

MOOD:

# HOW MUSIC MAKES A BETTER WORKPLACE

It's a proven and well-known fact that employees are more satisfied, more productive and less likely to miss work when music is played in the workplace. Over the years, several studies conducted across the globe have demonstrated the positive effects of overhead music on worker morale and productivity, as follows:

- + A study performed within a British High Street bank demonstrates that repetitive, mundane or undemanding tasks will generate a better level of performance if engaging music is played to the workers. Results showed that **workers in the check clearing department were able to clear 22.3% more checks** than they did with no/very slow music.<sup>1</sup>
- + Workers who are required to pay **meticulous attention to detail in their tasks** can also benefit from listening to music at the workplace. A study published in The Journal of the American Medical Association showed that surgeons performed with more accuracy and efficiency when listening to music.<sup>2</sup>
- + In a 2005 study, researchers at The University of Windsor, Canada found that the quality of work from a group of software developers was at **its lowest point when no overhead music was present**.<sup>3</sup>
- + Research shows that people find their conversations more satisfying when music is playing in the background, **increasing their productivity** while lowering their anxiety levels.<sup>4</sup>
- + A study performed with assembly line workers found that those workers who listened to background music while performing their job duties **were more efficient and accurate in their work** than those who did not listen to background music while working.<sup>5</sup>

No one listens to more music at work than our own employees at Mood Media. We find that overhead music in our corporate offices plays a vital factor in maintaining an upbeat and positive environment. Based on feedback from new hires, we've also found that the overhead music further engaged interest in Mood from external candidates.

"When I first visited Mood's Charlotte office for an interview, the music playing overhead seemed to reflect the fun and creative vibe that I felt throughout the office. While listening to some of my personal favorite songs during my interview, I became even more enthusiastic about the idea of working at an office where I get to hear great music all day long."

- Jeff Sheerin, Service Delivery Associate

<sup>1</sup>North, A.C. and Hargreaves, D.J. "Musical Tempo, Productivity & Morale." unpublished manuscript, (1999).

<sup>2</sup>Allen, K. and Blascovich, J. "Effects of Music on Cardiovascular Reactivity Among Surgeons." The Journal of the American Medical Association, 272/11 (1994).

<sup>3</sup>Lesiuk, T. "The effect of music listening on work performance." Psychology of Music, (2005).

<sup>4</sup>Blood, D.J. and Ferriss, S.J. "Effects of Background Music on Anxiety, Satisfaction with Communication, and Productivity", Psychological Reports, 72/1 (1993), 171-77.

<sup>5</sup>Fox, J.G. and Embrey, E.D. "Music - an aid to productivity." Applied Ergonomics, (1972), 202-205.