

Logisens Corporation

# Optimal Office™ Case Study Results

## SUMMARY

Logisens Corporation, headquartered in Fort Collins, Colorado, conducted three case studies from 2004-2006 to demonstrate that its Optimal Office system increases productivity and wellness in the workplace. The testing took place at Aurora Healthcare in Wisconsin, the offices of the City of Fort Collins and at an aerospace corporation.

The Optimal Office™ system consists of a bio-sensor implanted in a computer mouse, which measures changes in skin conductance level (SCL – a clinical measurement of the skin's response to emotional stimuli) and body temperature. The physiological data is registered by the Optimal Office software, which provides ongoing monitoring and reports throughout the work day.

When Optimal Office detects increased stress in the user, the system provides onscreen micro-trainings – proven techniques that include breathing, stretching and calming exercises. The trainings appear several times each day, vary from 30 seconds to four minutes in length and are designed to avoid interruption of the user's work effort. The total training time in an average day is six to eight minutes.

The goal is that with just a few minutes of training each day, Optimal Office users become aware of stress at the point of occurrence and learn ways to help bring it under control for an increased sense of well being, effectiveness and performance on the job.

**In all three studies, Optimal Office users reported a significant decrease in burnout and work stress, and a sizeable increase in life and job satisfaction.**

**Additionally, both of the groups asked to rate Optimal Office's effect on productivity found that the system improved productivity in the workplace.**

**In addition to decreasing stress and increasing productivity, a cost benefit and ROI calculation demonstrated an annual cost savings ranging from \$2,059 to \$5,169 or an ROI between 3.7 and 9.4 per year.\***



\*Lowering the Costs of Stress – a Whitepaper, 2007. Logisens Corporation, www.logisens.com

## OBJECTIVE

Overall, Logisens chose to evaluate three areas of Optimal Office's influence on users in the workplace:

- **Psychological measures including burnout, work stress, and job and life satisfaction.**
- **Return on investment.**
- **User friendliness and ease-of-use.**

## METHODOLOGY

The Optimal Office testers were taken from volunteers in each workplace. All of the volunteers were stationed in cubicle environments and worked at least five to eight hours on the computer per day, in tasks that required at least occasional use of the mouse.

In the Aurora study, 10 people were tested on Optimal Office's influence on psychological measures, eight people volunteered to test productivity and 11 users were asked to report on the features and trainings of Optimal Office. There were 23 volunteers in the Fort Collins study and 92 at the aerospace corporation, all of whom participated in the provided evaluations for their site.

After Optimal Office was installed in the workplaces of the test groups, the volunteers were provided with a one-hour introduction and training on the system and then asked to fill out a questionnaire. Additional questionnaires, identical to the original, were provided periodically until the end of the testing period.

## Psychological Measures

All three testing sites were asked about three psychological measures: burnout, work stress, and job and life satisfaction. Every question was answered using a scale.

### Burnout

The data in this section answered the question, “How often do you have any of the following experiences in terms of your work (in the last four to six weeks)?” The experiences listed were:

- Being tired
- Feeling depressed
- Having a good day
- Being physically exhausted
- Being emotionally exhausted
- Being happy
- Being “wiped out”
- Feeling “burned out”
- Being unhappy
- Feeling rundown
- Feeling trapped
- Feeling worthless
- Being weary
- Being troubled
- Feeling disillusioned and resentful about people
- Feeling weak and helpless
- Feeling hopeless
- Feeling rejected
- Feeling optimistic
- Feeling energetic
- Feeling anxious

The answers in this section were based on a scale of 1 to 7 — beginning with “Never” experiencing the feeling ranging up to “Always” identifying with the listed emotion.

### Work Stress

This section asked the volunteers to use the same scale to rate how often they encountered the following experiences in their work (in the last four to six weeks):

- I feel overloaded
- I experience competitiveness
- I feel not worthy
- I have difficulties in decision making
- I have impossible duties and responsibilities
- I feel overextended in terms of deadlines and obligations
- I have conflicting demands

### Life and Job Satisfaction

This section asked the volunteers to rate the following on a scale from 1 to 10, ranging from “Not Good” to “Very Good”:

- Life satisfaction
- Job satisfaction
- Well being

### Return on Investment

Two of the groups, Aurora and the aerospace corporation, were also tested on Optimal Office’s effect on internal productivity.

In Aurora, internal productivity measures were assessed in this group before the system was installed to describe “work items finished” per day. After the volunteers used Optimal Office for approximately three months, productivity measures were collected again.

Volunteers at the aerospace corporation were asked to rate their productivity at work in the following areas: Amount of time working on assigned tasks, meeting target

quotas and goals, going beyond expectations to make customers happy, responding quickly and courteously to fulfill customers needs, and the overall quality service that they provide. Each area was rated on a different scale.

### Ease of Use and Value

Only the Aurora test site was asked to evaluate the features and trainings of Optimal Office. Each category was based on a scale of 1 to 5 with ease-of-use ranging from “Very Hard” to “Very Easy” and value rated from “Not Valuable” to “Very Valuable.”

## RESULTS

### The implementation of Optimal Office increased success in every test area.

Each study site recorded major decreases in every psychological measure tested. There were overall decreases in burnout and work stress, and every group reported an increase in life and job satisfaction.

The two groups that tested Optimal Office’s effect on productivity showed that the system increased efficiency in the workplace. In fact, Aurora Healthcare found that per employee, they would receive a return of more than 1,000% on the investment of Optimal Office in their company.

In addition to these findings, Aurora also found Optimal Office easy to integrate into their daily routine and a valuable tool for the workplace. The average score for ease-of-use was 87% and 82% for value to the user.

OVERALL EXPERIENCE	AURORA HEALTHCARE	FORT COLLINS	AEROSPACE CORPORATION
Decrease in burnout	14–22%	22.4%	23.5%
Decrease in work stress	38%	44%	16.7%
Increase in life and job satisfaction	6–12%	15%	12.5%
Increase in productivity	8.83%	N/A	3.6%*

\*Note that only 30% of the questionnaires were completed during one portion of the assessments.