

THE EFFECT OF WORK ENVIRONMENT ON EMPLOYEES PERFORMANCE

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ABSTRACT

Work environment plays an important role in an organization. Most of the problems faced by employees are related to working environment. The level of productivity can be increased through developing a conducive working environment in the organization. The basic objective of this study is to measure the impact of working environment on productivity of employees. A closed ended questionnaire was also developed to get feedback from target audience and different statistical methods were used to derive results from the collected data. It was observed that the factors like supervisor support, relation with co- workers, training and development, attractive and fast incentives and recognition plans, adequate work load at work place are helpful in developing a working environment that has positive impact on employees level of productivity in the organizations. In conclusion based on the findings the study recommended that, the organization needs to have periodic meetings with employees to air their grievances to management and serve as a motivating factor to the employees. Management should find ways and means of communicating their goals and strategies to their employees in order to achieve what the organization is in business for, its mission and vision.

INTRODUCTION

Human effort In organization IS Indispensable. It constitutes a complex phenomenon to managers of such organization to comprehend. Accordingly, it is believed that every behaviour is a goal directed. Thus, for an organization or individual to engage in any productive venture, must have underlying fundamental factors including the individual in that direction. Hence the effect of work environment in achieving set target for the organization must be in adequate condition. Therefore, the nature of office concerned with these things that influence workers productivity, which constitute the why" of people behaviours? Why do people do things? Why is Ifeoma's moral higher than Ngozi' s?, what are these increases in work productivity? These questions can be answered with the understanding of the nature of work environment and how these affect productivity. However, the organizational target can only be achieved if the environment is conducive. Work environment consists of the office buildings, its furniture and layout as well as the physical conditions under which workers operate. it is also concerned with the external factors to the business which the office serves, the industry or other activities within which the business lies, the custom and laws of the community within which they operates. These environment factors are always changing and the office must react to the changes, but hoe does the customs and laws reduce workers morale? This question can be answered after investigation.

Office and workplace are dynamic, yet the most unique variables in the workplace is human factor. Laborers today are more instructed than previously. They are bound to bring up issues about their climate of work since the actual executives dynamic expert. It has stuck and addresses itself to the arrangement of good climate of work for laborers efficiency. However, what are those expands that improve efficiency? Subsequently, answer will be made after examinations. Nonetheless, unfortunate workplace and terrible conditions have represented an incredible risk to laborers wellbeing and along these lines make them to work with less delight and enthusiasms and work progress is hampered and upset. A comprehension of the impact of work climate on the efficiency of representatives can't be over-underscored or seen as exaggeration in each association. Experience has shown that laborers are straightforwardly impacted by the climate they find themselves or were their capability will not accomplish any thing concerning efficiency in the event that the climate isn't favorable.

Thusly, due to the antagonistic impact of workplace on resolve of representatives, the requirement for arrangement of good actual workplace for laborers was expressed by Mill in 1930 after WW1. During this period, different administration were worried about the significance of keeping up with faithfulness and confidence through the end of aggravations like temperatures, clamor and contamination from their current circumstance. This was later spread out to incorporate a more extensive area of upsetting impacts like sensation of frailty comparable to work, shamefulness with respect to oversight and not being acknowledged by one's kindred representatives. As indicated by Mills (1983), the requirement for standard of working condition got legitimate support by 1963 regulation and demonstration of parliament which made it obligatory for all business association to give the base norm of interest that will upgrade the presentation of workers as a goal.

STATEMENT OF THE PROBLEM

Each association is set up for a specific reason and such reason which is by and large alluded to as the goal furthermore, this can't be accomplished assuming the climate looks unfortunate. The shortfall of significant of work material because of non accessibility of some essential office offices like cool, carpet, great ventilation in a portion of the division in the organization is a typical element. Some office or division looks discouraging furthermore, un-invigorating. Some of them have no louvers, light and some with uncompleted rooftops.

The condition of undertakings don't contend good with other office outside, some office with messy and dispersed climate, the greater part of the offices has little floor space with materials tables, seats, papers, records and different things dissipated to a great extent. Some office were outfitted without due respect to the relationship between variety choice and laborers confidence. A portion of these offices has variety which makes the workplace in a portion of the office's work administration are wrongly organized. It is known from laborers view point that crafted by bookkeeping composing and so on needs great nature of light in view of visual separation included. Because of non accessibility of good workplace, the exhibition of representatives is in a declining state. Most departmental supervisor in the organization give no consideration in achieving the departmental set objectives, as to be recognized and

promoted at the expense of workers or employees welfare. These acts of negligence by the managers have gone a long way to reduce workers performance or morale. The state of affairs in the company has resulted to negative attitude by the employees which is inimical to the progress and accomplishment of the companies set objective with an attempt to answer the questions in the research work.

