



UNIVERSITI
TEKNOLOGI
MARA

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

**MARYANNE NICHOLAS
2016535031**

**BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK**

MARCH 2022

TABLE OF CONTENTS

AUTHOR’S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
LIST OF TABLES	iv
LIST OF FIGURES	vi
LIST OF APPENDICES	vii
CHAPTER ONE	1
Introduction	1
Background of the Study	1
Statement of the Problem	2
Research Objectives	4
Research Hypothesis	4
Research Questions	5
Significance of the Study	5
Limitations of the Study	7
Definition of Terms	7
CHAPTER TWO	9
LITERATURE REVIEW	9
Introduction	9
Work Environment	10

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.

ACKNOWLEDGEMENT

First and foremost, I would like to thank God who has enabled me to complete this final year research project that has been assigned by our Academic Project (ASM662) lecturer. This task was done with all the efforts and hard work even though I have encountered several obstacles and difficulties. Fortunately, the problems were temporary and have been overcome as I was able to adapt into this situation wisely and properly.

Furthermore, my deepest gratitude goes to the Coordinator of ASM662, Dr. Norlina binti Mohamed Noor for her vast knowledge in assisting her students when doing this project. She has endlessly given us tons of information and guidance on how to carry out this project and to explore the research regarding correlations of the relationship between independent and dependent variables. Moreover, big thanks to my research supervisor, Puan Emelia binti Abdul Rahim for her patience, support and guidance toward me in doing this project. She had also gave me important ideas and information that related to the topic of this research. Not to mention, I would like to thank my co-supervisor, Miss Jane Chan Ai Nyet in finalizing my research. She also helped in grammatical checking and language correction for my project.

Last but not least, my thanks as well to my beloved friends and seniors who have given some ideas externally which related to my research. Some of them have provided me the necessary related information and taught me how to run the overall data on SPSS.

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).