

**Chapter 11**  
**Office Systems and Technology**  
**Key Terms**

1. Absorption \_\_\_\_\_
2. Ambient lighting \_\_\_\_\_
3. Anthropometry \_\_\_\_\_
4. Biomechanics \_\_\_\_\_
5. Carpal tunnel syndrome \_\_\_\_\_
6. Decibel \_\_\_\_\_
7. Early adapter \_\_\_\_\_
8. Emotional disturbance \_\_\_\_\_
9. Ergonomics \_\_\_\_\_
10. Ergonomics standards \_\_\_\_\_
11. Fluorescent lighting \_\_\_\_\_
12. Foot-candle \_\_\_\_\_
13. Footlambert \_\_\_\_\_
14. Incandescent lighting \_\_\_\_\_
15. Isolation \_\_\_\_\_
16. Late adapter \_\_\_\_\_
17. Masking \_\_\_\_\_
18. Mood disturbance \_\_\_\_\_
19. Musculoskeletal problems \_\_\_\_\_
20. Nonadapter \_\_\_\_\_
21. Psychosocial disturbance \_\_\_\_\_
22. Psychosomatic disorder \_\_\_\_\_
23. Reflection \_\_\_\_\_
24. Repetitive-strain injury (RSI) \_\_\_\_\_
25. Sick building \_\_\_\_\_
26. Task lighting \_\_\_\_\_
27. Tendinitis \_\_\_\_\_
28. Visual dysfunction \_\_\_\_\_

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- A. The study of the musculoskeletal effort of human beings.
- B. The scientific study of the relationship of employees to their physical environment, including the workspace and the tools that enhance the workspace.
- C. Guidelines for the application of ergonomics factor in office/furniture design; based on research by ergonomics specialists and used in the design of office products throughout the world.
- D. Pain or discomfort occurring in various body parts (neck, back, shoulders, arms, and fingers.)
- E. Direct light that illuminates the work surface.
- F. The engulfing of sound waves by environmental materials.
- G. A person who is quick to change, study a new system, and try to implement it.
- H. The amount of light produced by a standard candle at a distance of 1 foot.
- I. The use of a low-level, non-disturbing background noise to blend in with regular office noise, eliminating the “silent” sound or covering distracting noises; also called white noise or white sound.
- J. The inflammation of muscles at the points where they insert into the bones of the shoulders, arms, and wrists.
- K. The study of human body measurements in order to design furniture (sizes, heights, and shapes) accurately scaled to the dimensions of a worker’s body.
- L. The unit measurement of the intensity of sound; one decibel is the faintest sound that can be detected by the human ear.
- M. Illumination that resembles natural light; common light source in office buildings.
- N. Affecting the employees’ abilities to adequately perform tasks, causing anger, frustration, irritability, anxiety, and depression.
- O. The person who prefers the status quo, does not accept change easily, and may resist and also encourage others to resist change; typically feels negative job-related stress.

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- P. The prevention of sound waves from passing through environmental materials.
- Q. The bouncing of sound waves off material and back into space.
- R. Temporary visual distress (eye irritation, visual fatigue, blurred vision, headaches, and chronic disorders) possibly caused by long intensive work intervals without adequate rest periods, or poor design of computer monitors or the physical environment.
- S. A measure of brightness; a unit of measure approximating 1 foot-candle of light transmitted or reflected.
- T. Indirect light that illuminates the area surrounding the work surface.
- U. Disturbance that affects an employee's ability to adequately perform tasks; includes mood disturbances and psychosomatic disorders.
- V. A person who waits for others to implement a new system, then tries to catch up with the technology; such a person has difficulty keeping up to date with technology and is often considered "behind the times."
- W. Stress related to the job, workload, pace of work, and poor or inadequate supervision that can lead to ailments.
- X. A workspace health danger that can result from tasks that require continuous repetitive motion; symptoms include still or sore wrists, numbness, loss of strength in arms or hands, or finger cramps while working.
- Y. Affect employees ability to adequately perform tasks causing gastrointestinal disturbances, muscle tension, psychic tension, heart palpitations, and frequent perspiration.
- Z. Filament bulb that produces glare and shadowing on work surfaces.
- AA. Buildings infected with microorganisms (molds, bacteria, and viruses) at levels that make employees sick; buildings with poor ventilation or that are airtight run the greatest risk of becoming a sick building.
- BB. The compression of a nerve leading into the wrist that results in debilitating pain and muscle weakness.