لبيه أعمال
Labayh Business

Workplace Designed for People: A Look at Office Ergonomics

July 2026

Provided By Labayh Business

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Labayh Business

Labayh Medical Care Company
Why Labayh?

+1,000 Professionals

+3 Million Active users

2017 Since

+89.7 Million Minutes of appointments

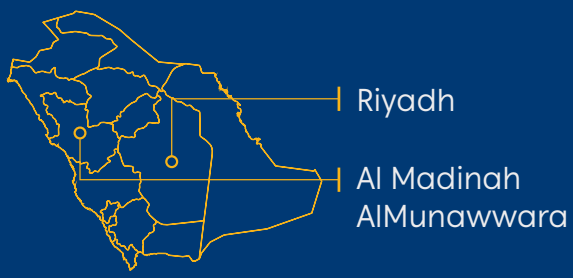
+100 Employees

+2.69 Million Minutes of social responsibility

+120 Countries

+498 K In-App Ratings

98% Satisfaction rate



Labayh has two main branches in the Kingdom one in Al Madinah AlMunawwara and the other one in Riyadh.

Worldwide toolset
Based in Madinah & Riyadh with delivery capability throughout the Kingdom and across the globe.

Qualified and experienced
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Bilingual Capability
Design, delivery and support in Arabic and English and in some cases other languages.

A Saudi Company
Tools for assessment, design and delivery from some of the best in the world used by accredited practitioners.

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Executive Summary

This report highlights how office ergonomics shapes daily comfort, health, and performance across modern workplaces. As many employees spend long hours at desks and screens, the physical environment has a strong influence on how they feel and how consistently they work. Global research from groups such as Gallup, Deloitte, the World Health Organization, and national safety bodies shows a growing recognition that supportive workspace design improves wellbeing and contributes to better organizational outcomes.
Office ergonomics focuses on designing work conditions that fit the person rather than placing unnecessary strain on the body. It covers physical setup, mental load, and work structure. When these elements are aligned, employees experience less discomfort, clearer focus, and more steady energy across the day. Poor ergonomic conditions, in contrast, lead to neck and back tension, eye strain, tiredness, and reduced motivation, which often appear as sickness patterns, presenteeism, and lower task quality.

The report outlines key ergonomic practices that can be applied in office, hybrid, and frontline settings. These include workstation adjustments, improved screen and desk arrangement, balanced lighting, healthier break patterns, digital clarity, and early reporting of discomfort. Indicators such as self-reported strain, absence data, and feedback on workstation comfort help employers track progress.

Three case studies demonstrate the impact of office ergonomics across different sectors. A hospital group achieved large drops in injuries and lost workdays through mechanical lifting aids. Fujitsu's Munich office improved comfort and space efficiency through adjustable workstations and flexible layouts. Imam Abdulrahman Bin Faisal University in Saudi Arabia study showed high rates of musculoskeletal symptoms linked to workstation risk factors, highlighting the need for targeted changes in regional office environments.

The final section outlines steps organizations can take to support ergonomic improvement, including clear internal guidelines, adjustable equipment, employee involvement, manager capability, structured onboarding, healthy work patterns, and ongoing monitoring.
Overall, the findings show that thoughtful workspace design is not a luxury; it is a practical way to support healthier staff, reduce strain-related issues, and create a smoother daily work experience across all levels of an organization.

01 Introduction

Introduction

Workplaces today are paying closer attention to how the physical environment affects staff comfort, health, and day-to-day experience. As more roles depend on long hours at desks, screens, or repetitive tasks, the conditions surrounding the employee have become an important part of any wellbeing approach. Research from global advisory groups and occupational health bodies continues to show that the design of workspaces, tools, and equipment has a direct influence on how employees feel, how they function, and how consistently they perform.

Office ergonomics offers a practical way to shape work conditions so that employees can carry out their tasks with less strain and fewer barriers. It brings together ideas from health, psychology, design, and workplace safety, creating a foundation for environments that support both physical comfort and emotional stability. This report explores why office ergonomics matters, how it affects wellbeing, which practices show the strongest results, and what steps organizations can take to create healthier and more supportive work settings.

