

**APRAISING THE INFLUENCE OF OFFICE LAYOUT ON THE PERFORMANCE OF
EMPLOYEES IN NIGERIA PETROLEUM DEVELOPMENT COMPANY LIMITED**

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CERTIFICATION

We, the undersigned, certify that the project work was carried out by **OKOLO CHINONYE HENRIETTA** in the Department of Office Technology and Management, Auchi Polytechnic Auchi.

We also certify that the work is adequate in scope and quality in partial fulfillment of the requirements for the award of Higher National Diploma (HND) in Office Technology and Management.

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DEDICATION

This project work is dedicated to Almighty God, the creator of heaven and earth and my entire family.

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First and foremost, Praises and thanks to Almighty God for His showers of blessings throughout my research work to complete this research successfully.

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ABSTRACT

This study Appraises the Influence of Office Layout on the Performance of Employees in Organization. Office Layout is all about the methodological arrangements of the office furniture, equipments and staff in order to enhance output of workers within the organization. Most people are not aware of the roles played by the Office Specialist in a business Organization; they believe that the role of a specialist in carrying out the arrangement of an office is not necessary. This has lead to low productivity in some organizations. It was as a result of these the researcher was motivated to carry out this study, using Nigeria Petroleum Development Company Limited. In carrying out the study, four research questions were drawn up. Questionnaire and secondary sources were used to analyze the study. The population size of 80 was used. There was no need for sampling since the population is small and within a manageable size. The survey research design was used and simple percentage method was used in analyzing the data collected from the study participants. The study also revealed among others that effective communication can sustain relations. This study recommends that before designing an office, management should make adequate plans and involve the services of office specialist when utilizing office space.

CHAPTER ONE

INTRODUCTION

Background to the Study

Performance appraisal attributes to the success of every business organization. It is one of the most important tools that push workers to work actively, effectively and efficiently. A critical evaluation may lead to the need for training, rewards, development, motivation and good interpersonal relationship in an organization. Performance appraisal is defined as “a structural formal interview between subordinate & supervisor, that usually takes the form of periodic interview (annually or semi-annually), in which the work preference of the subordinate is examined and discussed, with the view of identifying the weaknesses and strengths as well as opportunities for improvement and development” (Senyah 2010). Performance appraisal can also be defined as a formal process which takes place from time to time, whereby employees are evaluated by a supervisor or some type of judge, who determines the performance of an employee through a set of measures, attaches a grade or scores to the evaluation and then normally notifies the employee of his or her result. Basically, the reason for conducting an appraisal is to improve the performance of the workforce (Denisi 2017). A lot of organizations have adopted performance appraisal as a process that improves business performance (Daonis, 2012).

Performance appraisal has rampantly become a tool used to strategically to improve organizational effectiveness. Performance appraisal goes hand in hand or correspondently with evaluation, performance review, assessment and personnel appraisal. In any organization, performance appraisal significance has proved to be indispensable when we address organizational success address organizational success. Any organizations success depends deeply

on how well the employee performance is effectively managed. The performance appraisal is a rare and important form of career development which encompasses a standard review of employee performance in an organization and then furthermore, conveys feedback to the employees (Paul 2014). These authors see performance appraisal as a process that happens continuously as regards checking and measuring every employee input and through that, know their strengths and weaknesses.

Office Layout occupies a key position in the fast growing area of organization and methods. The increasing need for space management requires that the best use must be made of the available space. One method which has proven indispensable in a judicious use of space is office layout. Office layout refers to the arrangement of office furniture, equipment and staff in order to enhance output of workers as well as derive the benefit of a pleasant appearance.

A well layout office is an asset and pride of the organization. It should ensure among other things adequacy of space for aisles, depending on the volume of traffic and that the work flow is smooth and flexible as best as possible. The arrangement of furniture and equipment in a room should be so designed as to take account of the flow of work and to eliminate unnecessary walking and movement. (Austin, 2000).

Increasing emphasis is being given to office layout as the means by which the psyche of the office staff is developed and enhanced in the modern office. This is by way of giving them comfort, prestige and recognizing their professional status in the organization, thereby deriving from them a desire for higher productivity. A staff needs to be comfortable to be able to work effectively.

From observation, employees spent most of their time in the office. The office, in this respect is the second home of the worker. It is therefore of immense important that arrangement is made to

make the workers feel comfortable while in the office. It is as a result of the foregoing that the study of influence of office layout on the performance of employee is essential.

Statement of the Problem

The negative effect of lack of performance appraisal is usually low productivity. When performance appraisal is not practiced in an organization, it brings about low job performance among the staff. Even though the labour union points out that it is good (in terms of increase in productivity) to know about employees personal lives and also ask about their wellbeing, it could sometimes impact negatively on the performance appraisal and the management because they would be forced to increase salary or promote workers on seniority basis. The main objective of an organization is to successfully achieve its set goals. These goals won't be attained if employee's effort or performance is ignored. It is very important to focus on performance appraisal so that the organizational goals can be achieved successfully. Employees will be enabled and enthusiastic to show higher productivity if an appealing incentive is attached to the performance appraisal. Appealing appraisal structures are set up by some organizations in order to aid in motivating them and work effectively to gain rewards and recognition. Any organization begins to see high productivity when employees are motivated. Employees go all out to attain output at a maximum level by putting in effort, knowledge and working together as a team. It should be carried out by a specialist in the field of office furniture and not just an amateur in the field. A functional and well planned office enhances productivity and efficiency at work; it economizes the use of available floor space, improve and maintain staff morale and the organizations' overall image. Only a specialist who is knowledgeably sound on the purpose of the office would be in best position to determine, plan, design an office that would have a long lasting effect on enhancing productivity of the organization.

