

**A SURVEY OF OFFICE ENVIRONMENT AND ITS EFFECT ON
ADMINISTRATIVE PERFORMANCES
(A CASE STUDY OF THE DEPARTMENT OF OFFICE TECHNOLOGY
AND MANGEMENT)**

BY

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CERTIFICATION

We the undersigned, hereby certify that this project titled ‘A Survey of Office Environment and its Effect on Administrative Performance’. Was carried out by IMUETINYAN BRIGHT OSAZEE under our Supervision and is adequate in scope and quality in partial fulfillment of the requirement for the award of BSC in Public Administration, University of Benin City.

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DEDICATION

This project work is dedicated to God Almighty for the strength and knowledge given to me throughout writing of this project, and also to all my lecturers and students Public Administration.

ACKNOWLEDGEMENT

I wish to express my profound gratitude to Almighty God for sparing my life all through my years in school, also to my father Mr. Roland Imuetinyan for his tremendous support, and my supervisor Dr. Omorede for her wonderful contribution during the writing of this project. Your supervision did and has done a lot for me my academic pursuit. With a great delight, I also dedicate this project to all the students and lecturers of the Department of Public Administration for their intellectual impartation that brought me to this level.

God bless you all.

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ABSTRACT

After acquiring a building for an office the next important task before the office manager is office space planning or office environment. Offices that are not well planned and arranged do affect the effectiveness and efficiency of office work while office environment may be defined as the arrangement of equipment and furniture within the available flow space the environment should have positive effects on administrative performance of the office. This project surveyed how office environment affects office administrative performance. It was discovered that the way office environment is can have either positive or negative effects on office performances. The method used in the project was the popular questionnaire which enabled the researchers to carry out their findings from the respondents. It was discovered that office environment really affect administrative performance and also discovered that the offices in the department of Public Administration are not well equipped.

CHAPTER ONE

INTRODUCTION

1.1 Background To The Study

The first historic offices may have been established in Ancient Rome; they were communal places where people would collaborate on similar tasks. However, they didn't become more widespread until the 18th century. From the 1700s, dedicated office buildings were created. The first was in London - it was called the Old Admiralty Building and it still stands today. It was created to deal with the amount of paperwork created by the Navy across the empire.

The success of having a workspace where lots of people were all together was recognised by people in London, and the East India House was quickly created. This office oversaw the East India Trading Company. It was used for work and also stored lots of paperwork (remember that this was centuries before The Cloud!). Throughout this era, it was generally the bosses of any businesses who would work together in an office. However, as businesses grew and hired more employees throughout the 19th century and at the turn of the 20th century, open-plan offices became popular. They consisted of rows of people sitting on desks in lines, with bosses constantly hovering around seeing what people were doing!

These workplaces were a far cry from that of the present, where there's much more of an emphasis on collaboration, connectivity and mental health for employees!

Instead, the bosses demanded as much work as possible from every employee, didn't allow them to speak to one another and forced them to work as many hours as possible.

The invention of technology, like electricity, elevators and air conditioning systems caused large buildings (the first skyscrapers!) to be constructed in cities like London and places across the USA. As more skyscrapers were built, increasing numbers of offices were constructed with features like open-plan offices, private offices, canteens and even some meeting rooms.

In fact, some offices were created with acoustics and ‘warmer’ spaces in mind, with the idea that making their staff feel more comfortable might increase productivity at work. This is something we know now to be very true, but that was overseen before this era!

However, World War Two caused many offices to close down or change focus. Many men went off to war, so the workplace became a female-dominated space. This led to the 1960s, which is when the structure of offices really boomed and started to resemble today’s workplace. The concept Burolandschaft started in Germany and spread across Northern Europe; there was an emphasis on the needs of office workers and creating a space where people could interact and share ideas. This was the first stage of workplace collaboration, something which is incredibly important to this day!

The 1960s was also when suburbs started to be built, with cities like London rapidly expanding. It became much more common to work in an office, although computers were still quite rare. Instead, people worked on typewriters and by hand. It wasn’t until the 1980s when everyone had their own computer to perform tasks on - and then it was a bulky desktop computer.

The 1980s saw people become a little more reclusive, with the invention of box cubicles where people would have their own computer and desk space. By the 1990s, people all over the world were working in offices, and as the internet started to become more widespread, businesses expanded globally. But it wasn’t until the 00s when people started working from home, with workers starting to spend more time out of the office. (Avocor, 2023)

There are no doubt that businesses are growing on daily basis and also new ones are been established. This has created a great demand for offices accommodation and office space management. Due to the huge cost of building or renting an office. It is now increasingly necessary to utilize available office space or spaces in more efficient and effective manner because gone are those days when office accommodation are within reach and cheap especially in commercial places or cities like Lagos, Abuja, Onitsha, Port Harcourt, to mention but a few.

It is one of the things to have a large office or small office space and it is another to partition or arrange the space in a manner that we ensure convenient and

comfortable environment for the office workers and create a high level of productivity. Office environment is the act of making the most use of available office space. The survey is therefore to find out the various office environment and their effects on administrative performance using the Department of Public Administration, University of Benin as a case study.

The main purpose of an office environment is to support its occupants in performing their job effectively. An office is typically used for conventional office activities such as reading, writing, computer work and administrative works (photocopying, filing, etc). Some offices also have appliances such as refrigerator for cooling drinks, television, sound system etc for entertaining visitors. There are many different ways of arranging the space in an office and these various activities are known as Administrative Performance. The primary purpose of an office building is to provide a workplace and work environment primarily for administrative and management workers. These workers have usually occupied certain areas within the office building and are provided with desks, PCs and other equipment within these areas.

Maintaining a healthy office environment requires attention to chemical hazards, equipment and work station design, physical environment (temperature, humidity, light, noise, ventilation, and space), task design, psychological factors (personal interactions, work pace, job control) and sometimes, chemical or other environmental exposures.

