A Study on Analysis of User Satisfaction about The Emotional Design of Health Care Center in Mid-Sized Clinic

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Abstract

Recently people are getting more and more interested in medical care because of the longer life expectancy and the alternation of consciousness about health and so we must stress the focus on the importance of medical institutions. Therefore we are to pay regard to the sensitivity design, because it becomes the topic of the emotional satisfaction and comfort. Hospitals extend their role from medical treatment to health care to satisfy the variety of needs. study will include the design which can stimulate patient sentiments in order to enhance healing power, the top element of medical service.

The purpose of this study is to provide a guideline of sensitivity design through a research of present conditions and satisfaction level of current hospitals. Afterwards, we will study the factors of both the sensitivity design and the interior design to find the actual conditions of interior designs of the hospitals.

This article grasped the definition of medical space design through research from previous studies and literatures, and positioned subordinate concepts of sensitivity interior design through the components & elements of both emotional design and interior design.

First, selected the 6 physical health exam centers from 6 different hospitals, followed by actual visits and demonstrational study together. and set the limit of the boundary of the research to understanding the components of emotional design and the sense stimulating elements.

Sensitivity is based on the uniqueness of human-beings individually & psychologically experienced by external physical stimulation, the emotional reactions and physiological changes that arise lead to expressional activities like mood or feeling, and further becomes the dynamic aspect of thought.

In this study, the environmental requirements of emotional design will be considered general elements of design as its physical characteristics. Unlike other elements which are mainly visual, the five senses stimulating elements have been categorized by adding functional features.

After analysis of design components through a survey using 14 relevant questions, I visualized and classified the satisfaction level of design and divided them into 4 different groups, which are satisfaction of space, satisfaction of interior design factors, satisfaction of final materials, and satisfaction of spatial compositions.

As a result of analysing the five senses stimulation, we found a total of 4 factors. The target survey group was composed of those who had an overall health exam. We surveyed the frequency & cycle of the visit of participants.

The satisfaction results of the participants show a higher level than an average statistical, theoretical point of 30 which indicates that participants are generally satisfied at the hospitals.

The conclusion of the status survey shows the design components and the traffic line should be more patient-oriented.

Emotional design means satisfying all the multiple senses of the user’s human body in the space. As previously mentioned, we need a better understanding of the many emotional factors to satisfy the various needs and wants of humans.