

UNIVERSITI TEKNOLOGI MARA  
CAWANGAN TERENGGANU  
KAMPUS DUNGUN

FACULTY OF BUSINESS MANAGEMENT

THE RELATIONSHIP BETWEEN OFFICE LAYOUT AND  
EMPLOYEES PERFORMANCE IN KUANTAN MUNICIPAL  
COUNCILS

WAN AHMAD SYAHIRUDDIN BIN WAN ISHAK ( 2012408636)

BACHELOR OF OFFICE SYSTEM MANAGEMENT ( HONS. )  
( BM232 )

Universiti Teknologi MARA ( UiTM ),MALAYSIA

JUNE 2014

**Declaration of work**

WAN AHMAD SYAHIRRUDIN BIN WAN ISHAK

2012408636

BM232

Bachelor of Office System Management (Hons.)

Faculty of Business Management

MARA University of Technology

I, Wan Ahmad Syahirrudin bin Wan Ishak, hereby declare that:

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



Date: 02/07/14

### **Abstract**

This research seeks to identify the relationship between office design and employees performance. The purpose of this study to investigate whether office design (spatial layout and office lighting) is the factor that influence to dependent variable (employees performance). The study is used primary data by questionnaires and the sample consisted of 127 staff and the population of the study is the staff in Majlis Perbandaran Kuantan at Kuantan, Pahang. Stratified sampling method is used in collecting data and the results compiled by using SPSS software system. The result comprises of reliability and correlations regression. The results revealed that spatial layout were important and most contribute to the employees' performance. Finally, the limitation and recommendation are included to help further researchers to have a better finding of the result.

**KEYWORDS: SPATIAL LAYOUT, OFFICE LIGHTING AND EMPLOYEES PERFORMANCE**

## **TABLE OF CONTENTS**

LETTER OF SUBMISSION	I
DECLARATION OF WORK	II
ACKNOWLEDGEMENT	III
LIST OF FIGURES AND TABLE	IV
LIST OF ABBREVIATION	V
ABSTRACT	VI

### **CHAPTER 1: INTRODUCTION**

1.1	BACKGROUND OF THE STUDY	1
1.2	PROBLEM STATEMENT	2
1.3	RESEARCH OBJECTIVES	3
1.4	RESEARCH QUESTION	3
1.5	HYPOTHESIS	3
1.6	SIGNIFICANT OF THE RESEARCH	4
1.7	RESEARCH LIMITATION	5
1.8	DEFINITION OF TERMS	
	1.8.1 OFFICE LAYOUT	6
	1.8.2 SPATIAL LAYOUT	6
	1.8.3 OFFICE LIGHTING	6
	1.8.4 JOB PERFORMANCE AND PRODUCTIVITY	6
	1.8.5 OFFICE ERGONOMICS	7

### **CHAPTER 2: LITERATURE REVIEW**

2.0	INTRODUCTION	8-9
2.1	SPATIAL LAYOUT	9-11
2.2	OFFICE LIGHTING	12-13
2.3	EMPLOYEE PERFORMANCE	13-16
2.4	CONCEPTUAL FRAMEWORK	17

## **CHAPTER 3: RESEARCH METHODOLOGY**

3.0	INTRODUCTION	18
3.1	RESEARCH DESIGN	18
3.2	SAMPLING FRAME	19
3.3	POPULATION	19
3.4	SAMPLING TECHNIQUE	20
3.5	SAMPLING SIZE	21
3.6	UNITT OF ANALYSIS	21
3.7	DATA COLLECTION PROCEDURE	22
3.8	INSTRUMENT	23
3.9	VALIDITY OF INSTRUMENT	23
3.10	RELIABILITY OF INSTRUMENT	24
3.11	PLAN OF DATA ANALYSIS	24

## **CHAPTER 4: FINDING AND ANALYSIS**

4.0	INTRODUCTION	25
4.1	SURVEY RETURN RATE	25
4.2	RELIABILITY TEST	26-27
4.3	FREQUENCY DISTRIBUTION	28-30
4.4	CORRELATION AMONG VARIABLES	31
4.5	REGRESSION ANALYSIS AMONG VARIABLES	32-33
4.6	DESCRIPTIVE STATISTICS	34

## **CHAPTER 5: CONCLUSION AND RECOMMENDATION**

5.0	INTRODUCTION	35
5.1	CONCLUSION	35
5.2	RECOMMENDATION	36
5.3	RECOMMENDATION FOR FUTURE	36

REFERENCES	37-38
------------	-------

APPENDICES