OBJECTIVES OF THE STUDY

The aim of this study is to investigate and identify the effect of work environment in offices and workplaces whether inadequacy of the various conditional factors can affect productivity of employee. It is also geared toward ascertaining whether the nature of work environment lead to low productivity, absenteeism and lateness among employees.

The study objectives are described under:

1. To develop an understanding for describing importance of work place environment in the organizations.
2. To describe the factors that develop work place environment and impact positively on employees productivity.
3. To explain results for validating the proposed frame work.
4. To reveal the impact of interpersonal relationship, supervision, training and Development and employee welfare on employee performance, simultaneously.
5. To reveal the impact of interpersonal relationship on employee performance partially.
6. To reveal the impact of supervision on employee performance, partially.
7. To reveal the impact of training and development on employee performance, partially
8. To reveal the impact of employee welfare on employee performance, partially

LITERATURE REVIEW

A large number of scholars have studied the impact of working environment on productivity of employees as Gonzalez (1999) defines importance of working environment as It is an important determiner of employee performance and helps employees to concentrate on their job properly. In describing relation between HD climate and performance Mohanty, Susmitaparija and Ghansyamsahu (2012) found that a positive relation exists between HR climate and employee performance and any change in working climate impacts on performance. Similarly working environment also impacts on job satisfaction as studied by Bakotie and Babie (2013) that employees prefer to work in working environment that is less risky, Similarly office design also impacts on performance environmental factors are source of motivation by employees as pointed out by Amina and Shehla (2009). Mokaya et al. (2013) found that factors like working conditions, remuneration and promotions play important role for employees' level of job satisfaction.

Ollukkaran and Gunaseelan (2003) found that how well employees engage with their working environment, it will have positive impact on employees 'performance level, Smrita et al. (2010) found that the development of good culture in the organization affects employees' Level of motivation, Mcguire and McLaren (2007) found that a working environment has a strong impact on employees well being and develops interaction, collaboration and innovation and increase job satisfaction. In studying the impact of indoor environment, Roelofsen (2007) found that indoor environment has great impact on job performance and level of performance can be increased from 5 to 15 percent because of improving working conditions. Work place level also impacts on employees stress as according to Vischer (2006) that a good working environment will lead to better fit between work space and employees and results in improving behavior and stress related emotions. A good working environment changes employees approach towards job as according to Berg (1999) job and overall working environment has substantial effect on worker about companies to help balancing work and family life. In describing factors constituting a healthy working environment, Goudswaard (2012) highlighted work life balance, motivation level psychological conditions, social dialogue, management and leadership coherence, transparency develop a good working environment and a good working environment leads to increase organization productivity, Yasin Sheikh Ali et al. (2013) found that the productivity of employees will increase by keeping working conditions and working environment up to certain threshold level and subsequently will decrease if work load will increase from above certain threshold level ,Haynes(2008) found that the behavior components of working environment have more impact

than the physical components of working environment and in the environment where level of interaction is high, supports creativity and transfer of transactional knowledge. Sehgal (1995) found that office design play vital role in increasing employees' productivity level. It has been observed by the scholars that the work place environment contributes to 24% in job satisfaction. It increases productivity level of an individual by 5% and team performance can be increased to 11 % through developing good working environment. Arokiasamy (2013) found that the factors like compensation, rewards, job security and working environment increase level of commitment and sense of belonging with the organization. Noah and Steve 2012) found that a working environment in an organization increases level of job satisfaction that ultimately leads to achievement of organization goalsil

RESEARCH METHODOLOGY

A research design is a conceptua structure within which the research would be conducted. The research design adopted here is descriptive research. The major purpose of the descriptive research is description of the state of affairs as it exists; usually includes surveys and fact-finding enquiries. The main goal of this type of research is to describe the data and characteristics about what is being studied. The study was conducted among employees in manufacturing sector. Sampling is that part of statistical practice concerned with the selection of an unbiased or random subset of individual observations within a population of individuals intended to yield some knowledge about the population of concern. The sampling technique used here is Random sampling The sample size taken for the study is 100. Collection of information is called as data. Data is of two types. Primary data are those which are collected afresh and for the first time, and thus happen to be original in character. The questionnaire was found to be the suitable research instrument to collect the primary data from the employees. The rating scale used is 5 point likert scale. The sources of secondary data are books, magazines, journals, news papers and other websites. The percentages analysis is used for the study. Simple percentage analysis refers to a special kind of ratio in making comparison between two or more data and to describe the relation between the data. Percentage can also be used to compare relative items, the distribution of two or more series of data.

