

TITLE PAGE

**EFFECT OF OFFICE ENVIRONMENT ON OFFICE PROFESSIONALS
PERFORMANCE IN SELECTED ORGANISATIONS IN
KADUNA METROPOLIS**

BY

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**THIS PROJECT IS SUBMITTED TO THE DEPARTMENT
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WARD OF HIGHER NATIONAL DIPLOMA (HND) IN OFFICE
TECHNOLOGY AND MANAGEMENT**

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DECLARATION

I hereby declare that the entire work in this research project entitled “effect of office environment on office professionals Effectiveness in selected organizations in Kaduna Metropolis” was done by me under the supervision of Mrs. Aisha Musa of the Department of Office Technology and Management, Kaduna polytechnic. No part of this research project has been copied or lifted from any other research project. The information derived from the literature has been duly acknowledged in the text and a list of references provided.

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APPROVAL

This is to certify that this is an original work undertaken by ADAMU ABDULKADIR KPT/CBMS/15/12301 and has been prepared in accordance with the regulation governing the preparation of projects in Kaduna polytechnic.

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DEDICATION

This project is dedicated to the Almighty God that has taken care of my family, and has given me the strength so sustain this struggle.

ACKNOWLEDGEMENT

My sincere gratitude goes to Almighty God for sustaining my life and giving me the opportunity to attain this great height. Many thanks to my project supervisor Mrs. Aisha Musa for her time, observations, direction and guidance which saw this work to its completion.

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My appreciation goes to my parents, Malam Abdulkadir Mail Lafiya, I say may God bless you all. I am indebted to my friends for their inspiration and understanding. They are the best deal I ever negotiated.

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ABSTRACT

This study was designed to investigate the effect of office environment on office professional's performance. The study was carried out with four purposes among which were to examine the effect of poor lighting on office professional's performance in the organization and to find out the effect of physical environment and the performance of office professionals. The population of the study was 72 comprising of 33 executives and 39 office professionals. A total of 72 questionnaire was administered out of which 62 were collected for data analysis. The study adopted a survey research design. The data collected was analysis using mean statistics. The finding revealed that office environment has an effect on the productivity of the professionals is related to proper ventilation and lightening in the organization. It was recommended among others that management should set up the office environment in such a way that would allow proper ventilation and lightening in order to enhance the performance of office professionals in addition, the management should considered human engineering factor (egonomics) so as provide workers with comfort towards the attainments of organizational goals.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Office environment plays an important role towards the employee's performance. Office environment is argued to effect immensely on employees' performance either negatively or positively depending on the set up. (Chandrasekar, 2016). In the world, there are international organizations who debate the rights of employee. Most people spend fifty percent of their lives within indoor environments, which greatly influence their mental status, actions, abilities and performance (Dorgan, 2014). Better outcomes and increased productivity is assumed to be the result of better workplace environment. Better physical environment of office will boosts the employees and ultimately improve their productivity. Various literature pertain to the study of multiple offices and office buildings indicated that the factors such as dissatisfaction, cluttered workplaces and the physical environment are playing a major role in the loss of employees' productivity (Carnevale,2012).

In the 1990's, the factors of office environment had changed due to the changes in several factors such as the social environment, information technology and the flexible ways of organizing work processes (Hasun&Makhbul, 2015). When employees' are physically and emotionally fit will have the desire to work and their performance outcomes shall be increased. Moreover, a proper workplace environment helps in reducing the number of absenteeism and thus can increase the employees' performance which leads to increased productivity at the workplace (Boles et al., 2014). As the

Economic and Social Council reported in 2007, global economic growth is increasingly failing to create the kinds of new and better jobs that can lead to a reduction in poverty.

Despite high and sustained economic growth in many developing countries, unemployment is rising, a large proportion of the labour force is working below poverty level wages, and the majority of non-agricultural employment is situated in the informal economy. It is of little surprise that in recent years there has been a shift of focus from a singular interest in economic growth to an enlarged concern with improving the quality of work. Governments from across Africa have forcefully called for action to overcome these challenges. The African Union Extraordinary Summit on Employment and Poverty Alleviation in Africa overwhelmingly endorsed the ILO's Decent Work Agenda with an emphasis on the creation of quality jobs (Ouagadougou, 2014). The Government of the United Republic of Tanzania supports this pan-African call for the integration of employment growth and improved quality of work, as reflected in its National Strategy for Growth and Reduction of Poverty 2005– 2010 and its National Employment Policy of 2008.

1.2 Statement of the Problem

The office environment is a determining factor to Office Professional's productivity but this has not been achieved in modern day offices as a result of problems in the human relationship in the office, poor ventilation, use of obsolete equipment, poor lighting and lack of enough space, noise all these contribute to low performance by the Office Professional.

It is equally agreed that some Office Professionals find it difficult to get along with their work as a result of un-conducive environment in the office. This brings about

other tendencies which include the inability to control staff under them or not giving proper attention to visitors in the office. These factors pose serious challenges to office professionals' productivity, hence the need to carry out this research in order to find solutions to these problems.

