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Users' experiences and feelings of a green building and perceived organisational outcomes.

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ABSTRACT

There has been numerous research that has hypothesised that 'green' buildings contribute to more positive outcomes than that of their conventional counterpart, such as increased well-being (psychological and physical) and productivity. However, recent studies have shown that results have been inconclusive, showing a discrepancy within this realm. In the present study, the researcher investigated the relationship between 'green' buildings and organisational outcomes (well-being, productivity, job satisfaction, absenteeism, and presenteeism), as well as, factors that may impact on this relationship. This was achieved by examining a sample of participants within the Nedbank Menlyn Maine building, whereby, a 5-star 'As-Built' Green Rating has been achieved. A non-experimental, longitudinal, correlational mixed methods design was employed. Quantitative data was collected using a demographic questionnaire, Warwick-Edinburgh Mental well-being scale, Sick Building Syndrome Questionnaire, perceptions of physical work conditions questionnaire, and single item scales measuring productivity, job satisfaction, absenteeism, and presenteeism. Data was compared over three time frames (approximately 6 months apart) in order to see if there was a change. Qualitative data was collected by means of nine in-depth interviews. Most the results demonstrated that the 'green' building did not produce significantly better physical or psychological wellbeing, increased job satisfaction or higher perceived productivity. Qualitative data revealed that green buildings could not be examined in isolation, and that aspects, such as legitimacy of the green concept, education, resistance, unconscious impacts, office design, culture, and health effects needed to be examined in order to understand the quantitative results. The implications of the results and the limitations of the study are discussed, and suggestions for further research are made.

Key Words: Green buildings; productivity; job satisfaction; well-being; absenteeism; presenteeism