

**OFFICE EMPLOYEES SATISFACTION TOWARDS  
WORKPLACE UTILITIES:  
A CASE STUDY IN UiTM TERENGGANU**



**RESEARCH MANAGEMENT INSTITUTE (RMI)  
UNIVERSITI TEKNOLOGI MARA  
40450 SHAH ALAM, SELANGOR  
MALAYSIA**

**PREPARED BY:**

**WAN ZUHAILA WAN ABD. RAHMAN  
NORRINI MUHAMMAD  
JEFRY ELIAS**

**JUNE 2011**

## **Acknowledgements**

First and foremost, with the blessings of Almighty Allah S.W.T., we are thoroughly grateful for the life that we are blessed with and for giving us patience and strength in facing everything that comes by each and every day.

We wish to express our deepest appreciation and gratitude to all people that have contributed to the completion of this research. First of all, we had the great fortune to get Research Grant for Excellence Fund under Research Management Institute (RMI). We are grateful for this opportunity given. This opportunity provided us with the chance to broaden our knowledge towards office utilities provided in UiTM and to make significant progress. We are also very grateful for friendly support and enthusiasm from RMI.

We would also like to take this opportunity to express our gratitude to all staff of UiTM from all departments in UiTM for involving in this research. A respect and very special appreciation goes to our friends in Office Management and Technology Faculty in UiTM Terengganu who have always inspired and willing to contribute ideas in completing this research.

Thank you.

Wan Zuhaila Wan Abd. Rahman

Norrini Muhammad

Jefry Elias

Faculty of Office Management and Technology  
Universiti Teknologi MARA Terengganu  
May 2011

## Report

### Proposed Executive Summary

Office building is important for all types of organization. It is a place to accommodate information and process knowledge (filing, planning, designing, supervising, analyzing, deciding, and communicating). “Utilities” need to always be in good condition and satisfy the employees as they are valuable assets to the organization. In addition, organization might face problems, reduced productivity, higher employees’ turnover, increased absenteeism, and health care cost caused by job stress. The word “utility” is used in this research to indicate “usefulness or a potential capacity to provide a service”. In many public sector organizations, this responsibility lies in facility managers, who are concerned with workplace issues that immediately affect building occupants.

The study will be focused on the office employees in UiTM Terengganu, who have their own workstation but in shared office. However, this study will be focused only on employees who work in the office building and is limited to office employees in grade N17 and above who have been working for at least 3 months as they are accustomed with all of the facilities provided.

The objectives of this research are to identify the most important factor contributing toward office employees satisfaction in UiTM Terengganu, to measure office employees satisfaction with overall workplace utilities provided by UiTM Terengganu, to investigate the relationship between workplace utilities and employees’ satisfaction in UiTM Terengganu, and to provide recommendations on how to improve workplace utilities services in UiTM Terengganu workplace.

In the workplace, it is often assumed that office employees who are more satisfied with the physical environment are more likely to produce better work outcome. Therefore, this research will be a very useful tool for the organization in improving its services to its employees. This research is important in a way that it helps organization to know what contributes to the office employees’ satisfaction and it also helps the organization to focus on maintenance and renovation to those areas of deficiency.

This research is a correlation research as it was conducted to investigate employees' satisfaction towards workplace utilities. The population of this study refers to the office employees who are currently working in various departments in UiTM Terengganu, Dungun Campus. The total number of population for this study is 330. A simple random sampling technique will be used to choose the respondents from all departments. The questionnaire will be issued. The data obtained from the study will be analyzed by using the SPSS which tests the frequency distributions and Pearson Correlation.

## Contents

1. Letter of Report Submission .....	iii
2. Letter of Offer (Research Grant).....	v
3. Acknowledgements .....	vi
4. Enhanced Research Title and Objectives .....	vii
5. Report .....	viii
5.1 Proposed Executive Summary .....	viii
5.2 Enhanced Executive Summary .....	1
5.3 Introduction.....	2
5.4 Brief Literature Review .....	5
5.5 Methodology .....	7
5.6 Results and Discussion .....	10
5.7 Conclusion and Recommendation.....	15
5.8 References/Bibliography .....	18
6. Research Outcomes .....	20
7. Appendix.....	21