A well-designed office allows each employee to work comfortably without needing to over-reach, sit or stand too long, or use awkward postures (correct ergonomic design). Sometimes, equipment or furniture changes are the best solution to allow employees to work comfortably. On other occasions, the equipment may be satisfactory but the task could be redesigned. For example, studies have shown that those working at computers have less discomfort with short, hourly breaks. Situations in offices that can lead to injury or illness range from physical hazards (such as cords across walkways, leaving low drawers open, objects falling from overhead) to task-related (speed or repetition, duration, job control, etc.), environmental (chemical or biological sources) or design-related hazards (such as nonadjustable furniture or equipment). Job stress that results when

the requirements of the job do not match the capabilities or resources of the worker may also result in illness. (Roland I.B., 2016)

1.2. Statement of the problem

Noble (2009) states that more attention should be paid in identifying and dealing with office environment because when employee have negative perception to their environment they sometimes suffer from chronic stress. Opperman (2002) stated that, office environment means those processes, systems, structures, tools or condition in the workplace that impact favorably or unfavorably individual performance. The office environment also includes policies, rules, culture, resources, working relationships, work location, internal and external environmental factors, all of which influence the ways that employee perform their job functions.

Office space and spaces are now relatively scarce in relation to the demand of it and the available ones are arranged in a manner that affect positively administrative performance. Every office manager is concerned about getting office work performed with the maximum efficiency and at the minimum course but most offices in Nigeria her set out in manner that affect the smooth flow of the office problem.

1.3. Objective of the Study

The main objective of the study is a survey of office environment and its effect on administrative performance using the department of Public Administration, University of Benin as a case study. The specific objectives are as follows

- i. To determine the effect on employee's or worker's performance.
- ii. To assess the use of job aid towards employees' performance.
- iii. To determine whether office environment has influence on employees' performance.
- iv. To examine whether supervisor support contribute towards employees' performance.

1.3. Research Questions

In the study we went as far as finding answers to the following questions in relating to the survey of office environment and its effect on administrative performance using the department of Public Administration, Uniben as a case study.

And the questions are as follow:

1. Do office environment affect the administrative performance?
2. Can office environment reduce or increase productivity?
3. What type of office is being practice?
4. Is there good networking or communicating system?
5. Are the number of lectures occupying an office too many?
6. Are the offices of senior executives or lectures separated from other offices?
7. Are there good office facilities?
8. If there are good facilities, are they well arranged?
9. Are the offices well secured?
10. Is the office space capacious enough for various office activities?
11. How often are the offices maintained?
12. Are files properly arranged and kept?
13. Are the furnitures well positioned?
14. Are the rest rooms inside the office or outside the office?
15. How is the office environment?

1.4. Purpose of the Study

This survey will help to achieve the following purpose:

1. It will show the various types of office environment and the department of public administration.
2. How office environment affect the smooth flow of the administrative performance.
3. Requirement of the efficient environment.

1.5. Significance of the Study

When you rent or buy office space, you're making a significant investment in your business. When done right, this investment can significantly increase your productivity and improve the efficiency of your operations.

When you manage your office space well, it gives employees the right tools to do their job better, more efficiently and more creatively. In turn, this increases the overall productivity of your team and allows you to create a better experience for your clients and visitors.

On top of that, the right office layout can help you save money by lowering your overheads. With the right management, you can make sure you're getting the most out of your office space. Overall, office space management is extremely important because it can make the difference between a highly productive and successful business and a poorly managed, inefficient operation.(Beringar, 2018)

According to Braimoh (2011), office environment has a direct consequence on its productivity. Thus, to increase productivity the quality of the work environment needs to be upgraded such that it is suitable for the work being undertaking.

Office environment is the determination of utilization of this space in order to provide a practical arrangement of the physical factors considered necessary for the execution of the office work within a reasonable cost.

In line with the study it will enable office manager within the department and office managers in general to understand office and environment as space maximally. It is anticipated that the findings of the study will pave way for the authorities of the institute of finance management to accept the variable that affects employees' working environment and their performance at the organization. Such an acceptance could be utilized to improve on the working conditions of employees. It will also visualize that the findings of this study will enable the organization to know how to address issues concerning the employees and its working environment and to consider office design as an important factor in increasing employees' performance. It will therefore serve as a reference material for future researches in this area. Also, the results will throw more light on factors affecting employee's performance as far as their environments are concerned. The study is expected to provide knowledge and measures to improve the working environment of employees for better performance in public institutions.

1.6 Scope of the study

The scope is concerned with the department of public administration it is limited with a survey of office environment and its effects on administrative performance.

1.7 Limitation of the study

It is not possible to carry out this research without the mention of each limitation. Considering the fact that the data for the study have been collected only from a sample of a population instead of the whole population (universe).

Errors to the chance difference cannot be ruled out. Another problem is that the recession had difficulty in convincing respondents of the true academic intention of the study. It was therefore possible that any of those who were not convinced may not have answers to the question to the best of their knowledge.

Furthermore limitation of this study manifested itself in the limited school of literature reviewed. The recession also have problems with the cumbersome procedures in some of these offices. Also some respondents give combat some answers when they were required to tick only Yes/No.

Finally time frame was also a limited factor. The time slated for the project is not really sufficient for a thorough and exhaustive study.

1.8 Operational definition of terms

The keyword in this research is office environment and for the purpose of this study.

1. Office environment: It can be defined as the arrangement of office equipment machines, air condition, curtains, chairs and tables, fixture and fitting including Office staff that utilizes them within the available floor space.
2. Office: A place where business especially clerical and administrative rather than retailing and manufacturing is carried out. It is a place set aside for or responsible for the general supervision of business irrespective of the size and nature of the organization.
3. Organization: A group of people working together for a purpose.
4. Clerical work: It is a work done in the office by a clerk such as typing filing etc.

CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

Office space management is the practice of optimising the use of any space you work in by taking into account a variety of factors, such as office layout, furniture, technology and more. In short, it's the process of creating an office space that is designed to amplify the success of your employees and operations.

