

Interior design of administrative spaces according to the theory of (user centered design)

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Introduction:

Interior design of the administrative facility represents a unique case of privacy and complexity, due to the intertwining with it for profit and economic considerations for the owning institutions that necessarily seek to raise the productivity and efficiency of the performance of their employees to reach the largest profit return for them. Therefore, the working human element is the focus of attention, as it is an important tool to achieve this goal. Human nature has its requirements, which has witnessed a great development due to the change in the philosophical visions of administrative work, its nature, the circumstances and the surrounding environment, which led to a change in the design concepts that meet these requirements. They represent (globalization and technological progress) the two wings of change for these philosophical visions.

1- Definition of contemporary administrative building.

Contemporary definitions of the administrative building emphasized the evolution of its concept from a mere traditional envelope for routine work spaces towards a participatory building with active spaces aimed at achieving communication, cooperation, information creation and exchange and stimulating creativity among employees. The space design is compatible with human resources, technology, office operations, activities and organizational culture.

2- Types of administrative activities.

Activities practiced in administrative buildings are divided in terms of space requirements into three sections:

- 1- Executive administrative activities
- 2- Specialized office activities
- 3- General office activities

3- Work environment in the vision of contemporary management thought.

Nature of work has changed dramatically in recent decades, and as previously mentioned, there are two main factors that have affected the nature of work, namely globalization and modern technology.

They first affected the spread of companies and the multiplicity of their branches, with the possibility of employees not being stable in their workplace or allocating a fixed place within the company where they work. In addition to the spread of the idea of teamwork within companies and the change of managers' idea from management through vision to management through output "Managing by Seeing to Managing by Results", every employee has the freedom to choose his place and style of work within the company.

As for modern technology, it has greatly affected the nature of work, as the phrase "going to work" no longer means going to a fixed place in which to work, but it has come to mean working in any appropriate way and any suitable and preferred place or environment.

Technology has changed work tools that have had a great impact in changing its nature. The more technology develops, the less space required for each person to practice his work, as is the case in the use of smart devices in the performance of work, which does not require a large space and does not require the presence in a fixed workplace.

4- Administrative workspace planning.

It is considered one of the most important factors affecting the organization and management of spaces, through:

- Identifying the type of activity, and collecting information about the activity and its performers.
- Analyzing information to make a preliminary conception of relationships and its development.
- Preparing the appropriate design, taking into account the variables that will occur in the future and the possibility of maintenance and operation.

5- Concept of "User – Centered Design".

It is a theory, philosophy and application to make the user the basis in the product design process. It is a method widely used in major companies and it starts with analyzing the user's needs, and then at each stage sessions are prepared to take and analyze users' opinions and ensure that the product provides comfort, safety and satisfies the needs of the end user, this philosophy considers all user requirements valid no matter what.

There is a big difference between this philosophy and other philosophies of product design, as this philosophy is centered on designing the product according to users' needs and according to the desired function, rather than forcing users to change their behavior to accommodate the product. And the first person to put this philosophy was the author "Norman Donald in the book Every Day Design Things", which was first published in 1986, and he says that psychology is the controller of what is seen as good or bad design, where Donald used the term "user as the center of design." To describe the design based on the user's needs. **The following is a presentation of the human needs of the individual inside the administrative building according to this philosophy.**

- **Safety:** It is the feeling of peace of mind that the place is free of any risks that may cause harm to human life or impede the progress of the production process.
- **Privacy:** It is the control chosen by individuals or groups in the extent of their openness and closure with others. Owning privacy increases the chances of workers to carry out their activities as they want and reduces the chances of them being exposed to insomnia, suffering and difficulties associated with the loss of privacy and focus or even the inability to acquire it.
- **Ease of interaction:** This is achieved by using open planning patterns for the landscape and providing special spaces for the gathering of employees and enabling them to joint interaction.
- **Self-realization:** It is the individual's achievement of the greatest amount of achievements through the use of his current abilities and skills, by providing opportunities for creation, innovation, individual solitude, contemplation and thinking by identifying and allocating spaces that stimulate thoughts.
- **Appreciation:** This is achieved by providing the appropriate space and a comfortable environment for the individual within his workplace that enables him/her to practice various activities, in addition to providing spaces that help him to feel solitude, privacy and relaxation and to practice all his activities comfortably and happily with himself or with the participation of others.
- **Arousing attention:** It is achieved by choosing one or some sensory stimuli from among the external or internal stimuli to arouse the workers' attention towards work, help them focus and urge them to work in a continuous activity.
- **Feeling of happiness:** by providing a sense of comfort to employees during their performance of their work with the continuous change of the work environment to avoid boredom, in addition to providing entertainment for workers inside the building in its various forms.
- **Sustainability of the internal administrative space elements:** by achieving the goals and standards of sustainability at the level of design ideas, techniques and raw materials to achieve the psychological and physiological security, safety and comfort of individuals and users.
- **Applying the human scale:** to include elements of interior design and furniture based on theories of human scales such as golden ratios, anthropometric and ergonomic sciences.

