

**THE INFLUENCE OF WORKING ENVIRONMENT ON THE JOB
PERFORMANCE OF OFFICE WORKERS**

BY

Prince Chukwuebuka OGOKE

EDU1703769

DEPARTMENT OF VOCATIONAL TECHNICAL EDUCATION

FACULTY OF EDUCATION

UNIVERSITY OF BENIN

BENIN CITY

DECEMBER, 2022

**THE INFLUENCE OF WORKING ENVIRONMENT ON THE JOB
PERFORMANCE OF OFFICE WORKERS**

BY

Prince Chukwuebuka OGOKE

EDU1703769

**RESEARCH PROJECT PRESENTED TO THE DEPARTMENT OF
VOCATIONAL TECHNICAL EDUCATION, FACULTY OF EDUCATION,
UNIVERSITY OF BENIN, BENIN CITY, IN PARTIAL FULFILMENT OF
THE REQUIREMENTS FOR THE AWARD OF B.Sc (Ed) IN BUSINESS
EDUCATION (OFFICE TECHNOLOGY MANAGEMENT)**

DECEMBER, 2022

CERTIFICATION

We, the undersigned certify that this research work was carried out by **Prince Chukwuebuka Ogoke** with matriculation number **EDU1703769** in the Department of Vocational and Technical Education, Faculty of Education, University of Benin, Benin City, Nigeria.

.....
DR (MRS) I.J. Ojeaga
Project Supervisor

.....
Dr S.B. Abusomwan
Project Co-ordinator

.....
Date

.....
Date

.....
Prof. O.K Omorogiuwa
Dean, Faculty of Education

.....
Date

DEDICATION

This project work is dedicated to God Almighty, the giver of knowledge and wisdom who dwell in heaven and rule in the affairs of men.

ACKNOWLEDGEMENTS

The researcher appreciates his project supervisor, Dr (Mrs) I.J Ojeaga for her motherly role in guiding the researcher all through his work.

I am greatly indebted to my caring parents late Deacon Anthony Ogoke and Mrs Mary Ogoke for their financial and moral support throughout the course of study and my lovely brothers Bro Henry, Bro Victory, Peculiar and Justice for their encouragement and support.

My special thanks goes to My big Mummy Mrs Vero Sule, Mr and Mrs Steven Orumwense, Pharm. Precious for making surprising effort to see that I was comfortable all through the course of my study.

Finally, My special thanks goes to my friends Monday, Sarah, Christabel, Favour, Kayode, Samuel for being with me and supporting me in their own way.

TABLE OF CONTENT

Table	
Certification	iii
Dedication	iv
Acknowledgement	v
Table of contents	vi
Abstract	viii

CHAPTER ONE: INTRODUCTION

Background of the Study	1
Statement of the Problem	3
Purpose of the Study	4
Research Question	4
Significant of the Study	5

CHAPTER TWO: LITERATURE REVIEW

Conceptual Framework	7
Work Environment	9

Benefits of an Ideal Working Environment	11
Work Efficiency	11
Ways to Improve Work Efficiency	12
Employees' Performance	12
Ways to Improve Employee's Performance	13
Factors that Causes Poor Job Performance	14
Employees' Effectiveness	16
Ways to Improve Employees' Effectiveness	16
Work Productivity	17
How to Improve Work Productivity	17
Environmental Factors that Affect Job Performance	19
Work environment and inter-personal relationship among workers	21
Importance of Inter-personals Relationship among Workers	21
Review of Related Literature	22
CHAPTER THREE: METHODOLOGY	
Design of the Study	25
Population of the Study	26

Sample and Sampling Technique	26
Research Instrument	26
Validation of the Instrument	27
Method of Data Collection	27
Method of Data Analysis	27
CHAPTER FOUR: PRESENTATION OF RESULT	
Findings of the Study	29
Discussion of the Findings	36
CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMENDATION	
Summary	38
Summary of Findings	39
Conclusion	40
Recommendation	41
REFRECES	43
APPENDICES	47

Abstract

The study aimed to assess the influence of working environment on the job performance of office workers at the Faculty of Education, using the non academic staff as a case study. For the purpose of this study, descriptive research design was used. A simple random sampling technique was respectively used to select respondent for the study. The respondent for this study were thirty (30) non academic staff. Structured questionnaire were used for data collection.

The study findings indicate that, organizational working environment had a great influence on the workers as far as respondents are concerned. The study also revealed that employees' will improve their performance if the problems identified during the research are tackled by the management. The problems are noise, inadequate working equipment, inter-personal relationship, salary, flexibility of working environment, the use of performance feedback, involvement of workers during management decision making.

In conclusion based on the findings the study recommended that, management should try as much as possible to build a working environment that attract and retain and motivate its employees that will help them work comfortable and increase organization productivity, management should make provision of necessary modern equipment in the organization so as to reduce fatigue and

increase speed in achieving organization objective, that workers should be trained and retrain on how to use the equipments. Also management should try to involve the workers when making decisions that involve the organization.

CHAPTER ONE

INTRODUCTION

Background of the study

The environment in which office personnel must work has a direct impact on how well they do their duties. Any firm that wants its employees to carry out their duties properly must provide them a pleasant working environment. An office is a section inside a company that provides services including secretarial, clerical, accounting, and research. The office or work environment includes every element that affects and is affected by the employees' bodies and minds. According to organizational psychology, the physical, mental, and social surroundings in which employees collaborate and complete their tasks are to be examined for improved effectiveness and increased if they are comfortable, fatigue, and boredom are minimized, then work performance can be maximized.

