

THE RELATIONSHIP BETWEEN WORKING ENVIRONMENT AND
ADMINISTRATIVE SUPPORT STAFF PRODUCTIVITY AT IADA KALAKA-
SARIBAS, SARATOK

PREPARED BY:

MUHAMAD AFIQ BIN ABDUL KADIR

FACULTY OF BUSINESS AND MANAGEMENT
DEGREE IN OFFICE SYSTEMS MANAGEMENT

UITM CAWANGAN SARAWAK

DECEMBER 2017



DEGREE IN OFFICE SYSTEMS MANAGEMENT
FACULTY OF BUSINESS AND MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

1. MUHAMAD AFIQ BIN ABDUL KADIR (920210-13-5635)

Hereby, declare that:

1. This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degree.
2. This project-paper is the result of my independent work and investigation, except where otherwise stated.
3. All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

ABSTRACT

The purpose of this correlation research study was to investigate whether a relationship existed between working environment and administrative support staff at IADA Kalaka-Saribas, Saratok. Using a convenience sampling, 104 respondents were involved in the study. The findings showed that furniture has no significant relationship with the administrative support staff's productivity. The result also showed that lighting had a weak relationship with the administrative support staff's productivity. However, the findings also revealed that noise and temperature had moderate relationship with the administrative support staff's productivity.

TABLE OF CONTENT

“DECLARATION OF ORIGINAL WORK”	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF TABLES	viii
LIST OF FIGURE	ix
LIST OF APPENDICES	x
CHAPTER 1	1
INTRODUCTION	1
Background of the Study	1
Statement of the Problem	2
Research Objectives	3
Research Questions	3
Significance of the Study	4
Limitations of the Study	5
Definitions of Terms	5
CHAPTER 2	7
LITERATURE REVIEW	7
Work Environment	7
Productivity	8
Relationship Between Work Environment and Productivity	8

CHAPTER 1

INTRODUCTION

Nowadays, working environment plays an important role towards employee's productivity. Every organization should have a good environment in order to boost the administrative support staff's productivity. A good office environment will allow employees to perform their work optimally under comfortable conditions. Working environment can be described in terms of physical and behavioral components. These components can further be divided in the form of different independent variables. This study was conducted to determine the relationship between working environment and administrative support staffs' productivity at IADA Kalaka-Saribas, Saratok.

Background of the Study

The significance relationship between working environment and administrative support staff's productivity was addressed in this study. Office employees in every organization are well aware of the importance of this relationship. This is because staff tend to spend most of their time in their offices rather than other places. In the workplace, we can assume that employees who are more satisfied with their workplace environment such lighting, temperature, furniture and noise are more likely to produce better output (Kamarulzaman, 2011). Even though leadership and motivational factors might relate to employees performance, other factors such as