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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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and Health Management**

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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 mengeneipkan potensi bagi produktiviti dan prestasi apabila berhadapan dengan kos permulaan dan kemudahan operasi di tempat mereka bekerja. Daripada mencuba untuk membawa lebih 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 menaikkan prestasi kerja mereka. Bentuk bangunan serta permintaan pengubahsuaian yang unik akan mencabar pereka 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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TABLE OF CONTENTS

PERMISSION TO USE	ii
ABSTRACT	iii
ABSTRAK	v
ACKNOWLEDGEMENTS	vii
TABLE OF CONTENTS	viii
LIST OF TABLES	xiii
LIST OF FIGURES	xiv
LIST OF ABBREVIATIONS	xv
CHAPTER ONE: INTRODUCTION	
1.0 Background of Study	1
1.0.1 Company Information	2
1.1 Problem Statement	5
1.2 Research Questions	7
1.3 Research Objectives	7
1.3.1 General Objective	8
1.3.2 Specific Objective	8
1.4 Scope of Study	8
1.5 Summary and Organization of the Thesis	9

CHAPTER TWO: LITERATURE REVIEW

2.0	Introduction	11
2.1	Ergonomics	11
2.1.1	Definition of Ergonomics	11
2.1.2	History of Work in Ergonomics (Pre-World War)	12
2.1.3	History of Work in Ergonomics (Post-World War)	15
2.1.4	Modern Day Workplace Ergonomics	16
2.2	Awareness on Office Ergonomics Practices and Job Performance	17
2.3	Existing Ergonomic System and Job Performance	23
2.4	Office Equipment and Job Performance	28
2.5	Work Place Design and Job Performance	31
2.6	Job Performance	36
2.7	Theories Relevant to the Variables	38
2.8	Summary of the Study	42

CHAPTER THREE: RESEARCH METHODOLOGY

3.0	Introduction	43
3.1	Research Frame Work and Hypothesis of the Study	43

3.2	Research Design	44
3.3	The Sampling Procedure	45
3.3.1	Population and Sample Size of the Study	45
3.3.2	Questionnaire Design	45
3.4	Selection of Survey Instruments	46
3.5	The Pilot Study	46
3.6	The Administration of the Survey Instruments	47
3.7	Analysis of the Data	49
3.8	Summary	50
CHAPTER 4: RESEARCH FINDINGS		
4.0	Introduction	51
4.1	Overview of Data Collection	51
4.2	The Demographic Respondents	51
4.2.1	Participant's Age	51
4.2.2	Participant's Gender	52
4.2.3	Participant's Length of Service	52
4.2.4	Participant's Highest Level of Education	52

4.2.5	Participant's Awareness of Ergonomics	53
4.3	The Pilot Survey	53
4.4	The Reliability of the Final Study Instrument	54
4.5	Relationship between Variables	54
4.5.1	Summary of Hypotheses	56
4.6	Influences of Independent Variables (IV) to Dependent Variables (DV)	56
4.6.1	Summary of Hypotheses	59
 CHAPTER 5: DISCUSSION, RECOMMENDATION AND CONCLUSION		
5.0	Introduction	60
5.1	Hypothesis Testing Result	60
5.1.1	Existing Ergonomic System and Job Performance	60
5.1.2	Ergonomics Practices on Workplace Design and Job Performance	62
5.1.3	Ergonomics Practices on Office Equipment and Job Performance	65
5.1.4	Awareness on Office Ergonomics and Job Performance	67
5.2	Research Contribution	70
5.3	Limitations and Future Research Directions	70
5.3.1	Limitations	70

5.3.2	Suggestion for Future Research	71
5.4	Recommendation	72
5.5	Summary	73
	REFERENCES	75
	APPENDICES	86



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LIST OF TABLES

Table	Page
Table 2.1: Herzberg's two factors theory on work motivation	38
Table 4.1: Cronbach's Alpha values for Pilot Study	54
Table 4.2: Cronbach's Alpha Values for Actual Study	54
Table 4.3: Correlation Test	55
Table 4.4: Hypothesis Result of Correlation	56
Table 4.5: Model Summary of DV vs. IV	57
Table 4.6: Regression Analysis	57
Table 4.7: Hypothesis Result of Regression	59



LIST OF FIGURES

Figure	Page
Figure 1.1: Organizational chart of Public Service Department (PSD)	5
Figure 2.1: Path analysis of connections among satisfaction, performance, motivation and rewards	37
Figure 2.2: Ergonomic Awareness Factor	40
Figure 2.3: Safety culture factor	41
Figure 2.4: The model of change	42
Figure 3.1: Research Framework	43
Figure 3.2: Data collection flowchart	48



LIST OF ABBREVIATIONS

Abbreviations	The name
AAOHN	American Association of Occupational Health Nurses
CHSWC	California Commission on Health and Safety and Workers' Compensation
DGPS	Director-General of Public Service
HFE	Human Factors and Ergonomics
IAQ	Indoor Air Quality
JPA	Jabatan Perkhidmatan Awam
NIOSH	National Institute of Occupational Safety and Health
NRC	National Research Council
OSHA	Occupational Safety and Health Administration
PERKIM	Pertubuhan Kebajikan Islam Malaysia
PKNS	Perbadanan Kemajuan Negeri Selangor
PSD	Public Service Department
SPSS	Statistical Package for Social Science
IV	Independent Variables
DV	Dependent Variables
JP	Job Performance
ES	Existing Ergonomic System
WD	Workplace Design
EQ	Office Equipment
AW	Awareness on Office Ergonomics

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

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