Egbe and Ejiofor (2007) assert that an office is a location where administrative tasks are carried out. Records are produced, processed, and stored in offices for the purposes of controlling, planning, and managing an organization effectively. An office is a space, group of rooms, or structure where employees work, often seated at desks. A workplace is a corporate setting where socioeconomic or commercial operations are carried out with the intention of achieving organizational objectives. It should be remembered that every business system exists inside an environment

that must be improved in order for a company to be successful. As a preventative measure to boost productivity and have an impact on the amount of work interest and satisfaction of employees, organizational management must consider work motivation and a supportive atmosphere.

The building, the furniture and the layout, the lighting and proper ventilation, the color decorating, the sound, and the physical state in which employees work under safety precautions make up the workplace. Additionally, it is concerned with the external elements that affect business that the office supports, the industry or other business-related activities, and the customs and regulations of the neighborhood in which it operates. Since the 1990s, the social environment, information technology, and the flexible manner of arranging the work process have all altered, which has affected variables like the work environment (Hasun & Makhbul, 2005). Employees who are in good physical and mental health are more motivated to work and produce better results. Additionally, a good working environment aids in minimizing absenteeism and may thus improve job performance, which will raise production at the company. The loss of employees' productivity is attributed to a number of factors, including dissatisfaction, a cluttered workspace, and the physical environment. While the office and work environment are dynamic, the most dynamic factor is the human factors, according to a variety of literature pertaining to the study of multiple offices and office buildings. Since today's

workers are more educated than their predecessors, they are more inclined to inquire about their workplace environment in order to improve performance and productivity. Poor working conditions and an unfavorable work environment, however, might seriously endanger the health of employees and cause them to be less happy and enthusiastic about their jobs. Employee performance and productivity may be impacted by this. Management must acknowledge that some basic demands must be met for its employees to be happy and perform at their best.

Statement of the Problem

Every company was created with certain goals in mind, known as organization's objectives, and these goals cannot be met in an unfavorable climate. A supportive work environment is necessary to increase employee engagement in a business. This goes beyond just having enough supplies and equipment; it also takes into account system difficulties, including the decision-making and information-exchange process, as well as capacity issues, such workload, support services, and infrastructure. For instance, typing and accounting tasks that require visual discernment need excellent sunshine. The lack of a decent working environment would cause employees' performance to decline. In most organizations, departmental managers pay little attention to achieving the goals they have set for themselves. The performance and morale of employees would significantly suffer as a result of the managers' neglect.

Purpose of the Study

The purpose of this study was to assess the influence of work environment on the job performance of office workers in University of Benin, Benin City, Edo State

The study affected:

- Influence of work environment on employees' job performance.
- Influence of work environment on the morale and inter-personal relationship among workers.
- The effect of adequate office facilities on the job performance of workers.

Research Questions

The study was guided by the following questions:

- How does work environment affect the employees' performance?
- How does work environment affect the moral and inter-personal relationship among workers?
- How do adequate office facilities affect job performance of office workers?

Significance of the Study

Workers, students, organizations, and society at large will benefit from the research.

After being published in conference proceedings, peer-reviewed journals, seminars, symposia, workshops, regular meetings of all stakeholders, and other media, the findings of this inquiry may be very beneficial to many organizations.

Workers will be able to comprehend the kind of working environment they may anticipate from their employers, as well as the value of interpersonal relationships among coworkers.

It will help firms understand how to handle difficulties with their workforce and working environment and how crucial office design is to boosting worker productivity. It will support the notion that a healthy atmosphere is crucial and essential to meeting the expanding requirements of employees.

It will also be helpful to future students who will need some of the material in this work to help them with their own research projects that are connected to the current study.

The study's findings will be helpful to society as a whole in understanding the value of a pleasant workplace for workers.

Scope of the Study

This study will focus on the non Academic Staff of the University of Benin, Benin City, Edo State. The study is based on the influence of work environment on the job performance of office workers, will identify the importance of work environment. It will also examine the environmental factors that affect office workers' performance, including poor lighting, poor ventilation, noise, inadequate furniture and fittings, and unstable work equipment. These factors make the workplace uncomfortable for employees and are bad for their health, which can lead to physical and mental exhaustion.

CHAPTER TWO

Review of Related Literature

The literature review tries to discuss various literature related to work environment which has influence on the employees' performance.

- Conceptual Framework
- Work Environment
- Employees' Performance
- Ways to improve employee's performance
- Factors that Causes Poor Job Performance
- Employees' Effectiveness
- How to Improve Work Productivity
- Environmental Factors that Affect Job Performance
- Review of Related Literature

Conceptual Framework:

This shows how variables are represented diagrammatically. The framework demonstrates how variables are linked to their measurable unit.

