

UNIVERSITY TEKNOLOGI MARA (UiTM)

THE STUDY OF RELATIONSHIP BETWEEN OFFICE  
ENVIRONMENT AND JOB SATISFACTION AMONG  
NON-ACADEMIC EMPLOYEES AT  
UNIVERSITY MALAYSIA TERENGGANU

TUAN SHARIFAH AINSYATUL INSYIRAH BT TUAN  
SHAIFU BHAHRI

Dissertation submitted in fulfillment  
For the Degree of Office System Management  
Faculty of Business Management

JANUARY 2015

## ABSTRACT

The purpose of this study was to investigate the relationship between office environment and job satisfaction among non-academic employees at University Malaysia Terengganu (UMT). The questionnaire has been distributed to nine departments according to the stratified method. There were about 102 of workers or respondent that taken as sample in this research. The number of population of non-academic employees at University Malaysia Terengganu was 142. The number of sample size was 103, referred at Krejcie and Morgan Table. There were four types of elements in the office environment, which were office layout, furniture, lighting and colour. The independent variable was office environment, while the dependent variable represents was job satisfaction. This study has three research questions. The method that was used in this finding was mean, standard deviation, normality, reliability analysis, frequency analysis, correlation analysis and t-test analysis. Based on the findings, all variables were significant. The first research questions was required the researcher to used mean and standard deviation to find the type of office environment that influence job satisfaction among non-academic employees at University Malaysia Terengganu. For the second research questions, the researcher was used correlation analysis to identify the relationship between office environment and job satisfaction. The third research questions were used t-test analysis to find the average score of non-academic employee satisfaction among male and female respondent. The result showed for the first research questions that the most influences mean types of office environment was furniture. The correlation analysis showed that all the correlation between office environment elements and job satisfaction was significant. The t-test result showed that there was no difference in the average score of non-academic employee satisfaction among male and female respondents at University Malaysia Terengganu.

*Keyword* : Office Environment and Job Satisfaction

## ACKNOWLEDGEMENTS

Praise to Allah S.W.T, for his wisdom, strength and blessings to complete this project paper. Peace and blessings of Allah be upon His Messenger, Muhammad S.A.W.

First and foremost, I would like to take an opportunity to neither express thanks to our respectable advisors, Miss Norrini binti Muhammad, who has made a significant contribution support and giving her great analytical skills, helpful comments, guidance and suggestions for the completion of this research.

In this opportunity, I would like to thank to all respondent and staff at University Malaysia Terengganu (UMT) for giving cooperation, valuable information and support from start till I complete this project paper. Besides that, I would like to thanks to my family and friends for helping in completing this project. Last but not least, I would like to express my appreciations to UiTM Machang because allowed me to use the facilities in the library such as borrowed the books as reference, use the internet and Datastream to search for data. I would like to thanks to everyone who has given a direct and indirect support and cooperation to me for finish up this project paper.

Thank You.

Tuan Sharifah Ainsyatul Insyirah bt Tuan Shaifu Bhahri  
2012502497  
Bachelor of Office Management System  
January 2015

## TABLE OF CONTENT

<b>ABSTRACT</b>	ii
<b>ACKNOWLEDGEMENT</b> .....	iii
<b>LIST OF TABLE</b> .....	vi
<b>LIST OF FIGURE</b> .....	vii
<b>CHAPTER 1</b>	
<b>INTRODUCTION</b> .....	
Background of Study.....	1
Statement of Problem.....	2
Research Objectives.....	3
Research Questions.....	3
Significance of the Study.....	4
Limitation of the Study.....	5
Definition of Term.....	6
<b>CHAPTER 2</b>	
<b>LITERATURE REVIEW</b> .....	
Introduction.....	7
Office Environment.....	7
Benefit of Ergonomics Office Environment.....	14
Relationship Between Office Environment and Job Satisfaction...	20
Conceptual Framework.....	21
Research Hypothesis.....	23
<b>CHAPTER 3</b>	
<b>METHODOLOGY</b> .....	
Research Design.....	24
Sampling Frame.....	25
Population.....	25
Sampling Technique.....	25
Stratification of Respondent.....	26
Sampling Size.....	27
Unit of Analysis.....	28
Data Collection Procedure.....	29
Pilot Test.....	30
Instrument.....	33
Data Analysis.....	34
<b>CHAPTER 4</b>	
<b>FINDINGS AND DISCUSSION</b> .....	
Survey Return Rate.....	36
Demographic Section of Respondent.....	37
Reliability of Data.....	42
Test of Normality.....	44
Research Question 1.....	45
Assumptions of Correlation.....	48
Research Question 2.....	51
Research Question 3.....	59

## LIST OF TABLE

<b>Table</b>	<b>Page (s)</b>
3.1 Stratification of Respondent.....	26
3.2 Sample Size.....	27
3.3 Data Collection Procedure.....	29
3.4 Data Analysis.....	34
4.1 Survey Return Rate.....	37
4.2 Gender of Each Respondent.....	38
4.3 Age of Each Respondent.....	39
4.4 Qualification of Respondent.....	39
4.5 Race of Respondent.....	40
4.6 Department of Respondent.....	41
4.7 Cronbachs Alpha Coefficient Range.....	41
4.8 Comparison of Reliability Test between Pilot Test and Actual Test.....	43
4.9 Skewness and Kurtosis Values for Office Environment and Job Satisfaction.....	44
4.10 Mean Analysis of Office Environment	45
4.11 Eyeball Method.....	52
4.12 Correlation Coefficient among Independent Variables and Table Dependent Variable.....	53
4.13 Group Statistics.....	59
4.14 Independent Sample Test.....	60
4.15 Summary Hypothesis of Relationship between Office Environment and Job Satisfaction.....	61