

**THE RELATIONSHIP BETWEEN OFFICE ENVIRONMENT AND JOB
PERFORMANCE AMONG SUPPORT STAFFS IN SELECTED PUBLIC
SECTOR DEPARTMENTS AT JALAN SULTAN ISMAIL KUALA
TERENGGANU, TERENGGANU**

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ABSTRACT

This research discussed about the relationship between office environment (lighting, office furniture and office layout) and job performance among support staff in selected public sector departments in *Jalan Sultan Ismail, Kuala Terengganu, Terengganu*. This correlation research used stratified disproportionate sampling. The questionnaires, adopted from Ambreen, Atif, Khalid, Muhammad, Khurram and Ihsan (2012), Kim and Dear (2006) and Ali, Surani and Hirani (2013) were distributed to 152 support staff. The questionnaire were then analysed by using the SPSS version 21 to get the results. Most of the respondents were female workers, from Group C support staff, aged between 30 to 39 years old, and have 1 to 5 workings experience. Many of the respondents came from human resource department and majority scored 100-90 for their performance appraisal. The findings indicated strong relationship between office environment and job performance ($r=0.98$, $p=0.001$). The findings also showed that all office environment elements have good strength: lighting ($r=0.98$, $p=0.001$), furniture ($r=0.98$, $p=0.001$) and layout ($r=0.97$, $p=0.001$). The findings also indicated that every element in office environment affects job performance among the respondents. It was found out that 97% of office environment contributes job performances. However, lighting contributes more to the relationship [$R^2=.968$ $F(3,148) = 1487.24$, $p<0.01$]. This study also proposed recommendations for practice that can be used by the management such as improving lighting condition, obtaining new furniture and improving office decoration. In future, More elements of office environments should be examined such as noise, safety and colours. The researchers should not only focus on Kuala Terengganu area but also need to expand their sample size to the whole peninsular Malaysia.

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