

THE IMPACT OF OFFICE ERGONOMICS ON EMPLOYEE'S
PRODUCTIVITY AT MALAYSIAN ELECTRONIC PAYMENT SYSTEM
SDN BHD (MEPS), BANGSAR SOUTH, KUALA LUMPUR

Prepared for:
MADAM ASMA SHAZWANI BINTI SHARI

Prepared by:
ZULAIKHA FATIMAH BINTI ABD RAHMAN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY

2014

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 Malaysian Electronic Payment System Sdn Bhd (MEPS) 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 100 MEPS'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.

ACKNOWLEDGEMENT

We are forever grateful to the Almighty God, the maker of heaven and earth for endowing us with excellent health, knowledge and wisdom to complete this work successfully. We wish to acknowledge the immense support received from our advisor, Madam Asma Shazwani binti Shari whose regular evaluation of our work, amidst counsel and words of encouragement led to the successful completion of this work. For the key interest and support you unreservedly offered towards our work, we wish you God's bountiful blessings.

We believe that we couldn't have attained any personal development especially to this level without the prayers and counsel of our dear parents. We wish them long life, prosperity and amazing grace from the good God.

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 Shruti (2012). Better outcomes and increased productivity is assumed to be the result of better workplace environment. Better physical environment of office will boosts 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 and productivity. From the definition, the goal of office ergonomics is to set up office workspace that fits and adequately supports the needs of the employee in his quest to execute a task. It focuses on how offices are designed and laid out; furniture and equipment are set up in the workplace and the appropriate lighting used.

One major benefit derived from pursuing office ergonomics is that it reduces the risk of injury by adapting the work to fit the person instead of forcing the person to adapt to the work. In addition to injury prevention, ergonomics is also concerned with enhancing work performance, by removing the barriers that exist in many work places that prevent employees from performing to the best of their abilities. This ultimately helps people work more effectively, efficiently, and productively at their jobs (Kingsley, 2012). Ergonomics improvements to the work environment are primarily used to create a safer and more healthful work environment, and that a company may experience other benefits including increased productivity, increased work quality, reduced turnover, reduced absenteeism, and increased morale.

The Malaysian Electronic Payment System Sdn Bhd (MEPS) that is the focus of this study appears to be lagging behind the race for contemporary ergonomic offices. Considerable number of the offices, furniture and equipment at the government sector appear to be lacking ergonomic considerations. The study therefore examines the state of the private company offices and further assesses whether or not they have the impact of office ergonomics on employee's productivity.