



6.9 Why ever do doctors, who should have a better appreciation of our feelings, allow their waiting rooms to be laid out as if for some congregational religious event? Sadly, although this is a particularly bad example it is quite representative of the way the language of space is ignored in such situations

day I found myself in no less than five different waiting spaces, and I whiled away some of the time by trying to redesign them. It was hardly difficult, since all were simply appallingly badly arranged! Part of Yusoff's study was to look at the differences between Malaysian and British behaviour in such waiting spaces. Almost all the waiting spaces in Malaysia were arranged with rows of seats facing the reception desk. One could imagine that the doctor was about to deliver a public lecture with glowing Bunsen burners and bubbling flasks brought in to stand on the counter as if in some Victorian medical society meeting!

British Airways has started to recognize the complexity of settings required in the waiting space of an airport lounge. Most open public waiting spaces in airports seem designed to make waiting even more boring and tedious than it already is in such situations. The seats themselves are often one of the generally available linked seat proprietary products, which, whilst they allow the odd table to be interspersed in the row, otherwise offer a military and entirely sociofugal arrangement. Many people waiting for an aircraft, however, are not alone but are in the company of others, whether they are close family relations going on holiday or business colleagues going to a meeting. Only in the business class lounges do the airlines themselves have some