

THE RELATIONSHIP BETWEEN WORK ENVIRONMENT FACTORS AND  
INDIVIDUAL WORK PERFORMANCE AMONG SUPPORT STAFF FROM SELECTED  
DEPARTMENT AT KUCHING RESIDENT'S OFFICE.

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**BACHELOR DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS)**

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**“DECLARATION OF ORIGINAL WORK”**

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## **ABSTRACT**

This research investigates the relationship between work environment and individual work performance in selected department at Majlis Perbandaran Kota Samarahan (MPKS). The main aim of this investigation is to find a correlation between independent variables (social support, physical work condition, job characteristics and communication practices) and its dependent variable (individual work performance). Information on these has been collected through questionnaires distributed for all the support staff. The data were analyzed using descriptive statistical analysis methods. The results obtained from the highest correlation coefficient indicate that better job performance is associated to higher satisfaction level. Employees will perform better if they feel more satisfied. Besides that, on the average, employees of Majlis Perbandaran Kota Samarahan (MPKS) agreed social support, physical work conditions and job characteristics has the highest mean with the highest mean on individual work performance.

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## **CHAPTER ONE**

### **Introduction**

The first chapter explains the overall process of the research which discusses the background of variables that are chosen for the study. The chapter also includes the problem statement. Objectives, research hypothesis, research questions, significant of the study, limitations of the study as well as definition of terms..

### **Background of the Study**

Work environment is described as the surrounding conditions in which an employee operates. It also refers to the positive, negative or friendly mental state of an individual depending on its factors such as social support, physical working conditions, job characteristics and communication practices. Employees' performance contribution plays a vital role in an organization to help achieve its goal and vision. As a result, any managers in organizations nowadays have started to realize the importance of work environment towards producing positive employees, and are aware that the quality of employees' work environment is related to individual work performance. In fact, it is the factors of work environment that influence employees' level of work performance and motivation the most (Chandrasekar, 2011).