Office space management is much more than just picking out a paint colour or deciding on the furniture that goes into the office. It is about understanding the psychological and sociological impacts of the environment and then using that knowledge to create the best space for your employees.

Office space management is all about creating an environment that has as few distractions as possible. It is about making sure that everything from the lighting to the colour of the walls to the noise levels and more are set up in a way that gets the most out of your employees. It is about creating an office space that is conducive to productivity and creativity and removes barriers that may be holding you back.
(Beringar, 2018)

Hardly will you find or see any organization without an office how the offices are laid out and manage are also being of great concern to expert in the office administration. This chapter therefore examines what early scholars have said by way of publication about an office, functions of the office, office environment and it administrative performance the following will be the major topic under discussion.

A. Description of the office and some definition

B. Purpose of an office

C. Concept of an office environment and its purpose

D. Office planning and environment

E. Definition of an office

F. Administrative performance

G. The effect of an office environment in administrative performance

2.2 Current literature review

From the result of the study we discovered that those office that have good conducive environment perform better than those that have less conducive environment.

Consequently this finding is consists with all other previous finding in this institution for which the sample was dichotomized in a simpler manner.

The result of the study showed that office environment affect administrative performance he that positively or negatively on almost every criterion used.

The first step to maximising the effectiveness of your office space is to cultivate the right environment for your employees and business. You want to make sure you're picking out a location that is not only convenient for your team but also provides the right atmosphere for optimal productivity.

When it comes to the atmosphere of your office, it is important that you consider a few key factors:

1. Noise: Noise can be extremely distracting and chaotic for employees. It can prevent them from being able to focus on their work and get the job done. This is why it is important that you select an office space that is not too noisy, or use noise sensors to help lower any adverse noise.
2. Lighting: Not only does the right lighting help with aesthetics, but it can also affect your employees' mood and outlook on work. Appropriate lighting is beneficial for a number of reasons, chiefly because poor lighting can hamper employee wellbeing and productivity. Also, well-managed lighting can reduce utility bills, and who doesn't want that in the days of rampant energy costs?
3. Temperature: An office that is too hot or too cold can lead to reduced productivity. It can cause employees to get sick or disrupt their work process and overall morale if they become uncomfortable or agitated. With that in mind, it is

important that you select an office space that has the right temperature, or by using sensors that monitor any excessive temperatures so you can adjust them if needed.

4. Space: To be able to work effectively, your employees need the right amount of space, and a good variety of different spaces. This means that you should look for an office that has enough room for everyone but not too much space as this can lead to unneeded distractions. It's also important to effectively plan your office space, including any breakout rooms and meeting areas. There's a psychological aspect to space management, so don't be afraid to dig deeper to truly understand how office space is planned and executed.
5. Furniture: Your office space and furniture should be functional and have a purpose. It should have everything your employees need and nothing that they don't need. Comfortable furnishings and a variety of different chairs and desks to suit individuals' preferences will help prevent distractions and keep employees focused on the task at hand.

Choosing the right office space is extremely important. All of the decisions you make when selecting the layout and design of your office can have a significant impact on the productivity of your employees.

That's why it is important that you take all of the factors into account when choosing your office space. If you select the right environment and get the technology right, you can significantly improve your employee's productivity.

With the right office space, you can create an ideal environment for productivity, wellness and creativity, while also removing any barriers that may be holding you and your team back.

2.2.1 Descriptions of office and some definitions

An office is the center point of any business activity. It is like the brain in a human body. As human physical activities are regulated and controlled by the brain, the activities of department and people in an organization are as well regulated and controlled from office. In simple terms, we can say office is a place where business is carried on.

Today the modern, business houses do not limit the scale of their operation to local markets. They have expanded their operations to different countries of the world and have plants and sales offices all over the world. This vast expansion of business operations needs a well-equipped and different office to co-ordinate its affairs.

Meaning of Office:

The term Office comes from the Roman Latin, *Officium*, a term loosely defined as a 'bureau' or 'a formal position'. In common parlance, it is a place where clerical work is performed and where all kinds of paper work (letters, correspondence, files, records etc.,) are dealt with. It is "a central place where all sorts of clerical work is done to co-ordinate and control the affairs of the whole organization".

In the modern days, with growth of industry and commerce, the amount of writing work, correspondence, filing, indexing, computing, scheduling etc. have increased to huge extent. Making or preparing records, using them and presenting them for future reference are office work. In this sense, the office work can be called as a facilitator of the modern management.

Definition of Office:

According to Mills & Standingford "The office is the administrative center of a business. The purpose of an office has been defined as the providing of a service of communication and record".

As per Random House of Dictionary "An office is a place where business is transacted or professional services are available".

In modern times, the term 'office' is used in a broader sense to represent the functions performed by the clerical staff rather than the place where such work is performed.

In common parlance, an office is understood to be a place where administrative work or clerical works have been performed in all kind of paperworks such as letters memos records etc are maintained and dealt with the purpose of this project we will describe it as a center place where all sorts of administrative works at all to coordinate and control the affairs of whole organization. However below has some

selected definitions by professors or scholars in office administration and management.

A. According to Afaida (2013), the office is a place where work of clerical and administrative nature are carried out in an enterprise. It can also be seen as a collection of the apartment carrying out administrative works. It is a place set aside for the general supervision of business irrespective of the size of nature of the Enterprise.

B. According to Imolorhe and Fatima (2013), office is a component of an organization systematically designed arrange an equipped with necessary facilities to facilitate performance of administrative and managerial functions for the purpose of attainment of an organizational goals.

C. Braimoh (2011), define office as a room or other area in which people carry out administrative or clerical works but may also denote a position within an organization be specific duties attached to it.

D. According to Marriam-Webster (2024), office is a place where business or administration is conducted or services are performed or a special administrative department or unit.

On this part, Akporowo(2010) defined an office as a building or part of a building where the principal functionality carry out their various activities in achieving office purposes. He also cited that an office at any level or place where procedures concerned with receipt, transmitted production, reproduction, processing, storage and retrieval of information are carried out.