VARIABLES USED FOR THE STUDY

A concept which can take different quantitative values is called variable. It can be quantitative or qualitative. This research was studied keeping the dependent variable as employee performance.

Then independent variables were analyzed based on how it affects the climate variable.

DEPENDENT VARIABLE

A dependent variable is a variable that depends or is a consequence of another variable. In this research the dependent variable is employee performance.

INDEPENDENT VARIABLE

INTERPERSONAL RELATIONSHIPS:

An interpersonal relationship is the nature of interaction that occurs between two or more people.

PARTICIPATIVE MANAGEMENT:

Participative management, however, involves more than allowing employees to take part in making decisions. It also involves management treating the ideas and suggestions of employees with consideration and respect.

FORMALIZATION AND STANDARDIZATION:

The purpose of standardization or formalization is to make a person in an organization independent, whereby the interaction between the individuals in the organization is minimum. The people work on the basis of rules, procedures, systems, guidelines and policies

TRAINING AND DEVELOPMENT:

Training and development is the field which is concerned with organizational activity aimed at bettering the performance of individuals and groups in organizational settings

MONETARY BENEFITS:

Direct compensation refers to monetary benefits offered and provided to employees in return of the services they provide to the organization.

OBJECTIVITY AND RATIONALITY:

The state of having good sense and sound judgment. This means Judgment based on observable phenomena and uninfluenced by emotions or personal prejudices.

SCOPE FOR ADVANCEMENT:

The act of advancing, or the state of being advanced; progression; improvement; furtherance; promotion to a higher place or dignity; as, the advancement of learning.

SUPERVISION:

Supervision is an intervention that is provided by a senior member of a profession to a junior member or members of that same profession.

EMPLOYEE WELFARE:

Welfare includes anything that is done for the comfort and improvement of employees and is

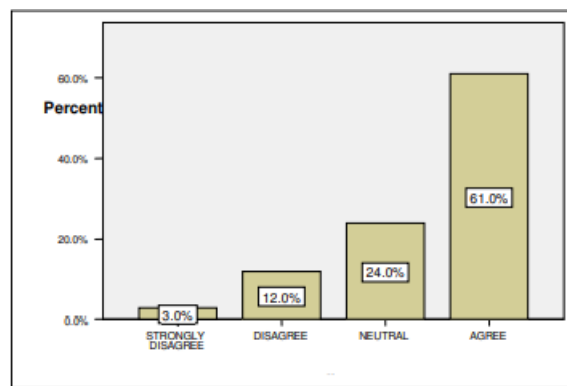
provided over and above the wages.

SAFETY AND SECURITY

The condition of being protected from or unlikely to cause danger, risk, or injury.

