

**THE RELATIONSHIP BETWEEN ERGONOMICS AND WORK  
PERFORMANCE AMONG STAFF AT UiTM MERBOK**

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**JANUARY 2014**

## ABSTRACT

The title for this study is the relationship between ergonomic and work performance among staff in UiTM Merbok, Kedah. This study was conducted to investigate the relationship between ergonomic and work performance among staff in UiTM Merbok. Besides that, this study also want to investigate the most significant factor that influence the relationship between ergonomic and work performance among staff in UiTM Merbok. Other than that, this study also want to identify the level of work performance among staff in UiTM Merbok. This study used questionnaire to gathered the data. Questionnaire were distributed to the staff of UiTM Merbok and 120 staffs were randomly picked. Only 108 questionnaire were valid for futher analysis. The study was found that, there is no relationship between ergonomic and work performance among staff in UiTM Merbok. For future study, the researcher should conducted this study at other industry. Other than that, the researcher should used different type of respondents and also add more respondents.

## ACKNOWLEDGEMENT

Alhamdulillah, at last I manage to completed this Final Year Project. First of all, I want to thank to my research advisor, Mr Ibbrahim Zakaria who worked patiently with me. Without his help, I cannot finish this task on time.

Then, I want to thank to my parents, who give support, encourage and gave me strength to finish this Final Year Project till the end.

Next, a big thank to my friends who directly and indirectly help me to do this task. They always been there when I needed them.

Lastly I would like to thank again to all people that involved and helped me to completed this study.

Thank you.

# CHAPTER 1

## INTRODUCTION

### Background of study

The simple premise behind the movement towards better working environments is that comfortable people are more productive. Comfort, however, is one of those catching words that are easy to use and hard to define. People are comfortable when they feel comfortable, which is a state of mind dependent on both physical sensations and emotional states (Sehgal, 2012). The physical environment in which employees work often affects their productivity and job satisfaction. The office environment can affect the financial well being of organization especially when employees' dissatisfaction with their working environment has a negative impact on their productivity. Each of the elements of the office environment can affect office employees physically and psychologically (Quible, 2005).

Workplace ergonomics such as air quality, lighting, furniture and tools, acoustics and building's general environment has a significant relationship between workers satisfaction and performance (Zafir, 2013). If the organization are using ergonomic working environment towards their employees, many advantages they will get.

According to Tarcan, Varol, and Ates (2004), if the organization provides a good working environment and taking ergonomics consideration in designing workplace, will increase the employee's loyalty level. Other than that, ergonomics

also known to be the solution of having good working condition and to improve quality productivity and occupational health and safety and cost reduction (Yeow & Nath Sen, 2003). However, if organization are not giving good working environment and using ergonomic, reversed situation happened. According to De Croon (2005), the workplace design may directly or indirectly resulted in physiological and psychological reactions such as crowding stress, psychological state of inadequacy of space, occupationally induced fatigue, job satisfaction and increased levels of blood pressure. In addition, the long term reactions include decreased performance (Cotton & Hart, 2003), and negative health outcomes, such as psychosomatic health complaints including chronic fatigue, burnout and musculoskeletal disorders (Sluiter, De Croon, Meijman, & Frings-Dresen, 2003; De Lange, Taris, Kompier, Houtman & Bongers, 2002).

### **Statement of Problem**

To lead to good human performance, ergonomics has to be taken into account to make sure that employees are working in a safe and conducive environment. The quality of working life and the system performance is affected by matching of the positive and negative outcomes of the complex compatibility relationships between the human operator, technology and environment (Karwowski, 2005).

Several studies have state that giving people more control over decisions affecting their work can enhance physical health and performance (Karasek &