

**THE ELEMENTS OF OPEN-PLAN OFFICE TOWARDS JOB  
PERFORMANCE OF NON-EXECUTIVE EMPLOYEES IN HUMAN  
RESOURCE MANAGEMENT, JABATAN KERJA RAYA (JKR),  
KUCHING**

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### ABSTRACT

The purpose of this study is to find out the relationship between the elements of an open-plan office and non-executives' job performance and to identify the element that has the highest influence on non-executives' job performance. The researcher drew a sample of 59 non-executives from Human Resource Management, Jabatan Kerja Raya (JKR), Kuching. There are 59 questionnaires has been sent out and 100 percent return rates. The instrument in this study is questionnaire. The data was analyzed by using Statistical Package' for the Social Sciences (SPSS) Version 20.0 software. As for the result, the privacy has a positive relationship and highest influence on the non-executives' job performance compared to the distractions and noises.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **Background of the Study**

According to Haapakangas et al., (2009), an open-plan office has become popular and commonly built in many companies. Open-plan offices were first introduced at the beginning of the 20<sup>th</sup> century developed by Frank Lloyd Wright in the United States. The types of office can either be cell-office (also known as private office) or open-plan office (also known as shared office). Most of the organizations switched their office layout to open-plan office that considers employees' facilitation. Moreover, an open-plan office is fifty percent smaller compared to private offices because its layout is simpler to carry out as its partitions are moveable partitions according to the size of the office. Moreover, partitions are easy for the organizations to rent and employees has locus of control over their workstation. However, open-plan office has a poorer acoustic environment.

According to N. Kamarulzaman et al., (2011), the employees who are satisfied with the working environment are likely to produce better performance. Among the advantages are that the employees gained opportunities to observe and learn from expert co-workers which have different skills.