Purpose of the Study

The aim of this study is to appraise the influence of office layout on employees' performance in all organization; private and public oriented.

1. To find out whether office layout can enhance performance.
2. To determine if office layout can improve productivity.
3. To know the extent office layout is important to the organization.
4. To determine the need for good office environment for staff as a booster to performance.

Research Questions

Based on the identified problems the following research questions were formulated to serve as guides to this study:

1. To what extent would office layout influence employees' performance in Nigeria Petroleum Development Company Limited?
2. In what ways would office layout enhance productivity?
3. To what extent is office layout important to the organization?
4. What are the needs for a pleasant office environment for staff as a bolster to performance?

Significance of the study

This study will be of great benefits to all private, corporate and government establishments, particularly in business organization and indeed all part of the country. With adherence to the recommendations offered, no doubt work flow will be enhanced, morale bolstered and productivity will increase. The importance of this study cannot be over emphasized. This study will educate

management of organizations to have sound knowledge of the importance of office layout and space utilization when designing an office.

This research will also provide a reference book bordering on the principles and guide to effective office layout which will be useful to scholars and interested individuals seeking information and knowledge about office layout. It will also assist future researchers who would want to acquire similar knowledge on ways to function as office specialist.

Scope of the Study

This study was focused on selected organizations which adopt different system of office layout as well as being privately owned and government run. As regard to the topic, this study appraises the influence of office layout on the performance of employees in business organization and it is limited to Nigeria Petroleum Development Company Limited. But the problem under investigation addresses the layout of offices in all organizations.

Operational Definition of Terms

Office: An office is defined as any place where procedures concerned with the receipt, transmittal, reproduction; processing, storage and retrieval of information are carried out.

Office Layout: Office Layout refers to the methodological arrangements of the office furniture, equipment's and staff in order to enhance output of workers within the organization.

Office Staff: Office staff refers to professional or clerical workers in an office used in the accomplishment of the organizational objectives.

Operatives: These are lower cadre workers in any establishment who work under the supervision of managers.

Performance: The act of performing and doing something successfully, with the use of knowledge as distinguished from merely possessing it.

CHAPTER TWO

LITERATURE REVIEW

This chapter is designed to examine related literature that could give the researcher adequate information about the investigation in order to establish a degree of academic background and authority for the research work. Many publication and authors have at one time or the other commented relevantly on the subject. The researcher will in this chapter carry out a review of items based on the following outlines:

- The concept of Office Layout
- Categories of Office Layout
- How are the Layout Beneficial to Secretaries
- Impact of Office Layout on Employees Performance
- Influence of Good Office Layer on Productivity of Workers
- Summary of Literature Review

The Concept of Office Layout

An office layout reflects the corporate statement of your business. More than that, it creates a wholesome environment that can make everybody at ease but efficient in their work at the same time. Hence, it is best to plan your office floor plan as per the atmosphere you want to create in your office. The term office layout deals with the design and décor of an office. It takes into account all the equipment, supplies, accessories, and designs an arrangement needed for the proper functioning of an office. All are within the available floor space so that all procedures and personnel can work efficiently and effectively. In simpler words, it is the blueprint of the office

floor, and hence, called the office floor plan. An office layout can be practical only when it makes your employees more efficient in their tasks. Let's say, for example, an office floor plan where all the employees in your accounts department get grouped into one area or floor depending on the space available. It will help them to carry out their tasks more efficiently as they can now communicate within themselves much better than before.

Categories of Office Layout

1. Cellular Office Layout
2. Traditional Office Layout
3. Cubicle Office Layout
4. Open-Plan Office Layout
5. Low Partition Office Layout
6. Team-Oriented Office Layout
7. Hybrid/Combination Office Layout

i. Cellular Office Layout

One of the most popular office layouts, the cellular office layout makes use of the entire floor space and divides it into individual offices that can be separated by closing a door.

Here, each employee is isolated from the others, which can be ideal for work that usually needs to be done in a private setting. For example, a law firm where a cellular office layout would help maintain confidentiality during meetings. Saphier (2016)

While it can improve focus and concentration, a cellular office layout promotes poor communication among employees. It's also the least space-efficient design when compared to any other office layout.

ii. Traditional Office Layout

A traditional office layout consists of individual offices that are permanent or semi-permanent. This design of office layout will incorporate several enclosed offices and meeting spaces. Also, there'll be a more open area for receiving customers. Phil (2017)

iii. **Cubicle Office Layout**

You may be familiar with this one – a cubicle office layout is a type of open office plan that utilizes partition walls (more on this later) on 3 sides to create workspaces in the shape of a box or cubicle. Typically, this office layout is combined with private offices for senior staff.

A cubicle office layout is one of the most cost- and space-efficient designs, especially when compared to traditional offices. Martin-Thomas (2018).

iv. **Open-Plan Office Layout**

In an open-plan office layout, partition walls are ditched altogether. Here, workspaces are otherwise created using furniture for definition. The biggest advantage of this office layout is how flexible it can be to reconfigure. Shaw (2016).