Recent publications from Gallup, Deloitte, the World Health Organization, and national health and safety institutions show increasing interest in this connection. Their findings point to a clear pattern: thoughtfully designed work environments support healthier staff and contribute to stronger organizational outcomes. This report builds on that growing body of evidence and outlines how office ergonomics can shape a more supportive workplace.

02

What Office Ergonomics Means

What Office Ergonomics Means

Office ergonomics is the practice of shaping work conditions to suit the abilities and limits of the person, rather than forcing the person to adjust to uncomfortable or inefficient setups. It focuses on creating arrangements that reduce strain, support natural movement, and make daily tasks smoother and safer.

In workplace settings, office ergonomics covers three main areas:

Physical office ergonomics

This includes posture, seating, desk height, screen position, lighting, lifting techniques, tool design, and the layout of equipment. The aim is to lower the chances of aches, tension, and musculoskeletal problems by placing the body in comfortable and supported positions.

Cognitive office ergonomics

This relates to mental load and how information is presented. Clear screens, organized interfaces, reduced clutter, and manageable notification patterns can lower mental fatigue and help employees stay focused for longer periods.

Organizational office ergonomics

This refers to how work is structured: task flow, break patterns, pacing, autonomy, and the ability to adjust one's workspace. Small adjustments in work design can prevent long periods of static posture and help employees maintain steady energy across the day.

Together, these areas create a foundation for a work environment that supports health, clarity, and smoother performance.

03

Importance of Office Ergonomics

Importance of Office Ergonomics

Office ergonomics has become a central topic in workplace wellbeing because it directly shapes how employees feel throughout the day. When workstations, tools, and physical surroundings are set up in a supportive way, staff experience less discomfort, fewer distractions, and greater ease while completing tasks.

Poor setups often lead to neck and back pain, eye strain, headaches, and fatigue. These issues build up over time and can influence mood, motivation, and concentration. They also contribute to higher absence rates, frequent medical complaints, and a general decline in comfort at work.

On the other hand, well-planned ergonomic conditions help employees maintain steady posture, stay comfortable during long periods of screen work, and manage their physical effort with less strain. This creates a healthier daily rhythm, which supports clearer thinking and a calmer workday.

From an organizational point of view, office ergonomics plays a role in reducing avoidable injuries, limiting downtime, and lowering the costs linked to sickness patterns and turnover. It is also a sign that the employer values staff wellbeing, which can strengthen trust and improve the overall workplace experience.

04

Why Organizations Focus on Office Ergonomics

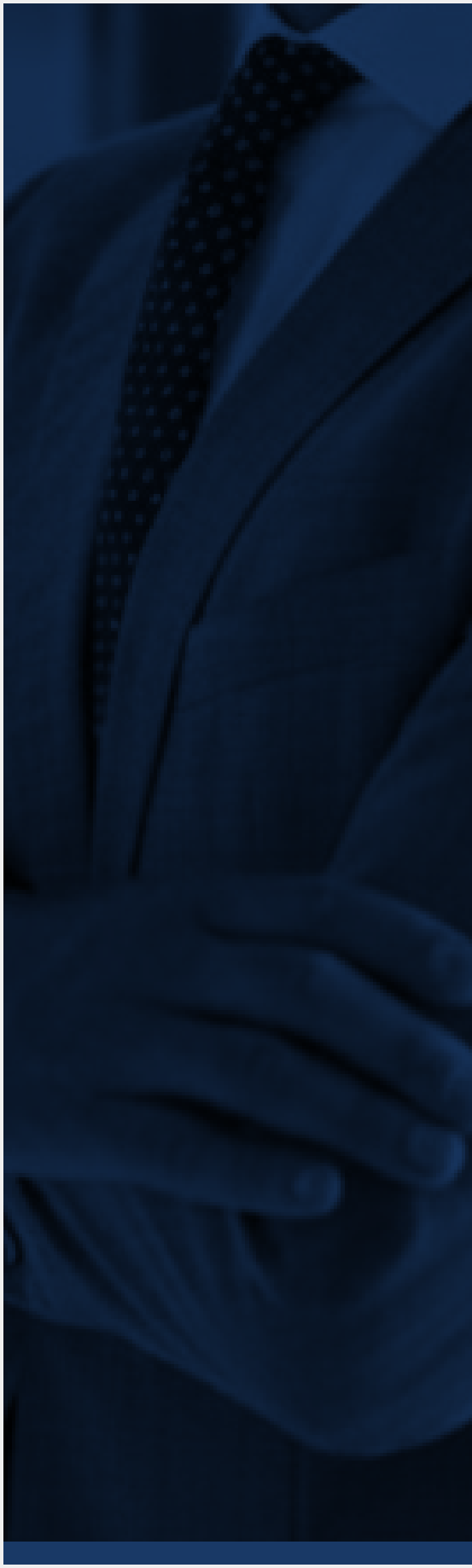
Why Organizations Focus on Office Ergonomics

