THE RELATIONSHIP BETWEEN PHYSICAL ENVIRONMENT COMFORT AND QUALITY OF WORKLIFE AMONG SUPPORTING STAFF AT UITM CAWANGAN PAHANG, KAMPUS JENGKA

Prepared for: MADAM NOORSURAYA BINTI MOHD MOKHTAR

Prepared by: RAIHANAH MADIHAH BINTI ROSLAN BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM) FACULTY OF BUSINESS MANAGEMENT

January 2018

ABSTRACT

The purpose of this study was conducted to examine the physical environment comfort towards quality of work life among supporting staff at UiTM Cawangan Pahang Kampus Jengka. There were three independent variables used for present study namely air conditioning, noise and lighting. The dependent variable for this study was quality of work life. This study used simple random techniques where the questionnaires being distributed to 70 supporting staff from different department in UiTM Cawangan Pahang Kampus Jengka. The result was analyzed by using SPSS to get the reliable result. Pearson Correlation is used as a measurement to investigate relationship between independent variable and dependent variable. The result found that all variables are reliable and have significant relationship between air conditioning, noise, and lighting with quality of work life. Based on the findings, noise has the most influence on quality of work life indicates that there was significant with a moderate degree of correlation (r=0.505, p=0.000).

TABLE OF CONTENTS

Page	
ISTRACT	ABST
CKNOWLEDGEMENT ii	ACK
ABLE OF CONTENT iii - iv	TABI
ST OF TABLES	LIST
ST OF FIGURES vi	LIST
HAPTER 1 ITRODUCTION ackground of the Study 1-2 Statement of the Problem 3-4 Research Objectives 5 Research Questions 5 Research Hypothesis 6 Significance of the Study 6-7 Limitations of the Study 7 Definition of Terms 8-9	CHAI INTR Backs
HAPTER 2 TERATURE REVIEW Introduction 10 Air Conditioning 10-11 Noise 12 Lighting 13 Quality of Work Life 14 Relationship between Physical Environment Comfort and Quality of Work Life 15 Conceptual Framework 16-17	CHA LITE
HAPTER 3ETHODOLOGYResearch DesignSampling Frame19Population19Sampling Technique19Sample Size20Unit of Analysis20Reliability of Instrument20Validity of Instrument21Data Collection Procedures21Plan of Data Analysis22-23	CHA

CHAPTER 4

FINDINGS AND DATA ANALYSIS	
Introduction	
Response Rate	
Section A: Demographic Data	
Correlation Analysis	
Section B: Questions	

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS	
Conclusion	
Recommendations	
REFERENCES	45-49

APPENDICES

Α	Cover Letter	
В	Questionnaire	
С	Data Analysis	

LIST OF TABLES

Table

3.0 Realibitiy Analysis	Error!
Bookmark not defined.1	
4.0 Rate of Survey Return	
4.1 Gender of RespondentsError! Bookm	ark not defined.6
4.2 Length of Services of Respondents	
4.3 Age of Respondents	
4.4 Educational Level of Respondents	
4.5 Marital Status	
4.6 Coefficient Correlation Table	
4.7 Correlation between Air Conditioning and Quality of Work Life	
4.8 Correlation between Noise and Quality of Work Life	
4.9 Correlation between Lighting and Quality of Work Life	
4.10 Correlation between Physical Environments Factors and Quality of V	Work Life32

Page