

**A STUDY OF WORK ENVIRONMENT  
AND THE RELATIONSHIP BETWEEN  
EMPLOYEE PRODUCTIVITY IN  
SERVICE ORGANIZATION  
BY**

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## **(ABSTRACT)**

This study is concerned with the role of Work Environment and the relationship with Employee Productivity. Currently, there has been a discussion on environmental issues involving hospitality industry. As the industry grew, the global aspects of environmental concern grew as well. Besides, technological applications have been developed to enhance employees that would give competitive edge.

Environmental issues are being used as political issues by the non-governmental body to get the attention from the society. Management of hospitality organization should take some steps on environmental issues, which could contribute, to a hotel brand image and competitive market position.

This study has two main objectives, which is to find the relationship between the work environment and employee productivity. The higher the work environment, the higher the employee productivity. The survey will use checklist and questionnaires to develop the findings.

Questionnaires were distributed to laundry employees at 4 - 5 star hotels in Penang Island. Total number of respondents involved were 77 laundry personnel from resort and city hotels in Penang.

From my conclusion, based on the research that had been done, the finding highlighted some steps and action to encounter the global issues of work environment in laundry area of the hospitality industry.

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## CHAPTER ONE

### 1.0 THE PROBLEM

#### 1.1 INTRODUCTION

##### 1.1.1. Trends

The hospitality industry has recorded strong growth of 10.7 per. cent annually to reach RM12.5 millions by the year 2000. The government has allocated the amount of more than RM 500 millions to support the growth of tourism industry in the effort to gain more foreign exchange earnings as well as the generating of income, investment and employment opportunities.

All these efforts could contribute towards a situation of high employment with the unemployment rate declining to 2.8 per. cent between 1995 to 1997. From the latest statistic of employment, stated that the employment rate had increased to 8 per. cent with regard of the current economic situation.

In parallel, hospitality organizations should place more emphasize on employee job satisfaction, retention, and productivity rather than retrenchment of employee.

There was not at all much interest in environmental management in the hospitality industry until the development of International Hostels Environment Initiative, which was launched by the Prince of Wales.

Hospitality managers have combine current method of employment technique with environmental psychology theories to influence potential candidate's perception.