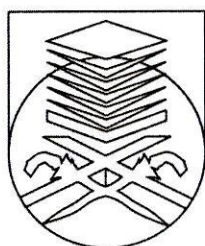# UNIVERSITY TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

FACTOR INFLUENCING OFFICE ENVIRONMENT TOWARD EMPLOYEE'S PERFORMANCE AT SARAWAK LAND CONSOLIDATION AND REHABILITATION AUTHORITY (SALCRA)

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CHAPTER 1

INTRODUCTION

1.0   Chapter Review

This chapter focuses on the background of study which is on the influence of the office environment towards employee's performance. The scope of study is focusing on employees in WISMA SALCRA, Kota Samarahan. Section 1.1 discusses on the Chapter Review, Section 1.2 the background of study, Section 1.3 explains the research objectives, Section 1.4 is the Research Problem and Section 1.5 states the research issue and gaps, Section 1.6 is on the significance of study. Section 1.7 additionally is about the scope of research and Section 1.8 explains about the research questions. In addition to that, Section 1.9 states the research hypotheses, Section 1.10 is about the definition of terms and concepts and finally Section 1.11 is on chapter summary.

1.1   Background of Study

Employees play a pivotal role in the success and functioning of any agency. Their dedication, skills, and commitment are essential for achieving organizational goals and delivering high-quality services. Employees contribute to the agency's overall productivity, efficiency, and innovation through their diverse talents and expertise (Greater progress on diversity and inclusion essential to rebuild productive and resilient workplaces, 2022). They form the backbone of the agency, driving its day-to-day operations and ensuring the smooth execution of tasks. Additionally, motivated and engaged employees contribute to a positive work culture, fostering collaboration and a sense of belonging. Ultimately, the success of a particular agency is intricately tied to the performance and well-being of its employees, making them invaluable assets in achieving the agency's mission and objectives.

The study examining the relationship between office environment and workers' performance is situated within the broader context of organizational psychology, human factors, and workplace management. Researchers in this field aim to understand how various elements of the physical workspace and the organizational culture can influence employees' well-being, job satisfaction, and overall performance. The significance of this research lies in its potential to inform workplace design and management practices, thereby optimizing conditions for employee productivity and satisfaction.

One key aspect of this research is the exploration of the impact of office layout and design on workers' performance. Traditional office spaces have given way to more flexible and open designs,

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.0 Chapter Review

All of the key components employed in this study are covered in this chapter. All the values that will produce particular outcomes are included in the research of the office environment. The impact of the office environment, including, workspace, design environment and working environment, will be further discussed in Section 2.1. The dependent elements that comprise Section 2.2's utilization of historical models in employee performance are then added. The theory of employee performance is covered in Section 2.3. framework conceptualized in Section 2.4. Section 2.5, an annotated bibliography of the entire paper, serves as its conclusion. A synopsis of Chapter 2 will be provided in Section 2.6.

2.2 Factors of Office Environment

2.2.1 Office workspace

In every one of these organizations, office space is a crucial component of the working environment. They may have an effect on the team's culture, production, and efficiency as well as their general job satisfaction because more people are experiencing mental health issues linked to weariness and stress, like work stress. Some groups of people think that the workplace environment has a direct impact on mental health (McAndrew, Ucci, 2019). The physical workspace is one of the potential health-related factors (Chandburn, Smith, Milan, 2017). Improvements in workplace mental health will also result in fewer absences and medical expenditures (Muldavin et al., 2017). Positive emotions and a better mood provide people more cognitive room to come up with new ideas, promote their employees' creativity, and make them more innovative. It is anticipated that improvements in staff focus, productivity, and stress levels will enhance organizational performance and ultimately increase customer satisfaction (Baird, 2017). Therefore, it is extremely evident how important employee mental health is for the business case on organizational effectiveness. The public is interested in the border between us and them. In a time when the nature of labor is changing, social science is still investigating the significance of numerous boundaries. Organizational borders between managers and workers are becoming more expansive, which is a barrier to engagement that should be removed to foster greater cooperation (Bernstein ES, Turban S. 2018). removing office walls to create an open office in order to encourage better staff cooperation and collective intelligence is the most visible physical example of this.

CHAPTER 3

RESEARCH METHOD

3.0   Chapter Review

This chapter described the research methodology used in this study. In this chapter, it consists of ten sections which include chapter review itself in Section 3.1 then data collection will cater in Section 3.2. Besides, Section 3.3 is regarding the data analysis of the study and in Section 3.4 will touch on the research design. Section 3.5 about sampling design while Section 3.6 is on the sampling size. Next, Section 3.7 is regarding the measurement or also known as implementation of the study. In Section 3.8 regarding the instrument reliability and validity while in Section 3.9 is on the Pilot Study that had been conducted. In addition, Section 3.10 about the proposed test. Lastly, 3.11 is on the summary of Chapter Three.

3.1   Data Collection

In the research process, collecting data is a crucial stage. It entails compiling data from a range of sources, including surveys, interviews, observations, and investigations. The gathered information is subsequently examined in order to develop conclusions, spot trends, and make wise judgements. Since it affects the precision and dependability of study conclusions, the quality of the data that is collected is crucial. Therefore, it's crucial to utilize the right tools and data collection techniques to guarantee that the information gathered is accurate, trustworthy, and valid. Data from a questionnaire that the study participants will answer is one of the ways to obtain the first set of data. Researchers utilize questionnaires because of their advantages, including their inexpensive price and the fact that respondents' anonymity will encourage more honest and open responses. Due to the time limits for data collecting to finish studies in two (2) semesters, it is also appropriate for the setting of higher education institutions.

3.1.1   Primary Data

Primary data are gathered directly from the source, giving the researcher complete control over the data collection procedure. It has never been done previously to collect or analyze this kind of unique data. Surveys, interviews, observations, and investigations are just a few of the approaches used to gather primary data. Using this approach, the researcher can gather precise and pertinent data by having direct interactions