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A STUDY ON THE RELATIONSHIP BETWEEN OFFICE ERGONOMIC PRACTICES AND JOB PERFORMANCE AMONG POST-SERVICE DIVISION'S EMPLOYEE IN PUBLIC SERVICE DEPARTMENT

By

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Abstract

This research paper presents the potential factors related to ergonomics system and practices in the workplace that could influence employee's job performance. The paper also focuses on physical, psychological, and functional affects to the office ergonomics of the employee in Public Service Department (PSD). As companies struggle to meet the financial demands of today’s market, they tend to lose sight of the potential for productivity and performance when faced with the initial and operational costs of the facility in which they work. Instead of trying to bring in an overabundance of employees to compensate for the lack of quality and production, employers should consider what can be done to unveil the potential of the current employees and increase their productivity. There are many factors that affect the productivity of people within their work environment.

Ergonomics system and practices plays a significant role on the productivity levels of the employees that work in PSD. It could be done by ensuring the employees have proper workstations to meet their needs, comfortable and healthy work conditions, and spaces that they enjoy to work in aids in their work performance. The building typology as well as the unique programmatic demands would challenge any designer to create a space that increases productivity for the workers and inspires their minds to create for themselves.

This research had used various analysis to determine influence between independent variables and dependent variables such as correlation analysis, multiple regression
analysis and coefficient of determination. From the analysis, all the independent variables influenced the dependent variable.

Keyword: public service department, ergonomic, job performance, ergonomic system, ergonomic practices
Abstrak

Kertas penyelidikan ini membentangkan tentang faktor potensi yang berkaitan dengan sistem dan amalan ergonomik di tempat kerja yang boleh mempengaruhi prestasi seseorang pekerja. Penyelidikan ini juga memberi tumpuan kepada fizikal, psikologi, dan fungsi yang memberi kesan kepada ergonomik pekerja pejabat di Jabatan Perkhidmatan Awam (JPA). Sebagai syarikat yang menempuh cabaran untuk memenuhi permintaan kewangan pasaran hari ini, ia cenderung untuk mengenepikan potensi bagi produktiviti dan prestasi apabila berhadapan dengan kos permulaan dan kemudahan operasi di tempat mereka bekerja. Daripada mencuba untuk membawa lebihan pekerja bagi mengimbangi hal kekurangan kualiti dan pengeluaran, majikan perlu mengambil kira apa yang boleh dilakukan untuk memperbaiki potensi pekerja yang sedia ada dan meningkatkan produktiviti mereka. Terdapat banyak faktor yang mempengaruhi produktiviti seseorang di dalam persekitaran kerja mereka.

Sistem dan amalan ergonomik memainkan peranan yang besar ke atas tahap produktiviti pekerja yang bekerja di JPA. Ia boleh dilakukan dengan memastikan pekerja mempunyai ruang kerja yang sesuai untuk memenuhi keperluan mereka, keadaan kerja yang selesa dan sihat, dan juga ruang yang mereka gemari untuk bekerja dalam membantu menaikan prestasi kerja mereka. Bentuk bangunan serta permintaan pengubahsuaian yang unik akan mencabar perek bangunan untuk mewujudkan ruang yang mampu meningkatkan produktiviti pekerja dan memberi inspirasi kepada minda mereka untuk mencipta yang terbaik bagi diri mereka sendiri.
Kajian ini telah menggunakan pelbagai analisis untuk menentukan pengaruh antara pembolehubah bebas dan pembolehubah bersandar seperti analisis korelasi, analisis regresi berganda dan pekali penentuan. Daripada analisis, semua pembolehubah bebas mempengaruhi pembolehubah bersandar.

Kata - kunci: jabatan perkhidmatan awam, ergonomik, prestasi kerja, sistem ergonomik, amalan ergonomik.
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CHAPTER 1
INTRODUCTION

1.0 Background of Study

In addition to lowering the costs of goods and services, companies are now taking a closer look at lowering overhead costs. In addition to downsizing, methods include risk management practices that promote organizational profitability by protecting organizational assets. Options embrace a partnership with the employee, who is often regarded as the company’s most essential asset. Accordingly, employers are examining opportunities to reduce costs by reviewing areas that affect the productivity of their employees (Ergonomics Society, 2006). Two areas that relate to the productivity and well-being of employees and have major economic implications are experienced organizational job performance and ergonomics. Job performance and ergonomics both affect employee productivity through employee well-being. Organizational stress increases the costs of illness, accelerates lost time at work and lowers productivity. Conversely, there was evidence that ergonomics can reduce medical costs, lower absenteeism, and improve worker satisfaction and productivity. This study extends the work on ergonomics and employee job performance by examining the conceptual and empirical linkages between aspects of ergonomics and employee job performance (De Fabio, 2005).

Loisel et al. (2000) indicated that loss in job performance occurs when an environmental situation is perceived by an individual as presenting a demand that threatens to exceed the individual’s capabilities and resources for meeting that demand. The Occupational Safety and Health Administration (2000) defines ergonomics as adapting jobs and workplaces to the worker by designing tasks, workstations, tools and equipment that are within the worker’s physical capabilities.
The contents of the thesis is for internal user only
REFERENCES


