CORRELATIONS ON OFFICE ERGONOMICS TOWARDS GOVERNMENT EMPLOYEES' SATISFACTION AND PERFORMANCE IN TERENGGANU



ABDUL KADIR OTHMAN MD LEHAN PARIMUN MOHD KHIRZAN BADZLI ABD RAHMAN SAMSUDIN WAHAB

MAC 2004

ACKNOWLEDGEMENT

We would like to thank Allah Almighty for His blessings and grace. It is with His blessings that the research, Correlations on Office Ergonomics Towards Government Employees' Satisfaction and Performance In Terengganu is completed on time. We hope that this report will provide valuable information to individuals and organizations alike.

The researchers would like to take this opportunity to acknowledge the management of UiTM Kampus Dungun as the sponsor for giving its full co-operation and trust. Kind understandings, ideas, comments and suggestions provided are very valuable for the completion of this research. The same goes to the Research and Consultancy Bureau of UiTM, Terengganu branch and UiTM Shah Alam for their invaluable assistance and comments.

We would also like to extend our gratitude to the Office of Academic Affairs and Treasury Office of UiTM, Terengganu branch for having given immeasurable assistance during the difficult time of completing this research. Our thanks also go to students of UiTM Terengganu branch who assisted us in interviewing the respondents. They also helped the researchers in entering and coding the data into SPSS computer package.

Last but not least, we would like to pay tribute to our immediate family members for their patience and understanding while the researchers carried out the study.

TABLE OF CONTENT

TITLE			PAGES
SURAT TAWARAN PENYELIDIKAN			i
SURAT PENYERAHAN LAPORAN			ii
DAFTAR AHLI PENYELIDIKAN			iii
ACKNOWLEDGEMENT			v
TABLE OF CONTENT			vi
LIST OF FIGURES			ix
LIST OF TABLES			xi
ABSTRACT			xii
CHAPTER ONE		INTRODUCTION	
	1.1	Historical Context	1
	1.2	Objectives	4
	1.3	Significant Of The Research	5
	1.4	Scope Of The Research	6
	1.5	Limitations Of The Research	7
	1.6	Hypotheses Of The Research	8
	1.7	Definitions Of Terms/Concepts	9
CHAPTER TWO	LIT	ERATURE REVIEW	
	2.1	Definition of Office Ergonomics	11
	2.2	Elements of Office Ergonomics	12
		2.2.1 Department Area Design	13
		2.2.2 Workstation	15
	2.2	2.2.3 Environment	16
	2.3	Effects Of Poor Ergonomics	18
	2.4	Recent Studies on Office Ergonomics in Malaysian	21
	2.5	Ergonomics and Satisfaction	23
	2.6	Ergonomics and Performance	25
	2.7	Individual Characteristics	27
		2.7.1 Age and Tenure	27
		2.7.2 Education	28
		2.7.3 Gender	28
		2.7.4 Salary	29
	2.0	2.7.5 Marital Status	29
	2.8	Research Model 30	

CHAPTER THREE	RESEARCH METHODOLOGY			
	3.1 Population	32		
	3.2 Sampling	37		
	3.3 Data Collection Process	40		
	3.4 Instrument	41		
	3.5 Data Analysis	42		
CHAPTER FOUR	DATA ANALYSIS			
	4.1 Reliability Of The Instrument			
	4.2 Demographic Analyses	44		
	4.3 Correlation Analysis	64		
	4.4 Differences on Performance			
	Dimensions	68		
	4.5 Differences on Job Environmen			
	Satisfaction and Satisfaction	71		
	4.6 Differences on Ergonomics			
	Dimensions	72		
	4.7 Multiple Regression Analysis:	75		
	Performance Dimensions	75		
	4.8 Regressions of Predictors of Dependent Variables	76		
	4.9 Determinants of Performance,	70		
	Environment Satisfaction and J	ob		
	Satisfaction	78		
	4.10 Effect of Personal Characterist	ics on		
	Performance, Job Satisfaction	and		
	Environment Satisfaction	82		
	4.11 Effect of Personal Characterist			
	On Office Ergonomics	95		
CHAPTER FIVE	FINDINGS AND DISCUSSIONS			
	5.1 Differences Among Government			
	Offices			
	5.1.1 Performance Dimensi			
	5.1.2 Environment Satisfac	tion		
	and Job Satisfaction	11/		
	Dimensions 5.1.3 Ergonomics Dimensi	114 ons 115		
	5.1.3 Ergonomics Dimension	JHS 115		
	5.2 Regressions of Predictors of			
	Dependent Variables	116		
	5.2.1 Performance Dimens	ions 117		
	5.2.2 Determinants of			
	Performance, Enviror	ıment		

	BIBLIOGRAPHY APPENDIX			140
				135
	6.2		tions for Future Research	134
	6.1		tions for Managers	133
CHAPTER SIX	CONCLUSION			130
		5.4.7	Tenure	129
		5.4.6	Monthly Income	129
		5.4.5	Job Position	128
		5.4.4	Education	127
		5.4.3		127
		5.4.2	Age	126
		5.4.1	Gender	125
		On Of	fice Ergonomics	124
	5.4	Effect	of Personal Characteristics	
		5.3.7	•	124
		5.3.6	Monthly Income	123
		5.3.5	Job Position	123
		5.3.4		122
		5.3.3	_	122
		5.3.2	Age	120
		5.3.1	Gender	120
			nvironment Satisfaction	120
	3.5		erformance, Job Satisfaction	
	5.3	Effect	of Personal Characteristics	
			Satisfaction	
			Satisfaction and Job	117