1.3 Purpose of the Study

The major purpose of this study is to examine the impact of office environment on the productivity of office professionals. In specific terms, the study is undertaken to:

1. Examine the effect of poor office environment on office professionals' performance in an organization.
2. Identify the effect of conducive office environment on Office Professional performance in an organization.
3. Find out the challenges of providing conducive office environment for effective performance of office professional in an organization
4. Ascertain the strategies for providing conducive office environment for effective performance of office professional in an organization.

1.4 Research Questions

In order to achieve the aforementioned objective, the following research questions were formulated to guide the study.

1. What are the effect of poor office environment on office professionals' performance in an organization?
2. What are the effect of conducive office environment on Office Professional performance in an organization?

3. What are the challenges of providing conducive office environment for effective performance of office professional in an organization?
4. What are the strategies for providing conducive office environment for effective performance of office professional in an organization?

1.5 Significance of the Study

The significance of this research can never be over emphasized. The study will be of immense importance to the following:

Office Professional: This study will be beneficial to office professionals who are already working with organizations. They will become acquainted with the fact that environment plays important role in discharging their responsibilities thereby taking environmental issues seriously.

Organizations: To educate the organizations so that they can provide conducive environment to the office professional.

Future Researchers: To serve as a source of information for future researchers who may wish to carryout studies in similar field

1.6 Scope of the study

The study examined the effect of office environment on office professional's performance in an organization. Also, the study is delimited to the Effect of poor office environment on office professionals' performance in an organization, Effect of conducive office environment on Office Professional performance in an organization, Challenges of providing conducive office environment for effective performance of office professional in an organization, Strategies for providing conducive office environment for effective

performance of office professional in an organization. The study will be carried out in four (4) selected organizations namely: National Board Teachers Education (NBTE), Ministry of Youth Sport and Culture Kaduna State, Kaduna State Judiciary High Court of Justice and Federal Radio Corporation of Nigeria (FRCN).

1.7 Limitation of the study

In the course of the research work, the researcher encounters some challenges which are as follows:

Irregular Power Supply: this has slow down this research work as the production of work strictly depends on it.

Inaccurate Data: due to the confidentiality of the organization, certain information which would have been of great help to this research work may be falsified to protect the organizational integrity.

Financial Constraint: the researchers encountered some financial constraint when carry out the research.

1.8 Definition of Terms

The following terms were defined as used in this study.

Impact: Change produced by an action or cause, it may be negative or positive

Office: An office is any given place where information is received, sorted, recorded, rearranged, retrieved and kept for future reference.

Environment: This relates to the physical condition in the working place of the secretary.

Organization:	Organization is the rational co-ordination of the activities of a number of people for achievement of some common explicit purpose or goal, through division of labor.
Office professional:	Office professional as a keeper of secrets or any persons employed by another person, society, enterprise, organization or co-operation.
Executive:	Person in business organization with administrative or managerial skills.
Colleagues:	Persons with whom one work within the office or organization.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

This chapter presents the ideas obtained from different authors and scholars in various field of study as related to the effect of office environment on office professionals' effectiveness. This chapter shall be discussed under the following sub-headings:

- 2.1 Concept of Office Environment,
- 2.2 Concept of Office Professionals,
- 2.3 Effect of poor office environment on Office Professionals' Performance
- 2.4 Effect of Conducive Office Environment on Office Professional Performance
- 2.5 Challenges of providing Conducive Office Environment for Effective
Performance of Office Professional
- 2.6 Strategies for providing Conducive Office Environment for Effective
Performance of Office Professional
- 2.7 Summary of the Review.

2.1 Concept of Office Environment

Kohun (2012) 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 office professionals activities and performance. Office environment is the sum of the interrelationship that exists within the office professionals and the environment in which the office professionals work.

Brenner (2014) was of the opinion that “the ability to share knowledge throughout organizations depends on how the office environment is designed to enable organizations to utilize office environment as if it were an asset. This helps organizations to improve effectiveness and allow office professionals to benefit from collective knowledge”. In addition, Brenner (2014) argued that office environment designed to suit office professionals’ satisfaction and free flow of exchange of ideas is a better medium of motivating office professionals towards higher productivity.

Opperman (2012) defines office environment is 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 office professionals perform their respective responsibilities and activities. The human environment refers to peers, others with whom office professionals relates, team and work groups, interactional issues, the leadership and management. This environment is designed in such a way that encourages informal interaction in the office so that the opportunity to share knowledge and exchange ideas could be enhanced. This is a basis to attain maximum productivity. Organizational environment include 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 (Taiwo, 2015). Thus, issues of organizational environment influence office professionals’ productivity.

2.2 Concept of Office Professionals

There is no universally accepted definition of the “office professional”. Different individuals, scholars, associations and office professional students have given diverse definitions based on their understanding and belief, organizational circumstances and other compelling factors. It could also be attributed to the dynamic nature of the profession occasioned by educational and technological advancement.

Oliverio (2017) Says office professional is “an executive assistance who possess a mastery of office skills who demonstrate the ability to assume responsibilities without supervision who exercise initiative and judgment and who makes decisions within the scope of assigned duties.

