in one's employees thus needs to be thoughtfully considered by all organisations to attract and retain employees, which stay happily at their workplace.</p> <p>Science:</p> <p>Although the concept of ABW has been introduced already in the 1990s, research about ABW and the perception of privacy and personalisation is not very mature. There is a need for exploring and analysing the relationship between ABW and its impact on the employees. The study will contribute to the psycho-social component of the impact by giving control to the employee in ABW to help aligning the achieved level of visual and acoustic privacy and/or personalisation to the employee's desired level.</p>	

Time planning

Year	Month	CW	TU	P	Phase	Task	Output
Break	AUG	26-35	Break		Preparation of field-study	Testing the survey	
Academic Year 2018-2019	SEP	36	1.1		Preparation of field-study	Observations + conduction of the pre-intervention survey	
		37	1.2			Observations + conduction of the pre-intervention survey	Observation protocol
		38	1.2			Analysis of pre-intervention survey	Pre-survey data: Level of happiness pre-intervention
		39	1.4			Conduction of the field study	
	OCT	40	1.5		Field-study: interventions	Conduction of the field study	
		41	1.6			Conduction of the field study; Analyse the use and acceptance of interventions, first (informal) opinions from the employees?	
		42	1.7	P3?		Conduction of the field study	First conclusions from the field study
		43	1.8			Conduction of the post-intervention survey	
		44	1.9			Analysis the post-intervention survey	Post-survey data: Level of happiness post-intervention
	NOV	45	1.10		Analysis	Comparison of the surveys	Δ Happiness for R2, R3, and R4; Answering R5
		46	2.1			Conclusion, recommendation	Answering Main research question
		47	2.2		Finishing	Buffer for writing	
		48	2.3			Spell-check, formatting, layout	Final report
	DEC	49	2.4	P4			
		50	2.5				