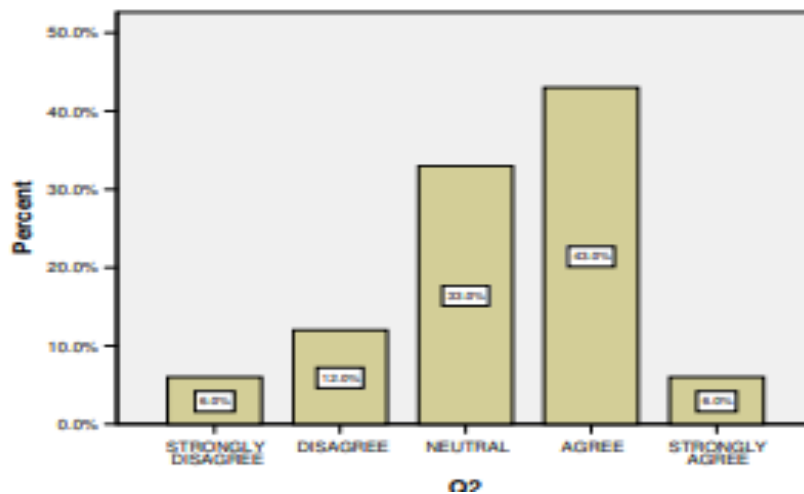
DATA ANALYSIS AND INTERPRETATION

CHART No. 1. INTERPERSONAL RELATIONSHIP



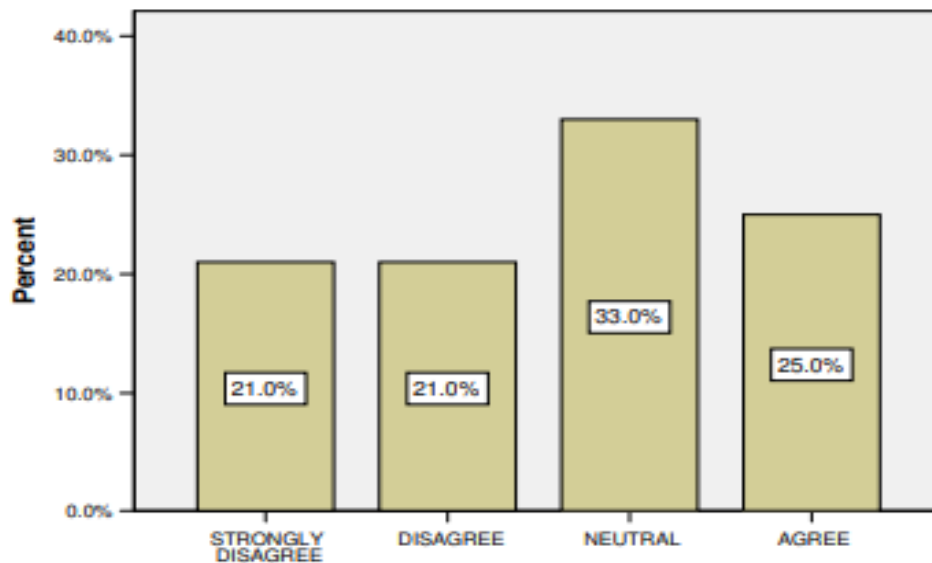
INTEPRETATION The above table shows the responses of the employees towards the statement that the employees in the organization are friendly. Out of the 100 respondents 61% agree, 24% have neutral opinion, 12% disagree and 3% strongly disagree to the above statement. There is no response for 'Strongly agree'. Since most of the employees are agreeing with the statement we can conclude that there is good interpersonal relationship in the organization.

CHART No. 2. IMPACT OF INTERPERSONAL RELATIONSHIP ON EMPLOYEE PERFROMANCE



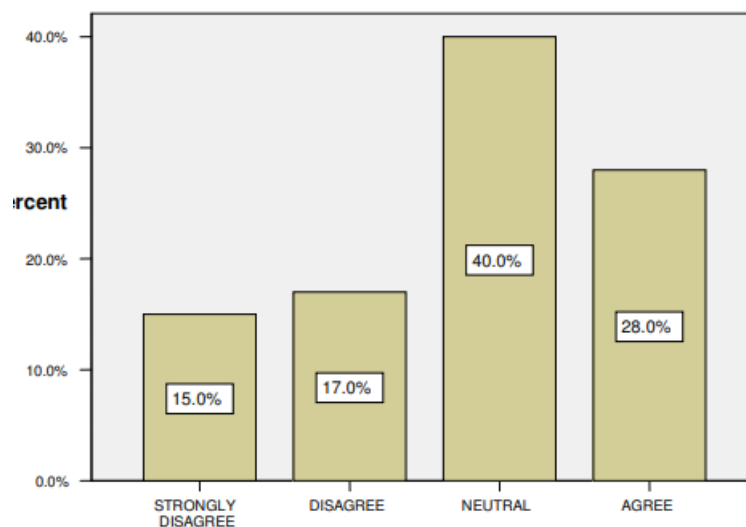
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CHART NO. 3 - PARTICIPATIVE MANAGEMENT



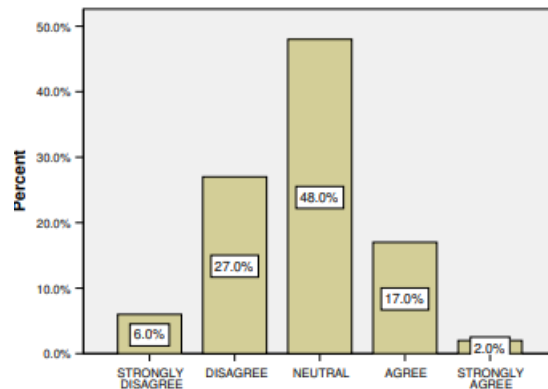
INTEPRETATION The above table shows the responses of the employees towards the Participative management. Out of 100 respondents 25% agree, 33% have a neutral opinion, 21% disagree and 21% 'Strongly disagree.' There is no response for 'strongly agree'.

