# DETERMINING PHYSICAL ERGONOMIC INFLUENCE ON THE JOB PERFORMANCE: A CASE OF PEJABAT TANAH KUALA MUDA

INTAN FARHANA BINTI ABDUL RAHMAN

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA
2015

### **ABSTRACT**

The purpose of this research paper is to study the relationship of the physical ergonomic towards the job performance. It is in which to study which items of the physical ergonomic that consume impact to the job performance. For this study, it is conducted at Pejabat Tanah Kuala Muda. This study is conducted at this organization due to the number of sample at this organization which is 88 employees. This study is conducted at this organization as the employees used workstation to run their job and tasks. So, by doing this research at the organization, it is suitable to find data regarding this research purposes. The questionnaires answered by the employees at Pejabat Tanah Kuala Muda were analyzed by using SPSS. The researcher is using reliability test and Pearson correlation to search findings. The analysis gathered shows that there are relationship between physical ergonomic and job performance. While, the most crucial element in physical ergonomic that gives impact to the job performance is workstation.

#### ACKNOWLEDGEMENT

Assalamualaikum w. b. t. and Salam sejahtera.

First of all I am so praised to Allah s. w. t because giving me chances to live on this earth, having a good life, study at Uitm Jengka, Pahang and also giving me the opportunity to keep on learning. I am so thankful to Allah s.wt because I am able to finish this research in the specified time. First of all, I want to thank my research supervisor which is Encik Mohd Zahid bin Laton. This is because he has given me a lot of knowledge and information in order to complete this research. Thanks a lot to him due to his support and advices regarding this research. From the beginning process of this research until the completing process, he always gives his best in order to help me doing this research. I also want to show gratitude to the Pejabat Tanah Kuala Muda which is my practical training place. Thanks to the management of the organization because accepting me to do my internship training there. Thanks to the organization too because letting me to do my research at Pejabat Tanah Kuala Muda and also given a good cooperation to me. In addition, I also want to show my gratitude to my parents because of their moral and financial support for me in order to complete this research. Lastly, thanks so much to my friends for their assistant for me in order to complete my research. Certainly, I will appreciate everything being given including support, knowledge, financial, advices and so on. Thanks for the commitments given to me in order to complete this research.

Intan Farhana binti Abdul Rahman
June 29, 2015
Faculty of Business Management

University Teknologi MARA Malaysia

# TABLE OF CONTENTS

Page
Abstractiii
Acknowledgement
Table of Contentsv
List of Tablesvii
List of Figureviii
CHAPTER 1
INTRODUCTION1
Background of the Study1
Statement of the Problem3
Research Objectives4
Research Questions4
Significance of the Study6
Limitations of the Study
Definition of Terms8
CHAPTER 2
LITERATURE REVIEW9
Definition10
Sub-Topics12
CHAPTER 3
METHODOLOGY20
Research Design
Sampling Frame
Population21
Sampling Technique
Sample Size21
Unit of Analysis22
Data Collection Procedures
Instrument

## CHAPTER 4

FINDING OF STUDY23
Finding of Study23
Survey Return Rate
Demographic Profile of Respondents
Analysis of Findings
CHAPTER 5
CONCLUSION AND RECOMMENDATIONS41
Conclusion42
Recommendations
ABBREVIATIONS
REFERENCES48
APPENDICES
APPENDIX A: Cover letter of questionnaire
APPENDIX B: Questionnaire
APPENDIX C: Submission of Final Academic Report (PART A)60
APPENDIX D: Submission of Final Academic Report (PART B)
APPENDIX F: Submission of Final Academic Report after Presentation 62