2.2.2. Purpose of an office

The purpose of an office is mainly to provide the service of communication and record.

Chopra and Dappra (2012) noted that an office is in fact, a processing medium. In addition, it is responsible for directing and coordinating the various activities of the organization. It is like the brain of the human body and the balance spring in the waist.

They then concluded it by saying the main purpose of an office are:

- A. To direct and coordinate the various departments
- B. To plan the policies of the business and ensure their implementations
- C. To process all the records of the business
- D. To handle all in ward and correspondence
- E. To maintain accounts statutory and not statutory books etc of the business.

It was the purpose of an office has enumerated above that gave rise to office functions which are specific duties carried out in any office. Therefore in details and office functions is outside the scope of the project some of the terms we be however discussed.

In Oshiobugie (2011) categorized the functions of a modern office into two as a basic or routine function.

2.2.3 Office Planning And Environment

The office environment is a critical aspect of any successful business. It sets the tone for employee interactions, work productivity, and overall job satisfaction.

Office environments are more than simply a place for people to do their jobs. Work environments can shape company culture, promote employee well-being, and ultimately drive better results.

Kohun (1992), defines office environment as an entirety which comprises the totality of forces, actions and other influential factors that are currently and, or potentially contending with the employee's activities and performance. Working environment is the sum of the interrelationship that exists within the employees and the environment in which the employees work.

Brenner (2004) was of the opinion that "the ability to share knowledge throughout organizations depends on how the work environment is designed to enable organizations to utilize work environment as if it were an asset. This helps organizations to improve effectiveness and allow employees to benefit from collective knowledge". In addition, he argued that working environment designed to suit employee's satisfaction and free flow of exchange of ideas is a better medium of motivating employees towards higher productivity.

Opperman (2002) defines office environment as a composite of three major sub-environments: the technical environment, the human environment and the organizational environment. Technical environment refers to tools, equipment, technological infrastructure and other physical or technical elements. The technical environment creates elements that enable employees perform their respective responsibilities and activities. The human environment refers to peers, others with whom employees relate, team and work groups, interactional issues, the leadership and management. This environment is designed in such a way that encourages informal interaction in the work place so that the opportunity to share knowledge and exchange ideas could be enhanced. This is a basis to attain maximum productivity. Organizational environment includes systems, procedures, practices, values and philosophies. Management has control over organizational environment. Measurement system where people are rewarded on quantity, hence workers will have little interest in helping those workers who are trying to improve quality. Thus, issues of organizational environment influence employee's productivity.

Oshiobugie (2011) has noted after acquiring the building for the office the next important task before the office manager is space planning of the office environment. According to Little Field (2013), office environment may be defined as the arrangement of equipment with the available space. And Chopra also described it as the arrangement of different department equipment and men within a given floor space with a view to make optimum utilization of the space and ensure maximum efficiency of the space requirement and of the detailed utilization of the space in order to provide practical necessities for the execution of the work within reasonable cost of guarantee the recommendation that office building must ensure that:

- A. There is a sufficient floor space to provide for each worker and furniture required by them.
- B. To facilitate inflow of fresh air water lighting has the absence of this can affect the efficiency of the workers.
- C. Service facilities like telephone and water hydrant are available in the building and others like banking transport post office and telephone etc are also nearby.
- D. There is a scope of renewal and alterations in required future

E. The facilities of general conveniences such as toilets can teens etc are also available in the same building.

According to Hicks cited earlier the problem of environment relate to their arrangement in the space involved so that all the equipment supplies produces and personnel can function at the maximum efficiency in the light of this we will state the object of the office environment is to make arrangement for the blessing of workers,materiala, machine, furniture and equipment within the available floor space of the office in such a way that everyone can be utilized in the best possible manner. It involves the following according to little field and Rachel (2013).

A. Determination of the correct office space for each employee and for machinery and equipment they use.

B. The correct the correct arrangement of furniture equipment and machineries.

C. The best possible congenial environment condition.

They went further to see the list of the objective of office environment are as follows

A. The space should be used to a great extent,

B. Service should be available where needed including power and telephone.

C. Woodworking condition should be provided for everyone,

D. The supervisor should be able to use the staff at work,

E. A sense of belonging and loyalty to the war group should be fostered.

F. Communication and workflow should be facilitated.

G. The movement of administrative staffs between desks, filing, cabinets etc should be made easy.

H. Noising and distracting operation should be segregated.

I. Mutual interference between administrative staffs should be avoided.

J. Privacy and security should be provided wherever possible.

2.2.4. Requirement Of Efficiently Environment

For office environment to have positive effects on office staffs lifting well and Robinson(2013), stated that why studying the problem of an office environment and office manager should consider the size and shape of the available space the number of workers to be accommodated the nature of jobs to be carried out the type of equipment to be used the flow or routine of all types of work allowance for pic periods and exposition, all general condition comfort and convenience of employees and the overall effect of a good physical appearance. He should be remember that a square or red angle space is always better than a long or narrow one.

2.2.5. Principles Of Office Environment

In order for office environment to ensure in police comfort and satisfaction easy on supervision favorable impression on customers and visitors etc. The office manager according to lifting well and Robinson cited above should there in mind the following principles

A. Location of Department: The manager should identify the various department in the organization and their relation with each other. Each department should be allotted convenient environment taking into consideration the possibility of it expansion department which are closely interrelated should be placed adjacent to each other. Office services should be located in a place which is equidistance from the department that are saved by them.

