

## The Relationship Between Workplace Environment and Job Performance in Selected Government Offices in Shah Alam, Selangor

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### *Abstract*

*Work ethics among employees has been extensively studied since it is believed to influence job performance. One of the elements of work ethics is workplace environments that represent job satisfaction, organizational factors and clients. Research evidences showed that, the element plays a vital role in producing positive employees. This has become the reason for employers to be champions in mastering all the important factors that lead to an employee's high performance, especially those in the government sector where job performance is a crucial issue to be discussed. Thus, the purpose of this study is to examine the relationship between workplace environments and civil servants' job performance in Shah Alam, Selangor. This survey based correlation study using a simple random sampling technique where 150 respondents are selected from 10 government offices. Questionnaires were personally distributed with 100 percent rate of return. The data gathered is analyzed using Statistical Package for Social Science (SPSS) through descriptive statistic and Pearson Product Moment Correlation test. The findings found that two major elements in the workplace; workplace environment and job performance have a weak association. The finding of this study is very critical since it can help the employers in improving the worker satisfaction especially through adjusting the workplace environments in which as a result will increase the level of their job performance.*

**Key Words:** *Job Performance, Job Satisfaction, Workplace Environment.*

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### **Introduction**

Workplace environment plays a crucial role in ensuring employee's job performance (Naharuddin & Sadegi, 2013) since it may impact employee morale and productivity (Chandrasekar, 2011). A quality workplace environment is said to influence people around the organization in number of ways including their job performance. In fact, a number of previous study have shown the connection between employees satisfaction with specific workplace features such as communication, supervisor support, resource availability, role congruity and goal setting. This is because, those who working under inconvenient will most probably engage with low performance and end up with occupational issues such as absenteeism (Leblebici, 2012).

Workplace environment factors such as lighting (Boyce, Veith, Newsham, Myer & Hunter, 2013), noise, communication and psychology support are said to have significant impacts on employee morale in which may affect their work productivity. Besides, incompatible workplace environment including poorly designed workstations, unsuitable office furniture, lack of ventilation and insufficient safety measures are also contributors of occupational diseases. Research done by Ettner & Grzywacz demonstrated that workplace environment factors give significant impact on the respondents' job where it shows build relationship between both (Shikdar, & Sawaqed, 2003; Ettner & Grzywacz, 2001). Prior research also suggested that, employee's job performance level will be depending on the factor of workplace environment (Naharuddin & Sadegi, 2013). Thus, when the workplace environment is inappropriate, employee productivity and performance will also decrease.

Moreover, today's working environment differs from the past because workers today are working with technology advancement. Workers, especially in government sector also play variety of roles to full fill their working needs (Junaida, Mahadir Siti Hajjar & Afida, 2010). These two environment factors has created chaotic in the workplace without people realized. Therefore, this study was planned and conducted to investigate the relatedness between workplace environments with job performance among employees in selected government offices in Selangor. Two research questions are raised to assist the research.

- i. What is the relationship between workplace environment and job performance?
- ii. What is the relationship between gender and age with job performance?

## Literature Review

### Job Performance

Job performance is defined as accomplishment of work related tasks or skill by an employee. Rotunda recommended that job performance is defined as actions that contribute to organizational goals and that are under the individual's control (Rotundo, 2002). It is related to the willingness and openness to try and achieve new aspects of the job which in turn will bring about an increase in the productivity of the individual (Sinha, 2004). It is measure through the level of achievement of business and social objectives and responsibilities from the perspective of the judging party (Hersey, 1993). The key indications of job performance are the individual personal characteristics including competency and ability to deal with role conflict (Howell & Higgins, 1990).

The argument exists in the sense of this definition includes a wide range of job behaviors and that some behaviors contribute to employee's duties and responsibilities, while other behaviors still affect the goals of the organization but do not fall under duties and responsibilities. However, majority of prior studies has demonstrated that job performance involved a micro level of actions and behaviors of an employee that contribute to the goals of the organization (Murphy, 1989; Campbell, 1990) where it refers to all behaviors employee engage in the workplace (Jex, 2002).

