THE RELATIONSHIP BETWEEN WORK ENVIRONMENT AND JOB PERFORMANCE AMONG SUPPORT STAFF IN SELECTED GOVERNMENT OFFICES IN MARAN, PAHANG DARUL MAKMUR

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ABSTRACT

The purpose of this research was to investigate the correlation between work environment and job performance among support staff in selected government offices in *Maran, Pahang Darul Makmur.* This correlational study used a stratified disproportionate sampling technique and the sample size was determined using Krejcie and Morgan (1970). Survey questionnaires were distributed to 123 respondents who worked as support staff and yield 100% response rate. Majority of the respondents were female, aged 31 to 40 years old and from grade C. Many of them were from *Majlis Daerah Maran.* The findings showed that there was a strong relationship between work environment and job performance ($r= 0.62$, $p=0.00$). The value of R-Square showed that only 42.9% of the variance in work environment can be predicted from the variables of lighting and work stress. The multiple regression model produced $F (2, 120) =0.00$, $p<.05$. The correlation result also showed medium and strong significant relationships between lighting ($r=.39$), work stress ($r=.62$) and job performance. Moreover, the mean showed the result for independent variable which are lighting ($M=4.11$, $SD=.60$) and work stress ($M=3.99$, $SD=.65$). It is recommended that managers should improve the workstation personalization, improve work environment and adjust employees' work load. Future research should focus on private sector and study other independent variables such as workplace layout, noise, air quality and include different level of thought between top management and support staff.

TABLE OF CONTENTS

Page

TITLE PAGE i

ABSTRACT ii

ACKNOWLEDGEMENT iii

LIST OF TABLES vii

LIST OF FIGURES viii

CHAPTER 1
INTRODUCTION
Background of the Study 1
Problem Statement 4
Research Objectives 6
Research Questions 6
Hypothesis 7
Significance of the Study 7
Limitations of the Study 8
Definition of Terms 9

CHAPTER 2
LITERATURE REVIEW
Work Environment 11
Lighting 12
Work Stress 12
Job Performance 13
Support Staff 14
Public Sector 14
Literature Review on Variables of Study 16
Independent Variable 16
Work Environment 16
Lighting 16
Work Stress 17
Dependent Variable 19
Literature on Relationship of the Variable 21
Theoretical Framework 23

CHAPTER 3
METHODOLOGY
Research Design 24
Sampling Frame 25
Population 26
Sampling Technique 27
Sample Size 27
Unit of Analysis 28

Data Collection Procedures 28
Instrument 29
Measurement 30
Validity of Instrument 32
Reliability of Instrument 32
Data Analysis 35

CHAPTER 4
FINDINGS
Introduction 38
Response Rate 38
Normality Test 39
Descriptive Statistics 40
Section A: Demographic Profile of Respondents 41
Section B: Work Environment (Lighting and Work Stress) 47
Section C: Job Performance 60
Section C: Open-Ended Question 66
Correlation 68
Research Hypothesis 69

CHAPTER 5
CONCLUSIONS AND RECOMMENDATIONS
Introduction 76
Conclusion for Demographic Background 76
Conclusion for Research Question 77
Recommendation/Implications 80
Recommendation for Practice 80
Suggestions for Future Research 82

REFERENCES 83

APPENDICES 93
A Agreement Form (Supervisor)
B Agreement Form (Co-Supervisor)
C Consultation Form
D Submission of Final Academic Report
E Submission of Final Academic Report After Presentation
F Permission Letter
G Cover Letter and Questionnaire
H Krejcie and Morgan Table
I Reliability Rule of Thumb (Cronbach's Alpha)
J Normality Test
K Cohen Correlation Table
L Respondents' Suggestions Pie Chart

LIST OF TABLES

Table **Page**

1.1 List of Support Staff' Grade in Government Offices 9
1.2 Lists of Selected Government Offices in *Maran, Pahang Darul Makmur* 10
3.1 Details of Selected Government Offices in *Maran, Pahang Darul Makmur* 25
3.2 List the Details of Selected Government Offices in *Maran, Pahang Darul Makmur* 26
3.3 Disproportionate Sampling Technique 27
3.4 Procedures in Collecting Data 29
3.5 Reliability Test 34
3.6 Rule of Thumb for Results 34
3.7 Data Analysis 36
4.10 Number of Respondents 39
4.11 Normality Test for Job Performance 39
4.12 Descriptive Statistic for Independent Variable (Work Environment) 40
4.13 Descriptive Statistic for Dependent Variable (Job Performance) 40
4.14 Gender of Respondents 41
4.15 Age of the Respondents 42
4.16 Organization of the Respondents 43
4.17 Position Grade 44
4.18 Basic Salary (RM) 45
4.19 Performance Evaluation Mark (2016) 46
4.20 Lighting Question 1 48
4.21 Lighting Question 2 49
4.22 Lighting Question 3 50
4.23 Lighting Question 4 51
4.24 Lighting Question 5 52
4.25 Lighting Question 6 53
4.26 Work Stress Question 1 54
4.27 Work Stress Question 2 55
4.28 Work Stress Question 3 56
4.29 Work Stress Question 4 57
4.30 Work Stress Question 5 58
4.31 Work Stress Question 6 59
4.32 Job Performance Question 1 60
4.33 Job Performance Question 2 61
4.34 Job Performance Question 3 62
4.35 Job Performance Question 4 63
4.36 Job Performance Question 5 64
4.37 Job Performance Question 6 65
4.38 Open-Ended Question 1 (Frequency) 66
4.39 Open-Ended Question 2 (Suggestions) 67
4.40 Correlation Table Between Work Environment and Job Performance 68
4.41 Multiple Regression Between Work Environment and Job Performance 70
4.42 Impact of Lighting Towards Job Performance 72
4.43 Impact of Work Stress Towards Job Performance 73
4.44 Correlation of Lighting that Increase Job Performance 74
4.45 Correlation of Work Stress that Increase Job Performance 75