Independent variable

Dependent variable

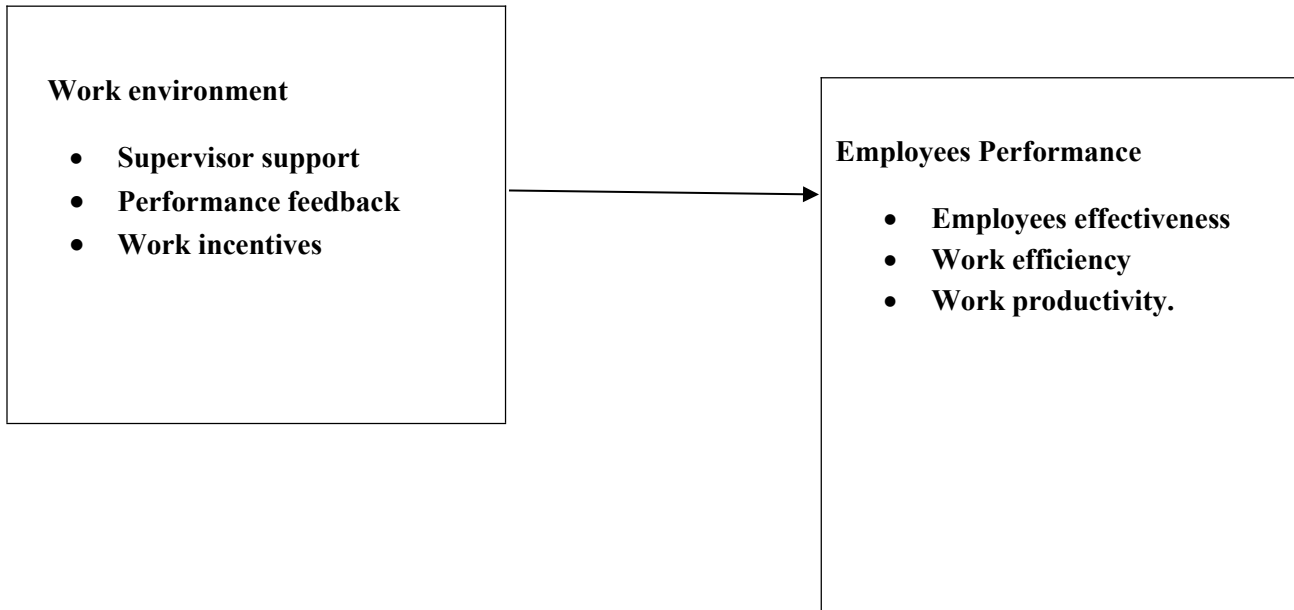


Figure 1 conceptual framework for work environment and employees' performance.

Source: Adapted from Kohun (2012)

Figure 1 demonstrates how the work environment, as evaluated by supervisor support, performance feedback, and work incentives, is an independent variable, while the workers' performance, as assessed by effectiveness, efficiency, and productivity, is a dependent variable. Employee effectiveness is a result of the supervisor's support. Similarly, if performance feedback is given to the employee promptly and accurately, the employee will strengthen his or her areas of weakness, resulting in increased work efficiency. Finally, giving employees work incentives,

such as financial and non-financial rewards, can motivate them to improve their performance at work.

Work environment

- Employees' work environments play a vital role in their work lives since they spend a large portion of their time at work and are affected by them in some manner. Anything that surrounds people at work has the potential to influence how they carry out their responsibilities.
- In addition to the economic, social, and technological contexts, Kochan (1980) also takes into account the environment. It might be seen as the environment of every circumstance, person, event, etc. that affects life. As a result, individuals who work in healthy environments put out more effort to produce than those who do so. However, the preceding description as it relates to the subsequent theories reveals more about the workplace. Workplace circumstances include both internal and external factors that may have an impact on employees' work ethic and ability to complete tasks quickly. It also refers to components of the environment in which the person works. There are three main sub-environments in the workplace;
- The Technical environment
- The Human environment

- The Organizational environment

The Technical environment: Tools, equipment, technological structures, and other technical factors are referred to as the technical environment. The technological environment produces components that let personnel carry out their responsibilities.

The environment of people: The term "human environment" refers to coworkers, people with whom employees interact, team and work groups, as well as the management and leadership. This setting is created in a manner that promotes casual conversations among coworkers, enhancing the chance for information sharing and idea exchange.

The Organizational environment: The structures, policies, procedures, and values that make up the organizational environment. The atmosphere of the company is under management's control.

The favorable work environment and the poisonous work environment are two different types of work environments, according to Kyko (2005). A pleasant work environment provides employees enjoyable experiences and helps them develop their skills and personality. Additionally, this setting supports actions that promote self-actualization. Unpleasant experiences are provided at work, and workers' behaviors are also de-actualized. The development of unfavorable features in the

conduct of the workers is facilitated by this toxic atmosphere, which also supports poor self-actualizing behavior. He continued by listing six elements that negatively affect employee performance and create a toxic work environment. Untransparent management, a biased supervisor, corporate regulations, working environment, interpersonal relationships, and salary are some of the contributing variables.

Benefits of an ideal working environment

Here are the benefits of an ideal working environment:

- High employee morale: The morale of your employees might be raised through an optimal work environment. Working in such a setting may increase your happiness, motivation, and sense of fulfillment at work.
- Improved productivity: Your abilities may grow in the right work environment, enhancing the total productivity of the business.
- High employee retention rate: You are more likely to remain with the firm over the long run if the working atmosphere is good, which is advantageous to both you and your employer.
- **Work efficiency**

The capacity to avoid wasting resources such as time, money, energy, and materials while carrying out tasks or creating results is referred to as work

efficiency. It also refers to the capacity to maximize output from the least amount of input.

Ways to improve work efficiency

- **Take breaks:** While working, taking pauses allows the mind to relax and recharge. Because they allow workers to come back to their job with new enthusiasm, breaks may also increase productivity.
- **Establish realistic goals:** Setting goals may be a useful tool for organizing the activities needed to achieve corporate objectives and monitoring staff performance. Organizational objectives must be realistically and practically feasible.
- **Design a relaxing work environment:** Organization should choose a work environment that encourages motivations.
- **Feedback:** Organizations may develop new methods for changes with the support of feedback, which can provide insight into improvements.

Employees' performance

Each and every one of a company's employees makes a contribution to its success. Employee output is a measure of how well they carry out their work responsibilities and complete their assigned tasks. It is a reference to his output's efficacy, quality, and efficiency.

The value of an employee to the organization is evaluated by the company in part based on performance. The business makes a big commitment in each employee, therefore the compensation they get must be commensurate with their contributions.

According to Obdulio (2014), an employee's performance may be assessed based on how well he or she performs the duties for which they were employed. to achieve the desired results specified in an employee's job description.

