

**A STUDY ON THE RELATIONSHIP BETWEEN WORK
ENVIRONMENT AND JOB PERFORMANCE AMONG SUPPORT
STAFF IN SELECTED GOVERNMENT OFFICES IN
JALAN TUANKU ABDUL RAHMAN, KUALA LUMPUR**

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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 *Jalan Tuanku Abdul Rahman, Kuala Lumpur*. Method used for this research was survey by using questionnaires. Section A taken item 1 until 6 (Susan, 2012), Section B was adopted from Bajaj, Rosner, Lockley and Schembammer (2012) and Kenny (2015) and in Section C, was adopted from www.hr.surveey.com (2017). 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 155 respondents who worked as support staff and yield 77.4% response rate. All the data were recorded and analysed using Statistical Package for Social Science (SPSS) consists of correlation coefficient, descriptive analysis and multiple regression. Majority of the respondents were female, aged 31 to 40 years old and were from grade C. The findings showed that there was a relationship between work environment and job performance ($r=0.366$ with $p=0.00$) which indicated as moderate positive relationship. Moreover, the correlation was also significant as a result for lighting ($r=0.289$, $p=.001$) and work stress ($r=0.280$, $p=.002$). The R Square value shows that work environment elements (lighting, work stress) contribute only 13.5% towards support staff job performance in this study. The multiple regression model produced $F(2, 117) = 0.00$, $p < .05$. It is recommended that managers should improve the relationship between manager and subordinates, provide training, improve cooperation among employees and improve motivation. Future research should not focus only on government offices, but should focus on private offices as well to gain more information from major industries in Malaysia and study other elements for independent variables such as job security and temperature and focus on top management or middle management which can be used to improve the result in the study.

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