

**THE RELATIONSHIP BETWEEN ERGONOMICS AND WORK  
PERFORMANCE AMONG STAFF AT PERMODALAN NASIONAL  
BERHAD**

**PREPARED FOR:  
ENCIK IBHRAHIM BIN ZAKARIA**

**PREPARED BY:  
NOOR AMIRA BINTI AHMAD  
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)**

**UNIVERSITI TEKNOLOGI MARA (UTM)  
FACULTY OF BUSINESS MANAGEMENT**

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## ABSTRACT

The title for this study is the relationship between ergonomic and work performance among staff in Permodalan Nasional Berhad. The purpose of this study was to investigate the relationship between ergonomic and work performance in Permodalan Nasional Berhad. Besides that, this study also want to investigate the most significant factor that influence the relationship between ergonomic and work performance among staff in Permodalan Nasional Berhad. Other than that, this study also want to identify the level of work performance among staff in Permodalan Nasional Berhad. The data were gathered through the questionnaire distributed to the staff at Permodalan Nasional Berhad and 291 respondents were chosen in order to determine the relationship between ergonomic and work performance in Permodalan Nasional Berhad. The study was found that there is negative and weak relationship between ergonomic and work performance in Permodalan Nasional Berhad.

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Noor Amira Bt Ahmad

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Faculty of Business Management

Universiti Teknologi MARA

## CHAPTER 1

### INTRODUCTION

#### Background of study

The simple premise behind the movement towards better working environments is that comfortable people are more productive (Shahnavaz, 2000). 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 ergonomic 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, reverse situation will happen. According to De Croon (2005), the workplace design may directly or indirectly result 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).