Organizations pay attention to office ergonomics because it influences both staff wellbeing and day-to-day results. Comfortable and well-arranged work settings help employees carry out their tasks with fewer obstacles, which leads to smoother performance and fewer health issues linked to posture, strain, or repetitive movements.

A growing number of employers view office ergonomics as part of their duty to provide a safe and healthy environment. This approach lowers the likelihood of musculoskeletal complaints, reduces sickness patterns, and supports steady attendance. When discomfort is reduced, employees can sustain focus for longer periods and produce higher-quality work with less physical stress.

Office ergonomics also supports recruitment and retention. Many job applicants now look for workplaces that prioritise physical comfort, flexibility, and supportive design. By creating settings that feel comfortable and functional, employers strengthen their reputation and create a more appealing experience for current and future staff.

In addition, insurers, regulators, and health and safety bodies increasingly highlight the need for sound ergonomic practice. Their guidance encourages employers to treat workstation design, equipment quality, and workload patterns as core elements of workplace health. This makes office ergonomics a practical and strategic area



05

Impact of Office Ergonomics on Wellbeing

Impact of Office Ergonomics on Wellbeing

Office ergonomics plays a direct role in shaping how employees feel physically and emotionally during the workday. When a workstation supports natural posture and smooth movement, the body experiences less tension, which lowers the chances of neck pain, back pain, shoulder strain, and fatigue. These improvements help staff move through their tasks with more comfort and steadier energy.

Physical wellbeing has a clear influence on emotional and psychological stability. Repeated discomfort, tight muscles, and long hours in awkward positions can increase irritability, stress, and frustration. Well-arranged work environments, on the other hand, create a calmer and more manageable atmosphere where employees can think clearly and feel more in control of their tasks.

Good office ergonomics also contributes to a sense of fairness and care in the workplace. When staff see that the organization invests in supportive chairs, screens, lighting, and layout choices, they feel more valued and respected. This can strengthen morale, improve trust in management, and create a more positive connection with the workplace.

Finally, ergonomic improvements often lead to better patterns in attendance, lower physical complaints, and a smoother daily flow of work. Staff with less discomfort tend to maintain focus for longer periods and approach their tasks with more confidence, which contributes to healthier wellbeing levels across the team.

06

The Relationship Between Office Ergonomics and Injuries

The Relationship Between Office Ergonomics and Injuries

Across the companies we work with, one question appears repeatedly: why invest this much attention in workplace design? The answer is straightforward. Offices that lack proper arrangement of seating, screens, posture support, movement patterns, and muscle load tend to generate consistent patterns of injury. OSHA reports show that musculoskeletal disorders make up a large share of workplace injuries, and these injuries are closely linked to daily tasks that involve repetition, strain, or uncomfortable positions for long periods.