For example, you can line up desks side by side to form “banks”, or replace them with benches (work tables for multiple people to work on). Sometimes, large tables and lounge seating is used to create casual collaboration and meeting areas.

v. **Low Partition Office Layout**

In an effort to modernize the cubicle office design, the low partition office layout came to the scene. According to Gensler (2005) As the name suggests, the key difference between the two layouts is the height of the partition walls. Here, the walls are lower to allow for more light and improve communication between workers. Similar to a cubicle layout, this may also include built-in offices and meeting rooms.

vi. **Team-Oriented Office Layout**

This type of layout is a recent approach to office styles where employees are grouped by team, hence the name. As a result, the space dedicated to each team will vary depending on the number of employees and the nature of work they need to get done. Each team workspace will likely include individual workstations and a collaboration area. One huge advantage of team-oriented office layouts is minimizing the need for meeting rooms. Gensler (2005).

vii. **Hybrid/Combination Office Layout**

A hybrid or combination office layout combined elements of all the above-mentioned office designs to accommodate the unique needs of your company as efficiently as possible. This is one of the newest office styles out there where creating it can be thought of as ordering layouts from a menu. You get to choose different work environments and mix them in an overall space to best achieve your business objectives.

How are the layouts beneficial to secretaries?

- Economic stabilization of your business through cost reduction in office maintenance;
- Better morale and goodwill with both employees and clients
- Improved workforce efficiency through the best possible use of office machines and equipment
- Improved production due to better supervision;
- Enhanced inter-departmental communication through proper use of floor space.
- Effective utilization of available floor space and smooth flow of work.
- Both power and telephone service is made available whenever necessary.
- Office supervision is made more easy and convenient.
- Good working conditions should be provided to each employee

- The reception room should be very near to the main gate or entrance so that the visitors may feel easy and convenient.
- A sense of belonging and loyalty should be made in the minds of office employees.
- Employee's satisfaction should be the outcome of proper office layout.

Impact of office layout on employee performance

Given these predicted benefits, organizations have an interest in increasing the likelihood and frequency of face-to-face interactions. One way to do so is by creating a physical layout conducive to frequent face-to-face interactions. Intuitively, and as noted by Penn, (2016), the layout of a workplace affects how employees move about the office. On a basic level, the office layout can create a connected, interactive space or can separate work areas. By administering a survey investigating the frequency of contact with the employees in spatially isolated workspaces, Penn (2016) found that employees are more likely to interact with their coworkers in spaces that are more accessible. That is, Penn (2016) concluded that the spatial configuration of an office does have a direct impact on the frequency of reported interactions. Similarly, Peponis, (2007) found that with more available locations for interaction (work-related or social) in a communication design firm called Thought Form, the density of interactions increased. That is, the roughly 50 employees at Thought Form interacted more frequently with a new workplace layout than they did in the old workplace layout.

Although density of interactions may not have a direct effect on an individual's productivity, the increase in probability of interacting with other employees also increases the probability of teamwork. Teamwork can then lead to better retention of information (Kirschner 2009) and in turn, higher productivity and the like (Strubler & York, 2007).

Influence of Good Office Layer on Productivity of Workers

The influence of office layout on productivity has taken on greater importance as more people return to in-person work environments. Over the past year, people have learned more about how they work best and what makes them more productive. Now, it is time to use what we've learned to make sure that your employees have what they need to stay on task and get more done each day. According to Aluede (2006). If you've ever tried to take an important phone call in a crowded and noisy room, then you already have an inkling of how an office's design can influence how much someone accomplishes. However, noise isn't the only factor.

Feeling stuck in a cramped workspace can cause employees to shut down or get up more often to visit the coffee station. Or sharing a desk with a colleague could result in someone wasting precious minutes every day searching for what they need.

Giving your employees a well-designed office that feels organized, modern and bright shows that you care about their work and ensures that they can focus.

Personal Workspaces Establish Professionalism

After spending time in their home office, employees today are looking to feel a sense of connection to where they conduct their work in an in-person setting. Having a workspace that they can personalize with a picture of their family or a favorite destination helps your employees to stay motivated for getting things done. Aluede (2006)

Even something as simple as putting up a room nameplate gives your employees a sense of ownership over their work and sets a professional tone.

Ergonomics Reduce Distractions

An achy back, cramping wrists or a kink in their neck makes people stop working and start focusing on how terrible they feel. Ergonomic furniture makes it easier for your employees to want to stay at their desks and keep working on a lengthy project.

Make sure your office design plan has options to increase ergonomics in the workplace. For example, adjustable seats let your employees choose the right height for their chair to allow them to sit with proper posture.

Creative Environmental Designs Keep People Engaged

It isn't hard to fall asleep in a room with bland walls and boring architecture. Sleek, modern office designs include decorative elements such as plants and artwork that draw the eye to them and set the stage for professionalism.

Good environmental design also includes varying workspace options so that people can move around. Being able to move to a meeting room helps employees to shift from working alone at their desks to getting involved in a group work session. Saphier (2016)

The Right Office Space Arrangements Can Foster Collaboration

Open offices are viable office design plans, yet you can do even more to use the layout to encourage collaboration. For example, office suites include small rooms where two to four people can work together at their personal workstations.

