

THE IMPACT OF OFFICE ERGONOMICS ON EMPLOYEE'S
PRODUCTIVITY

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LETTER OF SUBMISSION

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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "The Impact of Office Ergonomics on Employee's Productivity at Jabatan Kerja Raya Pendang / Yan in Kedah Darul Aman" to fulfill the requirement as needed by the Faculty of Business Management, MARA University of Technology.

Thank you

Yours sincerely

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ABSTRACT

Office ergonomics is a widely acceptable means of providing an enabling environment that best facilitates employees' productivity and performance. This study sees to find out the impact of office ergonomics on employee's productivity using the Jabatan Kerja Raya Pendang / Yan as a case study. The objectives of the study are to investigate the relationship between factors of office ergonomics and employee's productivity, to determine the factors of office ergonomic that influence employee's productivity and finally to identify the main factors of office ergonomics that influence employee's productivity. The study was based on a sample of 115 JKR's staff randomly drawn from various departments and units. Data for the study obtained mainly from the administration of questionnaires is analyzed quantitatively using the SPSS and Microsoft Excel and presented with the aid of frequency distributions, pie charts, tables, pictures and graphs. The research identified considerable office ergonomic deficiencies, which included uninspiring and old-fashioned office design and décor (largely cellular offices), use of dark wooden partitions resulting in poorly illuminated offices, and continuous use of un-ergonomic furniture.

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CHAPTER 1

INTRODUCTION

Background of Study

Most people spend fifty percent of their lives within indoor environments, which greatly influence their mental status, actions, abilities and performance (Segal, 2012). Better outcomes and increased productivity is assumed to be the result of better workplace environment. Better physical environment of office will boost the employees and ultimately improve their productivity. Employees in different organizations have different office designs. Every office has unique furniture and equipment, lighting, spatial arrangements, different levels of noise and temperature.

Office ergonomics has been recommended by many studies as one of the key guides to equipping employees at the workplace to help produce best productivity. It is the quality of the employee's workplace environment that most impacts on the level of employee's motivation and subsequent performance. How well they engage with the organization, especially with their immediate environment, influences to a great extent their error rate, level of innovation and collaboration with other employees, absenteeism and, ultimately, how long they stay in the job (Al-Anzi, 2012).

Washington State Department for Labour and Industry in its document identifies office ergonomics is the branch of ergonomics dealing specifically with the office environment. This field of ergonomics considers how key workplace elements such as workstations, computers, chairs, lighting, noise level, room temperature and others could be tailored to fit and enhance employee health, safety and performance