

# POST-OCCUPANCY EVALUATION AS ONE APPROACH FOR USER-FOCUSED SPACE DESIGN

Chunyeop Lee<sup>1</sup> and Chanohk Oh<sup>1</sup>

<sup>1</sup>School of Design, Inje University, Gimhae, Kyungnam, South Korea,

bom81@lycos.co.kr, homechan@inje.ac.kr

## ABSTRACT:

The user-focused (or centered) design is an important issue in design field. This means that all design should consider it's users at first. Post-Occupancy Evaluation (POE) is the process of evaluating space design systematically and comprehensively after user used. This study was intended to examine the concept and process of POE and to suggest POE as one research method for the user focused design.

**Keywords : User- Focused Design, Post-Occupancy Evaluation**

## 1. INTRODUCTION

Design is a combination of art and science and should be visually represented on the premise of utility. Namely, design should focus on user. However, many designs have been done focusing on visual representation without considering utility. On this background, the user-focused or centered design has been appeared as a new issue.

Despite of its importance, there has been no guideline for this user- focused approach. Therefore, this study was intended to examine POE which is one research method for the user- focused design.

## 2. POST OCCUPANCY EVALUATION (POE)

POE is the process of evaluating building systematically and comprehensively after user occupied. POEs focus on building users and their needs. They provide users with the opportunity to participate in the planning process, and this makes them take more ownership in the building. As a result, more user-focused space are created, which meet user needs and they allow users to be satisfied with their space environments.

POEs are used for feedback to the evaluated building for purposes of immediate problem solving. POE can help organizations test new building ideas and operate more efficiently within their facilities. POE can benefit building occupants by helping to make environments humane, appropriate, obstacle-free, enjoyable, safe and responsive. Further it can benefit professionals by helping them make informed decisions.

Space design can be evaluated in three elements: functional, socio-psychological, and aesthetic. These elements can be identified and treated hierarchically in their application to the POE process. First, functional elements involve occupant's ability to operate efficiently and effectively. Second, socio-psychological elements are psychological and social aspects of user satisfaction and general well-being. At last, aesthetic elements are beauty of space in space layout, furniture, material, color, lighting and accessories.

Three levels of effort for POE are indicative, investigative, and diagnostic. Each levels consist of three phases: planning, conducting, and applying the POE.

### 3. CONCLUSION

This study provides how the systemic evaluation of space design in use can enable the design community to take advantage of the lessons learned from successful and unsuccessful space design. This is a process to focus on users.

### REFERENCES:

Preiser, W.F.E., Rabinowitz, H.Z., and White, E.T.(1988) Post-Occupancy Evaluation, Van Nostrand Reinhold.