

THE INFLUENCE OF WORK ENVIRONMENT ON EMPLOYEE  
PERFORMANCE AT RANHILL SAJ SDN BHD

NOR AKASHAH BINTI RUSLI

2016675722

Submitted in Partial Fulfilment of the

Requirement for the

Bachelor Degree of Business Administrations (Hons.) Human Resources

FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA  
CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA

JULY 2019

DECLARATION OF ORIGINAL WORK



BACHELOR DEGREE OF BUSINESS ADMINISTRATIONS (HONS.) HUMAN  
RESOURCES FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

“DECLARATION OF ORIGINAL WORK”

I, Nor Akashah Binti Rusli, (I/C Number: 971008-01-5242)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## TABLE OF CONTENTS

	<b>PAGE</b>
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
ACKNOWLEDGMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	viii
LIST OF FIGURES	ix
ABSTRACTS	x
<b>CHAPTER 1</b>	
<b>INTRODUCTION</b>	
1.1 Introduction	1
1.2 Background of Study	1
1.3 Problem Statement	4
1.4 Research Question	6
1.5 Research Objective	6
1.6 Scope of Study	6
1.7 Significance of Study	7
1.7.1 To the Company	7
1.7.2 To the Employee	7
1.7.3 To the Researcher	8
1.8 Definition of Terms	8
1.8.1 Employee	8
1.8.2 Employee Performance	8
1.8.3 Work Environment	9

## **ABSTRACT**

Nowadays, employee performance has always been the most important issue which concerns the managers in every organization. Furthermore, for every organization employee performance are the roots that helps them to succeed in various ways. Therefore, it is the responsibility of the organization itself in observing carefully on the aspects or grounds for the employees to excel. The purpose of this study was to identify the relationship between physical environment, communication and supervisor support towards employee performance. Furthermore, this study was also to identify the most dominant factor which contributes to employee performance.

The primary data has been collected from employees of Ranhill SAJ Sdn Bhd through questionnaire. To test the hypothesis, SPSS 22.0 has been adopted for basic analysis purposes.

The result showed that all the independent variables (physical environment, communication and supervisor support) have a significant relationship between dependent variable (employee performance). Form the result, the most dominant factor that contributes towards employee performance is physical environment.

Overall, it can be concluded that all the research objectives, questions as well as hypothesis in this study has been truly answered.

# CHAPTER I

## INTRODUCTION

### 1.1 Introduction

The first chapter will focus in the background of study, problem statement, research objectives, research questions, scope of study, significance of the study and followed with definition of terms.

### 1.2 Background of study

According to Thiruchelvan (2017), the definition of performance is very flexible which it is measured that gives the best impact according to the work characteristics of the employees. Combination of employees with the other helpful equipment which is obtainable, capable, responsive, productive and efficient are the definition of performance. In order to measure performance, judgement of actions with a measurable scale should be included, not only by the action itself.

Inuwa, (2016) stated that for every single organization, it is common for them to improve the performance of their employees as well as identifying the most effective ways in order for the employees to feel motivated to achieve the expected performance. In addition, it is important as it helps the organization to remain competitive in the business world which is also the main objective of every organization.

Nowadays, employee performance has always been the most important issue which concerns the managers in every organization. Furthermore, for every organization employee performance are the roots that helps them to succeed in various ways. Therefore, it is the responsibility of the organization itself in observing carefully on the aspects or grounds for the employees to excel (Inuwa, 2016).