This allows for them to work in closer quarters without having too much noise distracting them from their work. Additionally, you can inspire impromptu collaboration by setting pairs of chairs with a table in areas of the office that people walk through regularly.

Doing this strategic move can turn an employee's walk to the snack station into a sudden collaboration that could lead to their biggest ideas.

Proper Lighting Primes the Brain for Success

In the past, offices were known for their fluorescent lighting that didn't do much for productivity. Current research shows that employees reported an 84% drop in symptoms such as headaches and eyestrain when they were exposed to more natural light.

Offices with large windows allow more light to filter in, and you can take advantage of this by placing desks close enough for your employees to bask in the sunlight. If large windows aren't an option, then you can mimic this effect by layering lighting. Adding more ambient lights and putting task lighting over the workspaces keep the office environment bright enough to help your employees stay more alert.

Special Features Increase Comfort

The great debate over the ideal office temperature is one that may never be fully settled. However, it is known that being too hot or cold can lead to a drop in productivity. Designing the office so that no one's desk is stuck directly in front of a vent can prevent them from being blasted with heat or air conditioning.

Comfort features can also include areas where people can go to take a brief break before they head into an important meeting. Snack and lunch areas help your employees stop being distracted by hunger. Putting a ping pong table or other group activity nearby can help them network and collaborate without the pressure they might feel in a formal office.

At the end of the day, having a cleaning crew available to handle the trash and vacuuming gives your employees a fresh start to the next day so that they can start their tasks with a sense of newness and optimism.

Open office layouts involve putting multiple workstations into one large, open area. Keeping your employees close together eliminates downtime that comes from having to walk to another

office. With this type of layout, your employees can quickly communicate with someone across the walkway to get the answers they need and keep on working.

Some employees also benefit from being around other people as they work. Knowing that others could get distracted by them watching a movie on their smartphone or taking a personal call keeps them accountable for staying on task. Phil (2017)

Depending upon your company's work functions, there are likely a few times when your employees need the privacy that closed offices and cubicles offer. For instance, you may have an employee who gets distracted in noisy environments.

Meanwhile, providing them with an area they can go to when they need to crunch numbers or compile a report means that they'll accomplish their work faster and with greater accuracy.

Private offices are also important for conducting meetings that require discretion. Choosing an office space that has private offices means that your employees won't have to delay a meeting while they wait for a private room to open up. Being able to quickly handle a confidential phone call or meeting allows them to move on to the next item on their agenda.

Time is money, and a well-planned office design makes it possible for your employees to make the most of every minute of their day. At first glance, it might seem less expensive to have your staff work remotely from home, but you need to consider the drop in productivity that might occur if they are distracted by other happenings in their life.

If you choose to have a hybrid work plan, then including an option to go to an office that includes personal workspaces makes it easier for your employees to have a place to go that fosters productivity for tasks that they can't do at home.

As businesses emerge from the ravages of the pandemic there is a greater desire for organisations to refocus on their people and productivity. Nowhere is this more evident than within the workplace where office requirements and their designs are under scrutiny.

According to industry experts at thehrdirector.com, “workers want to feel they’re looked after by the environment they’re in, as much as by the company they work for. That’s why people-centric layouts, and fit-out, are so crucial. Small, stuffy offices with inadequate lighting and poor facilities are now unacceptable as they are (rightly) perceived to negatively affect physical and mental well being”. Phil (2017). A carefully considered workspace design leads to a less stressful and more productive office. Employees need to feel calm and comfortable in their working environment to produce their best work. According to the Fellowes Workplace Wellness Trend Report employees want a healthy working environment. 87% of workers wanted their employer to offer healthier workspace benefits such as wellness rooms, sit-stand desks, ergonomic seating and healthier lunch options. An overwhelming 93% of workers in tech said that they would stay longer at a company that offers healthier workplace benefits.

Flexible offices lead the way in considered workspace design

Flexible offices have some of the best examples of considered contemporary office design optimised for productivity, and are experiencing strong demand once again as people return to the office. In recent years offices have favoured open plan designs but the pandemic has fuelled interest in flexible private offices and brought into focus the need to balance productivity and wellbeing. Many flexible offices offer private workspace and quiet spaces along with comfortable breakout areas that foster collaboration. Phil (2017)

Key elements of design that help productivity

Flexibility – The key to a well-designed office is flexibility. Ideally you want different types of space for people to work in, dependent upon the task at hand. For example, if the main workspace is too noisy there should be a quieter space like a room, booth, or pod where workers can retreat to.

Room to move – Office workers are at their most productive if they have reasonable room to move around freely. A cramped and disorganized workspace will impact workers' happiness and productivity. Staying put at a desk for extended periods without breaks is counter-productive and impairs the ability to concentrate, so freedom to move and alternative space is key.

Breakout Space – Breakout space is important for employee wellbeing and offers a change of scenery and a place to switch off. Breakouts spaces enhance communication and foster collaboration, offering a different environment in which to work. Breakout spaces can provide a haven, free from distraction and a reason to move around away from the desk.

Adequate storage – Office designs that provide adequate storage for personal items will reap productivity benefits. Keeping desk and floor spaces clear of clutter makes us feel at ease and we can more easily locate the items we need. For example, many Central London flexible workspaces provide space for secure bike storage, lockers, coat racks and allocated draw units for each workstation.