In the organization, especially for-profit orientation organization, job performance is considered as the most important aspect in generating continuous profit. Employee's performance is determined during job performance reviews with the consideration factors of time management, leadership skills and productivity to assess each employee on an individual basis. It is a technique to measure the level of achievement of business and social objectives and responsibilities from the perspective of the judging party (Hersey & Blanchard, 1993). Besides, one's job performance also can be defined based on the three dimension suggested by (Mtlkovich & Wigdor, 1991); outcomes, behaviors and personal traits. Many factors could affect employee's job performance including physical work environment, equipment, meaningful work, performance expectation, and feedback on performance, reward for good or bad system, standard operating procedures, knowledge, skills and attitudes (Stup, 2003). However, the physical work environment has been widely study since it contributed a considerable concern on the employee's job performance.

### Workplace Environment

Workplace environment, in the literal sense bring the meaning of the surroundings at your place of occupation which include inside, outside, at a desk and in a cubicle (Rezaul, 2014). Besides, it is also refers to positive, negative or friendly mental state of an individual. A supportive workplace environment is said to have the ability in engaging employee with their performance. Many managers in an organization have started to realize the importance of workplace environments towards producing positive employees and aware that it is the quality of the employee’s workplace environment that related to job performance. In fact, it is the quality of workplace environment that most impacts the employee level of job performance and motivation (Chandrasekar, 2011).

Several factors of workplace environment may leads to the level of job performance and one of them is job satisfaction (Arman, Mastura, Shardy & Samsiah, 2008). It plays a crucial role since performance of an individual is reciprocal with the amount of satisfaction derives from his or her work. Fisher believed that, happy worker are those who are productive and those who are satisfied with their jobs, and they are likely to be better performers in the organizations (Fisher, 2003). This is because performance may lead to rewards and in turn, the rewards will create satisfaction. Those who are complaining on the discomfort and dissatisfaction also are those whose job performance is affected by the workplace environment (Leaman, 1995).

Job performance also may be affected by organizational factor such as company size, level of authority and type of client (Arman, Mastura, Shardy & Samsiah, 2008). The study found that the level of power recorded the most influential element towards the outcome of a project’s manager performance. Yielding an appropriate amount of authority may be effective because it provide the best interest to make decisions as well as to demonstrate a required degree of authority to be success in deliberating the duties.

### Methodology

This correlation study was conducted in selected government offices in Shah Alam, Selangor. The list of government offices was taken from Kementerian Negeri Selangor Portal and there were 10 selected government offices for this study as shown in table 1. Taken Salkind (2009) as a recommendation, only 30% from the population of 500 civil servants in the selected government offices were selected as samples for studied Salkind (2009). Respondents were randomly selected to give equal and independent chance of being selected as part of the sample for all. A set of questionnaire was adapted and distributed which consist of 3 section; Section A: demographic information, Section B: The workplace environment among employees at selected government offices in Shah Alam Selangor and Section C: The workplace environment element that influences job performance.

Table I. Selected government offices

No.	Selected Government Office
1	Jabatan Pembangunan Koperasi Negeri Selangor
2	Jabatan Agama Islam Negeri Selangor
3	Lembaga Perumahan dan Hartanah Selangor
4	Perbadanan Kemajuan Negeri Selangor
5	Jabatan Kerja Raya Negeri Selangor
6	Jabatan Pilihan Raya Negeri Selangor
7	Suruhanjaya Pencegah Rasuah Malaysia Negeri Selangor
8	Setiausaha Kerajaan Negeri Selangor
9	Pejabat RELA Negeri Selangor
10	Jabatan Pelajaran Negeri Selangor

## Findings and Discussions

### Respondents' Demographic Information

Table II below summarized the respondents' demographic information of this study. A total of 51 (39.5%) male and 78 (60.5%) female were involved in the study. Majority of them (95.3%) were Malay and the remaining 5 were Chinese, Indian and others. The respondents aged groups were less than 21 years old (5, 3.9 %), 21 to 30 years old (67, 51.9%), 31 to 40 years old (36, 27.9 %), 40 and above (21, 16.3 %). The highest education level of the respondents indicated that 60 respondents (46.5 %) were a diploma holder, 44 (34.1 %) were SPM holder, 13 (10.1 %) were bachelor degree holder while the remaining 12 (9.3 %) were unknown. This study involved civil servants in all management levels of the organization including 2 respondents from managerial level (grade N48 and above), 28 respondents form supervisory level (grade N27 and N44) and 99 respondents from support staff level (grade N27 and below).

