



**UNIVERSITI TEKNOLOGI MARA**

**CAWANGAN TERENGGANU**

**KAMPUS DUNGUN**

**FACULTY OF HOTEL AND TOURISM MANAGEMENT**

**THE IMPACT OF THE WORKING ENVIRONMENT ON EMPLOYEES  
PERFORMANCE IN HOTEL**

**SITI NORSYAZWANI BINTI MAT WI (2014400782)**

**LAILA NAJIHAH BINTI YAHAYA (2014407484)**

**BACHELOR OF SCIENCE (HONS) IN**

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## **Abstract**

The purpose of this study is to identify the different aspect of working environment in organization and to determine the relationship between the work environment and employees' performance. The data were collected from previous data that focus on employees in hotel industry. There are three element of working environment which is physical working environment, supervisor support and working hours. The three elements have positive and negative impact on employees' performance.

**Keywords:** Working environment, employees' performance.

# CHAPTER 1: INTRODUCTION

## 1.1 OVERVIEW

Hotel industry nowadays has been an important part in increasing the national income. The growing of the hotel industry are presents the hoteliers with competitive business environment in order to sustain in business. Human resources play an important role to achieve the organization goals. In order to satisfied the employees within the organization, working environment should be considered for the organizer to ensure the hotel employees providing quality of product and services. Nowadays, the most problem that are faced by employees are related to the environment in workplace. However, the employees' performance will be increased when they have been provided with conducive working environment. The study of this topic is to find out whether there is relationship between the working environment in workplace and employees' performance in hotel. Furthermore, this study will give benefit to the employers and employees to add knowledge about the factors of working environment that need to be provided in each of the organization.

## 1.2 BACKGROUND OF THE STUDY

In the era of independence, governments around the world nowadays are very concerned for developing the service industry in their country and know that this service is very important in supporting economic growth (Wirtz & Ehret, 2009). Hotel industry is a service sector that is very important in providing accommodation to tourists and travelers.

Employees are the important component for any organization in the process of achieving the mission and vision of the business (Raziq & Maulabakhsh, 2015). They also mention that organization goals achieve when manager hire the right people and able ensure that the workers' skills are matched and suitable for the work requirements. Therefore, the management should be cautious and wary in choosing the right person with their field of work to ensure they can do the work effectively. Efficient workers are favoured by every organization, not only can perform the job well, but also able to maintain the productivity of work and performance (Chandrasekar, 2001). According to Chandrasekar (2011), all companies have to compete for the best workers. Companies need to do something to attract

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