Scattergood (2013) defines an office professional as “any member of the organization whose responsibility and functions is to facilitate communication both within and outside the organization and its customer. An office professional is a warm helpful and understanding individual whose sole aim is to alleviate, solve, prevent or soften the problems, workload and upsets for executives. The office professional is also the executive helper, handles and completes a project (Winter, 2012).

An office professional is one who has basic intelligence, appropriate educational qualifications, initiates, undependability and who could cope with all stress and demand in the office. Oguniya (2015) agrees with this view when he says, “the office professional is the elixir and panacea of all office crisis and problems”

Finally, the office profession is dynamic in nature and the office professional is a person who interwoven with the work of the other persons in the organization. This explains the reasons for the diversified definition since they are expected to fit into

almost all the different types of executives in the organization and are trained to work in any field of human endeavor

2.3 Effect of poor office environment on Office Professionals' Performance

Proper Office Environment in an office is essential. It can turn out to be safety or health hazard as well. The followings are the effects of poor lighting on office professionals' performance as given by Sekar (2014):

1. **Headache:** This one of the common effect of Poor lighting in an office professionals performance at office. Working with poor lighting might leave one with headaches, as one has a trouble focusing on the computer screen or on the work in front of them. Headaches will prevent you from being effective at work, thus reducing your efficiency. To avoid headaches due to poor lighting, one can also make use of desk lamps or computer lamp to bright up the work table area, but before doing so the reasons for poor lighting must be checked and accordingly actions should be taken.
2. **Posture:** Painful back and neck are a result of poor lighting. Poor lighting usually makes an office professionals he sit in an uncomfortable position while working. The pain in the back and neck can fade away with the use of stretching and yoga, but ensuring proper lighting systems will help the office professionals eliminate the cause (Sekar, 2014).
3. **Low Level of Productivity:** Accuracy during work depends upon light. Poor lighting can result in high chances of human errors. Low accuracy equals to low efficiency which thus has a direct impact on the productivity.
4. **Accidents:** This is very dangerous effect of Poor Lighting in an office professionals performance among all. In poor light it becomes difficult to estimate shape, size or

depth of space or objects. It thus becomes a place where accidents of any type can occur. Due to this, many a times it is said “Poor lighting is safety and health hazard”.

5. **General Wellbeing:** Coming down to mental effects poor lighting can have on us. Poor lighting in the office tends to make office professionals feel sluggish, depressed, and stressful. It affects the concentration level and eventually has an effect on the satisfaction level one has from his current job. All these factors eventually have a negative toll on the offices performance.

Proper lighting at office will help improve work efficiency. It creates a positive environment at work. To ensure proper lighting one can hire consultant or experts to perform light assessment. They will give you an idea about the current scenario at your office and aid in avoiding the various effects poor lighting can have by giving solutions to ensure good lighting (Sekar, 2014).

2.4 **Effect of Conducive Office Environment on Office Professional Performance**

According to Chandrasekar (2016), employees are the lifeblood of every company. Employees collectively do eight to nine hours a day while at work will predominantly dictate the business’ future trajectory as well as how fast it gets there. Providing employees with a conducive office environment can ensure that they use their work hours in a productive and effective manner. The followings according to Oguniya (2015) are the ways an organization can provide conducive environment for the employees.

1. **Remove the Bad Vibes:** Employees who are always getting in trouble with their coworkers create unnecessary stress and tension without the workplace, which prevents others from carrying out their job proficiently. Make sure to handle these employees, giving them enough warning to adjust their attitude, and, if necessary, cutting them loose so they can no longer incite conflict. To prevent this from happening in the future, refine your hiring process so that it keeps out people who are not a good cultural fit. Technical proficiency should not be the sole factor that determines whether a candidate is qualified or not; rather, it should be a mix of technical skills and personality (Chandrasekar, 2016).
2. **Give them Space:** Give your employees space to do their work. A cluttered office environment where desks are laden with paperwork and cubicles are just a few inches apart can make it challenging for employees to get any work done without tidying up their area. Lack of personal space can also start conflict between coworkers and stress them out even more than they should be. Either lease a bigger office or be smart with how you allocate space for furniture and equipment i.e. using wall-mounted shelves to save ground floor space and storing data electronically so you don't need to keep the bulky file cabinets.
3. **Increase Comfort:** An office environment that is clean and visually appealing can have a great impact in your workforce's performance and mood. Adequate lighting, particularly from natural sources, can improve the mood and energy of your employees, which ultimately sharpen their focus and performance. Unfortunately, almost 50 percent of office employees state that their workplace has inadequate to no natural lighting at all. Aside from lighting, you can also increase the comforts of your

workplace by investing in more comfortable chairs, more ergonomic computer keyboards, and proper ventilation and AC. People cannot perform at their optimal levels if indoor temperatures are too humid or too cold (Chandrasekar, 2016).