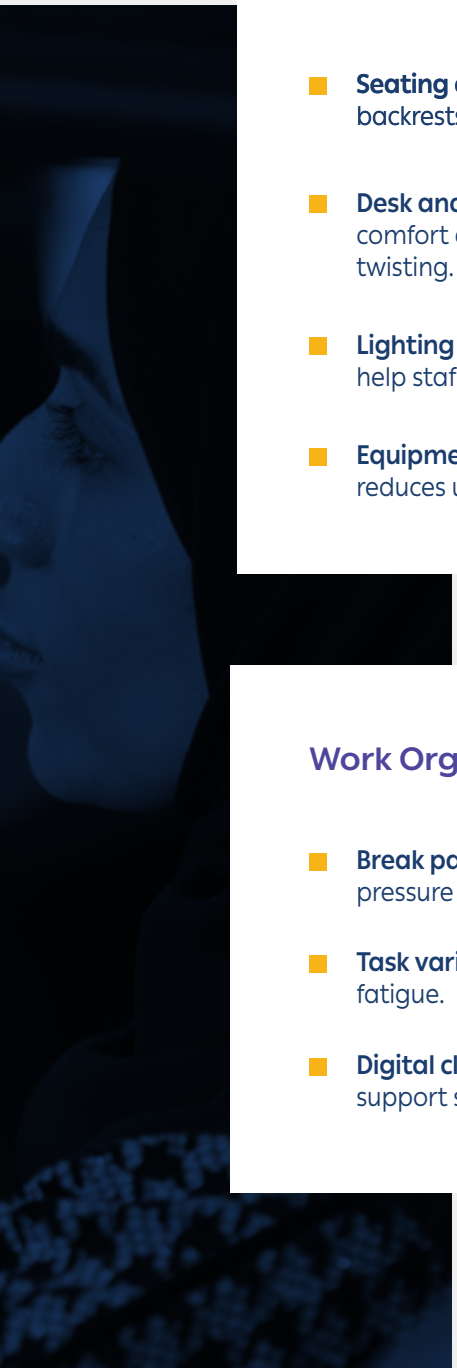
From our experience at Labayh, addressing these issues before they surface reduces sick leave related to back, neck, shoulder, and hand pain. When injuries decrease, absenteeism drops, and insurance claims connected to these cases decline. OSHA data supports this connection: improving workplace design reduces injuries, and fewer injuries directly reduce absence and insurance costs. This makes workplace design part of financial management just as much as it is part of employee physical and psychological wellbeing.

07

Ergonomic Practices

Ergonomic Practices

Ergonomic practices focus on shaping the work environment so employees can perform their tasks with comfort, stability, and reduced strain. These practices cover physical setups, digital use, and day-to-day habits that influence both physical and emotional wellbeing.



Workstation and Physical Setup

- **Seating and posture:** Chairs with proper support, adjustable height, and stable backrests help staff maintain a natural sitting position throughout the day.
- **Desk and screen arrangement:** Screen height, distance, and angle affect neck comfort and eye strain. A well-arranged desk lowers the chances of leaning forward or twisting.
- **Lighting and visibility:** Balanced lighting, access to natural light, and reduced glare help staff remain comfortable during prolonged screen work.
- **Equipment layout:** Logical placement of keyboards, mice, documents, and tools reduces unnecessary reaching or twisting.

Work Organisation and Digital Use

- **Break patterns:** Short pauses, stretching moments, and standing intervals help reduce pressure on the spine, shoulders, and wrists.
- **Task variety:** Rotating tasks lowers the impact of repetitive movements and reduces fatigue.
- **Digital clarity:** Simple screens, reduced clutter, and balanced notification settings support smoother focus.

Training and Daily Habits

- **Onboarding checks:** New staff benefit from a guided setup of their workstation to prevent discomfort early on.
- **Awareness sessions:** Short reminders on posture, positioning, and eye rest habits help staff adjust throughout the day.
- **Early reporting:** Encouraging staff to mention discomfort early allows quick fixes before problems grow.

Indicators to Track the Impact

To know whether ergonomic practices are working, organizations can monitor a set of practical indicators:

- **Self-reported discomfort:** Patterns of pain in the neck, back, shoulders, wrists, or eyes gathered through short surveys.
- **Sick leave linked to strain:** Tracking how often absence relates to musculoskeletal or stress-related issues.
- **Presenteeism patterns:** Staff who attend work while feeling physically strained may show slower pace or reduced accuracy; noticing these trends helps identify underlying discomfort.
- **Employee feedback:** Comments on workstation comfort, tool suitability, lighting, and noise levels.
- **Task completion flow:** Smoother work, fewer interruptions due to discomfort, and steadier pace across the day.
- **Turnover linked to physical strain:** Staff leaving roles because of ongoing discomfort or unsuitable work setups.
- **Health and safety reports:** Near-miss incidents or adjustments requested by employees.