B. Flow of Work: This is the most important principle of an office environment. Its objective is to ensure that the flow of what is as regular as possible the environment therefore should be in the form of a straight line in circle or a ship such and environment should you restrict the movement of employee and the paper to the minimum

C. Space Requirement for Staff and Equipment: Each employee should be allotted sufficient space to handle his work efficiently. Congestion in the office May impair the efficiency of the staff. The amount of space required by each employee should be determined by reference to:

I. The nature of the work

II. The size and space of the desks the furniture and equipment used by them.

III. Do space required to be maintained in between the desk to allow free movement.

IV. Replacement of Windows the number and location of columns and doors.

V. The place required for the storage of files stationary and other items

VI. The number of private offices for executives.

VII. General facilities and amenities to be provided for the employees.

Dernall (2014), set the following list of suggested spaces that should be helpful in one situation when allocation office space.

60 to 15 square feet for administrative workers

100 to 120 square feet for a supervisor

150 square feet for a junior executive

200 feet for a senior executive

300 square feet for a department head

400 to 500 square feet for a top executive

4 to 5 feet for a table

5 to 7 feet for a small cabinet

6 to 8 square feet for a large size cabinet

4 feet width for a side way

5 feet width for a main aisle

D. Safety: A good office environment should eliminate office hazards issue provide for an adequate number of exits. There should be an exit point that is reserved for emergency or in the passage obsolete equipment open drawers overcrowding on guarded or unfenced machines may cause office hazards or accident but this can be eliminated with proper care and precaution.

Betts (2010) suggested the following checklist for an office environment for workers efficiency and comfort.

- A. Avoid overcrowding
- B. Easy of daily clearing
- C. Staff not facing directing to light
- D. Proximity of cloakrooms and toilets
- E. Comfortable furniture
- F. Non-slip floors and stairs
- G. Fencing any exposed moving parts of the machines
- H. Minimize staff movements
- I. Placing filing cabinets of staffs with related activities
- J. Adequate space decks
- K. Positioning supervisors from staff who are engaged in work requiring high concentration
- L. Put work that need much light near to natural lights.

2.2.6. Types of Office Environment

The open and private offices in planning the general office one of the major decisions to be made is in regard to the provision of separated rooms for the different department or section how to bring them together into one large room or

Open Office. The modern tendency is to adopt the Open Office instead of apartments. And Open Office refers to a large room where all the department workers and equipments are housed under a single room which are demarcated by placing files cabinet between them one or more gangways throughout the whole floor may be provided and desk may be arranged facing one way so as to facilitate supervision and easy access the Open Office has the following advantages:

A. Economical: Since unnecessary partitions and corridors are avoided Open Office make better utilization of Office space possible. It is a common experience

that nearly 25 to 30% of the office space is taking up by walls and partition. Open offices enable the management of effective saving and reduction in the cost of office operations.

B. Better Lighting and Ventilation: With the Office staff removal of unnecessary walls and partitions, Open Office allow a free flow of air and natural light which step up the efficiency of the Office staff.

C. Better supervision: Open Office and courage better supervision and easy operations holy a few supervision are required to supervisors and therefore he cannot waste time without being found out.

D. Better communication: Open offices facilitate better departmental communication. A worker is not required to go to another room for consultation, advice or instruction about office activities.

E. Flexibility: There is a greater flexibility in planning the environment of an office which ensures and effective placement of office machines and equipment. Further changes in the environment can be affected without much difficulty.

In order to overcome the drawbacks of the Office plan which include absent of secrecy concentration not possible, impersonal atmosphere and noise in the private or close office is an alternative. The private offices are small rooms or cubicles which are separated from similar other rooms could also be partition to achieve the close office or private office are allotted to the executives of the organization.

Sometimes a private office accommodation is provided for a group of people whose work is of a confidential nature EG accounting and statistical work. This types of office plan offer the following advantages:

A. Create privacy is ensured for confidential work and discussion

B. It promotes a personal atmosphere and LED a sense of prestige or importance to the concern staff.

C. They increase the efficiency of the workers by facilitating concentration of mind which is possible because of the absence of noise.

D. They are more congenial and less regimented.

E. There can be better ventilation and heating cooling arrangements.

They are also referred from ground health. However the private office may have the following disadvantages on economical costly supervision and it may adversely affect flow of work.

2.2.7. New Trends In Office Environment

In order to ensure positive effectiveness of office staff researchers have made it possible other types of office environment

A. Landscape office: A landscape office is an office and which avoid the arrangement of desks and chairs in set. Desks are arranged individually or in group and at different angles from one and other. Gangways change direction skirting run areas of very sizes and environment individual desk may be set in different area of the floor space according to needs or the privilege of the users. Landscape offices look pleasant and attractive. They are well suitable to the needs of technical specialized management information services.

B. Movable partition: Movable partitions are now been used in setting up private offices this partitions have made of meta wounds plastic or glass. They may be

I. Ceiling high partitions

II. partitions up to the ceiling or the height of the door

III. Folding partitions up to the ceiling or the height of the door.

IV. Counter high partitions to separate the general office from the private office.

Movable partition are less costly and lend themselves to flexible uses e.g. when private offices are not needed partition may be removed and Environment plan may changes as desired.

C. Modular units: Modular units have becoming increasingly popular now. This units normally conceive of a combined desk and filing cabinet with dwarfed partitions hope to a height of 4 to 6 ft. The most popular type of modular desk is the l pattern desk unit with flat surface it occupies less space help to increase work efficiency provide easy access to working materials and to the same time ensure an element of secrecy for the employees.

2.2.8 Review of Relevant Theory

Employees' performance has been established to be directly related to employees' motivation. This assertion was corroborated by different management theories since the works of Frederick Taylor on 'The Principle of Scientific Management' in 1911 and Henry Gantt on 'Works, Wages and Profits' in 1913. Modern employees' motivation management methods have evolved over time which discredited Taylor's "differential piece rate -work" and Gantt's "task and bonus wage" systems. The modern employees' motivation management methods are employees' oriented and are more effective (Gardner and Lambert 1972). Maslow (1943) said that people work to survive and live through financial compensation, to make new friends, to have job security, for a sense of achievement and to feel important in the society, to have a sense of identity, and most especially to have job satisfaction. All employees that have job satisfaction are high performers in their respective workplaces.