The productivity and success of a company are directly related to an employee's performance as it serves as a gauge of their financial or other results. Working environment, leadership, relationships with teams and coworkers, training, and career development are the key elements that affect employee performance, according to Anitha (2014).

Ways to improve employee's performance

- Investigate underperformance issues: Underperformance occurs when a worker doesn't perform at the standard that management has set for them. Employee performance will increase when underperformance's reasons are identified and addressed.

- Encourage continual communication: The manner in which management wants its people to interact with it is how it should communicate with them. They should also establish an atmosphere that encourages dialogue.
- Foster a positive work environment: When workers are working on their tasks, management should ensure that their surroundings are comfortable.
- Utilize data and platform: Management should try to encourage employees to utilize all the data and platform when performing their tasks.
- Manage performance to encourage growth: By motivating workers to work toward particular objectives and assigning tasks based on their ability, knowledge, and background, organizations may promote the professional development of their staff members.
- Reward: To boost workers' motivation, management could attempt rewarding their efforts. These awards may take both monetary and non-monetary forms and can include promotions.
- Development program: The company should set up intelligent mentorship programs, plan frequent training sessions, and send staff to conferences or events in the field.
- Job security: Organizations should instill in their workers the certainty or confidence that they will remain in their present position for as long as they choose.

Factors that cause poor job performance of employees

- **Unsafe equipment and tools:** According to Oliver (1975), a crowded workplace causes discomfort among the staff. He continued by saying that some individuals work in environments he referred to as "stores" in the term only, and that this trend is that there won't be free mobility of man and materials, particularly if workers share a tiny floor area, so the morale of the employees would be badly impacted.
- **Temperature of poor weather condition:** Inclement weather, such as excessive sunshine and rain, will discourage workers since it might impair their productivity. Molokwu (1993).
- **Dirtiness:** Employees' health may be harmed in an untidy, filthy, cluttered, and unsanitary workplace, which will lower their level of performance. Employees' lives and health are impacted by an unclean workplace, according to Molokwu (1993).
- **Noise:** Employees can focus and operate more successfully and efficiently in a quiet workplace. Employees lose concentration when the workplace is loud. According to Armstrong (1977), excessive noise and emotional stress are two aspects of workplace health that are likely more detrimental than others. Armstrong (1977) went on to say that a quiet workplace encourages productive and efficient work from both workers and employees.

- Poor lightening system: Low performance in the workplace is caused by improper lighting, and any lighting system that hinders workers' ability to view their tasks clearly will undoubtedly have a bad impact on their motivation and morale. Johnson (1970) (1970)
- **Employees' effectiveness**

The efficacy of an employee is their capacity to achieve organizational requirements while using the resources that are at their disposal. It also refers to the organization's capacity to meet its aims. Any organization's objectives are to increase productivity, create a positive work environment, and increase revenue and profit.

Ways to improve employees' effectiveness

- Making the most of employee productivity requires understanding their abilities and behavioral preferences. The company should thus make an effort to determine if an employee has the necessary skills before assigning them a work.
- Communicate effectively: Communication is known to lead to a productive workforce. Because technology makes it possible for us to contact one another with the push of a button, modern communication techniques are as effective as they can be. The company should experiment with social

networking technologies built for quick team communication rather than depending just on email.

- Cut out the excesses: Workers should not be given superfluous little tasks by organizations when they are concentrating on a more crucial objective. In order to allow workers more time to concentrate on higher priority tasks, organizations should examine the teams' daily routines to determine if there is anything that can be eliminated.
- **Work productivity**

The effectiveness with which activities and objectives are performed for the businesses is referred to as work productivity. One part of the business sector that many companies deal with is having a productive staff. It also has to do with how much work a person is capable of doing in a given time frame. It measures the difference between total input and total output (goods and services) (labour and cost).

How to improve work productivity

The specific approach organizations takes to improve work productivity will largely depend on the organization's goals.

- Job aid: These are tools for job support that provide assistance to workers just when they need it. Job aids are equipment, gadgets, or manuals that

describe how to carry out a certain activity. It serves as a reminder to staff members on how to carry out tasks and avoid errors at work.

- **Supervisor support:** The degree to which leaders regard their workers' accomplishments and are concerned about their well-being is reflected in their supervisor support. A leader who has strong supervisor support gives their team members a sense of being heard, respected, and cared for. By offering clear direction, pertinent training opportunities, and professional development assistance that aligns with individual career objectives, a good supervisor makes an employee's work simpler. A smart manager understands the impact that coaching, growth, and training in communication have on the motivation of their workforce.
- **Work incentives:** Employees are encouraged through incentive schemes to work harder and take on new challenges in order to increase production. Employees understand that substantial work on their part will be recognised and rewarded when incentives systems are in place.
- **Performance feedback:** Every organization's processes include frequent feedback for workers, who are then expected to use it to improve their performance. Managers are supposed to provide this feedback on a regular basis.

- Train and develop employees: It could seem like a smart idea to cut down on training or stop it altogether to save the organization money and effort. It may be quite ineffective to have people learn their jobs independently. So spend the additional day teaching them the skills they need to do their work more effectively rather than leaving them to do a task on their own.
- Keeps goals clear and focused: Employee efficiency cannot be expected from a company if there is no clear objective for them to work toward. Employee productivity would suffer if a goal was not well-defined and genuinely attainable.
- **Environmental factors that affect job performance**

Every organization operates in a certain setting. Where things and objects reside is in their immediate surroundings. There are two different sorts of environments: internal environments and external environments. The organization has control over the internal environment. The surrounds, including items related to the operation, are considered to be part of the internal work environment. According to Molokwu (1993), the internal work environment includes the actual surroundings in which people work as well as the structures, furnishings, and layout.

