

**THE RELATIONSHIP BETWEEN OFFICE ENVIRONMENT AND EMPLOYEES
PRODUCTIVITY AT INSTITUT TADBIRAN AWAM NEGARA (INTAN) KAMPUS
WILAYAH SARAWAK**

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December 2019

ACKNOWLEDGEMENT

We thank Allah SWT, because with His mercy we are able to complete our project paper to fulfil the requirements of the Research Methods course. This project could not have been written without the assistance and guidance of Dr. Hj Norlina Binti Mohamed Noor, who not only served as our supervisor but also encouraged and challenged us throughout our academic program.

We also would like to show our gratitude to Mrs. Leviana Andrew, as our Supervisor and Dr. Jati Kasuma Bin Ali as our Co-Supervisor for giving us a lot of guideline throughout the consultations of this entire semester. We are blessed to have both parents who have been the source of inspiration. We thank them all.

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December 30, 2019

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CHAPTER 1

INTRODUCTION

This chapter introduces the study to investigate the relationship between office environment and employees productivity in Institut Tadbiran Awam Negara (INTAN) Kampus Wilayah Sarawak. This chapter also elaborates on the background of the study, the underlying problems regarding the variables, research objectives, and research questions, significance of the study and limitations of the study. At the end of this chapter, the definition of terms is also provided.

Background of the Study

In the increasingly competitive global business environment, organisations are compelled to invest in capacity development to be more productive, innovative, and generally more competitive and improve in employees productivity. Productivity is the ratio of outputs to inputs. It refers to the volume of output produced from a given volume of inputs or resources. If the employees become more productive, then it has become more efficient since productivity is an efficiency measure. (Samnani. Al-Karim, 2014). Employee productivity growth is essential to the organisation because it increases the organisation profit. A study conducted by Chiang, (2018) in Hong Kong, to meet the standard of organisation, employees need a pleasant working environment that allows them to work freely without any problems that may restrain them from performing up to the level of their full potential. Thus, those employees that experience bad working environment occupy in a decrease in productivity and experience with failure.

The employee should meet the performance criteria set by the organisation to ensure the quality of their work. To meet the standard of organisation, employees need a working environment that will allow them to work freely without any problems that may restrain them from performing up to the level of their full potential. The physical environment comfort consisting of office design and layout, indoor air quality, thermal condition, lighting, and noise will affect the performance and productivity of the employee (Azlan Shah Ali., 2016). A pleasant work environment can contribute to the organisation's benefits and also to the employees. Essential factors in the work environment that should be consider include building design and age, workplace layout, workstation set-up, furniture and equipment design and quality, space, temperature, ventilation, lighting, noise, vibration, radiation, air quality (Anil P Sarode, 2014)

Maslow's Hierarchy Needs Theory related to this study. As the theory describes, the needs are arranged in a hierarchical order of importance, namely physiological needs, safety needs, social needs, esteem needs and lastly self-actualization needs. The physical requirements including the need for food, water, shelter, and warmth (Adrian Low, 2018). Based on the study by Aruma and Hanachor (2017), physiological needs also includes the comfort, rest or sleep, reproduction or procreation. Study conducted by Adrian Low, (2018) employees with a pleasant work environment that is place of higher standards of hygiene where employees can breathe clean fresh air, suitable temperature, ergonomic furniture, enough light source, and effective control of noise.

A study done by Ali (2016), in Kuala Lumpur has found the lighting is essential in contributing to the employee's productivity. Light has a significant effect on human beings. The office lighting quality is so important because it can set our body clock. Office lighting can affect our productivity, and appropriate office lighting is a workplace necessity. Poor choice of office lighting directly affects work performance as it puts a strain on workers' eyes. Apart from the