4. **Use of Technology:** Harness the power of technology to streamline interdepartmental communications, improve cash flow management, and eliminate any bottlenecks that is restricting your business from scaling. Technologies, like vacation tracking software and team collaboration tools, cost money and involve a learning curve, which is why a lot of entrepreneurs and business owners are avoiding the transition to modern technologies. Keep in mind, however, that these costs are dwarfed by the potential gains reaped from business software, and that you can always offset the learning curve to a third-party organization or contractor (Chandrasekar, 2016).
5. **Incentivize:** No tool is perhaps more effective at boosting employee performance than incentives. Rewards and bonuses, when used correctly, can boost workforce morale and enliven everyone's spirits. That being said, be sure to only offer performance-related incentives. Positive reinforcement is a powerful strategy, but it can also act as a double-edged sword against you, drying up your coffers with minimal results to show for. Employees see incentives not just for its cash value, but also as validation that they've done something right (Chandrasekar, 2016).

An effective office environment for employees is one that is not only rewarding, but also safe. The management of an organization should make sure to turn office into an accident-free area. Nobody wants to work in a place that is frequented by accidents and injuries, nor will anyone stay with you if your workplace is riddled with safety hazards and accidents waiting to happen.

2.5 Challenges of providing Conducive Office Environment for Effective Performance of Office Professional

Physical working environment can result a person to fit or misfit to the environment of the workplace. A physical office environment can also be known as an ergonomic workplace. Researches on the workplace environment need to be done in order to get an ergonomic workplace for every each of the employees. By having this ergonomic physical workplace at their workplace, it will help employees from not getting the nerve injury (Cooper & Dewe, 2014).

Furthermore, McCoy and Evans (2015) stated that the elements of working environment need to be proper so that the employees would not be stressed while getting their job done. McCoy and Evans (2015) further stated that the physical element plays an important role in developing the network and relationship at workplace. Result of the employees' performance can be increased from five to ten percent depending on the improvement of the physical workplace design at their workplace (Brill, 2012).

Further, Amir (2016) mentions elements that related to the working environment. There are two main elements which are the office layout plan and also the office comfort. Amir (2016) also stated that a physical workplace is an area in an organization that is being arranged so that the goal of the organization could be achieved.

According to Stup (2013), better physical environment of office will boosts the employees and ultimately improve their productivity. Physical factors in the workplace such as poor layout or overcrowding can lead to common types of accident such as tripping or striking against objects. There are also some other factor that could affect the employees performance such as noise which will cause discomfort on the employees and

thus reduce the employees' productivity. An employee could be affected depending on the task they are given and also the environment of the place they are working. By having a good environment, the employees could apply their energy and their full attention to perform work (Vischer, 2017).

According to the research conducted by Huang, Robertson and Chang (2014), majority of the employees from the study area which constitute 26% described their physical working environment towards performance as moderate to influence them to stay in the office and work comfortable. 22% of the employees said the physical working environments very bad for them stay in the office and work comfortable. 20% of the employees describe the physical working environment towards performance as bad for them stay in the office and work comfortable while 16% of employees said their physical working environment is good and the remaining 16% of employees was very good for them and work comfortable. Majority of employees agree that there exists a strong relation between physical working environment and motivation for them to perform. This shows that it is the responsibilities of the organization to provide friendly working environment which will influence employees to work comfortable and perform their job (Huang, Robertson & Chang, 2014).

2.6 Strategies for providing Conducive Office Environment for Effective Performance of Office Professional

According to Harter, Schmidt and Hayes, (2012). The most important strategies for the establishing of good office environment include: job aids, goal-setting, supervisor support, workplace incentive, performance feedback, defined processes, and other physical, social and environmental factors.

1. **Job Aids:** Providing templates, guides, soft training, checklists etc. to the employee to assist in improving their performance. This is to make their work easier and minimize error rate and improve customer's satisfaction.
2. **Goal-Setting:** When employees are being involved in setting meaningful goals and key performance indicators (KPI) for their work. This can be done informally between the employee and their immediate supervisor or as part of an organization's formal performance management process (Harter, Schmidt & Hayes, 2012).
3. **Supervisor Support:** Immediate supervisors act as advocates for employees, gathering and distributing the resources needed by the employees for them to be able to do a good job and providing positive encouragement for a job well done.
4. **Workplace Incentives:** The organization determines what motivates its employees and sets up formal and informal structures for rewarding employees behaving in the way required (Harter, Schmidt & Hayes, 2012).
5. **Performance Feedback:** A feedback process where the employees' performance assessment is fed back to them. This consists of both positive feedback on what the employee is doing right as well as feedback on what requires improvement.
6. **Defined Processes:** The organization constrains the variability of how work is actually performed through documenting processes and communicating such expectations to employees (Harter, Schmidt & Hayes, 2012).
7. **Physical Factors:** Physical factors in the workplace such as poor layout or overcrowding can lead to common types of accident such as tripping or striking against objects.

8. **Social Factors:** Here, the relationship between the employees and the employers and the customers is considered. Poor inter-personal skill and attitude among the colleagues can affects performance.
9. **Environmental Factors:** Environmental factors such as temperature, lighting and ventilation can have a direct impact on health-for example very high temperatures can lead to heat stress and heat exhaustion. This in-turn affects the performance of the employee (Harter, Schmidt & Hayes, 2012).

