



SLOVENSKI STANDARD

SIST EN 29241-2:2001

01-junij-2001

Ergonomic requirements for office work with visual display terminals (VDTs) - Part 2: Guidance on task requirements (ISO 9241-2:1992)

Ergonomic requirements for office work with visual display terminals (VDTs) - Part 2: Guidance on task requirements (ISO 9241-2:1992)

Ergonomische Anforderungen für Bürotätigkeiten mit Bildschirmgeräten - Teil 2: Anforderungen an die Arbeitsaufgaben - Leitsätze (ISO 9241-2:1992)

Exigences ergonomiques pour travail de bureau avec terminaux a écrans de visualisation (TEV) - Partie 2: Guide général concernant les exigences des tâches (ISO 9241-2:1992)

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Ta slovenski standard je istoveten z: EN 29241-2:1993

ICS:

13.180	Ergonomija	Ergonomics
35.180	Terminalska in druga periferna oprema IT	IT Terminal and other peripheral equipment

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en

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EUROPEAN STANDARD

EN 29241-2:1993

NORME EUROPÉENNE

EUROPÄISCHE NORM

April 1993

UDC 681.327.1:331.101.1

Descriptors: Data processing equipment, office equipment, data terminal equipment, screens, displays, human factors engineering, specification

English version

**Ergonomic requirements for office work with
visual display terminals (VDTs) - Part 2: Guidance
on task requirements (ISO 9241-2:1992)**

Exigences ergonomiques pour travail de bureau
avec terminaux à écrans de visualisation (TEV)
- Partie 2: Guide général concernant les
exigences des tâches (ISO 9241-2:1992)

Ergonomische Anforderungen für Bürotätigkeiten
mit Bildschirmgeräten - Teil 2: Anforderungen
an die Arbeitsaufgaben - Leitsätze
(ISO 9241-2:1992)

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This European Standard was approved by CEN on 1992-12-20. CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

The European Standards exist in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

CEN

European Committee for Standardization
Comité Européen de Normalisation
Europäisches Komitee für Normung

Central Secretariat: rue de Stassart, 36 B-1050 Brussels

Foreword

On the proposal of the CEN Central Secretariat, the Technical Board has decided to submit the International Standard:

ISO 9241-2:1992 "Ergonomic requirements for office work with visual display terminals (VDTs) - Part 2: Guidance on task requirements"

to the formal vote.

The result of the formal vote was positive.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by October 1993, and conflicting national standards shall be withdrawn at the latest by October 1993.

In accordance with the CEN/CENELEC Internal Regulations, the following countries are bound to implement this European Standard:

Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

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Endorsement notice

The text of this European Standard is identical to the text of the International Standard ISO 9241-2:1992 without any modification.

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ISO 9241-2:1992

EN 29241-2:1993

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INTERNATIONAL STANDARD

ISO
9241-2

First edition
1992-06-01

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

Part 2:

Guidance on task requirements

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

Partie 2: Guide général concernant les exigences des tâches

<https://standards.iteh.ai/catalog/standards/sist/en-29241-2-2001/34c267cacc1/sist-en-29241-2-2001>



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*

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- *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*

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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.

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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;