



STUDY ON IMPACT OF WORK FROM OFFICE ON EMPLOYEE PERFORMANCE AND PRODUCTIVITY

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ABSTRACT

People need a pleasant work environment in order to do their best job. That's a basic human demand. What is the influence of the degree of comfort on the productivity of employees working in office settings, given that buildings and air conditioning systems are constructed on the basis of discomfort? The primary goal of this research is to investigate the link between the physical workplace and employee productivity. The research is a qualitative survey. Employees of certain Takoradi Metropolis banks were surveyed for information. The research relied on a random sample of 60 employees from different divisions of the institutions. The quantitative and qualitative data gathered from the administration of questionnaires were used in the research. Physical office environment limitations have a negative impact on productivity, according to the study. The physical workplace environment has both a good and a negative impact on staff productivity, according to the findings. According to the findings of this research, all aspects of the physical office environment should be addressed, except for the office temperature, which was generally considered to be beneficial to the work environment.

1. INTRODUCTION

It is common practise to begin the evaluation of the thermal interior environment of workplaces with a certain degree of discomfort. An acceptable level of unhappiness during yearly working hours is used as a criterion for this reason. A categorization system based on the degree of comfort has emerged in practise, in which the allowable transgression or percentage of unhappiness for each group vary. For the time being, the terms category and (climate or comfort) class shall be considered interchangeable. Numerous studies have shown that the physical office environment has a substantial impact on employee behaviour, attitudes, and productivity. As a result, HR professionals must devise innovative approaches to finding and keeping employees who are a good match for their businesses. Increasing salary and perks may seem to be the most probable method of luring new staff. A company's ability to attract and retain top personnel may also be influenced by the physical office environment. Employees' involvement, productivity, morale, comfort level, etc. may be favourably and adversely influenced by the office environment. There have been several high-profile failures in the business world as a result of individuals blaming their poor performance on an unfriendly work environment. As a result, this research is necessary to investigate the link between the physical office environment and the productivity of workers at certain chosen institutions. Physical office environment, albeit it is dependent on what is being done in the workplace, is an important factor in increasing productivity and decreasing absenteeism in businesses because it encourages efficiency, effectiveness, motivation, and reduces absenteeism in the workplace. An ideal office setting should take a variety of factors into account, including the site selection of the building and its equipment, as well as the size and layout of the office itself. Other considerations include, but are not limited to, things like ventilation, lighting, restrooms, more storage space, and the availability of the necessary personnel.

LITERATURE REVIEW

Farida Saleem (2021) - Maintaining appropriate levels of employee performance (EP) is a major worry for many firms under uncertain scenarios, such as the COVID-19 partial lockdown. EP and COVID-19 (COVID-19 STR) will be the focus of the present study's investigation. It is argued that stress and performance correlations might be mediated by safety culture (SC), which

is based on social exchange theory (SET). Using a simple sampling procedure, 213 bank workers were surveyed. Stepwise linear regression and PROCESS Macro by Hayes were used to examine the data (2013). When it comes to task and context performance (CP), results show that COVID-19 STR has a detrimental effect, but a beneficial effect on adaptive performance (AP). Stress and performance have a greatly tempered connection when SC is prevalent.

Donny Susilo (2020) - Working from home may have an impact on job performance, and that's what this research will look at. It looks at how working from home influences employee performance by examining the role of work environment, job satisfaction, and work motivation as mediating factors. The findings of this research have ramifications for business professionals interested in evaluating the efficacy of their own rules about working from home. During the coronavirus outbreak, this is particularly relevant. Because it was tailored to account for the effects of COVID-19, this study's questionnaire is unique. Workers in Indonesia were given an online questionnaire to complete as a last step in the research process. Approximately 2720 workers were sent a questionnaire using a Likert scale and a link was also published on social media. 330 people participated in the poll. Structural equation modelling was utilised to solve the research questions. As a result of the study's findings, workers who worked from home reported higher levels of job satisfaction and motivation. Despite the fact that the validity of this study is limited to how these advantages are expressed in Indonesia, there may be external validity in other nations impacted by COVID-19

Adriana Ana Maria Davidescu (2020) - Human resource management (HRM) must be adjusted in light of the issues of the future, including long-term development, regeneration, and renewal of human resources, as well as the notion of sustainability. To this end, a new approach to human resource management is presented in the form of sustainable HRM. Atypical job is becoming more important in today's labour market, particularly in light of the current coronavirus crisis constraints. As a result of promoting the legislation of teleworking, flexibility became an increasingly important criterion for employment in Romania and a motivational feature for Romanian workers. Employee development and work-time and workspace flexibility are important elements of sustainable HRM in order to determine how to redesign HRM in the face of "future work" issues among Romanian workers, and this paper is an attempt to do just that.



This study also examines the influence of several flexibility options—contractual, functional, working time, and workspace flexibility—to emphasise the importance of employee development and employee flexibility in boosting overall employee job satisfaction.