2.7 Summary of the Review

The chapter reviewed the concept of office environment and office professionals. Effect of poor office environment on office professionals' performance, and roles of organization in providing conducive office environment were also discussed. Furthermore, the effect of physical environment on the performance of office professionals, and strategies for the establishment of good office environment were reviewed.

Having discussed the aforementioned, it can be deduced that chapter addressed especially on how working environment relate and effect office professionals' effectiveness as it is practiced in various areas in the world. It is the quality of the employee's workplace environment that most impacts on their level of motivation and subsequent performance. How well they engage within the organization, especially with their immediate environment, influences to a great extent their error rate, level of innovation and collaboration with other employees and absenteeism. Also most employees leave their organization because of the relationship with their immediate supervisor or manager.

CHAPTER THREE

RESEARCH METHODOLOGY

This chapter describes the methods used in conducting this research work. Areas covered include:

- 3.1 Research Design
- 3.2 Area of the Study
- 3.3 Population of the Study
- 3.4 Sample Size and Sampling Techniques
- 3.5 Instrument for Data Collection
- 3.6 Validation of the Instrument
- 3.7 Administration of the Instrument
- 3.8 Method of Data Analysis

3.1 Research Design

A survey research design will be adopted in order to obtain comprehensive and detailed information. Uloko (1998) advised that a survey should be carried out when the study revolves around many classes or categories.

3.2 Area of the Study

This study will cover four different organizations within Kaduna metropolis, these includes; National Board Technical Education (NBTE), Ministry of Youth Sport and Culture Kaduna State, Kaduna State Judiciary High Court of Justice and Federal Radio Corporation of Nigeria (FRCN).

3.3 Population of the Study

The population for this study is made up of seventy two (72) which includes all the executives and office professionals drawn from the organizations under study. The table below shows the statistics of the population.

Table 3.1: Population Distribution

Organizations	Executives	Office Professionals	Total
National Board for Technical Education (NBTE)	12	10	22
Ministry of Youth Sport and Culture Kaduna State	5	9	14
Kaduna State Judiciary High Court of Justice	8	10	18
Federal Radio Corporation of Nigeria (FRCN)	8	10	18
Total	33	39	72

Source: Field Study, 2022.

3.4 Sample Size and Sampling Technique

The researcher used the entire population of Seventy two (72) owing to the small size. This is in line with Afolabi (1996) who opined that when the population of the study is small the entire population should constitute the sample size.

3.5 Instrument for Data Collection

The instrument used for data collection was the questionnaire. The questionnaire was divided into five (5) sections. Section A sought for personnel data of the respondents; this was used for identification purpose. Section B-E provides information on the effect of poor lighting on the office professionals performance, Effect of poor office environment

on office professionals' performance, Effect of conducive office environment on Office Professional performance, Challenges of providing conducive office environment for effective performance of office professional, Strategies for providing conducive office environment for effective performance of office professional. The response mode is using the four (4) point scale; respondent will be required to state their correct responses on the following options:

SA - Strongly Agreed	=	4
A - Agreed	=	3
D - Disagree	=	2
SD - Strongly Disagree	=	1

3.6 Validation of the Instrument

In order to ascertain the validity of the questionnaire, it was subjected to face validation by three lecturers in the departments. This include the project supervisor and two others who validated the draft copy. Necessary corrections were made before they were finally produced and administered.

3.7 Administration of the Instrument

The researcher personally administer the questionnaire to the respondents through the use of hand to hand method of distribution. Several call-back visits will be made for the collection of the completed questionnaire. A total number of ninety nine (99) questionnaires will be produce and administer to the respondents. The return questionnaire will form the basis for the data presentation and analysis.

3.9 Method of Data Analysis

After the collection and collation, the researcher used frequency distribution to compute the mean in order to answer each of the four research questions. The mean is calculated as follows;

$$X = \frac{\sum fx}{\sum f}$$

The cutoff point based on 4 point Likert scale $\frac{4 + 3 + 2 + 1}{4} = \frac{10}{4} = 2.5$

The decision rule implies that means score above the cut-off point of 2.5 was agreed and below the cut-off point from 2.4 was disagreed.

CHAPTER FOUR

DATA ANALYSIS AND INTERPRETATION

This chapter is concerned with the presentation and interpretation of data collected from the respondents. A total of ninety nine (99) questionnaires were distributed to the respondents but only sixty two (62) questionnaires were returned to analyzed with the aid of a table and interpreted through the statistic technique of simple mean.

4.1 Answering the Research Questions

Research Question 1:What are the effects of office environment on office professionals' performance in an organization?

Table 4.1: Respondent rating on the effects of poor office environment on office professionals' performance in an organization

S/N	VARIABBLES	SA	A	D	SD	$\sum FX$	X	REMARKS
1	Poor office environment usually leaves the office professionals with eye strain	52	8	-	2	234	3.7	Agreed
2	Working with poor lighting might leave one with headaches, as one has a trouble focusing on the computer screen or on the work in front of them.	42	10	6	4	215	3.5	Agreed
3	Poor office environment usually makes an office professionals he sit in an uncomfortable position while working	50	10	1	1	233	3.7	Agreed
4	Poor office environment can result in high chances of human errors, low accuracy or low efficiency which thus has a direct impact on the productivity.	40	8	7	7	205	3.3	Agreed
5	Poor office environment room for accidents on the job.	43	11	5	5	220	3.5	Agreed

Source: Field Work, 2022.

