

THE RELATIONSHIP BETWEEN OFFICE ENVIRONMENT  
AND OFFICE EMPLOYEE'S PRODUCTIVITY AT JABATAN  
KERJA RAYA KOTA SAMARAHAN, SARAWAK

Prepared for:

SUPERVISOR

PUAN ARROMINY BINTI ARABI

PUAN SITI FATIMAH BINTI ABDUL LATIFF

CO-SUPERVISOR

ENCIK NELSON ANAK MARTIN NOEL

Prepared by:

RAZ ADIBAH BINTI ABDOL RAZAK (2015681614)

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)

FACULTY OF BUSINESS MANAGEMENT

MAY 2018



**BACHELOR OF OFFICE SYSTEMS MANAGEMENT (Hons.)  
FACULTY OF BUSINESS AND MANAGEMENT**

**“DECLARATION OF ORIGINAL WORK”**

I, Raz Adibah Binti Abdol Razak

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ABSTRACT

Work environment plays an important role in an organization. Most of the problems faced by employees are related to working environment. Working environment and office design fulfills the employees' needs and helps to boost their productivity. The purpose of this study was to explore the discourse and issues concerning office environmental impact on its end-users. It was also to determine the most significant element of working environment that existed in the Jabatan Kerja Raya, Kota Samarahan, Sarawak. For this purpose, the researcher selected Jabatan Kerja Raya, Kota Samarahan, Sarawak. For this research study, a questionnaire was distributed to get the feedback from the respondents. Twenty questions were developed which contained 4 sections (Demographic, Furniture, Lighting, and Productivity). Questionnaires that researcher had distributed are 105 in total, and manages to collect 86 (86%) from respondents. Results of correlation from this study shows lighting have strongest correlations ( $r= 0.886^{**}$ ). Furniture have high correlation ( $r=0.684^{**}$ ) with productivity. The findings also revealed that furniture and lighting in the workplace was helpful in developing a working environment that had positive impact on employee's level of productivity in the organizations.

## TABLE OF CONTENTS

“DECLARATION OF ORIGINAL WORK” .....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT .....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES .....	viii
LIST OF FIGURE.....	ix
LIST OF APPENDICES .....	x
CHAPTER 1 .....	1
Introduction .....	1
Background of the Study .....	1
Statement of the Problem .....	2
Research Objective .....	2
Research Questions.....	2
Significant of the Study .....	3
Limitation of the Study.....	3
Definition of Terms .....	4
Productivity .....	4
Employee .....	4
CHAPTER 2 .....	5
LITERATURE REVIEW.....	5
Introduction .....	5
Employee Productivity .....	6
Furniture .....	6
Lighting .....	7

## **CHAPTER 1**

### **INTRODUCTION**

#### **Background of the Study**

Nowadays, working environment is a key root of employee's engagement towards the performance and productivity in the workplace. Organizations that practice good office environment will have good employee that can fulfill the organization's productivity. A comfortable office will increase the productivity of the employees.

It is agreed by Chandrasekar (2011) that there are noticeable effects in their work life. Be it by design—whether it has given indirect development of a new insight or, at another extreme, exacerbated isolation or fear (Chandrasekar, 2011). The environmental factors inside the organization and the cultures of the organization affects the employees' productivity (Bushiri, 2014).

Organizations need to provide elements such as, furniture, and lighting to ensure employees are satisfied with the workplace environment and this would likely help produce better output (Kamaruzaman, 2010). Those elements play an important role in creating a good working environment for the organization. The purpose of this study is to find the relationship between office environment and employee's productivity.