

THE RELATIONSHIP BETWEEN WORKING ENVIRONMENT AND
ADMINISTRATIVE SUPPORT STAFF'S PRODUCTIVITY AT
JABATAN PENDIDIKAN NEGERI SARAWAK

Prepared for:

PUAN ARROMINY BINTI ARABI

SUPERVISOR

DR. SUEB BIN IBRAHIM

CO-SUPERVISOR

Prepared by:

SHARIFAH NUR FARESHA BINTI WAN ABDUL KHALEG

DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)

FACULTY OF BUSINESS AND MANAGEMENT

DECEMBER 2017



DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)
FACULTY OF BUSINESS AND MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

SHARIFAH NUR FARESHA BINTI WAN ABDUL KHALEG

Hereby, declare that:

1. This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degree.
2. This project-paper is the result of my independent work and investigation, except where otherwise stated.
3. All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

ABSTRACT

The aim of this study was to determine the relationship between working environment and administrative support staff's productivity. It was also to determine the most significant element of working environment that might influence the administrative support staff's productivity at Sektor Khidmat Pengurusan and Pembangunan in Jabatan Pendidikan Negeri Sarawak. 100 administrative support staffs were chosen as respondents.

By using convenience sampling, 100 questionnaires were distributed in the study. Based on the correlations results, first there was a moderate correlation between furniture with support staff's productivity. Second, the result also showed that temperature and lighting had moderate correlations with support staff's productivity. Third, for noise, it had a weak correlation with administrative support staff's productivity. Thus, the study revealed that the working environment had a significant relationship with the administrative support staff's productivity.

TABLE OF CONTENT

“DECLARATION OF ORIGINAL WORK”	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF TABLES	viii
LIST OF FIGURE	ix
LIST OF APPENDICES	x
 CHAPTER 1	
INTRODUCTION	1
Background of the Study	1
Statement of the Problem	2
Research Objectives	3
Research Questions	3
Significance of the Study	4
Limitations of the Study	5
Definitions of Terms	5
 CHAPTER 2	
LITERATURE REVIEW	7
Work Environment	7
Productivity	8
Relationship Between Work Environment and Productivity	8

CHAPTER 1

INTRODUCTION

Nowadays, working environment plays an important role towards employee's productivity. Every organization should have a good environment in order to boost the employee's productivity. A good office environment will allow employees to perform their work optimally under comfortable conditions. Working environment can be described in terms of physical and behavioral components. These components can further be divided in the form of different independent variables. This study was conducted to determine the relationship between working environment and administrative support staff's productivity at Jabatan Pendidikan Negeri Sarawak.

Background of the Study

The significance relationship between working environment and administrative support staff's productivity was addressed in this study. Office employees in every organization are well aware of the importance of this relationship. This is because staffs tend to spend most of their time in their offices rather than other places. In the workplace, we can assume that employees who are more satisfied with their workplace environment such as lighting, temperature, furniture and noise are more likely to produce better output (Kamarulzaman, 2011). Even though leadership and motivational factors might relate to the administrative support staff's