N = 62

Cutoff Point = 2.5

Interpretation

Table 4.1 above, show that variables 1,2,3,4 and 5 are all above the cut-off point with the mean score of 3.7, 3.5, 3.7, 3.3 and 3.5 this implies that respondents agreed Poor office environment usually leaves the office professionals with eye strain, Working with poor lighting might leave one with headaches, as one has a trouble focusing on the computer screen or on the work in front of them, Poor office environment usually makes an office professionals he sit in an uncomfortable position while working, Poor office environment can result in high chances of human errors, low accuracy or low efficiency which thus has a direct impact on the productivity and Poor office environment room for accidents on the job

Research Question 2: What are the roles of organization in providing conducive office environment?

Table 4.2: Respondent rating on the roles of organization in providing conducive office environment

S/N	VARIABLES	SA	A	D	SD	$\sum FX$	X	REMARKS
6	Provision of open office layout promotes conducive office environment.	50	8	3	1	231	3.7	Agreed
7	Provision of closed office layout promotes conducive office environment.	49	9	2	2	229	3.6	Agreed
8	Provision of Adequate lighting, particularly from natural sources, can improve the mood and energy of your employees, which ultimately sharpen their focus and performance.	30	18	10	4	198	3.1	Agreed
9	Provision of modern office technology promotes conducive office environment.	40	15	7	-	219	3.5	Agreed
10	Provision of non rewards system promote conducive office environment.	2	13	42	5	136	2.5	Agreed
Source: Field Work, 2022.		N = 62				Cutoff Point = 2.5		

Interpretation

Table 4.2 above, shows that variables 6,7,8,9, and 10 were agreed upon by the respondents with mean scores of 3.7, 3.6, 3.1, 3.5, and 2.5 respectively which are greater than the cut-off point of 2.5 that was used as decision rule, this means that Provision of open office layout promotes conducive office environment, Provision of closed office layout promotes conducive office environment, Provision of Adequate lighting, particularly from natural sources, can improve the mood and energy of your employees, which ultimately sharpen their focus and performance, Provision of modern office technology promotes conducive office environment and Provision of non rewards system promote conducive office environment

Research Question 3: What are the effect of physical environment on the performance of office professionals?

Table 4.3: Respondent rating on the effect of physical environment on the performance of office professionals

S/N	VARIABLES	SA	A	D	SD	Σ FX	X	REMARKS
11	Physical working environment can motivate the office professional and there by improved their performance on the job.	41	9	8	4	211	3.4	Agreed
12	physical office environment is also be known as ergonomics.	55	5	2	-	239	3.8	Agreed
13	By having this ergonomic physical workplace at their workplace, it will help office professional from not getting involve in injury.	56	6	1	1	245	3.9	Agreed
14	physical environment plays an important role in developing the network and relationship at workplace.	49	11	-	2	231	3.7	Agreed
15	Result of the employees' performance can be increased tremendously as a result of improvement of the physical workplace design of the workplace.	43	9	8	2	217	3.5	Agreed

Source: Field Work, 2022.

N = 62

Cutoff Point = 2.5

Interpretation

Table 4.3 above, with variable 11, 12, 13, 14, and 15 were agreed upon by the respondents with mean scores of 3.4, 3.8, 3.9, 3.7 and 3.5 respectively which are all greater than the cut-off point of 2.5 that was used as decision rule. This implies that the Physical working environment can motivate the office professional and thereby improved their performance on the job, physical office environment is also known as ergonomics, By having this ergonomic physical workplace at their workplace, it will help office professional from not getting involved in injury, physical environment plays an important role in developing the network and relationship at workplace and Result of the employees' performance can be increased tremendously as a result of improvement of the physical workplace design of the workplace

Research Question 4: What are the possible strategies for the establishment of good office environment

Table 4.4: Respondent rating on the possible strategies for the establishment of good office environment

S/N	VARIABLES	SA	A	D	SD	Σ FX	X	REMARKS
16	Providing templates, guides, soft training, checklists, to the employee to assist in improving their performance.	39	11	8	4	209	3.3	Agreed
17	When employees are being involved in setting meaningful goals and key performance indicators (KPI) for their work.	40	10	9	3	211	3.4	Agreed
18	Immediate supervisors act as advocates for employees, gathering and distributing the resources needed by the employees for them to be able to do a good job and providing positive encouragement for a job well done.	44	16	1	1	227	3.6	Agreed
19	The organization determines what motivates its employees and sets up formal and informal structures for rewarding employees behaving in the way required	45	17	-	1	232	3.7	Agreed
20	Social Factors such as relationship between the employees/employers and the customers influence organizational effectiveness.	50	9	1	2	231	3.7	Agreed

Source: Field Work, 2022.

