



**THE RELATIONSHIP BETWEEN OFFICE ENVIRONMENT AND
EMPLOYEE'S PRODUCTIVITY OF OFFICE SUPPORT STAFF AT
LEMBAGA HASIL DALAM NEGERI (LHDN) KUCHING**

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AUTHOR'S DECLARATION



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ABSTRACT

Work environment plays an important role in an organization. Most of the problems faced by employees are associated to working environment. The intensity of productivity can be improved through developing a favorable working environment in an organization. Office can be sorted out as one of the most important factors in dealing with works positively or negatively. The main purpose of this study is to identify the relationship between noise, furniture and lighting and employee's productivity of office support staff at Lembaga Hasil Dalam Negeri (LHDN) and to examine which office environment is the most dominant factor that affects employee's productivity. This study involved four departments which were the Administrative department, Finance department, Tax department and Training department. 100 questionnaires were distributed by using convenience sampling to the office support staff at Lembaga Hasil Dalam Negeri (LHDN). It was observed that there were relationship between noise, furniture and lighting to the employee's productivity. Therefore, these findings showed that office environment has positive impacts towards the employee's level of productivity.

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CHAPTER 1

INTRODUCTION

This chapter focused on the background of the study which was on the relationship between office environment and employee's productivity of support staff at Lembaga Hasil Dalam Negeri (LHDN). Several factors must be taken into consideration in designing effective workplace environment and job productivity which will be discussed in the further chapter. Section 1.1 discussed the background of the study, section 1.2 explained the statement of the problem and section 1.3 stated the research objectives. Section 1.4 stated the research question and section 1.5 focused on the significant of study. In addition, section 1.6 explained the limitations of the study and lastly section 1.7 was about the definition of terms.

Background of the Study

The purpose of this study was to identify the relationship between office environment and employee's productivity. Nowadays, a factor that affects working productivity that is not well understood, is the physical office environment. Assuming that the office environment is not that important to the organization, thus it will decrease their employee's productivity because of the environment that their employees having in the office. Most of the employees agreed that working world has been affected in some way by office environment whether it has indirectly give development of a new insights or, at another extreme, exacerbated isolation or fear