Access to tech – no-touch room access, super-fast Wi-Fi, wireless monitors, video conferencing and interactive whiteboards are just some examples of the technology you will find in a modern flexible serviced office. Apps that smooth operations and do tasks like facilitating fast booking of meeting rooms, are also helping improve productivity bit by bit.

Bring the outdoors indoors – It's a fact that people are generally happier when near outside space. Therefore, offices that maximise natural light, use natural wood and textures and utilise plants have seen increases in productivity. Many flexible offices are developing that idea further by providing outdoor space as part of the working environment. Flexible offices with incredible roof terraces, courtyards and gardens are now commonplace.

Colour me happy – Office designers invest enormous thought into colour schemes as they know it can affect how we think and feel. Neutral and blue shades are thought to help concentration, whereas yellow is believed to stimulate the thought process.

In addition to the psychology of colour, the use of colour can greatly affect our perception of a space. For example, dark colours in a small space will make it seem even smaller. Flex office designers are aware of the impact of colour and tend to use a combination of bold and neutral shades to optimise the workspace colour palette.

Climate and air flow – The indoor climate can greatly influence how comfortable we feel in the office. The chilling impact of sitting on top of an A/C unit will be familiar to many. Flexible workspace providers have invested millions into climate control systems to create an optimal environment and much focus has been put on maximising fresh air flows during the pandemic.

Controlling noise – Noise is recognised as the number-one disturbance factor in an office and the acoustics of the workspace play a key role in staff wellbeing and productivity. Adding acoustic panelling to walls and ceilings absorbs sound and thereby helps reduce distractions.

By contrast, some workspaces can be too quiet for individuals, making them feel self-conscious and unwilling to vocalise ideas or make calls. These factors are careful considerations for flexible office providers.

Take a fresh look at flexible workspace

Before you embark on making a significant investment in redesigning your office to aid productivity and wellbeing, take a look at the flexible workspace alternative. Flexible workspaces are designed with productivity and well-being at their core and have gone to extraordinary lengths to provide an optimal working environment with a long list of amenities on tap. There's a flexible office to suit every type and style of business from small start-ups to large corporates and there are some great deals available currently. Saphier (2016). The impact of office design on employee productivity is just as important as many HR practices that offices always consider. Over the years, there has been a significant evolution in the way modern offices are designed.

Summary of Literature Review

This study deals with the meaning of the office, what office layout is and the benefits and demerits of the different office layouts listed. How to plan an office layout. The review also discusses office environment as a motivating factor to an office worker in the performance of their assigned work.

The workplace environment plays a vital role in motivating employees to perform their assigned work. Since money is not a sufficient motivator in encouraging the workplace performance required in today's competitive business environment; managers and supervisors will need to be comfortable with working with the whole gamut of workplace factors that influence employee motivation.

CHAPTER THREE

RESEARCH METHOD

This chapter explains the method used in gathering data, for the research. The procedures used in collecting data for this study is described under the following sub-headings:

- Research Design
- Population of the Study
- Sample/Sampling Technique
- Instrument for Data Collection
- Method of Data Collection
- Method of Data Analysis

Research Design

The design for this study is the survey research design because this study collected the views of respondents. According to Nworgu (2010), a survey design is a design in which a group of people or items is studied by collecting and analyzing data from only a few people or items considered to be representative of the entire group. Therefore, direct contact has to be made with the individual whose characteristics, behaviours or attributes are relevant to the investigation.

Population of the Study

The population of the study comprises of eighty (80) staff in Nigeria Petroleum Development Company Limited. The breakdown is as follows:

Male Staff	30
Female Staff	<u>50</u>
	<u>80</u>

Sample/Sampling Techniques

The researcher did not use sample and sampling technique because the population is of a manageable size.

Instrument for Data Collection

The questionnaire was the instrument used to obtain the relevant information from the respondents. The questionnaire is divided into two parts. Section A consists of demographic data of the respondents, while Section B consists of the relevant questions about the topic being investigated. The questionnaire was designed in close ended pattern. It enabled the study participants to freely exercise their opinion about the study.

Method of Data Collection

The researcher adopted both the primary and secondary methods of data collection for this study. The secondary data collection involve the gathering of information from past projects, textbooks, journals, magazines and internet services while the primary method of data collection involved the use of questionnaire which was administered by respondents to gather relevant data on the topic of the research. A total number of Eighty (80) copies of the questionnaire were personally administered to the respondents in Nigeria Petroleum Development Company Limited. The respondents were requested to the questionnaire items by ticking the appropriate options in the box. The questionnaire administered on the respondents were not all retrieved.

Method of Data Analysis

The data collected for this study were itemized and responses sought in the questionnaire to answer the four research questions. The simple percentage was used to analyze the data collected and the Formula is as follows:

$$\frac{\text{Number of Responses}}{\text{Total Number of Respondents}} \times \frac{100}{1}$$

CHAPTER FOUR

DATA ANALYSIS, FINDINGS AND DISCUSSION

Data Analysis

This chapter deals with the presentation, analysis and interpretation of data obtained from respondents through the administration of questionnaires. The analysis was divided into two sections, section A contains information on demographic aspect of the respondents, while section B provides data directly related to the research questions formulated for the study. On the whole, a total of 80 copies of the questionnaires were printed and distributed and 60 was successfully retrieved representing 100% retrieval rate.