CHART No. 4. IMPACT OF CONSULTATIVE APPROACH ON EMPLOYEE PERFORMANCE



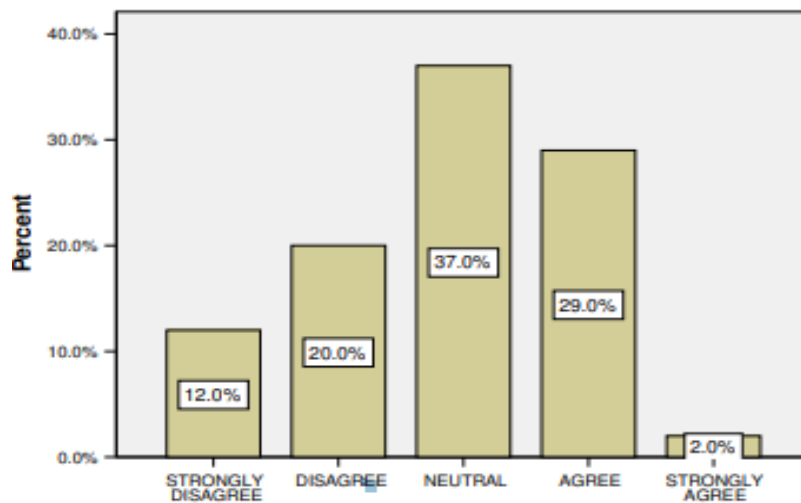
INTEPRETATION: The above table shows the responses of the employees towards the impact of consultative approach on employee performance. Out of 100 respondents 28% agree, 40% have a neutral opinion, 17% disagree and 15% 'Strongly disagree.' There is no response for 'strongly agree'.

CHART No. 5. FORMALIZATION AND STANDARDIZATION



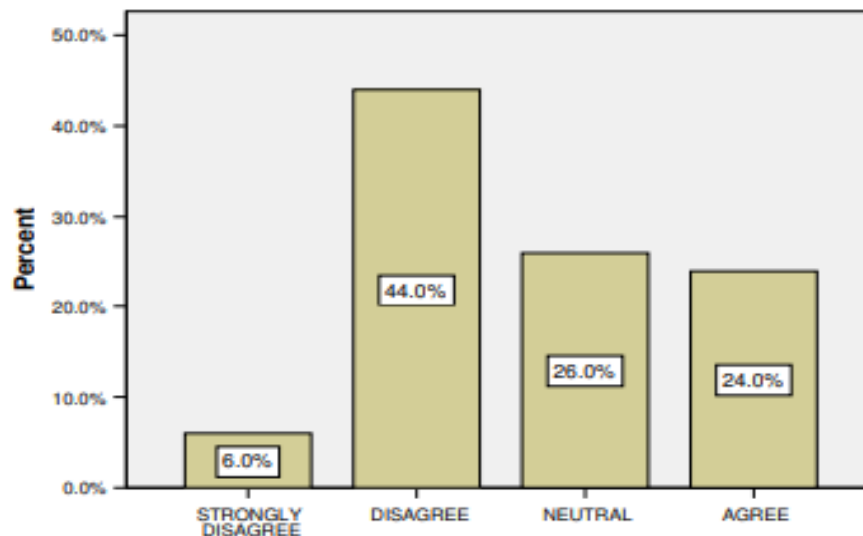
INTEPRETATION: The above table shows the responses of the employees towards the statement that the rules and regulations in the organization are followed without any change. Out of 100 respondents 2% strongly agree, 17% agree, 48% have neutral opinion, 27% disagree and 6% ‘Strongly disagree.’