While the external environment is beyond of the organization's control, Molokwu (1993) views the external work environment as a consequence of elements such as

local customs and regulations, weather, policies, and other things outside the workplace.

According to Kochan (1980), the external work environment should be thoroughly examined in terms of the following environmental settings, including the public, economic, and policy contexts. The external environment aspect has a significant impact on how well employees accomplish their jobs.

This includes;

- **Economic environment:** These are the external economic variables that have an impact on consumer and company purchasing patterns and ultimately on business success. An expanding economy will result in more demand for products and services, which will increase the organization's income.
- **Legal environment:** A business's legal environment entails much more than just following the law. Additionally, it is aware of the legal framework within which the organization works, enabling compliance to be attained and sustained. It has to do with following the law while starting and running a company in such a setting.
- **Political environment:** The government's activities have an influence on how businesses operate. The stability of the government and the importance of the political parties in power would have an impact on company operations

and productivity. It has to do with government policies that define business practices and the investment environment in the economy. Shima & Durua (2017).

- Socio-cultural environment: This has to deal with the social customs, values, customs, and habits of the community where the company is located.
- Technological environment: This refers to the outside influences on technology that have an effect on company operations; changes in technology will have an impact on how organizations conduct their operations.

Work environment and inter-personal relationship among workers

The ways and mechanisms through which employees interact with one another inside a company are known as interpersonal relationships. In order for workers to perform at their best, there must be a strong connection between them. This bond must exist even when they are working in the same company. Interpersonal relationships at work are those that occur between coworkers and between superiors and subordinates within an organization. It might be either professional or casual. Relationships are born, nourished, and fostered as they develop. It is conceived at the level of acquaintanceship, nourished at associateship, and cultivated at friendship. Nwinyokpugi and Omunakwe (2018).

Attributes of workplace inter-personal relationship

The attributes of workplace inter-personal relationship among workers are as follows.

Employees' communication: Employee communication includes all forms of interaction between coworkers, customers, and supervisors and subordinates, among others. Depending on the culture of the business, this sort of communication might be formal or casual. Employees at a business will be well-informed about their job requirements and specifications with the aid of efficient communication, and they will also strive tirelessly to accomplish the stated goal.

Team building: An employee team is a group of staff members that collaborate on tasks and are jointly accountable for the results. Teams provide workers the opportunity to collaborate, develop their abilities, and offer helpful criticism. When working in teams, employees accomplish more than when working alone.

Social support: The beneficial interactions known as social support are often broken down into instrumental support, emotional support, personal feedback, and gratitude. Employees may receive social assistance because of their social links.

Importance of inter-personals relationship among workers

Inter-personal relationship is very important to any organization,

- **Problem solving:** Inter-personal relationships among workers allow them to discuss problems and find means on solving such problems.
- **Trust:** Inter-personal relationship helps in building trust in an organization.
- **Change management:** It helps employees to understand the change, align with it and collaboratively work towards implementing the changes successfully.
- **Employee's success:** Good inter-personal relationship is necessary for managers to help their employees perform their job successfully' leaders need to pass on the right skill to the employees so that it will enable them, achieve organizational goals.

Review of Empirical Literature

This empirical analysis attempts to discuss various studies on work environment which has effect on employee's performance.

Igbokwe (2011) conducted research on the performance and work satisfaction of librarians at the Federal University Libraries in the South East. The results showed that librarians at Federal University Libraries in the South East of Nigeria generally like their jobs. This was due to the presence of factors that contribute to work satisfaction, such as the possibility of advancement and a competitive compensation.

Using the Edo State Transport Service, where the insufficiency of the many conditional elements might impair employee productivity, Chika and Donimic (2017) looked at the impact of the work environment on workers' productivity. Secondary data were also gathered and analyzed in order to meet the study's goal. According to the study, providing workers with a decent working environment would significantly improve their morale and productivity.

According to Ajala (2012), working conditions including enough lighting, silence, suitable ventilation, and layout organization significantly boost workers' productivity.

Egwu Eunice (2011) conducted research on the impact of the workplace environment on workers' performance. The study discovered that individuals labor not just to raise their pay but also to address other essential demands that are unrelated. The pleasure attained from the work and its surroundings, not the pay itself, is what counts. The company's policy, natural supervision, the boss-employee connection, and the inter-social dynamics among coworkers are all considered to be environmental elements that affect hygiene.

After conducting a study on how the workplace affects workers' productivity, Duru and Shimawa (2017) came to the following conclusions;

Employee morale and productivity will be greatly improved if a pleasant work environment is given. Employees will experience a feeling of belonging if the workplace is tidy, quiet, well organized, adequately lit, and ventilated, and this will motivate them to work successfully and efficiently.

A healthy physical work environment encourages employees to spend more time in their individual workplaces. Employees react more positively to a positive work environment by avoiding taking unneeded sick days, being on time, and exhibiting other negative attitudes.

A productive workplace boosts individual performance, which promotes organizational expansion.

A research on the impact of workplace amenities on employee productivity was conducted by Mbazor (2020). According to the survey, employees' workplaces are equipped with the bare necessities, including desks, seats, bookcases, scanners, internet access, ceiling fans, and other furniture. Second, there are no operational fire extinguishers or other fire protection equipment established for employees' use. The results also showed that the workforce is quite unsatisfied with the status of the restrooms and the couch in the offices.

CHAPTER THREE

METHODOLOGY

In this chapter, the researcher used the following methods and procedures to access the influence of work environment on the job performance of office workers in the University of Benin.

