

**THE RELATIONSHIP BETWEEN OFFICE
ENVIRONMENT AND EMPLOYEES PERFORMANCE:
CASE STUDY AT TENAGA NASIONAL BERHAD
KUANTAN PAHANG**

NOR ATHIRAH BINTI MAT JAAFAR

**BACHELOR IN OFFICE SYSTEM MANAGEMENT
(HONS)
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LETTER OF TRANSMITTAL

Nor Athirah Bt Mat Jaafar
Bachelor of Office System and Management (Hons)
Faculty of Office Management and Technology
Universiti Teknologi Mara
Kampus Machang
18500 Machang, Kelantan

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Head of Program
Bachelor of Office System and Management
Faculty of Office System and Management
Universiti Teknologi Mara
Kampus Machang
18500 Machang, Kelantan

Dear Madam,

SUBMISSION OF ACADEMIC PROJECT (OSM 662)

Attached is the copy of Academic Project (OSM 662) entitled **“The Relationship between Office Environment and Employee Performance”** to fulfill the requirement as needed by the Faculty of Office Management and Technology, Universiti Teknologi Mara.

Thank You

Yours Faithfully

Nor Athirah bt Mat Jaafar (2012825578)

ACKNOWLEDGEMENT

Thank ALLAH S.W.T, with His blessing my research on “The Relationship between Office Environment and Employee Performance” is successfully completed. The completion of this research of course requires the help and support to other people. Very special thanks to my advisor Miss Wan Masnieza bt Wan Mustapha for her guidance, support, ideas and suggestions. Her patience in guiding me for this research from beginning until the end is very much appreciated.

I would also like to express my gratitude to all staff at Tenaga Nasional Berhad Kuantan Pahang for their kindness in helping me in this research. A special thanks to my respondents for their cooperation in completing this research.

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ABSTRACT

The purposed of this study is to examine “ The Relationship between Office Environment and Employee Performance” at Tenaga Nasional Berhad Kuantan Pahang. There are four elements in office environment that being studied, which were office layout, noise, temperature and lighting. Questionnaires had been used in order to get feedback from people. The researcher had distributed 100 questionnaires to staff at Tenaga Nasional Berhad Kuantan Pahang. The data collected was tested on its reliability and then further analyzed using frequency analysis, descriptive mean tests and regression analysis. The findings of this research project recommend that four elements are significant in explain employee performance. Based from the result obtained in this study, the researcher tries suggests some recommendations that can be used to help Tenaga Nasional Berhad improve their current strategies to increase their employee performance.

CHAPTER 1

INTRODUCTION

Background of the Study

An office environment can be described as the place that workers work. The office environment is the milieu around person or worker. According to The Free Dictionary, milieu means surrounding, location, environment or setting. It also functions as to communicate interdependently with numbers of people as social and professional environment. Employee performances and productivity are very affected with the office environment (Bindu et al., 2012).

The workplace environment plays a crucial role for the employees. Nowadays employees may have a large number of working alternatives, and then the environment in the workplace becomes a critical factor for accepting and/or keeping the job. The quality of the environment in the workplace may simply determine the level of employee's motivation, subsequent performance and productivity. How well employees get along with the organization influences the employee's error rate, level of innovation and collaboration with other employees, absenteeism and ultimately the time period to stay in the job (Leblebici Demet, 2012).

Research showed that eighty percent (80%) from the sample selected shows that employee's productivity is greatly influenced by the physical work environment. (Junaida et al., 2010). It is supported by other researchers that also asserted that the organization with