Khaled Al-Omari (2017) - The purpose of this research is to examine the impact of the workplace environment on employee productivity. It was decided to conduct a case study with 85 workers at an engineering firm. In addition to the literature review, a cross-sectional survey was employed to meet the research goals. Noise, temperature, air, light and colour, as well as physical space and employee happiness were all included into the study. By analysing the gathered data, we may conclude that (SPSS, Version 22). Results showed that the key work environment circumstances that have a detrimental influence on job performance include elements such as noise, office furniture, ventilation and light, and they should get greater attention. Employers are urged to take action to boost morale among their workers by making changes to the workplace. Motivated people will perform better at work, resulting in the intended results and objectives of the position. Thus, the employer's level of contentment rises.

M. Mendis (2016) - The design of a company's workplace is a crucial factor in employee productivity. It is critical to match the design of the workplace with the needs of the workers if the business is to get the most out of their efforts. As a result, it is imperative that the link and effect between workplace design and job performance be established. Thus, the study's primary goal was to determine the link between workplace design and job performance. An investigation on Sri Lanka's major garment manufacturing company's operational level workers was based on a sample of 90 employees. The representative sample is chosen using a simple random sampling procedure. In order to obtain data, the questionnaire was administered by the participants themselves. The study hypotheses were tested using correlation and multiple regression analysis. Workplace design has been shown to have a considerable impact on employee productivity, according to a recent study. The results of the research show that operational level personnel perform better when their workplaces are well-designed.

RESEARCH AND METHODOLOGY

The major purpose of the research was to use descriptive methodologies to measure employee awareness of the physical office environment and its impact on staff productivity, with a focus on certain chosen banks in the SekondiTakoradi Metropolis. Purposive and simple random sampling was the sampling strategy used in this investigation. Selecting the SekondiTakoradi Metropolis research region for the evaluation of organizations' physical office environment and its influence on employee performance was done through purposive sampling. Employees and managers were also selected using this way. Over the course of a week, a total of sixty (60) workers and management staff members of these companies were sampled and surveyed. The target demographic was the only one included in this investigation. Five banks in the Sekondi-Takoradi Metropolis were included in the programme. The intended audience consisted of sixty (60) bank executives and employees.

Employees were asked to fill out questionnaires in order to gather information. In addition to open-ended surveys, there were also closed-ended questionnaires. In order to make sense of the raw data, summaries, statistical conclusions, and tables and charts were used in the data analysis process. In order to guarantee that the data is consistent among respondents, the data was adjusted to fix and discover any potential mistakes and omissions. Finally, a restricted number of categories were created to categorise the replies. Tables, graphs, and narratives were used to convey the information. Results of the study were presented utilising a variety of methods and approaches. Each major topic was subjected to in-depth qualitative examination, which was accompanied by statistical displays of the replies' actual frequencies and graphs. The primary results were also reported in accordance with the study's goals and suggestions made.

DATA ANALYSIS

The results of the questionnaires are summarised in this section. It discusses the conclusions of the research and the outcomes of the fieldwork. It then aims to build a relationship between the physical office environment and the performance of its workers.

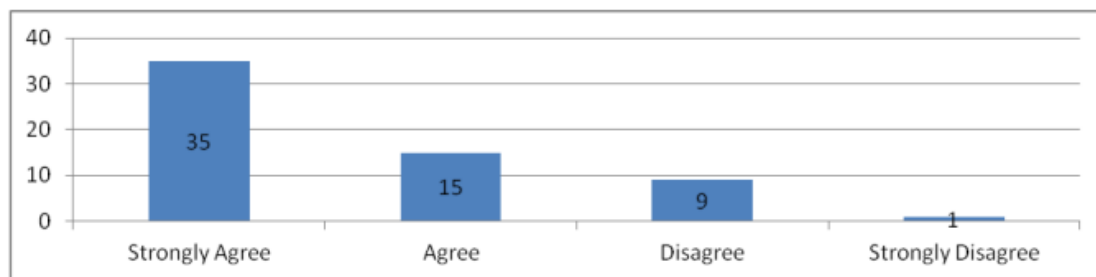


Figure 1: Response on office layout and perceived productivity

Source: Field Survey 2015

One of the most important aspects of the working environment is its layout. The research, therefore, asked respondents to describe their office layout and spatial organisation in a portion of the questionnaire. The primary goal of these questions was to see whether the arrangement of their workspace had any influence on their productivity. Of the 60 people who took part in the survey, 47 worked in open offices and 13 in closed ones. In response to the major statement that the type of office layout had a significant effect on employee performance, 35 respondents representing 58 percent strongly agreed that office layout had a correlation with productivity, 15 representing 25 percent agreed, 9 representing 15 percent disagreed and only 1 representing 2 percent strongly disagreed.

As Hameed and Amjad (2009) argue, office layout and design have a critical role in employee happiness, and this answer confirms that the workflow is an important part of office design as a whole. Other research has shown that the arrangement of a workplace affects productivity, including Akhtar et al (2014). Therefore, the physical arrangement of a workplace may influence how well employees perform.

