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STUDY



THE IMPACT OF WORKSPACE DESIGN ON EMPLOYEES'
PRODUCTIVITY: A CASE STUDY ON THE CHIEF MINISTER
DEPARTMENT SARAWAK

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Abstract

Every organizations have its own style of workspace design depends on the organization which they feel suit them best for their organization value and environment. There are many types of workspace design like Modern, Classic, low budget, high Tech and Green workspace design. The study examines the impact of workspace design on employees' productivity in Chief Minister Department Sarawak (CMD). And also we want to investigate the elements that mostly affect employees' productivity. A cluster sampling technique was use where we had chosen 4 different departments in CMD and 200 respondents were given questionnaires to be filled. We also examine the relationship between workspace designs on employees' productivity. On the employee's side, we want to analyse the features that they value in the workplace. Other than that, the recommendations for suitable improvement of working environment in CMD were examine. We also want to examine the relationship between workspace designs and departments in CMD and relationship between level of productivity and workspace design of CMD. The staff participations are very satisfying as they are willing to fulfil the questionnaires and provide some recommendations for improvement of workspace in CMD. The study was done in persistence and consistence and we cannot deny all the weaknesses occurred during the research was conducted.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter focuses the background of the study which is on impact of workspace design on employee's productivity. Several factors must be taken into consideration in designing effective workplace environment which will be discussed in the further chapter. Section 1.1 discusses the background of the study, section 1.2 explains the problem statement and section 1.3 states the research question. Section 1.4 on the other hand states the research objectives and section 1.5 is on the information regarding the scope of the study. In addition, section 1.6 explains the significant of study and lastly section 1.7 is all about the definition of terms and concepts.

1.1 Background of the Study

One factor that affects knowledge worker performance that is not well understood is the physical work environment¹. This issue had been taken lightly by the organization, assuming that workspace design is not that important to their organization. Thus, the organization must create a suitable working environment so that the employees are able to perform at their best. Elements such as furniture, noise, lighting, temperature, and spatial arrangement play an important role in creating a good working environment.

¹<http://hbswk.hbs.edu/archive/4991.html>

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

This chapter provides a review of the literature on work space design and how it can affect the employee's productivity. Section 2.1 explains on the Design and Management of Work Systems. Section 2.1.1 will discuss regarding on the macroergonomics concepts in the design and management of work system. Section 2.1.2 will discuss regarding the environmental design. Section 2.1.3 will discuss regarding on the applications of ergonomics principles of work design in the office environment. Section 2.2 explains on the Purpose of Office Space Design. Section 2.2.1 will explain regarding how work space design will ensure the Safety and Comfort of the Workers. Section 2.2.2 explains on how work space design can affect the Health of the Workers. Section 2.2.3 discuss about how a good work space design can Attract Good Employees. Section 2.3 explains on the conceptual framework and lastly is Section 2.4 which identifies the hypothesis of the study.