The procedures were structured under the following headings

- Design of the Study
- Population of the Study
- Sample and Sampling Technique
- Research Instrument
- Validity of Instrument
- Method of Data collection
- Method of Data Analysis

Design of the Study

The research design used in the study was a descriptive survey. According to Ali (2006), a descriptive survey research design is one in which data are gathered and analyzed from a small sample of individuals who are thought to be typical of the public utilizing questionnaires to study a group of people or products. The study's

descriptive research approach was thought to be the most suitable method for gathering respondent perspectives on the impact of the workplace on office employees' ability to execute their jobs.

Population of the Study

The population of the study consisted all the non-academic staff of the University of Benin, Benin City, Edo State. The population of the non-academic in the University of Benin according to University of Benin Pocket Statistic (2019/2020) was 4393 staffs.

Sample and Sampling Technique

The aim of this research was to find out the influence of work environment on the job performance of office workers. a total number of 60 non-academic staffs represented the sample of the study. The researcher embraced the sample random sampling technique by selecting randomly a total of 60 workers from the non-academic staffs which are 4393 in number.

Research Instrument

The instrument for data collection was structured questionnaire developed by the researcher from literature based on the objective of the study. The questionnaire was constructed to find out from the respondent their own view on how work

environment had influenced their job performance. The questionnaire were collected at the spot and later analysed.

Validity of the Instrument

The researcher sent drafts of the questionnaire to the project manager and two other lecturers in the department of Vocational and Technical Education in the researcher's area of study for face validation in order to make sure the questionnaire utilized for this study is reliable. The supervisor validated the instrument to make sure that it was clear to the responder, that the questions were properly worded, that they were acceptable and sufficient for the research, and to add any extra relevant items that weren't already on the instrument.

Method of Data Collection

The researcher will administer 60 copies of the questionnaire to the respondent. Copies of the administered questionnaire will be collected immediately from the respondents after completion.

Method of Data Analysis

The data collected for the study was analysed using frequencies, percentage and mean to answer the research questions. The mean will be used to determine the

degree of responses. The mean rating below 2.50 will be regarded as disagree while mean rating equal or above 2.50 will be regarded as agreed.

CHAPTER FOUR

DATA ANALYSIS AND DISCUSSION OF FINDINGS

This chapter present analysis of data collected from self-administered questionnaires to 60 non academic staffs in the University of Benin, Benin City. Frequencies, percentages, mean were used to analyse the data in tables. The analysis was carried out with the aid of IBM SPSS statistical software version 25.0

Table 1: Demographic information

S/N	Variables	Attributes	Frequency	Percentage (%)
1	Sex	Male	29	48
		Female	31	52
2	Academic qualification	OND	9	15
		BSC	36	60
		PDG/MSC	4	7
		OTHERS	11	18

Source: field survey, 2022

Table 1 revealed that out of 60 respondents that were sampled in this study, 29 (48%) of the respondents are males while 31 (52%) of the respondents are females. In terms of distribution based on their academic qualification, the data showed, 9 (15%) of the respondents are OND holders, 36 (60%) of the respondent are BSC holders, 4 (7%) of the respondent are PDG or MSC holders while 11 (18%) of the respondent had other academic qualification.

Analysis of Research Questions

RESEARCH QUESTION 1: How does Work Environment Influence Employees' Job Performance?

Table 2: Mean response on influence of work environment on employees' job performance

S/N	ITEMS	SA	A	SD	D	Mean	Remark
1	There is provision of employees' development programmes in my working place?	33 (55%)	24 (40%)	3 (5%)		3.50	Agree
2	There is constant power supply in my working place?	25 (41.7%)	33 (55%)		2 (3.3%)	3.35	Agree
3	My office building space motivates to stay in the office and work comfortably?	23 (38.3%)	27 (45%)	9 (15%)	1 (1.7%)	3.20	Agree
4	My performance level would be aggravated, if provided with safe tools and equipments	25 (41.7%)	23 (38.3%)	10 (16.7%)	2 (3.3%)	3.18	Agree
5	My performance level would be aggravated, if provided with safe tools and equipments	29 (48.3%)	27 (45%)	4 (6.7%)		3.41	Agree
6	Poor office lightening influences my performance?	23 (36.3%)	28 (46.7%)	7 (11.7%)	2 (1.7%)	3.20	Agree
7	I am satisfied when am working in a neat environment?	31 (51.7%)	24 (40%)	5 (8.3%)		3.43	Agree
8	My work environment is noise free to allow me concentrate on my task?	20 (33.3%)	25 (41.7%)	14 (23.3%)	1 (1.7%)	3.07	Agree
GRAND MEAN						3.29	

SOURCE: Field survey, 2022

Response to the 8 items in Table 2 showed that the mean response to all 8 items were above the decision point of 2.50, thus indicative that majority of the respondents agreed to all items in the table. The grand mean to the items was computed as 3.29, which indicates that the working environment influences the job performance of office workers.

RESEARCH QUESTION 2: How does Work Environment Influence the Morale and Inter-personal Relationship among Workers?

Table 3: Mean response on the influence on work environment on the morale and inter-personal relationships among workers.

S/N	ITEMS	SA	A	SD	D	Mean	Remark
1	There is a cordial relationship among workers and the management?	20 (33.3%)	34 (56.7%)	6 (6.7%)		3.23	Agree
2	When relating with other workers ideas are being shared	19 (31.7%)	26 (43.3%)	9 (15%)	6 (10%)	2.97	Agree
3	Working with difficult and uncooperative colleagues causes frustration?	25 (41.7%)	31 (51.7%)	4 (6.7%)		3.35	Agree
4	My work environment allows me to relate with other workers?	22 (36.7%)	25 (41.7%)	11 (18.3%)	2 (3.3%)	3.17	Agree
5	Regular feedbacks from the boss enhance employees' performance?	30 (50%)	22 (36.7%)	8 (13.3%)		3.37	Agree
6	An atmosphere of trust makes staff to be productive?	30 (50%)	22 (36.7%)	8 (13.3%)		3.37	Agree
GRAND MEAN						3.24	

Source: field survey, 2022

Response to 6 items in table 3 showed that the mean response were above the decision point 2.50, thus indicate that majority of the respondents agreed to all items in the table. The grand mean to the items was computed as 3.24, which indicates that the working environment influences the morale and inter-personal relationship among office workers.

