UNIVERSITI TEKNOLOGI MARA

THE EFFECT OF OPEN PLANNING IN INTERIOR DESIGN OFFICES ON EMPLOYEE WORK PERFORMANCE

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ABSTRACT

An open-plan office is a form of office design where all employees work on the same floor and open space. In an open-plan office, long rows of desks with little to no separation are standard. Thanks to open-plan spaces, office cubicles have primarily been made obsolete, favouring a more interactive and creatively stimulating workplace atmosphere. Open-plan office layouts are widely used in co-working spaces to increase efficiency, flexibility, and networking opportunities. Because of the complex organisational changes and rapid development of technology, creativity has a remarkable place in today's industry. Since open-plan offices have more versatility than private ones, they are perceived to have more capabilities and are highly valued in today's industry. Furthermore, to accommodate these rapidly evolving technologies while still fostering organisational innovation, many companies have increasingly migrated to some form of teamwork. As a result, flexible workplaces are often recommended to ensure that the work atmosphere embraces these new working types. This paper aims to identify distractions that employees would experience in an open-plan office, investigate whether an open-plan office would encourage employees to engage more in social relationships and creativity and investigate how work environment can be improves to promote productivity and creativity. Research being conduct using quantitative data. This data is essential for the study's aim to be met. The quantitative data was gathered by giving out questionnaires and surveys to respondents.

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CHAPTER 1

INTRODUCTION

1.1   Introduction

This chapter will discuss what an open-plan office entails and the issues that arise basedon previous research. Chapter 1 also includes the research aims, objectives, and significance ofthe study and a general description of the data collection method.

New ways of working necessitated a change in how office space was used. With the introduction of laptops, tablets, and mobile phones, the purpose of offices shifted to one of "fit the needs." Employees would be able to work from anywhere as a result of this. According toAlexandra (2020), telework is the term for this concept. As a result of the new ways of working,open office space, collaborative workspace, and activity-based workspace were developed. These spaces all have an open-plan layout in which employees from various departments collaborate in a shared area. Working in an open-plan layout can be traced back to the early 1900s, when the first open-plan office resembled a factory floor (Alexandra, 2020).

The open-plan office is characterized as areas where walls and partitions have been removed and replaced with other instruments such as cubicles and furniture to create the illusion of physical separation between departments and teams. The open-plan office has dominated workspaces for more than a century, with proponents claiming that it fosters a livelycollaborative and interactive setting (Putri Nadea Adrianna Muzaffar et al., 2020)