The analysis of the questionnaire responses is represented below:

Background Information of Respondents

Table 1: Sex Distribution of Respondents

Sex	No of Respondents	Percentage
Female Staff	40	66.67%
Male Staff	20	33.33%
Total	60%	100%

Item 1 above, shows that 40 respondents representing 66.67% were Female Staff, while 20 respondents representing 33.33% were Male Staff from the analysis. This shows that there are more female staff than male staff in the study.

Table 2 Age Distribution of Respondents

Age	No. of Respondents	Percentage
18 – 25 years	10	16.67%
26 – 30 years	20	33.33%
31 – 45 years	20	33.33%
46 and above	10	16.67%
Total	60%	100%

Item 2 on the above table shows that out of 60 respondents, 10 respondents representing 16.67% fell between the ages of 18 and 25 years, 20 respondents representing 33.33% fell between the ages of 26 and 30 years, 20 respondents representing 33.33% are between the ages of 31 and 45 years, 10 respondents representing 16.67 % were between the ages of 46 years and above.

Table 3-Marital Status of Respondents

Marital	No. of Respondents	Percentage
Single	35	58.3%
Married	25	41.7%
Total	60%	100%

Item 3 indicates that 35 respondents representing 58.3% were single while 25 respondents representing 41.7% were married. This shows that there are more single staff in the study than the married ones.

Table 4 Qualification of Respondents

Qualification	No. of Respondents	Percentage
HND/B.SC	30	50%
ND	20	33.3%
M.SC	5	8.3%
WASC/NECO	5	8.3%
Total	60	100%

Item 4 shows that 30 respondents representing 50% had Higher National Diploma and BSC qualification, 20 respondents representing 33.3% had ND, 5 respondents representing 8.3% had Msc while 5 respondents representing 8.3% had WASC/NECO qualification. This shows that there are more students in HND/B.Sc in the study.

Table 5- Working Experience of Respondents

Working Experience	No. of Respondents	Percentage
11- 15 years	10	16.6%
16-20 years	25	41.7%
21 and above	25	41.7%
Total	60	100%

Item 5 shows that 10 respondents representing 16.6% had 11-15 years experience, 25 respondents representing 41.7 had 16-20 years' experience while 25 respondents representing 41.7% had 21 years and above. This shows that most of the respondents fall between the ages of 16-20 years.

Research Question One

Can the office layout influences employees performance in an organization?

This research question was tested using items 1, 2 and 3 of the questionnaire.

Table 6 – Tabular Analysis of Responses to Research Question One

Item	Questions	Variables	No. of Respondents	Percentage
1	Do you find the office layout conducive?	Strongly agree	25	41.67%
		Agree	20	33.33%
		Disagree	10	16.67%
		Strongly disagree	5	8.33%
		Total	60	100%
2	Your perception on what is obtainable in other organization affects office performance?	Strongly agree	30	50%
		Agree	15	25%
		Disagree	10	16.67%
		Strongly disagree	5	8.33%
		Total	60	100%
3	Do you appreciate the time you spend at work?	Strongly agree	32	53.33%
		Agree	15	25%
		Disagree	10	16.67%
		Strongly disagree	3	5%
		Total	60	100%

Item 1: shows that 25 respondents representing 41.67% of the work environment were of the opinion that the office layout is conducive. While 20 respondents representing 33.33% agreed, while 10 respondents representing 16.67% disagreed, while 5 respondents representing 8.33% strongly disagreed. This shows that most of the respondents find the office layout conducive.

Item 2: Does your perception of what is obtainable in other organization affects office performance? 30 respondents representing 50% strongly agreed. While 15 respondents representing 25% agreed, while 10 respondents representing 16.67% disagreed, while 5 respondents representing

8.33% strongly disagreed. This shows that most of the respondents perception on what is obtained in the organization affects office performance.

Item 3: Do you appreciate the time you spend at work? Item 3 shows that 32 respondents representing 53.33% strongly agreed, while 15 respondent representing 25 agreed, while 10 respondents representing 16.67 disagreed, while 3 respondents representing 5 strongly agreed. This shows that most of the respondents appreciate the time they spent at work.

Research Question Two

Would the office layout enhance productivity?

Table 7 – Tabular Analysis of Responses to Research Question Two

Item	Questions	Variables	No. of Respondents	Percentage
4	You agree that the office layout increases productivity?	Strongly agree	35	66.67%
		Agree	15	33.33%
		Disagree	10	-
		Strongly disagree	-	-
		Total	60	100%
5	Office layout have effect On office Production	Strongly agree	30	66.67%
		Agree	15	33.33%
		Disagree	10	-
		Strongly disagree	5	-
		Total	60	100%
6	Would the office layout have effect on the flow of work?	Strongly agree	30	66.67%
		Agree		33.33%
		Disagree		-
		Strongly disagree		-
		Total	60	100%
7	You agree that the office layout increase staff morale	Strongly agree	60	100%
		Agree	-	-
		Disagree	-	-
		Strongly disagree	-	-
		Total	60	100%
8	Would the office layout affect the flow of communication in the office	Strongly agree	45	75%
		Agree	10	25%
		Disagree	-	-
		Strongly disagree	-	-
		Total	60	100%

In response to item 4, the table above shows that 40 respondents representing 66.67% strongly agreed that office layout increases productivity. While 20 respondents representing 33.33% agreed. This shows that office layout increases productivity.