Research Question 3: How does an Adequate Office Facilities Influence Job Performance of Office Workers?

TABLE 4: Mean responses on how does adequate office influences the job performance of office workers.

S/N	ITEMS	SA	A	SD	D	Mean	Remark
1	Adequate working facilities lead to improved performance?	37 (61.7%)	20 (33.3%)	3 (3.3%)		3.57	Agree
2	The use of modern office equipment makes my work easier?	33 (55%)	18 (30%)	7 (11.7%)	2 (3.3%)	3.37	Agree
3	Adequate working facilities motivate me to work?	39 (65%)	16 (26.7%)	5 (8.3%)		3.57	Agree
4	My organization provides the necessary modern facilities for work?	23 (38.3%)	32 (53.3%)	5 (8.3%)		3.30	Agree
5	Training on the use of modern facilities enhances job satisfaction?	30 (50%)	21 (35%)	9 (15%)		3.35	Agree
GRAND MEAN						3.43	

Source: field survey, 2022

Response to the 5 items in table 4 showed that the mean response to all 5 items is above 2.50, thus indicating an agreement with the items in the table. The grand mean to the items was computed as 3.43, which indicates that adequate office facilities influence the job performance of office workers.

Discussion of Findings

Findings for research question one (1) revealed that work environment influences employees' job performance. This is due to the fact that there is a high mean response score of 3.26 to the 8 items in table 2. In line with this study, Christabella (2014) study carried out on the impact of working environment on employees' performance, a case study of institute of finance management in Dar Es Salaam Region showed that working environment had an impact on members, that an organization needs to improve its physical working conditions so that to influence employee to stay in the office, work comfortable and perform their job.

In regards to research question two (2) the study discovered that work environment influences the morale and inter-personal relationship among office workers. The mean response score to the 6 items in table 3 was 3.21, thus indicative of positive perceptions to the items in the table. In line with this study, Solomon the effect of inter-personal relationship on employees' job satisfaction; the case study of education department, hawassa city administration revealed that inter-personal

relationship had a significant effects on job satisfaction of both workers and supervisors that regardless of the employee position in an organization, interpersonal relationship had a strong positive direct effect on job satisfaction.

Results obtained from the present study as regards research question three (3) revealed that adequate office facilities has a great influence on the job performance of office workers. This is due to the mean response score of 3.43, which was computed for all 5 items in the table. This means that for office workers to perform well in the job they are called for there must be adequate office facilities. . In line with this study, Mbazor (2021) study carried out on the influence of office facilities in staff productivity at the federal university of technology, Akure Nigeria. The study revealed that the staff offices have basic facilities such as office tables, chairs, bookshelf, scanner, internet facilities, computer, ceiling fan, refrigerator, waste bin, etc.

Summary of Major Findings

From the data collected and analysed, the major findings of the study are as follows;

1. The study revealed that working environment had a great influence on the performance of office workers as far as respondents are concerned. The study find out that any organization that expects its workers to perform at their very best should provide a good working environment because no

worker can carry out its duties comfortably in an environment that is not conducive. The work environment includes The Technical environment, The Human environment and The Organizational environment

2. The study also revealed that the working environment can influence the morale and inter-personal relationship among workers in the organization. When workers relate with each other they intend to share ideas, talks about the challenges and problem they face, and how to solve them, they also try to find better ways of meeting the organization set objective or goals. The study revealed that when workers are working with difficult and uncooperative colleagues, it causes frustrations and lack of commitment. That is, some worker might find it difficult to relate to others because of the feelings that they might think they are being a burden to them, or they will not get the attention they needed. It also revealed that regular feedback from the boss or management can enhance their performance, that is, when the management praise and encourage them on a job well done will motivate them to perform better and when the management reminds them of their shortcomings and mistake, they will have to take it into consideration not to make such mistakes next time.
3. The study also revealed that adequate office facilities influence job performance of office workers. That is provision of necessary safe

equipment and facilities and training and retraining on how to use them when provided will enhance their performance, no worker would like to work in an organization that has no working equipment and it is also the duty of the Management to make sure that there is provision for the modern equipment needed in the organization, such as, computers, scanners, printers, air conditioner etc. And also, fatigue is reduced when workers make use of modern office equipment.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

This section contains the major findings that came out of the study and the conclusion drawn. It covers conclusion and recommendation areas for further study.

Summary

The study investigates the influence of work environment on the job performance of office workers in the University of Benin, Benin City. It sorts to find out if working environment can influence their jobs performance in the University. Descriptive sample survey was used to carry out the study. The population of the study consisted of 60 respondents made up of non academics staff in the University of Benin.

The instrument for data collection was a structured questionnaire, it was face validated by the expert from the University of Benin, Benin City. The questionnaire was used to elicit response from the respondents. Sixty questionnaires were administered and retrieve by the researcher for data analysis. The descriptive statistics were used to answer the research question.

Conclusion

The aimed of this was to access the influence of work environment on the job performance of workers in the University of Benin, Benin City. As stated by the findings in this study;

It can be concluded that work environment has a significant role in the performance of office workers.

It can also be concluded that work environment influences the morale and interpersonal relationship among workers in an organization.

It can also be concluded that adequate office facilities influences the job performance of office workers in an organisation.

