EXECUTIVE SUMMARY

Based on the Procedure for Environmental Quality Assessment (PEQA), a comprehensive review of the literature on environmental assessment and environmental assessment instruments was conducted to determine the factors common to a definition of quality in the work environment. More than 120 articles and books from the scientific and popular literature have been reviewed, critiqued and categorized. When possible copies of the instruments have been obtained and are included in the appendices.

A quality work environment can only be defined by the people for whom the specific environment is important. The intention of this research is to offer a system of analysis and categorization with which it is possible to conceptualize a full range of contextual variables that may influence the quality of a work environment. Specifically the goals of this paper are:

1. To demonstrate how the PEQA model can be used to organize the environmental assessment tools that are available.

2. To provide operational definitions for the factors within PEQA

3. To demonstrate how the research and development of environmental assessment may be categorized based on the difference in intended uses: academic research, institutional standards, and professional application.

4. Provided an analysis of how these tools may most appropriately be used.

Academic research, by far the largest body of literature, is intended to be used to inform designers, programmers and evaluators. It is also used to generate theory for generalization to multiple sites.

Institutional standards have been developed as tools intended to guide the management and occupation of government and other multi-site institutions.
**Professional application** procedures, informed by academic research and practical experience, are used by designers, programmers, and evaluators as assessment tools are intended as a service to their clients for use as both programming tools for future projects and as evaluation tools for existing projects.

This study confirms the comprehensiveness of the PEQA model and reveals significant gaps in the research. The assessments of objective physical elements and systems are the most common measurements of environmental quality. Mediating and moderating variables such as personal attributes, functional roles of employees, and organizational or societal constraints tend to be less often addressed or ignored altogether. It is the need to understand these variables that should drive future research. Four areas requiring further development are:

1. **Building management and services.** What are the lines of responsibility, and what are the accepted definition of responsibility in managing and maintaining the environment?

2. **Design and Development.** How important is the experience and expertise the design team brings to the project?

3. **Personal profiles.** Employees may vary greatly by age, gender, culture and socioeconomic conditions, and yet these differences are rarely addressed.

4. **Societal, organizational and individual goals and purposes frame the motivation and context of work.** Available workforce, organizational motive, and the individual need for advancement may have a strong influence on work produced.

By emphasizing the mechanical systems and ambient environment, but overlooking the people who work there and their perceptions of the place, generalizable standards of quality have been difficult to develop. If we are to bring definition to quality work environment, we must also define quality of work, match the research methods to the application and find methods that assess an environment relative to its own definition of quality.