

A model describing user satisfaction in green office buildings

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Abstract

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Users of buildings influence their performance as well as the buildings influence their users. Thereby not only 'objective' comfort parameters (e.g. temperature, lighting) play a role in influencing users behaviour and satisfaction, but also social and psychological aspects.

This work is part of the research project "Built to Satisfy" that aims to better understand and model the effects of user behaviour on energy performance in office and service buildings, that are built with lowest and plus-energy building techniques. In a quantitative online-based post-occupancy evaluation in Austrian office buildings, satisfaction with and within the building has been assessed. Additionally, various factors (e.g. knowledge, norms, perceived behavioural control, workplace related aspects) influencing user behaviour and satisfaction were part of the survey.

The following presentation is grounded on the theoretical challenge to apply existing psychological theories on user behaviour and satisfaction to this field of energy and environmental research. Taking a look on user satisfaction within the organizational setting of the built environment as a workspace, a broader understanding but also a manageable framework in terms of practicability is needed to identify the main factors influencing user satisfaction. Using structural equation modeling, an insight in the complexity of user satisfaction in green office buildings will be given, answering the following questions: Which factors best describe workplace related user satisfaction and which aspects influence this satisfaction in green office buildings?

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