6- Spatial elements of administrative building according to the theory "User – Centered Design".

The main purpose of the office environment is to support the employees within the office in performing their jobs, and to achieve this with maximum comfort and the lowest possible costs. With the different people performing different activities within this environment and the multiplicity and change of their needs and functional requirements in light of contemporary work environments and according to the theory of the user as the center of design, it is currently illogical to specify and allocate private office spaces for each activity, and design these office spaces exclusively for them, due to their change and continuous development. But in general,

it is possible to distinguish and divide the spaces according to the activities practiced into the following:

6-1. Work Places.

These are the spaces in which office activities such as reading, writing and computer work are carried out. The design of work spaces has evolved and changed and turned into spaces similar to social clubs, which create and enhance the links of interaction and communication between workers in a lively and easy way.

6-2. Meeting Zones.

It has a role in increasing the flexibility and value of the internal space of the administrative facility as a whole, as meeting rooms are not limited to the traditional use of holding joint meetings for the members of the institution, but are also used as a space for conducting remote communications and as a space for work that requires focus, calm and privacy, in addition to personal activities such as consultations and personal interviews.

6-3. Supportive / Service Zones.

They are assigned to secondary activities that directly serve and support the primary activities.

- **Entrance and reception area.** Its role is not limited to receiving customers only, but there are other functions for the reception area, such as entertaining workers, informal gatherings for them or with company customers, or performing other job tasks freely.
- **Privacy rooms.** These rooms were created to achieve a degree of privacy for the employees. They are often soundproofed, sealed rooms and may bear the titles "My Room" or "Talk", and other terms that describe the functions of the room.
- **Collaborative Work Spaces.** Sometimes called shared spaces or informal meeting rooms, and other names that express the nature of the internal activity. They are places where employees gather for reflection and group discussion to solve a particular problem.
- **Recreational Spaces.** They are rooms with many names such as "Think Areas", "Concentration Areas", "Reading Areas" or "Quiet Zones", and they are characterized by calm and seclusion.
- **Gymnastics Zones.** It aims to provide an integrated work environment for employees and help them renew their activity, which positively affects the health of workers and thus the quality of work.
- **Fun Areas.** Sometimes called "Break Out Spaces", they contain entertainment facilities designed to combat boredom and rejuvenate employees.
- **Comfort Spaces.** It aims to provide employees with comfort so that they can carry out their work with the same level of focus and activity.
- **Service Areas.** It includes all of the bathrooms, food and beverage preparation room, control rooms, copying and printing, monitoring and guarding, and medical services. This is in addition to the Center for Computer and Information Systems.

6-4. Elements of communication in administrative buildings. These elements are divided into vertical communication elements represented in stairs and elevators of all kinds, and horizontal communication elements represented in the corridors.

7- Furnishing systems in administrative buildings according to the theory "User – Centered Design".

In the following models, what can be classified under the name of a general monitoring of the most prominent furnishing systems used, among which many other systems are included. Based on the production of four leading companies in the design of administrative furniture, they are: - (Alaingilles –Vitra -Herman & miller- Martela).

- **Alternative Offices.** It is a general term that includes all non-traditional items of furniture used to perform office work.
- **Shared offices.** They are offices that enable a number of employees to perform work on them to perform difficult or hurried tasks.
- **Modular freestanding office solutions.** They are schemes that provide integrated solutions that resemble a small village in terms of content, participation, interaction and openness. It is a highly flexible and dynamic modular system that can be easily rearranged and customized.
- **Pods.** It is a small pre-manufactured capsule of light materials, and its functions and names vary according to the activity.
- **High back Privacy Sofa.** It is a comfortable sofa, providing as much visual and acoustic protection and isolation as it is for its users.
- **Altwork Station.** It is an integrated work unit with various working modes and consists of a number of built-in equipment and tools.
- **Meeting cells.** Cabins consisting of dividers wrapped around two or more seats for instant meeting sessions.
- **Temporary Workspace.** A design tool that provides simple, temporary, separate or shared workspaces.
- **Privacy cocoon.** It is a small, compact cocoon ergonomically designed to instantly create a private and secluded space.
- **Micro Architecture.** A furnishing system that addresses contemporary problems and needs. The idea and principle of its design is to provide some privacy for work cells in open office spaces.
- **Alcove Cabin.** It is a model that creates a secluded space surrounded on all sides and accessible through a single entrance.
- **Alcove High back Work.** The model provides a flexible and private workspace in the open office for individual tasks that require focus.
- **Instant meeting room.** It is a space equipped for meeting and sharing business and information easily and quickly.
- **Space Dividers.** It is used to achieve a certain level of privacy flexibly and quickly when needed.
- **Phone Box.** Withdrawal provides an acceptable sense of protection and privacy rather than complete isolation.
- **Seating.** It has diversified and developed under different names and classifications according to the desired job, which has led to the race of design agencies and office furniture companies to provide models that meet these diverse and changing requirements.

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