In response to item 5, 40 respondents representing 66.67% strongly agreed that office layout has effect on office production. While 20 respondents representing 33.33% agreed. This shows that office layout have effect on office production.

In response to item 6, 40 respondents representing 66.67% strongly agreed that office layout have effect on the flow of work. While 20 respondents representing 33.33% do not agreed. This shows that office layout have effect on the flow of work.

In response to item 7, 60 respondents representing 100% agreed that office layout increases staff morale. This shows that respondents agree that the office layout increase staff morale

In response to item 8, 45 respondents representing 75% strongly agreed that the layout of an office can affect the flow of communication in the office. While 15 respondents representing 25% agreed. This shows that office layout affect the flow of communication in the office.

Research Question 3

Would the office layout be a paramount importance to the organization?

Table 8- Tabular Analysis of Responses to Research Question Three

Item	Questions	Variables	No. of Respondents	Percentage
9	Response of the role of an Office.	Strongly agree	45	75%
		Agree	15	25%
		Disagree	-	-
		Strongly disagree	-	-
		Total	60	100%
10	Can rating affect the level of communication?	Strongly agree	40	66.67%
		Agree	20	33.33%
		Disagree	-	-
		Strongly disagree	-	-
		Total	60	100%
11	The office layout help the organization to achieve its goal?	Strongly agree	45	25%
		Agree	15	75%
		Disagree	-	-
		Strongly disagree	-	-
		Total	60	100%
12	Would the office layout bring about more patronage?	Strongly agree	40	66.67%
		Agree	20	33.33%
		Disagree	-	-
		Strongly disagree	-	-
		Total	60	100%

In item 9, on the response to the role of an office 45 respondents representing 75% strongly agreed that response to the role of an office can bring about staff performance. While 15 respondents representing 25% agreed. This shows that respondents response of the role of an office.

In response to item 10, 40 respondents representing 66.67% strongly agreed that staff rating can affect communication, while 20 respondents representing 33.33% agreed. This shows that respondents rating affect the level of communication.

In response to item 11, the table shows that 45 respondents representing 75% strongly agreed that the office layout would help the organization achieve its goal, while 15 respondents representing 25% agreed. This shows that the office layout help the organization to achieve its goal.

In response to item 12, the table shows that 40 respondents representing 66.67% strongly agreed that the office layout brings about more patronage, while 20 respondents representing 33.33% agreed. This shows that office layout brings about more patronage.

Research Question 4

What are the needs for a pleasant office environment for staff as a bolster to performance?

Table 9- Tabular Analysis of Responses to Research Question Four.

Item	Statements	Variables	No. of Respondents	Percentage
13	Response of staff on safety precaution/first aid facilities in the office.	Strongly agree	45	75%
		Agree	15	25%
		Disagree		
		Strongly disagree		
		Total	60	100%
14	Staff assessment of the quality of office equipment (furniture) provided to staff.	Strongly agree	46	76.67%
		Agree	14	23.33%
		Disagree		
		Strongly disagree		
		Total	60	100%
15	Staff rating of comfortability In relation to working space.	Strongly agree	47	78.33%
		Agree	13	21.67%
		Disagree		
		Strongly disagree		
		Total	60	100%

16	Response of staff on stability office equipment (machines) to enhancing job performance.	Strongly agree	51	85%
		Agree	9	15%
		Disagree		
		Strongly disagree		
		Total		60

Item 13 of the research question on response of staff on the safety precaution/first-aid facilities in the office. 45 respondents representing 75% strongly agreed that availability of safety precaution and first aid will bolster performance. While 15 respondents representing 18.25% agreed. This shows that staff on safety precaution/first aid facilities in the office.

Item 14 of the questionnaire, staff assessment of quality of office equipment (furniture) provided to staff. 46 respondents representing 76.67% strongly agreed that quality furniture provided to staff can bolster performance of workers. While 14 respondents representing 23.33% agreed. This shows that staff assessment of the quality of office equipment (furniture) provide to staff.

Item 15 of the questionnaire, staff rating of comfortability in relation to working space. 47 respondents representing 78.33% strongly agreed that comfortability in relation to working space bolster performance, while 13 respondents representing 21.67% agreed. This shows that rating of comfortability in relation to working space.

In response to item 16, 51 respondents representing 85% strongly agreed that stability of office equipment to enhancing job can bring bolster to performance, while 9 respondents representing 15% agreed. This shows that staff on stability office equipment (machine) to enhancing job performance

Findings

From the analysis made above, there are indications that the layout of an office plays an important role in the performance of employees in business organization

1. It is clear indication that the layout of an office influences the performance of the employees, and when the office is conducive, the employees appreciated the time spent each day and tend to perform effectively. The tastefully designed and decorated office to meet with the peculiar specification of office worker enhances concentration as such efficiency and increased productivity
2. A well laid out office boost employees morale and aids smooth flow of work, and when workers are satisfactorily placed, efficiency is enhanced which in turn leads to increase in production. The provision of suitable office for jobs requiring separate space boost the morale of staff and therefore it leads to an increase in productivity.
3. The office is indeed important in any organization as it makes for effective communication between staff and also between management and outside of the organization. A well laid office makes it easier for organization to achieve its goal.
4. Safety precaution and provision of first aid facilities to staff is necessary and the quality of office furniture for staff is also important to bolster employees' performance.