These indicators give employers a clear picture of how ergonomic improvements influence daily comfort, wellbeing, and overall work patterns.

08

Case Studies

Long-Term Care and Hospital Settings **Patient-Handling Office Ergonomics**

Context

Nursing staff in long-term care and chronic care hospitals face high rates of back and shoulder injuries from manual patient handling.

What they did

- Introduced a comprehensive office ergonomics programme in six long-term care facilities and one chronic care hospital.
- Installed mechanical patient-handling devices (full-body lifts, sit-to-stand lifts, repositioning aids).
- Adopted a "no manual lifting" policy and trained staff on proper use of devices.
- **Worked on culture:** leadership support, easy access to equipment, staff involvement and clear procedures.

Results

- Patient-handling injury rates fell by about **60%.**
- Lost workdays dropped by about **87%.**
- Modified-duty days fell by about **79%.**
- Workers compensation costs related to patient handling dropped by about **91%**.

Why this example is useful

- It illustrates that office ergonomics is not only about chairs and screens. In highly physical, high-risk work like patient care, structured ergonomic programmes can transform injury patterns and cost profiles.

Fujitsu
Workplace Redesign and Ergonomic Improvements

Context

Fujitsu aimed to create a healthier and more flexible office environment in its Munich location. Staff had diverse tasks that required both concentration and collaboration, yet the previous layout relied on fixed desks and limited ergonomic adjustment, which restricted comfort and movement during the workday.

What they did

- Shifted to a flexible layout with varied work zones that supported focused work, teamwork, short tasks, and informal discussions.
- Introduced height-adjustable desks, improved monitor setups, and ergonomic furniture that allowed employees to adapt their workspace to their needs.
- Gathered input from employees to understand comfort issues, daily challenges, and preferred working styles.
- Updated the overall physical environment to allow smoother movement, better posture support, and easier transitions between different types of work.

Results

- Space utilisation increased **from 42% to 71%.**
- Total cost of ownership decreased by **26%.**
- Daily work patterns improved, with smoother task switching and fewer physical barriers during long periods of screen work.
- The redesigned environment received positive recognition for supporting employee wellbeing and modern ways of working.

Why this example is useful

- This case demonstrates how ergonomic furniture, flexible layouts, and staff involvement can transform office environments. It highlights that even in knowledge-based roles, well-planned workspace design can improve comfort, lower strain, and support more stable work patterns.

Saudi University Office Workers
Ergonomic Risk and Musculoskeletal Symptoms

Context

Administrative office workers at a large public university in the Eastern Region of Saudi Arabia were reporting discomfort linked to prolonged desk and computer use. Many staff relied on fixed workstations and long periods of sitting, creating conditions that increased physical strain. The study aimed to measure how common musculoskeletal symptoms were and whether workstation ergonomic risks contributed to those symptoms.

What they did

- Collected detailed data from **451 office workers** using a structured survey and direct workstation observation.
- Assessed ergonomic risks using the **Rapid Office Strain Assessment (ROSA)** tool.
- Measured symptoms in nine body regions using the **Nordic Musculoskeletal Questionnaire.**
- Analysed patterns and associations between workstation risk levels, age, years of experience, BMI, and symptoms.

Results

- **84.5%** reported musculoskeletal symptoms in at least one body region during the previous **12 months.**
- **52.3%** experienced symptoms severe enough to limit normal activities.
- **54.5%** reported lower back symptoms; **50.1%** reported neck symptoms.
- **33.7%** were classified as high ergonomic risk on the ROSA index.

Why this example is useful

- This case highlights the scale of ergonomic challenges in office environments within the region. It shows that poor workstation design and long hours at desks contribute directly to discomfort and limited daily function. It also demonstrates the value of structured ergonomic tools such as ROSA for identifying risk and guiding targeted improvements in Saudi and GCC workplaces.

Saudi Arabia
National Ergonomic Risk Findings (GASTAT 2023)

Context

The General Authority for Statistics in Saudi Arabia conducted a national survey on health and safety at work covering adults aged 18 and above. The data showed widespread exposure to physical and posture-related strain across different sectors, reflecting daily pressures that can affect comfort, energy, and long-term musculoskeletal health.