Taylor (1911) opined that the most important motivator of workers is salary and wages when he said that "non-incentive wage system encourages low productivity". He said that if employees receive the same wage irrespective of their individual contribution to the goal, they will work less and that employees think working at a higher rate means fewer employees may be needed which discourages employees to work more (Gardner and Lambert 1972).

Basing on those explanations, this study indicates that the success of any organization largely depends on the motivation of its employees.

8.1. Goal-setting Theory

The goal-setting theory had been proposed by Edwin Locke in the year 1968. This theory suggests that the individual goals established by an employee play an important role in motivating him for superior performance. Skills required include the ability to engage employees in mutual goal setting clarify role expectations and provide regular performance feedback. Time and energy will also need to be given to providing relevant performance incentives, managing processes, providing adequate resources and workplace training. It also advice that in order to drive the organization to peak performance managers and supervisors must put out front the

human face of their organization. Principle here is the human-to-human interaction through providing individualized support and encouragement to each and every employee (Salaman et al, 2005).

Employee performance is a major multidimensional construct aimed to achieve results and has a strong link with planned goals of an organization (Abbas and Yaqoob, 2009). Performance is the key multi character factor intended to attain outcomes which has a major connection with planned objectives of the organization (Sabir et al. 2012). Employees 'goals achievement in this theory is by creating of work environment attractive, comfortable, satisfactory and motivating to employees so as to give them a sense of pride and purpose in what they do. How working environment is designed and occupied affects not only how people feel, but also their work performance, commitment to their employer, and the creation of new knowledge in the organization (Taiwo, 2009).

8.2. Expectancy Theory

The most widely accepted explanations of motivation have been propounded by Victor Vroom. His theory is commonly known as expectancy theory. The theory argues that the strength of a tendency to act in a specific way depends on the strength of an expectation that the act will be followed by a given outcome and on the attractiveness of that outcome to the individual to make this simple. Expectancy theory says that an employee can be motivated to perform better when there is a belief that the better performance will lead to good performance appraisal and shall result into realization of personal goal in form of some reward future events. The theory focuses on three things efforts and performance relationship, performance and reward relationship, rewards and personal goal relationship (Salaman et al, 2005).

This theory is based on the hypothesis that individuals adjust their behavior in the organization on the basis of anticipated satisfaction of valued goals set by them. In order for employees to perform in this theory is by making sure each employee's workplace goals and values are aligned with the organization's mission and vision is important for creating and maintaining a high level of motivation. That can lead to higher productivity, improve employee performance, reduce the chances of low

employee morale, encourage teamwork and instill a positive attitude during challenging times (Salaman et al, 2005).

8.3. Maslow's Hierarchy of Needs Theory

Abraham Maslow defined need as a physiological or psychological deficiency that a person feels the compulsion to satisfy. This need can create tensions that can influence a person's work attitudes and behaviors. Maslow formed a theory based on his definition of need that proposes that humans are motivated by multiple needs and that these needs exist in a hierarchical order. His premise is that only unsatisfied need can influence behavior; a satisfied need is not a motivator (Ramlall, 2024).

A person starts at the bottom of the hierarchy (pyramid) and will initially seek to satisfy basic needs (e.g. food, shelter). Once these physiological needs have been satisfied, they are no longer a motivator. The individual moves up to the next level. Safety needs at work could include physical safety (e.g. protective clothing) as well as protection against unemployment, loss of income through sickness etc). Social needs recognize that most people want to belong to a group. These would include the need for love and belonging (e.g. working with colleague who supports you at work, team work, communication). Esteem needs are about being given recognition for a job well done. They reflect the fact that many people seek the esteem and respect of others. A promotion at work might achieve this. Self-actualization is about how people think about themselves - this is often measured by the extent of success and/or challenge at work (Ramlall, 2004). One should also take care that employees don't just work for financial incentives. One should create an environment where employees like to come to work because they enjoy their jobs hence increase performance. Incentives also motivate the employees when you want them to go that extra mile to achieve your targets. Maslow's model has great potential appeal in the business world. The message is clear - if management can find out which level each employee has reached, then they can decide on suitable rewards (Ramlall, 2004).

8.4. Frederick Herzberg's Theory

Herzberg's theory concludes that certain factors in the workplace result in job satisfaction, but if absent, they don't lead to dissatisfaction but no satisfaction. The

factors that motivate people can change over their lifetime, but "respect for me as a person" is one of the top motivating factors at any stage of life. He distinguished between motivators; (e.g. challenging work, recognition, responsibility) which give positive satisfaction, and hygiene factors; (e.g. status, job security, salary and fringe benefits) that do not motivate if present, but, if absent, result in demonization. The theory is sometimes called the "Motivator-Hygiene Theory" and/or "The Dual Structure Theory." Herzberg described four basic states that could occur:

1. High Motivation/High Hygiene: Perfect state of happy, motivated employees
2. High Motivation/Low Hygiene: Motivated employees who love the work but have lots of Complaints
3. Low Motivation/High Hygiene: Bored employees punching a clock for a Pay check
4. Low Motivation/Low Hygiene: Total mess of bored, unhappy employees.

Herzberg's research proved that people will strive to achieve 'hygiene' needs because they are unhappy without them, but once satisfied the effect soon wears off -satisfaction is temporary. Then as now, poorly managed organizations fail to understand that people are not 'motivated' by addressing 'hygiene' needs. People are only truly motivated by enabling them to reach for and satisfy the factors that Herzberg identified as real motivators, such as achievement, advancement, development, etc., which represent a far deeper level of meaning and fulfillment.