Based on the findings above, it can be concluded that, the highest ratio of government servants come from Malay group, female, aged between 21 to 30 years old, diploma holders and they are placed mostly at the support staff level.

Table II. Respondents' Demographic Information

Demographic Information	Frequency	Percentage (%)
<b>Gender</b>		
Male	51	39.5
Female	78	60.5
<b>Race</b>		
Malay	123	95.3
Chinese	3	2.3
Indian	1	0.8
Others	2	10.6
<b>Age</b>		
<21 year old	5	3.9
21 to 30 year old	67	51.9
31 to 40 year old	36	27.9
>40 year old	21	16.3
<b>Highest Education Level</b>		
Bachelor Degree	13	10.1
Diploma	60	46.5
Sijil Pelajaran Malaysia (SPM)	44	34.1
Others	12	9.3
<b>Job Status</b>		
Managerial Level (>N48)	2	1.6
Supervisory Level (N27 and N44)	28	21.7
Support Staff (<N27)	88	68.2
Others	11	8.5

**The Relationship between Demographic Factors and Job Performance**

There are few studies worked on the impact of demographic factors on work performance in Malaysia Azril & Uli (2010). Therefore, other than focusing on primary purpose of the study, the researcher also has determined the influence of demographic factors such as gender and age with job performance. World should recognize that, changing in people demographic may also influence job performance than other factors (Palakurthi & Parks, 2000). The results were as illustrated in table III where gender is proved to has a significant positive weak association with job performance by  $p = <0.05$ ,  $r=0.192$ , while no association shown between respondent’s age with job performance with  $p = > 0.05$ ,  $r=0.608$ . This indicated that, gender can be applied as one of the factor that may affect an individual job performance level.

Table III. The relationship between gender and age with job performance

		<b>Job Performance</b>
<b>Gender</b>	Correlation Coefficient	.192
	Sig. (2 tailed)	.030
	N	129
<b>Age</b>	Correlation Coefficient	.046
	Sig. (2 tailed)	.608
	N	129

**The Relationship between Workplace Environment and Job Performance**

Table IV showed that, the mean for workplace environment is 3.8128. Consistent with Ajala, whose study revealed the important of workplace features (Ajala, 2012), this study also suggested that workplace environment influence the respondents well in indicating their level of job performance. This is because, a proper and comfortable workplace environment may prevent or contribute less stress while getting work done to an individual (McCoy & Evans, 2005). Besides that, as depicted in table V, workplace environment demonstrated a significant positive weak association with job performance by  $p=0.209$ ,  $r=0.018$ . Therefore, the research hypothesis is accepted.

Table IV. Mean of workplace environment

	<b>N</b>	<b>Mean</b>
<b>Workplace Environment</b>	129	3.8128

Table V. The relationship between workplace environments with employee’s job performance

		<b>Job Performance</b>
<b>Workplace Environment</b>	Pearson	.209
	Correlation	
	Sig. (2 tailed)	.018
	N	129

**Conclusion**

The present study suggested that, workplace environment and respondents’ gender may be considered as factors that influencing the level of job performance. The practice of good workplace environment may bring benefits to the organization, where it may encourage employees to produce positive behavior while at the same time preventing from disloyalty and dissatisfaction (Mohamed & Uli, 2010). However, neglecting

the aspect may result in significant losses for workers as well as the organization. Employers specifically, should ensure they have provided the appropriate means of good and pleasant workplace environment to employees to allow them possess required level of job performance for the purpose of bringing the monetary or non-monetary profit to the organization.

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