THE RELATIONSHIP BETWEEN OFFICE ENVIRONMENT ELEMENTS TOWARDS EMPLOYEE PRODUCTIVITY AMONG STAFF AT BAHAGIAN PENGURUSAN JABATAN KESIHATAN NEGERI MELAKA

QADARIAH BINTI OSMAN

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA

2015
ABSTRACT

By conducting this research, the researcher wants to identify office environment elements towards employee productivity among staff at Bahagian Pengurusan Jabatan Kesihatan Negeri Melaka. A set of questionnaire were distributed among them to get the responds and the feedback with total respondents of 86. Besides that, a convenience sampling has been used for the finding stages and researcher also has used the Statistical Package in the Social Science Software (SPSS) version 20.0 for the process of running the data gathered and Pearson correlation analysis conducted between each elements of office environment. In general, the result of this research has showed that there is a moderate correlation between independent variables of office environment elements and dependent variable employee productivity among staff at Bahagian Pengurusan Jabatan Kesihatan Negeri Melaka. Based on that, few recommendations have been point out, which are provide adjustable desk light on the desk for each staff, make comfortable workstation for various functions, implementation by management to reduce noise level and centralize ventilation by each organization.

Keywords: Employee Productivity, Office Environment Elements, Noise, Temperature, Lighting, Furniture and Spatial Arrangement.
ACKNOWLEDGEMENT

In the name of Allah S.W.T, the Most Gracious and the Most Merciful.

First and foremost I would like to express my thanks to Allah because of His love and strength that He has given to me to finish this research. I am also would like to thank all the people who helped and supported me when doing research especially to my father, Osman bin Saleh and my mother, Hamidah binti M.Nor.

I am highly thankful to Miss Milfadzhilah binti Mohd Jamil, supervisor of the research whom always helped and guided me along the way in making this research done. I really appreciate for all encouragement, patience and motivation.

Special thanks to Bahagian Pengurusan Jabatan Kesihatan Negeri Melaka for allowing me for conducting research at this organization.

Qadariah binti Osman

December 27, 2015
Bachelor in Office Systems Management (Hons.)
Faculty of Business Management
Universiti Teknologi MARA Malaysia
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>LIST OF TABLES</th>
<th>vi</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIST OF FIGURES</td>
<td>vii</td>
</tr>
</tbody>
</table>

## CHAPTER 1
INTRODUCTION ............................................................................................................. 1
Background of the Study .............................................................................................. 1-3
  Statement of the Problem ......................................................................................... 4-5
  Research Objectives ................................................................................................. 6
  Research Questions .................................................................................................. 7
  Significance of the Study ......................................................................................... 7
  Limitations of the Study ......................................................................................... 8
  Definition of Terms .................................................................................................. 9
  Chapter Summary .................................................................................................... 10

## CHAPTER 2
LITERATURE REVIEW .................................................................................................. 11-20
  Conceptual Framework ............................................................................................ 21
  Research Hypothesis ................................................................................................. 22
  Chapter Summary .................................................................................................... 23

## CHAPTER 3
METHODOLOGY .......................................................................................................... 24
  Introduction ............................................................................................................... 24
  Research Design ....................................................................................................... 24
  Population .................................................................................................................. 25
  Sampling Technique ................................................................................................. 27
  Sample Size ............................................................................................................... 27
  Unit of Analysis ......................................................................................................... 28-29
  Instrument ................................................................................................................ 29
  Data Collection Procedures ....................................................................................... 30-31
  Validity of Instrument ............................................................................................. 32
  Pilot Test .................................................................................................................... 32-34
  Normality of Distribution ....................................................................................... 35
  Data Analysis ............................................................................................................. 35-38
  Pearson’s Correlation Analysis ............................................................................... 38
  Chapter Summary .................................................................................................... 38

## CHAPTER 4
FINDINGS ......................................................................................................................... 39
  Introduction ............................................................................................................... 39
  Survey Return Rate .................................................................................................. 40
  Demographic Profile of Respondents ....................................................................... 40-42
  Descriptive Statistics ............................................................................................... 42-49
  Correlation Analysis ............................................................................................... 50-64