

EMPLOYEE ATTITUDES AND BEHAVIOURS WITHIN A MORE SUSTAINABLE COMMERCIAL LABORATORY AND OFFICE BUILDING

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Much has been written about the capability for ecologically sustainable “green” commercial buildings to positively influence employee productivity. Key to this observation of increased productivity is that employees are satisfied with their work environment.

The Landcare Research commercial laboratory and office building located in Auckland, New Zealand, is one of the first examples of green commercial building in the country, completed in May 2004. This paper presents the results of three identical staff-satisfaction surveys, given over a span of two and a half years, designed to monitor the performance of the building in meeting the requirement for employee satisfaction. These surveys are taken from the National Australian Built Environment Rating System (NABERS), a performance-based sustainable building assessment system.

In addition to the surveys, some qualitative non-technical analysis on employee attitudes and behaviours is presented using a “video voice” experiment. Occupants of the building were given the opportunity to voluntarily use a video camera to film examples of how they experience working in one of New Zealand’s first green commercial buildings, as well as describing what they think is working well and what frustrates them.

Interviews and analysis with the participants and other occupants of the building will help inform a discussion on the attitudes and behaviours associated with working in a green commercial office environment and whether or not there has been any change in attitudes and behaviours over three years in operation.