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Bachelor of Administrative Science (Hons.)  
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**Title of Proposal**

**The Effect of Workplace Environment towards Employees' Job Performance at  
Immigration Department**

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## **CHAPTER 1**

### **1.1 INTRODUCTION**

Workplace environment generally can be defined as the conditions that occur in the workplace that influence the employees' job performance. The environment may affect in term of their psychology and physiology of the workers. Workplace environment is a determinant of the employees' level of productivity. The environments such as co-workers, air quality, ergonomic seating, management, child care, parking, noise, the appliances and even the size of the office. The workplace environment is a place where people with different interests, background culture and lifestyles gather together to pursue and accomplishing certain goals and purposes. They are with different talents and different way of thinking. For certain people workplace might be a place of excitement but it may torture moment for others. A work environment can be warm and friendly or cold and foreboding or it can be mixture of both environments.

In the workplace, ergonomics also play an important role. Ergonomics is the study of the relationship between people, the equipment they use and the physical environment in which they work. Applying ergonomic principles to the design, modification and maintenance of workplace environments, has a benefit on people's work performance and short- and long-term health and safety. According to the International Ergonomics Association(2003), Ergonomics (or human factors) by Chris Adams is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance. The researchers are focusing on the workplace environment because it is impacting on the level of motivation of the employees where it determines how they will perform their job. Directly it contributes to the success of the organization especially the organization that dealing with the customers such as Immigration department. Immigration department is dealing with the identification for the citizen to go abroad and for the foreigners. Also collaborate with the tourism sector because the foreigners. It is contributing to the government profit.

## **CHAPTER 2**

### **2.1 LITERATURE REVIEW, THEORIES AND CONCEPTUAL FRAMEWORK**

This chapter provide a review of literature on job performance and workplace environment and the conceptual framework.

#### **2.1.1 Introduction**

Employee's job performance can be defined as the ability of the workers to perform effectively in the job required. The employees should able to understand a complete and having advance knowledge in the job description of the position. The employees should understand the job performance requirements and standard that they are expected to meet. Usually job performance will be linked the productivity of the employees. How productive and creative they will be in carrying out their task. The productivity will affect the organisation goals because immigration department is dealing with customer. If the productivity is low so the process would be slow especially handling the customer at the counter service.

However job performance influenced by certain factor from the workplace environments. How well the employees perform their job is depend on their emotion and their emotion is highly impacted by the environment surrounding them in the workplace. Emotion can be defined as psychological, behavioural and physiological episodes experienced toward an object, person or event that create state of readiness. The environments may consist of annoying sounds, office ambiances, the attitude of colleagues, and the support of top management and so on. According to the environmental comfort model, psychological comfort links psychosocial aspects with the environmental design and management of workspace through the concepts of territoriality, privacy and control (Sundstrom & Sundstrom, 1986; Vischer et al., 2003; Wells,2000)

## **CHAPTER 3**

### **3.1 Research Design**

For the purpose of this study, the research design will be cross sectional survey. This means that the researcher distributes questionnaire based on the related topic of their research and the respondent give back the information. The research demands for information from departments, divisions, section, and target or focus groups within the organizations. Types of approaches will be by a questionnaire survey. The questionnaire has been designed related to the workplace environment and job performance. The questionnaire is directed to the officers in the Immigration Department from all education level and positions. It also will be in English language as it is the medium languages which can be understand by all. The content and the purpose of the question, how the questions are worded and the level of sophistication of the language used including the type and form of question asked, sequencing the questions and personal data required for the respondent are following the criteria in the principle of wording. We used the appropriate word and good language in order to gain the interest of the respondent to cooperate in answering our questionnaire. We had put questions for personal information on Section A while Section B, C and D will comprise with questions related to workplace environment and job performance which are our issue.