8.5. McGregor Theory X and Theory Y

McGregor has developed a theory of motivation on the basis of hypotheses relating to human behavior. According to him, the function of motivating people involves certain assumption about human nature. Theory X and Y are two sets of assumptions about the nature of people. THEORY X considers individuals who dislike work and avoid it where possible, individuals who lack ambition dislike responsibility and prefer to be led, and individuals who desire security. The management implications for Theory X workers were that, to achieve organizational objectives, a business would need to impose a management system of coercion, control and punishment. THEORY Y considers effort at work as just

like rest or play, ordinary people who do not dislike work. Depending on the working conditions, work could be considered a source of satisfaction or punishment, individuals who seek responsibility (if they are motivated). The management implications for Theory X workers are that, to achieve organizational objectives, rewards of varying kinds are likely to be the most popular motivator. The challenge for management with Theory Y workers is to create a working environment (or culture) where workers can show and develop their creativity.

CHAPTER FOUR

DATA ANALYSIS AND INTERPRETATION

4.0. Introduction

The purpose of this research carried out was to study A survey of Office Environment and it's effect on Administrative Performance, in the department of Public Administration, University of Benin, Benin City.

This chapter is devoted to the analysis of data collected through questionnaires. With reference to our research question in chapter 1 the response were analyzed using tabulated frequencies and explanation where necessary.

The tables were interpreted in percentages. It is pertinent to note that holy questions that approve or disapproved a question that we are analyzed.

4.1. Analysis of Respondents Characteristics

Table 4.1 GENDER OF RESPONDENTS

SEX	FREQUENCY	PERCENTAGE
MALE	20	40
FEMALE	30	60
TOTAL	50	100

Table 4.1 Shows that 20 respondents are males with the percentage of 40% while 30 respondents are females with the percentage of 60% which resulted to the total number of 100%.

Table 4. 2 Age of Respondents

AGE	FREQUENCY	PERCENTAGE
20-30	26	52
31-40	15	30

41 AND ABOVE 50 100

Table 4.2, which is the table above, represent the age of the respondents that fell into different age categories which were analyzed accordingly to their frequency and percentage. The age of the respondents were quit high due to the fact that they were working class people.

Table 4.3 Working experience

WORKING FREQUENCY	PERCENTAGE	
1-5	32	64
5-10	12	24
10 YEARS AND ABOVE	6	12
TOTAL	50	100

Table 4.3 talks about the working experience of all the respondents that participated in the exercise. It was discovered that 32 of the respondents have their working experience from 1 to 5 years with the percentage of 64 while 12 respondents have their working experience from 5 to 10 years with the percentage of 24 and 6 respondents have their working experience from 10 years and above with the percentage of 12.

4.2 Presentation and Analysis of Questionnaires

Table 4.2.1: This table talks about the "Effect Of Office Environment On The Administrative Performance" and the number of respondents that agree or disagree with the question.

VARIABLE	NO OF RESPONDENT	PERCENTAGE
YES	50	100%

NO	-	-
TOTAL	50	100%

From the above table, it shows that all respondents concord that really office environment has effect on the administrative performance in an organization.

Table 4.2.2: In this table, we will be looking at the question that talks about " If office environment can reduce or increase productivity".

VARIABLES	NO OF RESPONDENT	PERCENTAGE
YES	50	100%
NO	-	-
TOTAL	50	100%

Like the first table, all respondents also agreed that an office environment can reduce or increase productivity. This certainly reflects that office environment should always be put to consideration whenever an office or organization is being set up.

Table 4.2.3: This looks into "what type or pattern of office is being operated in the department?".

Through the feedback gotten from the respondents, table shows the number of persons who responded to type or pattern of office that is being operated.

VARIABLES	NO OF RESPONDENT	PERCENTAGE
OPEN	35	70%
CLOSE	15	30%

TOTAL	50	100%
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From the above table, it shows that the greater percentage of respondents agreed that the offices are open offices while the other percentage of respondents agreed that there are some offices that are close offices.

Table 4.2.4 Is there good networking or communicating system?

VARIABLES	NO OF RESPONDENT	PERCENTAGE
Yes	15	30%
NO	35	70%
TOTAL	50	100%

Table 4.2.5 Are the number of personnel in an office too many

VARIABLES	NO OF RESPONDENT	PERCENTAGE
YES	20	40%
NO	30	60%
TOTAL	50	100%

Table 4.2.6 Are the offices of senior executives or lecturers separated from other offices

VARIABLES	NO OF RESPONDENT	PERCENTAGE
YES	37	74%
NO	13	26%
TOTAL	50	100%

Table 4.2.7 Are there good office facilities

VARIABLES	NO OF RESPONDENT		PERCENTAGE
YES	17		34%
NO	33		66%
TOTAL	50		100%

As you can see from the table A, B, C and D. For table A, fifteen (15) respondent representing 30% said there is good networking system while thirty five (35) representing 70% said there is no good networking system. Also to the question which says, are the number of personnel in an office too many, twenty (20) responded Yes representing 40% while thirty (30) representing 60% responded NO, the table C that has the question, are the offices of the senior executives or lecturer separated from other offices, thirty-seven (37) respondents said YES representing 74% while thirteen (13) responded NO which represent 26% and table D having the question: Are there good office facilities.. Seventeen (17) respondents said YES representing 34% while thirty-three (33) respondents said NO representing 66%

Table 4.2.8 . If there good facilities, are they well arranged?

VARIABLES	NUMBER OF RESPONDENT		PERCENTAGE
YES	3		6
NO	47		94
TOTAL	50		100%

This table that shows if the facilities are well arranged reveals that 3 respondents said Yes with the percentage of 6 while 47 respondents said No with the percentage of 94. This vividly shows that the offices in the department are not properly arranged due to analysis of the research.

Table 4.2.9. Are the offices well secured?

VARIABLES.	NUMBER OF RESPONDENTS		PERCENTAGE
YES	38	78	
NO	11	22	
TOTAL	50	100	

From the above table, it shows that 39 responded YES which signifies that the offices are well secured with a percentage of 78 while 11 responded NO that signifies that the offices are not well secured with a percentage of 22.

Table 4.2.10. Is the office space capacious enough for various office activities?

VARIABLES	NUMBER OF RESPONDENTS		PERCENTAGE
YES	21	42	
NO	29	58	
TOTAL	50	100	

Research revealed that 21 responded YES that the space capacious enough with a percentage of 42 while 29 responded NO the space is not capacious enough for various office activities with the percentage of 58.