Recommendation

From the findings of this research, it is recommended that:

1. Management should try as much as possible to build a positive work environment that attracts, Retain and motivate its employees so as to help them work comfortable and increase organization productivity. They should also make provision of development programmes in their working place.
2. That management should make provision of the necessary modern equipment such as scanners, printers, air condition, computers, internet facilities, fire prevention facilities needed in the organization in other to

reduce fatigue, and increase speed in achieving organizational objectives. And also workers should be train and retrain on how to use and maintains office equipment.

3. Management should always try to encourage inter-personal relationship among their workers and also encourage them to share ideas. Management should also provide regular feedback to enhance employees' performance.

REFERENCES

- Ajala E.M. (2012). The Influence of Workplace Environment on Workers' Welfare, Performance and Productivity
- Ali, A. (2006). Conducting Research in Education and the Social Sciences. Enugu. TIAN Ventures
- Anitha J. (2014). Determinants of employee engagement and their impact on employees' performance. *International Journal of Productivity and Performance Management*, 63, TSS 3, PP 308 - 323
- Armstrong, J. (1979). Office Organizational Management. India, Vilas Publishing Limited
- Chika and Dominic (2017). Influence of work environment on employee performance; a case study Enugu North Local Government Area
- Christabella P.B. (2014). The Impact Of Working Environment On Employees' Performance: The Case Of Institute Of Finance Management In Dar Es Salaam Region
- Duru C.E. and Shimawua D. (2017). the effect of work environment on employee productivity: A Case Study of Edo City Transport Services Benin City, Edo State Nigeria
- Egbe and ejiafor (2007). impart of office environment on the job performance of office workers
- Egwu E.O. (2011). The effects of internal environment on employee performance: a case study of Unilever Nigeria plc, Aba
- Hasun, F.M. & Makhbul Z.M. (2005). *An overview of workplace environment and selected demographic factors towards individual's health and performance enhancement*. Synergizing OSH for Business Competitive, 45 - 53
- Igbokwe, C.P. (2011). Job satisfaction and job performance of librarian in federal university libraries in south-East Nigeria
- Johnson (1970). In Duru C.E. and shimawua Dominic (2017) the effect of work environment on employee productivity: a case study of Edo City Transport Services Benin City, Edo State Nigeria
- Kochan, T. A. (1980). Collective Bargaining and industrial relation.

Kohun, (2012). Workplace Environment and its impact on organizational performance in Public sector organizations.

Kotter, J. P. (1988). The leadership factor. New York: The Free Press.

Mbazor D.N (2020). Influence of office facilities and work place environment on staffs' productivity in the university system at the Federal University of Technology, Akure Nigeria

Molokwu (1993). In Duru C.E. and shimawua Dominic (2017) the effect of work environment on employee productivity: a case study of Edo City Transport Services Benin City, Edo State Nigeria

Obdulio D. L. (2014). *How management can improve corporate culture in order to have an effective work environment*. Trade Publication, 75(8), 14.

Oliver (1975). In Duru C.E. and shimawua Dominic (2017) the effect of work environment on employee productivity: a case study of Edo City Transport Services Benin City, Edo State Nigeria

Omunakwe O.P, Nwinyokpgi P.N and Adiele K.C (2018). Workplace interpersonal relationship and organizational productivity in deposit money banks in Port Harcourt

Solomon L.L.(2019). the effect of inter-personal relationship on employees' job satisfaction; the case study of education department, hawassa city

University of Benin Pocket Statistic (2019/2020)

<https://ca.indeed.com/career-advice/career-development/ideal-working-environment>

<https://icehrm.com/blog/top-10-ways-to-improve-employee-effectiveness>

<https://www.indeed.com/career-advice/career-development/strategies-to-improve-work-efficiency>

DEPARTMENT OF VOCATIONAL TECHNICAL EDUCATION
FACULTY OF EDUCATION
UNIVERSITY OF BENIN
BENIN CITY

DEAR RESPONDENT,

QUESTIONNAIRE ON THE TOPIC “INFULENCE OF WORK ENVIRONMENT ON THE JOP PERFORMANCE OF OFFICE WORKERS”

Instruction: please thick (✓) appropriately in the sections that follow.

Section A: DEMOGRAPHY

SEX: Male () Female ()

Educational qualification: OND () BSC () PGD/MS C() OTHER()

Section B: questions

Please indicate the extent of your agreement to the following items in the table below.

Key: SA (STRONGLY AGREED), A (AGREED), SD (STRONGLY DISAGREED), D (DISAGREED)

S/N	ITEMS	SA	A	SD	D
RQ	How does work environment influences employees’ job performance?				
1	There is provision of employees’ development programmes in my working place?				
2	There is constant power supply in my working place?				
3	My office building space motivates to stay in the office and work comfortably?				

4	Rewards for a job well done motivate me to perform better?				
5	My performance level would be aggravated, if provided with safe tools and equipments?				
6	Poor office lightening influences my performance?				
7	I am satisfied when am working in a neat environment?				
8	My work environment is noise free to allow me concentrate on my task?				
RQ	How does work environment influences the morale and inter-personal relationship among workers?	SA	A	SD	D
9	There is a cordial relationship among workers and the management?				
10	When relating with other workers ideas are being shared				
11	Working with difficult and uncooperative colleagues causes frustration?				
12	My work environment allows me to relate with other workers?				
13	Regular feedback from the management enhances employee performance?				
14	An atmosphere of trust makes staff to be productive?				
RQ	Adequate office facilities influence job performance of office workers?	SA	A	SD	D
15	Adequate working facilities lead to improved in performance?				

16	The use of modern office equipment makes my work easier?				
17	Adequate working facilities motivate me to work?				
18	My organization provides the necessary modern facilities for work?				
19	Training on the use of modern facilities enhances job satisfaction?				