

# **CHAPTER 05**

## **CONCLUSIONS**

### **5.1 Conclusions**

The aim of the study was to understand interior design parameters which cause development of employee productivity. During the research study, different interior planning in office spaces was used to identify the factors related to interior design that contribute to improvement of productivity.

Basically through the literature review, factors which cause productivity of employees (furniture arrangement, partitions, colour of walls, lighting level, visuals, printer location, categorization of work group, data point and plug point location and space planning) in the global context, were identified. Based on the these factors mentioned above, the research study was planned and conducted for the Sri Lankan context through close observation, questionnaire surveys, semi structured interviews and telephone conversations.

Data collection was carried out as multiple case studies conducted at offices with proper interior development. Collected data was analysed statistically using the SPSS software. Furthermore, in order to clarify the results obtained, telephone conversations were conducted with the managers. According to the data analysis results, furniture arrangement, colour of walls, visuals and service distribution were identified to be more significantly involved in improving employee productivity, in the Sri Lankan context out of all the nine influential interior design parameters identified through the literature review.

According to research findings, proper furniture arrangement ensures efficient behaviour of employees and significantly improves teamwork and speed of work while comfortable furniture encourages continuous working. Furthermore, the way of proper furniture arrangement is different for different professions. As an example creative department usually does team work to improve their designs in that case

furniture arrangement need to prepare accordingly. Also clerical and accounts staff need more privacy during work according to observations. Proper furniture arrangement increases the speed of work. Further, the findings suggest that use of colour affects employees' motivation and speed of work. For an example, blue and white together improves speed of work of young employees who carry out clerical work and data entry and use of green for walls improves employee productivity through encouraging continuous working compared to black colour. Visually attractive artefacts, such as displaying motivational wordings and quotes, establishing windows to get outside views to inside of the office increase morale, motivation and comfort of employees. According to this study, service distribution within an office space causes convenience in communication within the office and also with the outsiders and increases the service status, while saving time by minimizing movement inside the office and waiting time to use electrical equipment.

However, it was noticed that sometimes employees had not provided accurate data due to their inadequate understanding about the question or due to carelessness in filling the questionnaire.

## **5.2 Limitations of the Research**

The research was carried out within a limited time period due to which collecting data to cover the whole country or all offices in Colombo was not achievable. Therefore, Colombo was selected as a sample area because the majority of offices are situated in the commercial capital of Sri Lanka, Colombo. Also, to select cases from the Colombo district, the main concern was to select offices which had recently finished interior designing and those which had not, in order to compare the results.

## **5.3 Further Research**

In future researches, this matter can be explored in more depth for the Sri Lankan context other than the Colombo area. Furthermore, how interior design can minimize health problems of employees within working hours to develop productivity can be studied, because if employees suffer from health complications during working time, it would in turn reduce the productivity of employees.

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