STANDARD

9241-2

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Ergonomic requirements for office work with visual display terminals (VDTs) —

Part 2:
Guidance on task requirements

Exigences ergonomiques pour travail de bureau avec terminaux à écrans de visualisation (TEV) —

Partie 2: Guide général concernant les exigences des tâches

Reference number
ISO 9241-2:1992(E)

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

International Standard ISO 9241-2 was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Sub-Committee SC 4, *Signals and controls*.

ISO 9241 consists of the following parts, under the general title *Ergonomic requirements for office work with visual display terminals (VDTs)*:

— *Part 1: General introduction*

— *Part 2: Guidance on task requirements*

— *Part 3: Visual display requirements*

— *Part 4: Keyboard requirements*

— *Part 5: Workstation layout and postural requirements*

— *Part 6: Environmental requirements*

— *Part 7: Display requirements with reflections*

— *Part 8: Requirements for displayed colours*

— *Part 9: Requirements for non-keyboard input devices*

— *Part 10: Dialogue principles*

— *Part 11: Usability statements*

— *Part 12: Presentation of information*

— *Part 13: User guidance*

— *Part 14: Menu dialogues*

— *Part 15: Command dialogues*

— *Part 16: Direct manipulation dialogues*

— *Part 17: Form filling dialogues*

Introduction

The introduction of a VDT-based information processing system can have effects on the structure, function and physical environment of an organization. Patterns of interaction can change, individual, organizational and technical interdependencies can change, and the contents of jobs can change. These changes should affect the performance, health and well-being of the individuals involved in a positive way.

The application of ergonomic principles to a VDT-based information processing system is essentially the integration of task design with the design of the hardware and software and the work environment.

Ergonomic requirements for office work with visual display terminals (VDTs) —

Part 2:
Guidance on task requirements

1 Scope

This part of ISO 9241 provides guidelines to users of VDT-based information processing systems with reference to office tasks. This guidance is relevant to both the organization implementing the system and the people using the equipment. The guidance should be applied in accordance with local, regional or national agreements and regulations.

The objective of this part of ISO 9241 is to enhance the efficiency and well-being of the individual user by applying ergonomics knowledge in the light of practical experience, to the design of tasks. The ergonomics principles concerned are set out in ISO 6385.

The characteristics of the visual display, and the control, workplace and environmental requirements are specified in other parts of ISO 9241. This part of ISO 9241 does not address software and dialogue design.

2 Normative reference

The following standard contains provisions which, through reference in this text, constitute provisions of this part of ISO 9241. At the time of publication, the edition indicated was valid. All standards are subject to revision, and parties to agreements based on this part of ISO 9241 are encouraged to investigate the possibility of applying the most recent edition of the standard indicated below. Members of IEC and ISO maintain registers of currently valid International Standards.

ISO 6385:1981, *Ergonomic principles in the design of work systems.*

3 Definitions

For the purposes of this part of ISO 9241, the definitions given in ISO 6385 apply.

4 Task design

4.1 Aims

In applying ergonomics principles to the design of tasks for users of VDT-based information processing systems, the objective is to provide for optimal working conditions with regard to human well-being, safety, and health, taking into account technological and economic efficiency.

Appropriately designed tasks should:

— facilitate task performance;

— safeguard the users' health and safety;

— promote their well-being;

— provide opportunities to develop their skills and capabilities with respect to the tasks concerned.

In particular the following should be avoided as far as possible:

— overload or underload, which can lead to unnecessary or excessive strain or fatigue, or to errors;