



WHY WE ARE DEALING WITH INDOOR CLIMATE?

User Satisfaction: Top Ten complaints in an office

1991

1. too hot
2. too cold
3. not enough space
4. poor indoor air quality
5. poor janitorial services
6. not enough conference rooms
7. workstation/office is too small
8. elevators are too slow
9. inadequate parking
10. chairs are uncomfortable

1997

1. too hot
2. too cold
3. not enough conference rooms
4. poor janitorial services
5. not enough storage
6. computer problems
7. poor indoor air quality
8. inadequate parking
9. no privacy
10. smokers outside of office

2003

1. too hot
2. too cold
3. poor janitorial services
4. not enough conference rooms
5. not enough storage
6. poor indoor air quality
7. no privacy
8. inadequate parking
9. computer problems
10. noise level/too noisy

2009

1. too hot
2. too cold
3. poor indoor air quality
4. too drafty
5. noise level/too noisy
6. too dry
7. smells detected
8. no privacy
9. inadequate parking
10. not enough conference rooms

Source: IFMA study, interviewed 1.400 facility managers, 1991 - 2009