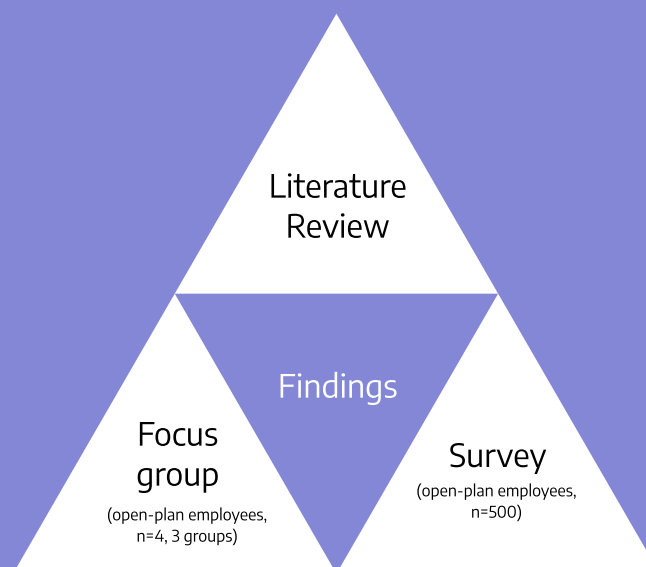


### Introduction

Microsoft is on its journey to build a brand new modern campus that strives for better employee experience and collaboration.

The team joined in and conducted a thorough research study on the current existing gaps within the adopted open-plan workspace office layout to help advance the modern campus. Starting with literature review, we created a survey with our hypothesis about the existing gaps, collected 500 responses, performed analysis on the collected data, and last but not least, came up with a design idea we believe could improve the future working environment.

### Methodology

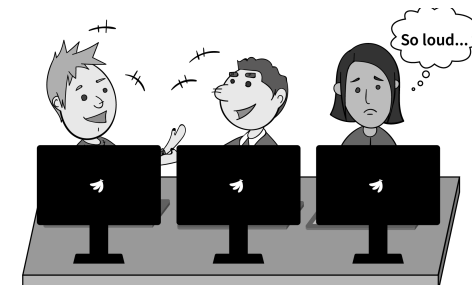


We followed the mixed-method research approach, qualitative guiding the quantitative study.

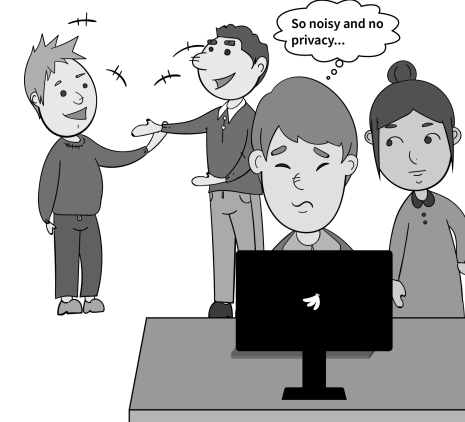
### Key Findings

#### Net Promoter Score

- \* The overall NPS for open-plan workspace is **-30**
- \* Around **50%** of the respondents do not recommend open-plan workspace
- \* Manager NPS v.s. Non-manager NPS = **-8 : -44**
- \* Millennials NPS v.s. Non-millennials NPS = **24 : -47**

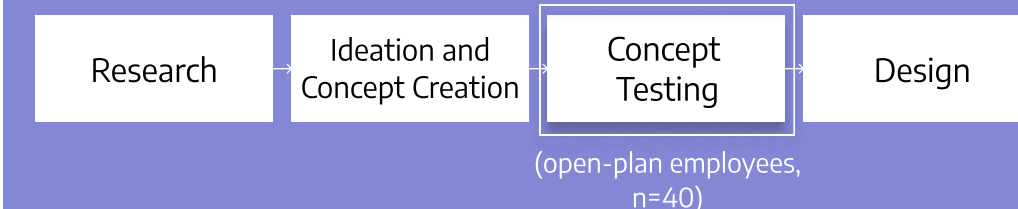


- \* Around **50%** of the respondents are uncomfortable due to noise in the office



- \* Non-managers and moderate collaborators have **less access to amenities and private spaces** than managers and high collaborators
- \* Non-managers and moderate collaborators have **lower levels of workspace personalization** than managers and high collaborators
- \* **Code of conduct** improves collaboration.
- \* Open-plan workspace has a **higher negative effect** on non-managers' health than managers'.

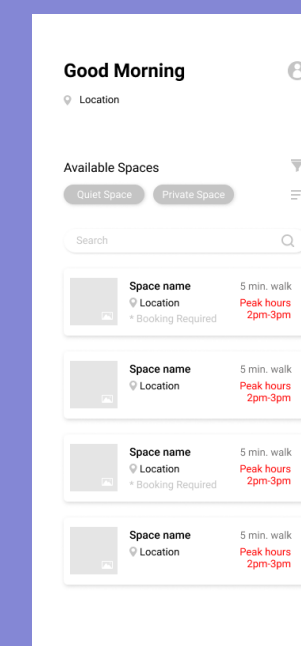
### UX Concept Testing



The team participated in brainstorming activities to identify the painpoints in current working environment and came up with potential design solutions.

We ran an **Unmoderated Concept Testing** study to validate the concept of 5 design ideas and shortlisted one solution that best addresses the user's needs.

### Design Prototype



The design idea we ultimately decided on is an **Real-Time Office Space Lookup System** that provides immediate environment conditions of the office's all private and quiet spaces so that workers can navigate through the office accurately based on their immediate needs.