

**A STUDY ON THE LEVEL OF AWARENESS ON ERGONOMIC  
FACTORS AMONG GOVERNMENT EMPLOYEES IN WISMA  
PERSEKUTUAN, KUANTAN, PAHANG**

Prepared for:

**PUAN HAJAH HAMIDAH BINTI MOHD SHAH (SUPERVISOR)  
ENCIK NORAZLAN ANUAL (CO-SUPERVISOR)**

Prepared by:

**NOOR AZAM BIN HALIM (2005650821)  
SHAHIRAH BINTI SHAMSUDDEEN (2005651060)  
DAYANA BINTI SAIDI (2005651046)  
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY**

April 2008

## ACKNOWLEDGEMENT

Firstly, we would like to express our gratefulness to our supervisors, Puan Hamidah binti Mohd Shah and Encik Norazlan Annual for their valuable advices, suggestions and comments. We also appreciate them for the time they spend with us to discuss and to guide us through the whole process despite of their busy schedules. Without their helps, guidance and supports, this dissertation would not have been completed.

We are grateful for our parents and family for their continuous moral support and encouragement so that we would not gave up so easily and would be able to complete this study.

Lastly, our fellow classmates should also be recognized for their support. Our sincerely appreciation also extends to Puan Roslina binti Abdul Aziz, Encik Fairuz and Dr. Azman bin Othman and others who have provided assistance at various occasions, especially staff of Wisma Persekutuan, Kuantan, Pahang who have been helping us to answered the questionnaires. Unfortunately, there are too many of them to be listed in this limited space. We are very grateful for all of them.

## ABSTRACT

Ergonomic can be interpreted as the application of scientific knowledge to the workplace in order to improve the well being and efficiency of both the individual and the organization. The goal of an ergonomics program is to achieve a balance between work and the workers that will optimize productivity and, at the same time, preserve the health and safety of the workforce. In Malaysia, ergonomics is still very new but for the European countries ergonomic had been part of their life and more than that workers and employers of government agencies were not aware about the aspect of ergonomic in their workplace. A study was conducted to investigate the level of ergonomic awareness among government employees in Wisma Persekutuan, Kuantan, Pahang. Questionnaire was prepared and a research had been conducted with the staff of Wisma Persekutuan. The result shows that the respondents aware of certain elements of ergonomic such chair but for certain element such color and carpet they did not aware and the reasons why the respondents not aware about ergonomic are such lack of exposure, did not know the benefits of ergonomic, less of reading on ergonomic materials, and ergonomic is not very implemented in government agencies.

## TABLE OF CONTENTS

	<b>PAGE</b>
<b>ABSTRACT</b> -----	i
<b>ACKNOWLEDGEMENTS</b> -----	ii
<b>TABLE OF CONTENTS</b> -----	iii
<b>LIST OF TABLES</b> -----	v
<b>LIST OF FIGURES</b> -----	vi
 <b>CHAPTER</b>	
 <b>1. INTRODUCTION</b>	
Background of the study-----	1
Problem Statement-----	3
Research Objective-----	4
Research Question-----	4
Significance of the Study-----	5
Limitation of the Study-----	5
 <b>2. LITERATURE REVIEW</b>	
Reason for Workers to be Aware About Ergonomic in the Workplace-----	6
The Elements of Ergonomic in the Workplace-----	9
Conceptual Framework-----	13
 <b>3. RESEARCH METHODOLOGY</b>	
Introduction-----	15
Research Design -----	15
Sampling Frame-----	16
Population-----	16
Sampling Techniques-----	16
Sample Size-----	16
Unit of Analysis-----	17
Survey Instrument-----	17
Data Collection Procedure-----	18
Data Analysis-----	18
 <b>4. RESULTS</b>	
Introduction-----	19
Demographic Data-----	20
Element of Ergonomic Applied in the Workplace-----	24
Ergonomic Association to Workers Productivity-----	28
Health Problems-----	29
The Awareness of Ergonomic-----	31

	Causes Why Respondents Not Aware about Ergonomic-----	35
<b>5.</b>	<b>DISCUSSION</b>	
	Awareness of Ergonomic Elements at Workplace-----	36
	The Effect of Ergonomic in the Workplace to the Workers Productivity-----	38
	Factors Contributing to Discomfort in the Office-----	40
	Awareness-----	42
	Contributing Factor to the Level of Awareness On Ergonomic Among Workers in the Office-----	44
<b>6.</b>	<b>CONCLUSIONS AND RECOMMENDATION</b>	
	Introduction-----	46
	Demographic Info -----	47
	Elements of Ergonomic-----	47
	Conclusion for research question-----	49
	Recommendation-----	50
	Recommendation for future research-----	52
<b>7.</b>	<b>REFERENCES-----</b>	<b>53</b>
<b>8.</b>	<b>APPENDICES-----</b>	<b>56</b>
	Permission Letter-----	
	Questionnaire-----	