

UNIVERSITI TEKNOLOGI MARA

**RELATIONSHIP BETWEEN PHYSICAL
ENVIRONMENT, BEHAVIORAL ENVIRONMENT
AND INDIVIDUAL WORKSPACE TOWARDS
WORKPLACE SATISFACTION**

**NOR HISHAM BIN MOHAMMAD
MUHAMMAD NOR SHAFIEE BIN IBRAHIM
NASSER BIN RAMBLI**

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AUTHOR'S DECLARATION

We declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of our own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

We, hereby, acknowledge that we have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of our study and research.

1. Name of Student : Nor Hisham bin Mohammad
Student I.D. No. : 2013440894
Signature of Student :

2. Name of Student : Muhammad Nor Shafiee Bin Ibrahim
Student I.D. No. : 2013422686
Signature of Student :

3. Name of Student : Nasser Bin Rambli
Student I.D. No. : 2013881192
Signature of Student :

Programme : Master in Business Administration
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ABSTRACT

The workplace environment plays an important role for the employees. Nowadays, employees may have a large number working alternatives. Therefore, the environment in workplace become a crucial factor for accepting and/or keeping or secured the jobs. The objectives of this study are to examine the relationship physical environment, behavioural environment and individual workspace towards workplace satisfaction. As a cooperative bank in Malaysia, Bank Rakyat very well known on sharia practice that recognized globally. In the past, office layout was designed mainly that suits service provider and security aspect. The trend has change rapidly. Without compromising the security aspects, modern corporate organization including Bank Rakyat emphasis more on utilizing their workplace designed as part as their corporate image building, applying user friendly layout, design uniformity and continuously improved efficiency and effectiveness of the bank operation. Utilizing the survey approach, this study consisted of 129 respondents from Bank Rakyat in Kuching. This quantitative study applied a questionnaire as a main research instrument. The analysis is concentrated on the relationship independent variables which are physical environment, behavioural environment and individual workspace while the dependent variable is workplace satisfaction. It depends on various elements of workplace design. The result shows that all variables have statistically significant relationship. This research can be a base of future reference for Bank Rakyat towards understanding their employee's needs and customers services.

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CHAPTER ONE

INTRODUCTION

1.1 RESEARCH BACKGROUND

The workplace environment plays an important role for the employees or staff in any organizations. The employees or staff might have a large number working alternatives, then the ambiance and environment in workplace becomes a critical factor for accepting and or secure the jobs. The quality of environment in workplace might simply identify the level of employee's motivation, subsequent performance and as a whole the productivity (Leblebici, 2012).

In today's working environment, the relationship between employees and employers may be seen upside down (Leblebici, 2012). Since then, the number of job opportunities available for employers need to re-adjust themselves in order to update with the dynamics of business life. Higher salaries and compensation benefits may seem the most likely way to attract employees. Therefore, HR departments need to consider new strategies for recruiting and retaining best fit talents for their organizations.

However, quality of the physical workplace environment may also have a strong influence on an organization ability to recruit and retain experienced and talented people. There are some factors in workplace environment may be considered keys affecting employee's engagement, productivity, morale, comfort level and others both positively and negatively. According to Sekar, (2011), stated that the relationship between work, the workplace and the tools of work becomes an integral part of work itself. The organization that dictate on how to maximize employee productivity centre around two major areas of focus such as personal motivation and the infrastructure of the workplace.

Most of the workplace inhabited by people today were developed in and according to work needs in a time when the pace and character of changes in work were much less pronounced than they are today (McGregor & Then, 1991). Innovative thinking in workplace is once again changing the way we think about our job. According to Duffy