

DETERMINING THE INFLUENCES OF PHYSICAL ERGONOMIC ON  
THE JOB PERGORMANCE: “A STUDY CASE IN SELANGOR STATE  
SECRETARY OFFICE”

NURUL AIN BINTI MOHD YUSOF

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS)  
UNIVERSITI TEKNOLOGI MARA  
PAHANG

2015

## ABSTRACT

The research entitled Determining the Influences of Physical Ergonomic on the Job Performance: “A Study Case in Selangor State Secretary Office”. The study had two objectives which are to investigate the relationship between physical ergonomic and employee job performance Selangor State Secretary Office, Shah Alam. The scope of the study was focused on employees at Selangor State Secretary Office who spend most of their time in the workstation. 60 respondents were selected for the data collection.

The study consists of Chapter 1: Introduction, Chapter 2: Literature Review, Chapter 3: Methodology, Chapter 4: Findings of Study and Chapter 5: Conclusion and Recommendation. Each of the sub topics has been discussed in each chapter. In this study, researcher used correlation analysis as the research design and the sampling technique used was probability sampling that used of stratified random sampling technique. The researches was identify as physical ergonomics as independent variable while job performance as dependent variable. The data analyze was used correlation testing. In this study researcher used reliability test to measure the reliability of the questionnaire used. From the findings, researcher knows they are relationship between physical ergonomics and job performance in the Selangor State Secretary Office.

Lastly researcher has made recommendation which is implement the ergonomics training program at the organization as one method to increase the awareness about ergonomics concept among employees.

## ACKNOWLEDGEMENT

Thank to Allah SWT, because with His mercury I are able to complete project paper to fulfill the requirement of the Research Methods course. In completing this project paper, the needs of efforts and commitment are important. Hereby, I would like to express my gratitude to my advisor, Sir Zahid Bin Laton for inspiring me to pursue with my project paper from the initial stage until the final stage. Not forgotten also to my beloved family who has encouraged me in all aspects throughout my life. A big thank also to staff at Selangor State Secretary Office who willing to be respondents and help me to complete this project paper. Last but not least, thanks to all my classmates and friends for their kindness, encourage and helpfulness in order to me completes this research study.

Nurul Ain Binti Mohd Yusof

July, 2015  
Bachelor of Office System Management  
UiTM Pahang

## TABLE OF CONTENTS

	Page
<b>ABSTRACT</b>	<b>i</b>
<b>ACKNOWLEDGEMENT</b>	<b>ii</b>
<b>LIST OF TABLE</b>	<b>v</b>
<b>LIST OF FIGURE</b>	<b>vi</b>
<b>CHAPTER 1</b>	
<b>INTRODUCTION</b>	
<b>Background of the Study</b> .....	1-2
<b>Statement of the Problem</b> .....	3
<b>Research Objectives</b> .....	4
<b>Research Hypothesis</b> .....	4
<b>Research Question</b> .....	5
<b>Significance of the Study</b> .....	5-6
<b>Limitations of the Study</b> .....	7
<b>Definition of Terms</b> .....	8
<b>CHAPTER 2</b>	
<b>LITERATURE REVIEW</b> .....	
<b>Physical Ergonomics</b> .....	9-12
<b>Workstation</b> .....	12-14
<b>Working Environment</b> .....	14-15
<b>Furniture</b> .....	15-16
<b>Equipment</b> .....	16-17
<b>Job Performance</b> .....	17-18
<b>Job Productivity</b> .....	18-20
<b>CHAPTER 3</b>	
<b>METHODOLOGY</b> .....	
<b>Research Design</b> .....	21
<b>Sampling Frame</b> .....	22
<b>Population</b> .....	22
<b>Sampling Technique</b> .....	22-23
<b>Sample Size</b> .....	23
<b>Unit of analysis</b> .....	23
<b>Data Collection</b> .....	24

Data Collection Procedures.....	24
Instrument.....	24-25
Validity of Instrument.....	25
Data Analysis.....	25
Plan of Data Analysis.....	26
CHAPTER 4	
FINDINGS.....	
Overview.....	27
Survey Return Rate.....	28
Demographic Profile of Respondents.....	28-30
Reliability Test.....	31-35
Correlation Result.....	36-40
Regression.....	42-43
Hypothesis Result.....	43
CHAPTER 5	
CONCLUSION AND RECOMMENDATIONS.....	
Recommendations.....	44-45
Conclusion.....	45-46
REFERENCES.....	47-52
APPENDICES.....	
APPENDIX 1: Cover Letter.....	
APPENDIX 2: Questioner.....	
APPENDIX A: Agreement Form (Supervisor).....	
APPENDIX B: Agreement Form (Co-Supervisor).....	
APPENDIX C: <i>Consultation Form</i> .....	
APPENDIX D: Submission of Final Academic Report.....	
APPENDIX E: Submission of Final Academic Report after Presentation.....	