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STUDIES



A CASE STUDY ON THE IMPACT OF WORKING
ENVIRONMENT ON
EMPLOYEES' PERFORMANCE IN PEJABAT RESIDEN
BAHAGIAN BETONG

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CHAPTER 1

INTRODUCTION

1.1 Chapter Review

This chapter focuses on the background of study which emphasized a case study on the impact of the working environment on employees' performance in Pejabat Residen Bahagian Betong (PRBB). The scope of study is the effect of the work environment on employees' performance among the employees in Pejabat Residen Bahagian Betong (PRBB). Section 1.1 discusses 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 issues and gaps, Section 1.6 is on the significant study. Section 1.7 additionally is about the scope of research and Section 1.8 explains about the research questions. Moreover, 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.

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature Review

Literature review is one of the main parts of the research and linked with the research topic. It is important for both the researchers and the readers to have a perfect base of reference before conducting research. It helps to identify the coherence of theories chosen such as Theoretical Literature of Work Environment and Employee Performance. In this section we seek to establish a theoretical basis for our hypothesis of a link between organization work environment and employees' performance and to outline possible mechanisms through which the relationship may operate. The framework we adopt is relatively simple and serves to provide a background to the potential channels that connect various theories as to why the work environment may be an important concept regarding employee performance.

2.2 Concepts of Employee Performance

Organizations are undergoing a transformation for coping against the changing needs of the environment and excelling in the business by building up their adaptive capabilities for managing change proactively. Sustainability of business organization is dependent on talent, skill, knowledge and experience of employees and on their performance (Armstrong, 2009). Performance is the accomplishment of a given task measured against preset known standards of accuracy, completeness, cost and speed. Employees' performance is the contribution of employees for the achievement of organization objectives. Employees are expected to perform at an acceptable level of standard and managers follow up and evaluate the performance of employees to attain the stated objective of an organization (Armstrong, 2009).