CHART No. 6 – IMPACT OF FORMALIZATION AND STANDARDIZATION ON EMPLOYEE PERFORMANCE



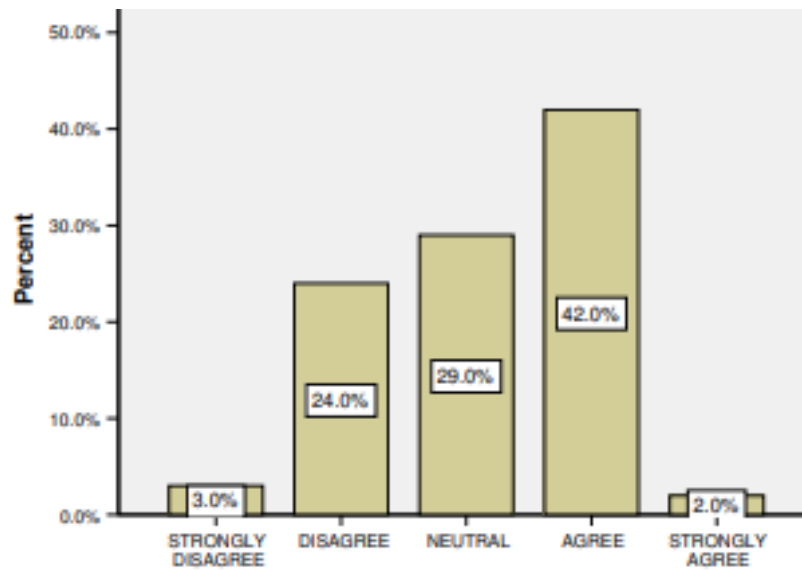
INTEPRETATION: The above table shows the responses of the employees towards the statement that there is an impact of formalization and standardization on employee performance. Out of 100 respondents 2% strongly agree, 29% agree, 37% have neutral opinion, 20% disagree and 12% ‘Strongly disagree.’

CHART No. 7 – TRAINING AND DEVELOPMENT



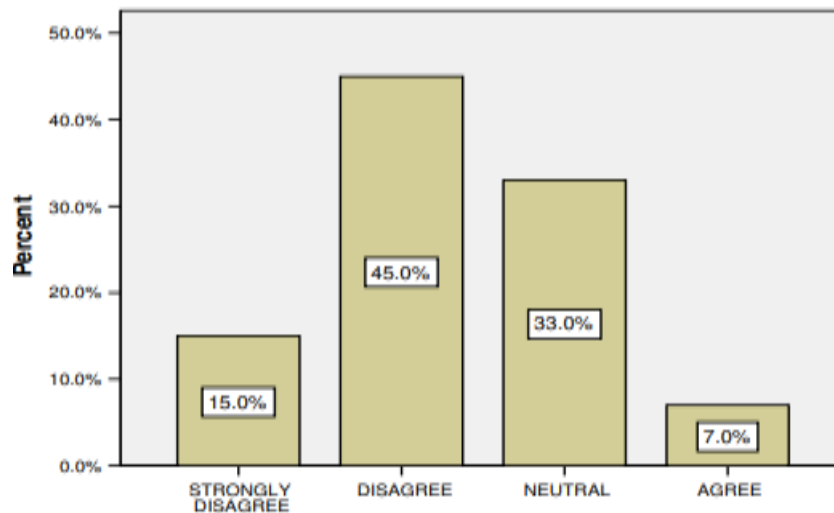
INTEPRETATION: The above table shows the responses of the employees towards the statement of training and development in the organization. Out of 100 respondents, 24% agree, 26% have neutral opinion, 44% disagree and 6% 'Strongly disagree.' There is no response for 'strongly agree'. Since most of the employees are disagreeing with the statement it is possible to conclude that the training facilities are less in this organization

CHART No. 8 – IMPACT OF TRAINING FACILITIES ON EMPLOYEE PERFORMANCE



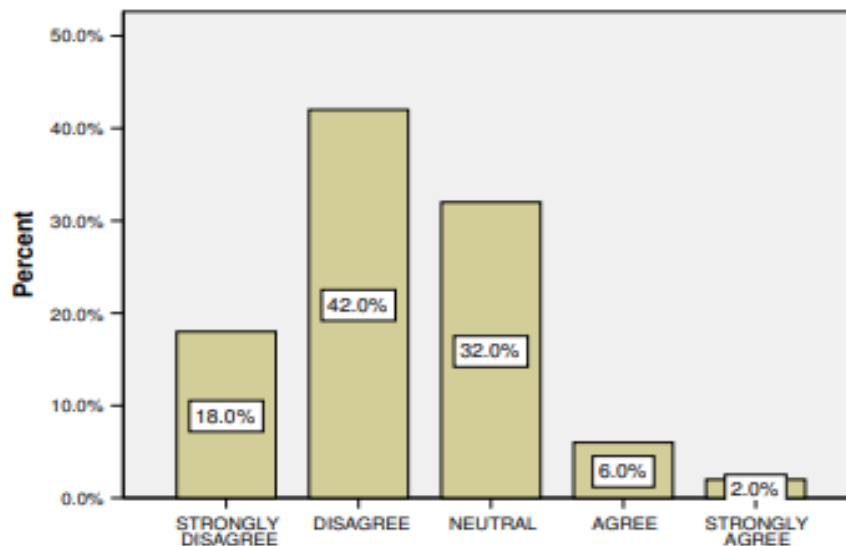
INTEPRETATION: The above table shows the responses of the employees towards the statement of impact of training facilities on employee performance. Out of 100 respondents, 2% strongly agree, 42% agree, 29% have neutral opinion, 24% disagree and 3% ‘Strongly disagree.’ Most of the employees agree that if training facilities are available it will improve their current performance.

