



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

UNIVERSITY TEKNOLOGI MARA (SARAWAK)

**THE RELATIONSHIP BETWEEN WORK ENVIRONMENT FACTORS AND
INDIVIDUAL WORK PERFORMANCE AMONG SUPPORT STAFF AT
MAJLIS PERBANDARAN KOTA SAMARAHAN**

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FACULTY BUSINESS AND MANAGEMENT

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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 background of the research that is chosen for the study. The chapter includes the problem statement, research objectives, research hypothesis, and research questions, significance of the study, limitation 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 factors such as social support, physical working conditions, job characteristics and communication practices. Employees' performance contribution may a vital role in an organization to help achieve its goals and vision. This is why many managers in organizations nowadays also have started to realize the importance of work environments towards producing positive employees and are aware that the quality of the employees' work environment is related to individual work performance. In fact, it is the factors of work environment that influenced employees' level of job performance and motivation the most (Chandrasekar, 2011).