N = 62

Cutoff Point = 2.5

Interpretation

From table 4.4 above, variables 16, 17 18, 19 and 20 were agreed upon by the respondents with a mean score of 3.3, 3.4, 3.6, 3.7 and 3.7 respectively which are all greater than the cut-off point of 2.5 that was used as decision rule. This implies that the Providing templates, guides, soft training, checklists, to the employee to assist in improving their performance, When employees are being involved in setting meaningful goals and key performance indicators (KPI) for their work, Immediate supervisors act as advocates for employees, gathering and distributing the resources needed by the employees for them to be able to do a good job and providing positive encouragement for a job well done, The organization determines what motivates its employees and sets up formal and informal structures for rewarding employees behaving in the way required and Social Factors such as relationship between the employees/employers and the customers influence organizational effectiveness.

4.2 Major Findings

Based on the analysis and interpretation of data, the following are the major finding:

Research Question 1: What are the effects of poor office environment on office professionals' performance in an organization?

1. Poor office environment usually leaves the office professionals with eye strain
2. Working with poor office environment might leave one with headaches, as one has a trouble focusing on the computer screen or on the work in front of them.
3. Poor office environment usually makes the office professionals sit in an uncomfortable position while working

4. Poor office environment can result in high chances of human errors, low accuracy or low efficiency which thus has a direct impact on the productivity.
5. Poor office environment opens room for accidents on the job.

Research Question 2: What are the roles of organization in providing conducive office environment?

6. Provision of open office layout promotes conducive office environment.
7. Provision of closed office layout promotes conducive office environment.
8. Provision of Adequate lighting, particularly from natural sources, can improve the mood and energy of your employees, which ultimately sharpen their focus and performance.
9. Provision of modern office technology promotes conducive office environment.
10. Provision of non rewards system promote conducive office environment.

Research Question 3: What are the effect of physical environment on the performance of office professionals?

11. Physical working environment can motivate the office professional and there by improved their performance on the job.
12. physical office environment is also be known as ergonomics.
13. By having this ergonomic physical workplace at their workplace, it will help office professional from not getting involve in injury.
14. physical environment plays an important role in developing the network and relationship at workplace.
15. Result of the employees' performance can be increased tremendously as a result of improvement of the physical workplace design of the workplace.

Research Question 4: What are the possible strategies for the establishment of good office environment

16. Providing templates, guides, soft training, checklists, to the employee to assist in improving their performance.
17. When employees are being involved in setting meaningful goals and key performance indicators (KPI) for their work.
18. Immediate supervisors act as advocates for employees, gathering and distributing the resources needed by the employees for them to be able to do a good job and providing positive encouragement for a job well done.
19. The organization determines what motivates its employees and sets up formal and informal structures for rewarding employees behaving in the way required
20. Social Factors such as relationship between the employees/employers and the customers influence organizational effectiveness.

4.3 Discussion of major Findings

The study reveals that office professionals as the custodian of information carries out his /her duty efficiently in good and conducive environment. In words of Bagavathi (2014), opines that an individual's performance is significantly conditioned by the environment in which he works. Therefore the cumulative effect of the office professional's total environment is strong determinant of how well he/she also his/her have the ability and skills, his/her attitude this work and his colleagues including his/her enthusiasm for his/work.

The study also established some effects of environment on office professional's performance Sekar (2014) opined that, poor office environment often results in decreased levels of production and employees moral. Absenteeism and tardiness are also bound to increase, as are the numbers of errors made by the employee.

Therefore, effort should be made by the executives to ensure that proper analysis was made on environmental requirements before setting up any organization as opines that failure to give proper consideration to the environment of the office is reflected in several way the office runs. Denyer (2015) also stressed that “employees are glad to work in an imposing office building, even though the actual working conditions may be far ors than in one of less prestigious appearance”.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This chapter present the summary, conclusion and recommendations based on the data collected and analyzed. This chapter also gives areas for further studies.

5.1 Summary

The study is a survey of some selected organizations in Kaduna metropolis. The issues raised from the purpose of the study led to the formation of four research question. Review of related literature was carried out. A total of 72 respondents comprising of thirty nine (39) office professionals and thirty three (33) executive formed the population of the study. Questionnaires were administrated to the entire populations out of which (62) were collected for analysis and interpretation. The mean score was the statistical tool used for the data analysis. From the data collected and analyzed, it was discovered that it is the responsibilities of the organization to provide friendly working environment which will influence office professionals to work comfortably and perform their duties effectively greatly influenced both office professionals performance and the performance of the office professional.

The study also provides the summary, conclusions drawn from the study and recommendations that could enhance the performance of office professional in the organization for future studies.

5.2 Conclusions

Based on the findings, the study concluded that:

The effects of poor office environment on office professionals' performance in an organization it was discovered that Poor office environment usually leaves the office professionals with eye strain, Working with poor office environment might leave one with headaches, as one has a trouble focusing on the computer screen or on the work in front of them and Poor office environment usually makes the office professionals sit in an uncomfortable position while working

The roles of organization in providing conducive office environment include: Provision of open office layout promotes conducive office environment, Provision of closed office layout promotes conducive office environment and Provision of Adequate lighting, particularly from natural sources, can improve the mood and energy of your employees, which ultimately sharpen their focus and performance.

