RELATIONSHIP BETWEEN OFFICE ENVIRONMENT AND EMPLOYEES PERFORMANCE: CASE STUDY AT ROYAL MALAYSIAN CUSTOM DEPARTMENT (JKDM) RANTAU PANJANG

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ABSTRACT

The government organization in Malaysia now are in improvement. Many aspect are changing such as management and technology. These include the changes of the office environment. For government organization sector, there are parties that overlooked toward office environment . Therefore, this study had used several element of office environment such as office layout, noise, temperature and lighting that act as independent variable influence toward employees' performance in Royal Malaysian Custom Department (JKDM) Rantau Panjang, Kelantan. There are 100 questionnaires being used for this study by using stratified random sampling. The data had been analyze using SPSS version 18.0 with different technique which are frequency analysis for demographic information, reliability analysis, descriptive analysis and correlation analysis. The result from reability test have good input because its has consistency. The result proved that only one variable are accepted which is noise that has relationship with employess' performance at Royal Malaysian Custom Department (JKDM) Rantau Panjang. The other three independent variables which are office layout, temperature and lighting showed that its has no significant relationship toward employees' performance. Besides that, the recommendation are also provided as the improvement for the goverment organization and future researcher.

Keywords : employees' performance, office layout, noise, temperature and lighting

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CHAPTER 1

INTRODUCTION

Background of the Study

An office environment can be described as the place that workers work. The office environment is the milieus around person or worker. According to The Free Dictionary, milieus mean surrounding, location, environment or setting. It also functions as to communicate interpedently with numbers of people as social and professional environment. Employee performance and productivity are very affect with the office environment. (Bindu et al., 2012)

Research showed that eighty percent (80%) from the sample selected shows employee's productivity are greatly influence by physical work environment. (Ismail et al., 2009). It supported by other researcher that also asserted that the organization with productive employees are depend much on their working condition or environment. (Brenner, 2004).

Furthermore, employees productivity are very affected by office when there are opportunities for personal control, a rapid response to environmental issues, shallow plan forms, preferably with natural ventilation and less technical and management-intensive systems, Enough room for people to work in, and appropriate zoning and control of heating, cooling, lighting and ventilation, Office occupiers are given clear instruction of