What they found

- **28.2%** spend at least four hours a day standing.
- **28.1%** sit for more than three hours at a time on office chairs without variation.
- **17.1%** perform repeated upper-limb movements for long periods.
- These patterns were seen across office roles, retail, hospitality, and frontline jobs.

Why this matters

- Extended standing, prolonged sitting, and repetitive arm movements are key ergonomic risk factors linked to discomfort, fatigue, and higher likelihood of musculoskeletal symptoms. The national data shows that these risks are not limited to one sector but appear across a wide share of the workforce.

Why this example is useful

- This case demonstrates the scale of ergonomic exposure in the Saudi labour market. It shows that a large portion of staff face daily posture demands that can affect comfort and productivity. The findings also highlight the value of national surveys in guiding organizations to prioritise workstation design, movement patterns, and healthier daily routines that reduce physical strain.

09

What Organizations Can Do to Support and Implement Office Ergonomics

What Organizations Can Do to Support and Implement Office Ergonomics

Organizations can strengthen staff comfort and daily stability by putting clear, practical steps in place to improve ergonomic conditions. These steps can be applied in offices, hybrid setups, and frontline environments.

Establish a Clear Ergonomic Approach

- Create a simple internal approach that outlines how workstations should be set up, how adjustments are handled, and who employees can contact for support.
- Make ergonomic considerations part of routine workplace planning, office layout changes, and equipment purchasing.

Provide Proper Equipment and Adjustment Options

- Offer adjustable chairs, desks, and monitor setups so each employee can shape their workstation according to their height, posture, and work tasks.
- Choose tools that support comfortable hand and arm positions, such as suitable keyboards, mice, and document holders.
- Prioritise equipment that can be adapted easily, allowing staff to switch positions or correct discomfort quickly.

Involve Employees in Workspace Decisions

- Encourage staff to share feedback on areas that cause discomfort or slow down their tasks.
- Hold brief sessions or surveys to understand which tools and layouts feel most comfortable.
- Include employees in pilot testing before rolling out new furniture or workspace arrangements.

Build Manager and Supervisor Capability

- Train managers on basic workstation checks, early-warning signs of discomfort, and how to respond when an employee reports strain.
- Give supervisors simple checklists to support routine observations and follow-ups.

Integrate Office Ergonomics Into Onboarding and Transitions

- Provide every new employee with a guided setup session to adjust seating, screens, lighting, and digital tools from the first day.
- Repeat the process whenever an employee changes roles, moves to a new desk, or shifts between office and remote work.

Encourage Healthy Work Patterns

- Promote short breaks, stretching habits, posture resets, and movement through the workday.
- Support task rotation when possible to reduce repetitive strain.
- Offer short awareness sessions on screen comfort, lighting, and managing digital load.

Monitor Progress and Review Challenges

- Track patterns in discomfort reports, absence linked to physical strain, and employee comments about workspace issues.
- Use this information to adjust equipment choices, refine layouts, or update the internal approach.
- Hold periodic reviews to check whether ergonomic changes are helping staff feel more comfortable and function with fewer physical barriers.

10

The Importance of Training HR, Procurement, and Occupational Health Teams on Workplace Design

The Importance of Training HR, Procurement, and Occupational Health Teams on Workplace Design

One of the recurring gaps we observe is the lack of basic knowledge on seating standards, movement, and equipment selection within the three departments most connected to employee health: HR, procurement, and occupational health. Without shared training, each department works in isolation, limiting the impact of any wellbeing program.

According to OSHA guidance, the success of any workplace design programme depends on how well these departments understand key elements: hazard assessment, equipment selection, workstation adjustment, and monitoring early injury signs. HR engages with job design and task allocation, procurement chooses chairs, tables, and screens based on defined criteria rather than price alone, and occupational health monitors patterns of discomfort and proposes preventive measures.

At Labayh, we see that training these departments together creates a common language and unified decisions. HR links adjustments to performance improvement, procurement purchases according to clear standards, and occupational health tracks outcomes and feeds the cycle with new data. This coordination forms an effective workflow that prevents problems before they appear, improving employee satisfaction, work quality, and organisational cost management.

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