CHART No. 9 – MONERARY BENEFITS



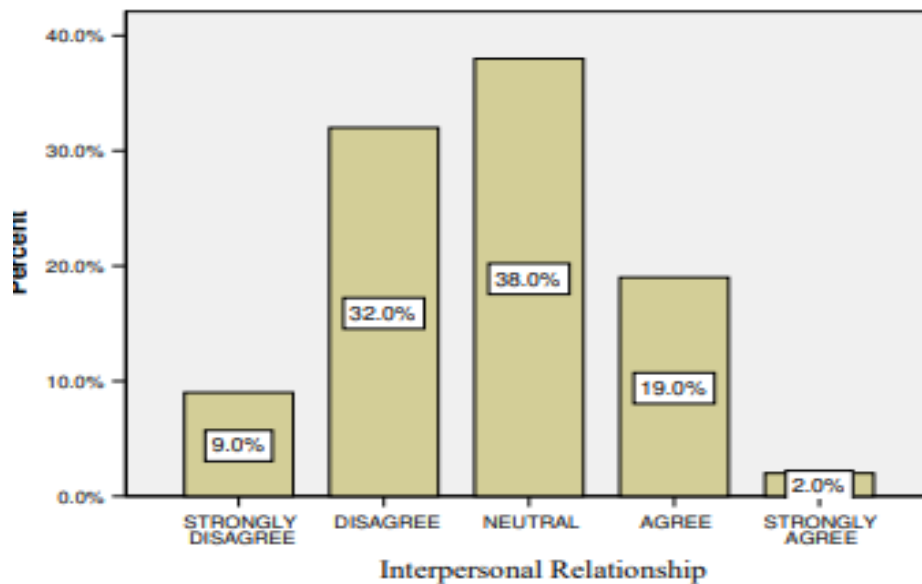
INTEPRETATION The above table shows the responses of the employees towards the statement of monetary benefits. Out of 100 respondents, 7% agree, 33% have neutral opinion, 45% disagree and 15% strongly disagree. There is no response for 'strongly agree'. The monetary benefits are not attractive in this organization as most of the employees are disagreeing with the statement.

CHART No. 10. – IMPACT OF CURRENT PAY SYSTEM ON EMPLOYEE PERFORMANCE



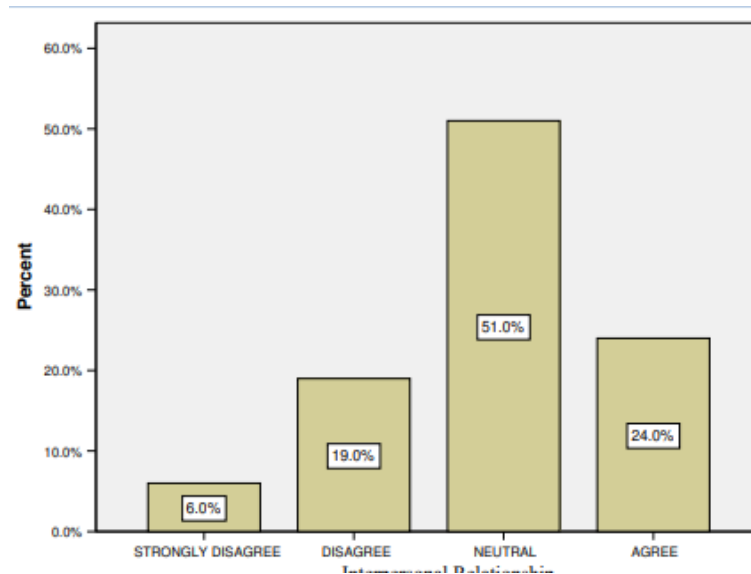
INTEPRETATION : The above table shows the responses of the employees towards the statement of impact of current pay system on employee performance. Out of 100 respondents, 2% strongly agree, 6% agree, 32% have neutral opinion, 42% disagree and 18% 'Strongly disagree.' Since the current pay system is not attractive there is no positive effect on employee performance.