Table 1: Discussion of Responses on how Office furniture, temperature, Noise, illumination and colour influence productivity

| Factors | Strongly Agree | | Agree | | Disagree | | Strongly Disagree | | Total | |
|--------------------------------|----------------|----|-----------|----|-----------|----|-------------------|----|-----------|-----|
| | Frequency | % | Frequency | % | Frequency | % | Frequency | % | Frequency | % |
| Furniture | 14 | 23 | 27 | 45 | 14 | 23 | 5 | 8 | 60 | 100 |
| Office temperature | 33 | 55 | 12 | 20 | 9 | 15 | 6 | 10 | 60 | 100 |
| Noise | 47 | 78 | 13 | 22 | - | - | - | - | 60 | 100 |
| Illumination (Lighting) | 21 | 35 | 38 | 63 | 1 | 2 | - | - | 60 | 100 |
| Colour of office | - | - | 7 | 12 | 31 | 52 | 22 | 36 | 60 | 100 |

Source: Field Survey 2015

When asked whether the kind of office furniture used had any effect on productivity, 23% strongly agreed, 27% agreed, 23% disagreed, and 8% very disagreed with the primary statement that there is a positive link between the type of office furniture used and productivity. This exemplifies the core of bank office furniture for workers. Choosing the right furnishings for the workplace is critical to an employee's productivity, according to Schriefer (2005). Furthermore, Rantanen (2013) confirms that workers' work habits, productivity, and well-being are harmed when they are forced to endure uncomfortably designed furniture. This might be seen as implying that workplace furniture and staff productivity are linked.



The majority of respondents, 33, strongly agreed that the temperature in the workplace affects productivity, whereas just 12 respondents, or 20%, strongly disagreed. In addition, 9 respondents, or 15% of the total, disagreed, while 6 respondents, or 10% of the total, severely disagreed. Lan et al. (2010) studied the effect of three different indoor temperatures (17°C, 21°C, and 28°C) on production; this is consistent with their findings. They discovered that workers were less productive and less motivated at the coldest and the hottest temperatures because they were uncomfortably uncomfortable, and their task was seen as more onerous. In the end, N. Kamarulzaman et al. (2011) found that an employee's behaviour was influenced by the temperature of the workplace environment, however this study still supports their findings.

The following is what respondents had to say about the impact noise has on productivity, both good and bad. Seventy-eight percent of those polled said they strongly agreed, and another 22 percent said they agreed, that workplace noise had a detrimental impact on their productivity. Noise in an open workplace may be unpleasant and demotivating, according to respondents. We can't imagine all the ways noise damages us, and it often does so without our even realizing it, says Schwartz (2004). In addition, the responder claims that office employees, in particular, place a high value on the capacity to focus on the task at hand without interruption. As a result, the impact of workplace noise on productivity can be quantified.

An important aspect in this research was lighting in the workplace. Twenty-one participants strongly agreed that lighting in the office had a significant impact on their performance and they had enough illumination in their offices, 28 participants agreed, and just one participant disagreed and said that good illumination had nothing to do with performance. The researchers assume that the responder was the one who had poor lighting in the workplace. Lighting seems to have an impact on staff productivity, according to the study. As part of their research on "office design variables," Hameed and Amjad (2009) found that lighting had the highest influence on employee productivity.

No one strongly agreed that the colour of their office environment had a substantial impact on their productivity; just seven people, or 12%, agreed, while 31 people, or 52%, disagreed and 22 people, or 36%, strongly opposed to any relation between their office colour and performance.



CONCLUSION

It has been determined that the physical office environment has an influence on the performance of workers at certain chosen banks in Ghana's Sekondi-Takoradi Metropolis region. These banks' physical office environments had a significant influence on staff performance, with noise being the most impactful component followed by temperature and lighting and furniture. Color was shown to have the least impact on performance. When it comes to work stress and job unhappiness, the interior environment has the greatest impact on productivity. There must be stricter rules for the interior environment since the WEP is not negatively impacted if the parameters of the work and job stress are not satisfied by the employees to their satisfaction. It is more cost efficient to spend in improving the working environment than in improving staff productivity. In addition to the quality of the air, the temperature of the interior environment has a significant impact on performance. Individual control over a room's temperature and ventilation has a significant impact on WEP, making it a desired feature. The yearly production gains often outweigh the extra investment in a better environment within one or two years, therefore making the investment may almost always be considered cost-effective. Because of the connection between thermal environment and productivity, it is feasible to design with the goal of increasing productivity while also providing a more pleasant working environment and a steady financial benefit for the company. To yet, most researches have failed to take into account the impact of the interior environment on productivity and overall well-being. This is especially true in the office, where the design of the workspace is seldom seen as a productivity tactic. People who aren't as concerned with the aforementioned components of a home's interior as much as those who are will ultimately make improvements to the workplace's overall quality as a result of the shift in focus.

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