

**OFFICE DESIGN AND ITS IMPACT ON EMPLOYEE  
PRODUCTIVITY AT LOGISTIK DEPARTMENT (PDRM)**

**BY**

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**MASTER OF HUMAN RESOURCES MANAGEMENT  
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**BY**

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**KEDAH DARUL AMAN**

## **ABSTRAK**

Tujuan kajian ini diadakan adalah untuk membentangkan kesan terhadap reka bentuk di tempat kerja ke atas produktiviti Pasukan Polis. Data kuantitatif dikumpulkan melalui soalan yang diedarkan di kalangan Pegawai Polis di Jabatan Logistik Bukit Aman. Seramai 145 orang pegawai telah menyiapkan dan mengisi borang soal kaji selidik berkenaan. Hasilnya menunjukkan bahawa perabot, bunyi, lampu dan suhu mempunyai hubungan positif yang signifikan dengan produktiviti manakala susunan ruang tidak mempunyai hubungan yang signifikan.

## **ABSTRACT**

The purpose of this research is to present the effect of work designs of work place have on the productivity of the Police Force. Quantitative data were collected via a questionnaire distributed amongst the Police Officers in Logistic Department at Bukit Aman. A total of 145 officers completed the questionnaire. The result shows that furniture, noise, lighting, temperature and have a significant positive relationship with productivity while spatial arrangement has no significant relationship.

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**Rahmawaty bt Sirajuddin**

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## DEDICATION

Bismillahirrahmanirrahim...

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# CHAPTER 1

## INTRODUCTION

### 1.1 Background of the Study

Buildings exist to fulfil a purpose and office buildings it is “to support a commercial strategy, to accommodate innovative work processes, and to broadcast a particular set of business values” (CABE 2005). As companies and the type of work performed have evolved from the industrial age to the information age, so have the office buildings. Industrial age office interiors supported a hierarchical control structure characterized by large offices for management and bullpens for staff, while knowledge age office space is focused on the needs of the knowledge worker.

This evolution has led to the concept of the office as a tool to perform work, rather than a status symbol of achievement for the workers (Brill 2001). As different tools are utilized to perform different types of work, so must the office be different based on the work performed by the occupying company. There has been a significant amount of research done by architectural firms, furniture designers, and others to assess the appropriate office configuration for the different types of work, and there are a large number of solutions that could be the right fit for any one enterprise. Better outcomes and increased productivity is assumed to be the result of better office design. (Carnevale 1992, Clements- Croome 1997) states various stated literature pertain to the study of multiple offices and office buildings indicated that the factors such as dissatisfaction, cluttered workplaces and the physical environment are playing a major role in the loss of employees’ productivity. It is the quality of the employee’s office design that most impacts of the employee’s productivity.

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## QUESTIONNAIRES

### Questionnaire for Research study on “Impact of Office Design on Work Environment”

#### INSTRUCTIONS:

Please READ each question carefully.

#### A. Demographic Information

- A1. Age** :
1. 21 - 25
  2. 26 - 30
  3. 31 - 35
  4. 36 - 40
  5. 41 and above

- A2. Gender** :
1. Male
  2. Female

#### A3. How long have you worked at this department (Logistics)?

1. Less than 6 months
2. 6 months - 2 year
3. 3 year - 5 year
4. 6 year - 8 year
5. 9 year and above

<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree Nor Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

Please indicate your answer below that you think is related to Impact of Office Design on Work Environment.

**B. Furniture**

<b>B1</b>	<b>My furniture is flexible to adjust, rearrange or reorganize my workspace.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>B2</b>	<b>My furniture is comfortable enough so that I can work without getting tired till 5pm.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>B3</b>	<b>The physical conditions at work influence my productivity.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>B4</b>	<b>Adequate and comfortable furniture will affect my productivity positively.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**C. Noise**

<b>C1</b>	<b>My work environment is quiet.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>C2</b>	<b>I am able to have quiet and undisturbed time alone.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>C3</b>	<b>My workspace has many noise distractions.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>C4</b>	<b>Noise free environment will increase my productivity.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**D. Temperature**

<b>D1</b>	<b>To what extent your room temperature affects your normal level of productivity.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>D2</b>	<b>The overall temperature of my workspace in hot weather.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>D3</b>	<b>The overall temperature of my workspace in cold weather.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>D4</b>	<b>I am able to control temperature or airflow in my office.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

### E. Lighting

<b>E1</b>	<b>My workspace is provided with efficient lighting so that I can work easily without strain on my eyes.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>E2</b>	<b>Do you have control over the lighting on your desk (i-e adjustable desk light on desk)?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>E3</b>	<b>Ample amount of natural light comes into my office.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>E4</b>	<b>Number of windows in my work area complete my fresh air and light need.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

### F. Spatial Arrangement

<b>F1</b>	<b>My office/branch is open enough to see my colleagues working.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>F2</b>	<b>My work area is sufficiently equipped for my typical needs (normal storage, movements, etc).</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>F3</b>	<b>I am satisfied with the amount of space for storage and displaying important materials.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>F4</b>	<b>My workspace serves multipurpose functions for Informal and instant meetings.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

### G. Productivity

<b>G1</b>	<b>Favorable environmental conditions (less noise, suitable temperature etc) in the office building will increase my productivity at work.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>G2</b>	<b>Unfavorable environmental conditions (noise distractions, unsuitable temperature etc) in the office building will decrease my productivity at work.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>G3</b>	<b>Due to overall office environment I can complete my daily tasks easily?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>G4</b>	<b>Do you agree the overall productivity would increase if the related office environment problems solved.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>