



WORKPLACE TECHNOLOGY THAT PROMOTES HEALTH AND WELL-BEING

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The background is a dark teal gradient. In the corners, there are decorative white line-art patterns resembling circuit boards or neural networks, with lines connecting to small circles.

HOW DO YOU EXPERIENCE TECHNOLOGY IN
THE WORKPLACE?

The background is a dark blue gradient. In the corners, there are decorative white and light blue lines that resemble a circuit board or a network diagram, with small circles at the end of the lines.

HOW WOULD YOU LIKE TO EXPERIENCE
TECHNOLOGY IN THE WORKPLACE?

WHAT IS HUMAN-CENTERED DESIGN?

*Human-Centered Design is based on a philosophy that empowers an individual or team to design products, services, systems, and experiences that address the **core needs** of those who experience a problem.*

WHICH TECHNOLOGY SUPPORTS HEALTH AND WELL-BEING IN CONCRETE AND IMPACTFUL WAYS?

Autonomy

Social belonging

Competence

Physical and psychological Safety

Meaning and purpose

Positive emotions

Maslach, C., & Banks, C. G. (2017). Psychological connections with work. In C. Cooper & M. P. Leiter (Eds.), *Routledge companion to wellbeing and work*. NY: Routledge, 37-54.

COMMON WORKPLACE TECHNOLOGY

- Environmental Quality Controls
- Occupancy
- Personal Status Feedback
- Communications
- Self-Help
- Sensors and Controls
- Cameras, Sensors
- Wearables, Apps
- Social networking Apps
- eLearning, Tools, Guides

HOW CAN TECHNOLOGY SUPPORT SATISFACTION OF BASIC NEEDS?

- Supports doing work well
- Opportunities for cognitive refreshment
- Comfortable amount of control
- Supports bonding with co-workers and the organization
- Protects personal safety and security
- Provides choice in where and when activities take place
- Promotes healthy habits

EVALUATING WORKPLACE TECHNOLOGY

CRITERIA	TYPE OF TECHNOLOGY PRODUCT				
	EQ CONTROLS	OCCUPANCY MONITORS	STATUS FEEDBACK	COMM/ CONNECTION	SELF-HELP
Task performance support	Yes	No	No	Yes	No
Cognitive refreshment	Yes	No	No	No	Yes
Comfort control	Yes	Yes	No	No	No
Bonding among employees	No	No	No	Yes	No
Employee safety/security	Yes	Yes	No	No	No
Place/timing choice	No	Yes	No	No	No
Bonding with organization	No	No	No	Yes	No
Messages for healthy habits	No	No	Yes	No	No
Positive non-verbal messages	No	No	No	Yes	No

CONCLUSIONS

- Need satisfaction can be achieved through different types of technology
- Competence, Autonomy, and Safety served through EQ Controls
- Autonomy and Safety served through Occupancy Monitors
- Competence, Belonging, and Positive Emotions served by Communications
- Positive Emotions potentially served through Personal Feedback and Self-Help technology
- **Caveat:** This technology can be helpful but it depends on how this technology is used in practice