Table 4.2.11. How often are the offices maintain?

VARIABLES	NUMBER OF RESPONDENTS		PERCENTAGE
DAILY	50	100	
WEEKLY	-	-	
MONTHLY	-	-	
TOTAL	50	100	

- . From the analysis of Table, all respondents agreed that the offices are maintained daily and not weekly nor monthly.

Table 4.2.12. Are files properly arranged and kept?

VARIABLES	NUMBER OF RESPONDENTS		PERCENTAGE
YES	34	68	
NO	16	32	
TOTAL	50	100	

After the research, it was observed that 34 respondents agreed YES that files are properly arranged and kept with the percentage of 68 while 16 respondents agreed

No that files in the offices are not properly arranged with a corresponding percentage of 32.

Table 4.2.13. Are the furniture well positioned?

VARIABLES	NUMBER OF RESPONDENTS		PERCENTAGE
YES	25	50	
NO	25	50	
TOTAL	50	100	

25 respondents said Yes to the above question having a percentage of 50 while 25 also said No having a percentage of 50.

Table 4.2.14. Are the rest rooms inside the office or outside the office?

VARIABLES	NUMBER OF RESPONDENTS		PERCENTAGE
INSIDE	50	100	
OUTSIDE	50	100	

From the respondents, it is clearly noted that all participants agreed that the rest rooms are outside or rather, they are separate from the main offices.

Table 4.2.15. How is the office environment?

VARIABLES	NUMBER OF RESPONDENT		PERCENTAGE
NOISY	8	16	
QUIET	42	84	

TOTAL 50 100

The table shows that about 8 respondents agreed that the office environment is noisy which has a percentage of 16 while 42 respondents agreed that the office environment are quiet that has a percentage of 84.

4.4 FINDINGS

From the respondents through the research work using the popular questionnaire method in gathering data and finding out the various opinions of respondents to the different questions slated out for research topic that is all about "A Survey of the Office Environment and it's effect on Administrative Performance using the department of Public Administration as a case study.

From the analysis above the researcher arrived at the following findings

1. That office environment can affect administrative performance.
2. It was also discovered that office environment can reduce to increase productivity.
3. Also the type of office that is being practice in the department was also discover and through the research, it was found out that the department operate on open offices
4. After the findings, it was discovered that there is little or no good networking or communicating system
5. The numbers of lecturers occupying an office were not too many by some respondent and while to others they are too many.
6. However, it was also discovered that some of the offices are only occupy by senior executives or lecturers which is separated from other offices.

7. From the respondents it was also noticed that there are no good office facilities. And this can debilitate the working condition of the workers.
8. The office space was also discover not capacious enough for office activities which can result to some limitations of the office performance.
9. It was beautifully discovered that the offices are maintained on daily basis
10. And finally, through the research and the report from the respondent, the office files are well arranged and kept.

4.5 DISSUCSION

Findings from the data analyzed were quit straight forward. But we intended to discuss on some here.

In the first place, it can now be safely said that the office environment can greatly affect the administrative performance positively or negatively.

And also it was also discovered that most of the offices in the department of public administration operate an open offices but there are very few office that are close or private offices. Through the response from the respondent in the questionnaire shows that only the office of the executives such as the dean, Hod, and some senior Lecturers are separate or private office.

From the findings, the department of public administration does not have enough space for office activities in other for personnel to carry out their work properly.

However, it is very interesting to note through the response from the respondent in the questionnaire and data analyzed that the number of personnel in an office are not too many.

APPENDIX 1

QUESTIONNAIRE IN RESPECT OF PROJECT: SURVEY OF OFFICE ENVIRONMENT AND ITS EFFECT ON ADMINISTRATIVE PERFORMANCE

SECTION A

1. Sex: Male (☐) Female (☐)
2. Marital Status: Single (☐) Married (☐) Divorce (☐)
3. Age: 20-30 yrs (☐) 31-40 yrs (☐) 41 and above (☐)
4. Educational Qualification: BSc (☐) Masters (☐) PhD (☐)
5. Working Experience: 1-5 yrs (☐) 5-10 yrs (☐) 10 and above (☐)

SECTION B

1. Do office environment affect the administrative performance? Yes (☐) No (☐)
2. Can office environment reduce or increase productivity? Yes (☐) No (☐)
3. What type of office is being practice? Open (☐) Close (☐)
4. Is there good networking or communicating system? Yes (☐) No (☐)
5. Are the number of lectures occupying an office too many? Yes (☐) No (☐)
6. Are the offices of senior executives or lectures separatd from other offices? Yes (☐) No (☐)
7. Are there good office facilities? Yes (☐) No (☐)
8. If there are good facilities, are they well arranged? Yes (☐) No (☐)
9. Are the offices well secured? Yes (☐) No (☐)
10. Is the office space capacious enough for various office activities? Yes (☐) No (☐)

11. How often are the offices maintained? Weekly () Monthly ()
12. Are files properly arranged and kept? Yes () No ()
13. Are the furnitures well positioned?
14. Are the rest rooms inside the office or outside the office? Inside () Outside ()
15. How is the office environment? Noisy () Quiet ()

APPEVDIX II

Department of Public Administration, University of Benin

Dear Sir / Madam,

A SURVEY OF OFFICE ENVIRONMENT AND ITS EFFECT ON
ADMINISTRATIVE PERFORMANCE

I, IMUETINYAN BRIGHT OSAZEE a student of the above named Department,
carrying a research on the above topic using the department of Public
Administration as a case study.

This project is in partial fulfillment of the requirement for the award of BSC.

I shall be glad if you would kindly assist us with the necessary information
required in the questionnaire attached.

Please be assured that any information given will be used for research only and
shall be treated in strict confidence.

Thanks in anticipation.

Yours faithfully,

IMUETINYAN BRIGHT OSAZEE
(RESEARCHER)

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