Discussion of findings

This study is carried out to investigate the influence of office layout on employees' performance, Nigeria Petroleum Development Company Limited. From the above research carried out, the layout of any office must not be ignored, for it was discovered that employees perform better when the working environment is conducive. Every office is the image of that organization. Also management should see that the equipment, machines and tools used should be such that the staff have been trained to operate them. This is in line with Nnoli (2002), that there are drastic changes in technological developments, workers should be adequately trained in the use of modern machines and processes.

Frankly speaking, if the office layout is effectively managed by organizations, it will enhance productivity and the organization will achieve its goal.

Finally, it was also found out that rest pauses are of vital importance in the aspect of high productivity and it is very effective. According to Momoh (2002), employee who works continuously for hours without a break is likely to suffer from severe fatigue and accident than an employee whose work period is punctuated with rest pause. This practice brings about increased productivity and reduces fatigues and accidents.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Summary

This research project was carried out to appraise the influence of office layout on the performance of employees in Nigeria Petroleum Development Company Limited. In order to effectively carry out this study, various related literary materials were reviewed from textbooks and the international network (internet). The questionnaire method was used to collect data from the study.

The research succeeded in highlighting the importance of the office to the general objectives of the organization. Discussion however centered on the definition of office, office space utilization and office as incentive and motivational factor on staff. They were briefly discussed in the review of related literature. The inference from the findings of this study is that office layout is an important aspect of any organization. It has positive effects on workers' performance, depending on how an organization handles it.

Conclusion

Office Layout is the internal arrangement of an office. A good office layout provides sample work space for employees. The layout of an office is an important, although often overlooked factor that affects the way employees perform their jobs. Before an office is designed, it is important to think about the types of tasks employees perform in the space. A good office design is not only functional, but provides comfortable work areas for staff. A good design offers the following advantages;

- Convenience
- Efficient workspace
- Private spaces versus Open Plan
- Communal Spaces
- Physical Conditions of an Office

Therefore, management in all organizations should improve on their perception of the office as the layout of an office is an important aspect of the organization, for it makes it easier for the organization to achieve its goal. The services of a specialist should also be recognized when designing an office for effective utilization of space.

Recommendations

In view of the above, the following recommendations were made:

1. Before designing an office, management should make adequate plans and involve the services of office specialists when utilizing office space.
2. Model information and communication facilities should be made available to disseminate information effectively within and outside the organization.
3. It is also recommended that comfortable and appealing furniture should be provided to staff to boost their image and enhance proficiency, and also persons whose jobs involve privacy should have a separate office.
4. Safety precaution should be provided and facilities improved in order to assure that staff are working in safe environment and also people performing similar task should be grouped together.

Limitations of the Study

A number of factors militated against the successful completion for this study. One of such factors was time. The project was carried out along with other normal academic activities. Another factor was the attitude of respondents towards the research some were not co-operative. Finally, there were few literatures in the library to facilitate the study.

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APPENDIX I

Department of Office Technology and Management,
School of Information and Communication Technology,
Auchi Polytechnic, Auchi
P.M.B. 13
Auchi,
Edo State.

23st November, 2022

Dear Respondent,

LETTER OF INTRODUCTION

I am a final year student in the Department of Office Technology and Management of Auchi Polytechnic, Auchi carrying out a research on Apraising the Influence of Office Layout on the Performance of Employees in Nigeria Petroleum Development Company Limited.

The study is in partial fulfillment of the requirement for the award of National Diploma (ND) in Office Technology and Management.

I will deeply appreciate if you would give your objective response by completing the attached Questionnaire to enable me carry out my research work.

Please be assured that any information given will be treated as strictly confidential and shall be used only for the purpose of this study.

Thank you for anticipated cooperation.

Yours faithfully,

OKOLO CHINONYE HENRIETTA
(Researcher)

QUESTIONNAIRE

Please tick (✓) in the box provided appropriately

Section A (Background Information of Respondents)

1. Age: 20-30 years [] 31-40 years [] 41-50 years [] 50 years and above []
2. Sex: Male [] Female []
3. Marital status: Single [] Married []
4. Educational qualification: WASCE/GCE [] ND/NCE [] HND/B.SC [] Masters

SECTION: B

KEY:

- SA = Strongly Agreed
 A = Agreed
 D = Disagree
 SD = Strongly Disagree

ITEMS RELATED TO RESEARCH QUESTIONS

S/N	Items	SA	A	D	SD
1.	You find the office layout conducive				
2.	Your perception on what is obtainable in other organization affects office performance				
3.	You appreciate the time you spent at work				
4.	You agree that Office Layout increases workers productivity				
5.	Office Layout have effect on Office Productivity				
6.	Would the Office Layout have effect on the flow of v				
7.	Does the Office Layout Increases staff morale?				
8.	Would the Office Layout affect the flow of communication in the office?				
9.	Response of the role of an Office.				
10.	Can rating affect level of communication?				
11.	The office layout help the organization to achieve its goal				
12.	Would the office layout bring about more patronage?				
13.	Response of staff on safety precaution/first aid facilit in the office				

14.	Staff assessment of the quality of office equipment (furniture) provided to staff.				
15.	Staff rating of comfortability in relation to working space. Agree				
16.	Response of staff on stability office equipment(machines) to enhancing job performance.				