The effect of physical environment on the performance of office professionals include motivating the office professional and there by improving their performance on the job. Physical office environment is also be known as ergonomics, by having this ergonomic physical workplace at their workplace, it will help office professional from not getting involve in injury and physical environment plays an important role in developing the network and relationship at workplace.

The possible strategies for the establishment of good office environment, it was discovered that: Providing templates, guides, soft training, checklists, to the employee to

assist in improving their performance and When employees are being involved in setting meaningful goals and key performance indicators (KPI) for their work.

5.3 Recommendations

The following recommendations are made based on the findings of the study:

1. The management should set up the office environment in such a way that it would allow proper ventilation and lightening in order to enhance the performance of the office professionals.
2. The management should also try as much as possible to provide enough space to properly accommodate the new equipment and to motivate office professionals.
3. The management should consider human engineering factor (ergonomics) so as to provide workers with comfort towards the attainment of organizational goals.
4. The management should provide office layout and, a conducive working atmosphere with consideration for cleanness, sanitary conveniences, health and safety for its workers.
5. The organization should try as much as possible to curtail all kinds of noise within the office environment. In order to allow for maximum concentration of work.

5.4 Areas for Further Studies

The researcher suggests as follows:

1. Effect of working conditions on office professional performance in an organization.
2. Influence of office environment on the organizational performance?
3. Effect of physical environment on the performance of office professionals?

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QUESTIONNAIRE

Department of Office Technology &Mgt.,
College of Business & Mgt. Studies,
Kaduna Polytechnic,
Kaduna.

22nd June, 2022.

Dear Respondent,

EFFECT OF OFFICE ENVIRONMENT ON OFFICE PROFESSIONALS PERFOMANCEIN SELECTED ORGANIZATION IN KADUNA METROPOLIS

The researcher is a final year student of the above named institution currently conducting a research on the above topic. In this regard, you have been selected as a respondent. This research is part of the requirement for the award of Higher National Diploma (HND) in Office Technology and Management. Your response to the attached questions can make the research a tremendous success.

I wish to appeal to you to assist this study by kindly sparing a few minutes to complete this questionnaire you are not required to disclose your identity. Be rest assured that your responses will be treated in strict confidence and used for the stated academic purpose only.

Thanks

Yours Faithfully

Adamu Abdulkadir
KPT/CBMS/15/12301
The Researcher

INSTRUCTION: Please tick [☐] the appropriate

SECTION A: Personal Data

1. Sex: (a) Male [☐] (b) Female [☐]
2. Age: (a) 21-30 [☐] (b) 31-40[☐] (c) 41-50[☐] (d) 51 and above [☐]
3. For how long have you been in the service?
 (a) 1 yr -5yrs[☐] (b) 6yrs-10yrs[☐] (c) 11yrs-15yrs[☐]
 (d) 16yrs and above [☐]

SECTION B: Research Questions

The acronyms given in the boxes are

SA Strongly Agreed

A Agreed

SD Strongly Disagreed

D Disagreed

Research Question 1: What are the effect of poor environment on office professionals' performance in an organization?

S/N	VARIABLES	SA	A	SD	D
1	Poor environment usually leaves the office professionals with eye strain				
2	Working with poor environment might leave one with headaches, as one has a trouble focusing on the computer screen or on the work in front of them.				
3	Poor environment usually makes the office professionals sit in an uncomfortable position while working				
4	Poor environment can result in high chances of human errors, low accuracy or low efficiency which thus has a direct impact on the productivity.				
5	Poor environment ones room for accidents on the job.				

Research Question 2: What are the roles of organization in providing conducive office environment?

S/N	VARIABLES	SA	A	SD	D
6	Provision of open office layout promotes conducive office environment.				
7	Provision of closed office layout promotes conducive office environment.				
8	Provision of Adequate lighting, particularly from natural sources, can improve the mood and energy of your employees, which ultimately sharpen their focus and performance.				
9	Provision of modern office technology promotes conducive office environment.				
10	Provision of non rewards system promote conducive office environment.				

Research Question 3:What are the Effect of Physical environment on the performance of office professionals?

S/N	VARIABLES	SA	A	SD	D
11	Physical working environment can motivate the office professional and there by improved their performance on the job.				
12	Physical office environment is also be known as ergonomics.				
13	By having this ergonomic physical workplace at their workplace, it will help office professional from not getting involve in injury.				
14	physical environment plays an important role in developing the network and relationship at workplace.				
15	Result of the employees' performance can be increased tremendously as a result of improvement of the physical workplace design of the workplace.				

Research Question4:Strategies for the establishing of good office environment?

S/N	VARIABLES	SA	A	SD	D
16	Providing templates, guides, soft training, checklists, to the employee to assist in improving their performance.				
17	When employees are being involved in setting meaningful goals and key performance indicators (KPI) for their work.				
18	Immediate supervisors act as advocates for employees, gathering and distributing the resources needed by the employees for them to be able to do a good job and providing positive encouragement for a job well done.				
19	The organization determines what motivates its employees and sets up formal and informal structures for rewarding employees behaving in the way required				
20	Social Factors such as relationship between the employees / employers and the customers influence organizational effectiveness.				