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**Ergonomiska krav vid arbete med bildskärmsterminaler i kontor —
Del 2: Vägledning rörande krav på arbetsuppgifter
(ISO 9241-2:1992)**

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

Europastandarden EN 29 241-2:1993 gäller som svensk standard.

I detta dokument återges den officiella engelska versionen av EN 29 241-2:1993.

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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)

Bildschirmgeräte für Bürotätigkeiten —
Ergonomische Anforderungen —
Teil 2 : Arbeitsgestaltung, Anforderungen
(ISO 9241-2 : 1992)

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.

This European Standard exists 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

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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 standard:

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

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;