



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

UNIVERSITI TEKNOLOGI MARA (SARAWAK)

**THE RELATIONSHIP BETWEEN WORK ENVIRONMENT
FACTORS AND INDIVIDUAL WORK PERFORMANCE AMONG
SUPPORT STAFF FROM SELECTED DEPARTMENTS AT
SARAWAK TIMBER INDUSTRY DEVELOPMENT CORPORATION
KUCHING**

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FACULTY OF BUSINESS MANAGEMENT
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Hereby, declare that:

- 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 degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

This research examines the relationship between work environment factors and individual work performance among support staff from selected departments at Sarawak Timber Industry Development Corporation (STIDC) in Kuching, Sarawak. The main objective is to identify a correlation between the independent variables (social support, physical working conditions, job characteristics and communication practices) and its dependent variable (individual work performance). These information has been collected through questionnaires distributed to the support staff from selected departments. The data were analyzed using descriptive statistical analysis software method (IBM SPSS Statistics 20). The final results obtained from the highest correlation coefficient indicate that better individual work performance was associated to higher job characteristics. Employees tend to perform better if their job demands were excellently satisfied. Besides, on the medium results, support staff of STIDC agreed that social support, physical working conditions and communication practices also contribute to individual work performance with the highest mean on employees' job characteristics as well.

CHAPTER ONE

Introduction

The first chapter explains the background research for the study. This chapter include a problem statement, research objectives, research hypothesis, research questions, significance of the study, limitation of the study and definition of terms. This research was entitled The Relationship between Work Environment Factors and Individual Work Performance among Support Staff from Selected Departments at Sarawak Timber Industry Development Corporation (STIDC) Kuching.

Background of the Study

Work environment is described as the surrounding conditions in which an employee operates. It also referred 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 had a vital role for the organization to help achieve its goal and vision. Many managers in organizations nowadays also have started to realize the importance of work environment towards producing positive employees and aware that the quality of employees' work environment were related to individual work performance. In fact, it was the factors of work environment that influence employees' level of work performance and motivation the most (Chandrasekar, 2011).