CHART No. 11 - OBJECTIVITY AND RATIONALITY



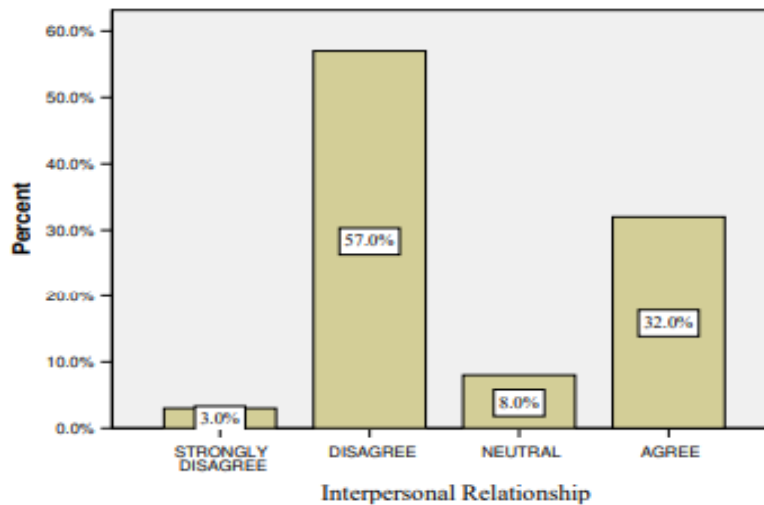
INTEPRETATION: The above table shows the responses of the employees towards the statement of objectivity and Rationality in the organization. Out of 100 respondents, 2% strongly agree, 19% agree, 38% have neutral opinion, 32% disagree and 9% 'Strongly disagree.

CHART No. 12 – IMPACT OF OBJECTIVITY AND RATIONALITY ON EMPLOYEE PERFORMANCE



INTEPRETATION: The above table shows the responses of the employees towards the statement of impact of objectivity and Rationality on employee performance. Out of 100 respondents 24% agree, 51% have neutral opinion, 19% disagree and 6% strongly disagree. There is no response for 'strongly agree' .

CHART No. 13 – SCOPE FOR ADVANCEMENT



INTEPRETATION : The above table shows the responses of the employees towards the statement of scope for advancement in the organization. Out of 100 respondents 32% agree, 8% have neutral opinion, 57% disagree and 3% ‘Strongly disagree.’ There is no response for ‘strongly agree’. The response of the employees towards the statement shows that there are not much career opportunities in this organization.

INTERPRETATION

The above table shows the responses of the employees towards the statement of impact of job security on employee performance. Out of 100 respondents, 2% strongly agree, 48% agree, 19% have neutral opinion, 19% Disagree and 12% strongly disagree. As per the statement most of the employees are agreeing that there is job security in the organization.

FINDINGS & SUGGESTIONS

The workers are concurring that the workers in the association are agreeable. This intends that there is great relational relationship exist in the association. The workers are differing that there is extension for progression in the association, This truly intends that, since there is no sufficient advancement opportunity in the association it lessly affects worker execution, Besides Preparing offices, money related bundle, effect of remunerations and acknowledgments, safe working circumstances, professional stability will impact the representative execution. To work on the execution the executives can counsel the representatives before navigation to look for their ideas. To correct that the administration needs to urge their workers to analyze new strategies and test inventive thoughts which will results a positive effect on their exhibition, The administration needs to put together more preparing and improvement programs for working on the presentation of workers. Since the greater part of the workers are not happy with the financial advantages, the administration has to think about this as a major issue and attempt to give more compensations as indicated by their long stretches of involvement. The administration needs to investigate the complaints and protests of the workers on noticeable peculiarities which are impacted by feelings or individual biases. Advancements need to be given by their encounters also, execution.

CONCLUSION

The working environment climate impacts worker assurance, efficiency and commitment - both emphatically and adversely. The work place climate in a larger part of industry is perilous and unfortunate. These incorporates ineffectively planned workstations, inadmissible furnishings, absence of ventilation, unseemly lighting, exorbitant clamor, lacking security measures in fire crises and absence of individual defensive gear, Individuals working in such climate are inclined to word related sickness and it impacts on worker's exhibition, In this way efficiency is diminished due to the working environment climate. It is the quality of the worker's work environment climate that most effects on their level of inspiration and ensuing execution, How well they lock in with the association, particularly with their prompt climate, impacts generally their mistake rate, level of advancement and joint effort with different representatives, non-appearance and eventually, how long they stay in the gig.