

TOPIC-The impact of workplace environment that affect employee's performance in private organisation of Hyderabad

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Abstract

The aim of study was to investigate the impact of workplace environment on the performance of the employees of five private organizations. The study assesses various factors that affect employee's performance such as supervisor support, job aids and physical workplace environment. The result of the study provides recommendation to the management on how to improve the performance of employees. The results of study show that there are three factors that affect performance of employees viz.(supervisor support, job aids, and physical workplace environment). The representatives of these associations uncover that their physical working condition should be progressed. In light of the aftereffect of the exploration proposals were proposed with respect to the systems to enhance the physical working condition to improve execution.

keywords: Job help; boss help; physical work environment condition; representatives' execution

1. Introduction

Natural elements of work environment tremendous effect on execution of representatives. These elements assume indispensable job in the execution of representatives either high or low execution result. Changes and up gradation in the information technology have changed the working process in every organization, making it easier for the workers to perform various tasks. The commitment of the employees towards job also has a deep relationship with overall performance of the employee. Representatives when feel fulfilled they buckle down and perform better.

Chandrasekar (2011) [1] concluded in his studies that there is a strong link between work environment and workers. And it has become very important facet of modern working environment. When employees are provided with better work place structure, better amenities and proper environments it results in better and improved performance for the organization. (Flanagan and Henry, 1994) [2]

To improve the execution of any laborer, the essential offices ought to be by and large enough gave. Specialists are the significant asset of authoritative framework and the proficiency of the laborers relies on the learning, aptitudes, appropriate workplace, level of inspiration and bolster gave to them (Leshabari M, Muhondwa E, Mwangu M, Mbembati N, 2008) [3]. As per Sullivan (1998) [4], many factors have been identified in years as the factors affecting the performance of workforce. Supervision, job aid and working conditions are important of these.

In health sector, performance of employees is dependent upon the satisfaction level of staff. That can be provided by applying adequate working environments, level of

support, system of command followed in organizations. In any system, high level performance leads to better results and profits for the organization. Whereas poor or below par performance can result in Poor process, improper outputs, lack of quality products, absenteeism and can disturb entire working system. Krugman, M. and Preheim, G. (1999) [5] an individual may be competent, qualified and experienced but delivery of its skill and experience depends more on environment (Clements-Croome, 2006) [6].

When individuals working environments is safe and healthy they can concentrate more on their work and put their maximum effort to achieve optimum results for the organization. When the working environment is not adequate individual would not be able to apply their established skills and creativity which in turn lead to poor productivity (Stup, 2003) [7].

In India, work place environments and the problems associated with it are mostly neglected and considered as job stress rather than any actual problem. Work and workplace tools have become important part of the today's environment. Harmful, insecure, and risky environment can create tremendous problems in working environment. Similarly, supervisor support has also become one of the critical factors in the performance of workforce in Organizations. Lack of proper support can demotivate and create serious dissatisfaction within the employees. Especially in companies, which have labour intensive structure losing the key staff can become great loss to the organization. Whereas, previous studies have shown that proper support has brought remarkable positive results. Furthermore, job aid is considered as one of the important factor to affect performance. To understand the factors of workplace environment that affects the performance of employees. For the purpose of our research we will examine whether supervisor support, physical workplace environment and job aid affects the performance of workers in private organizations.

2. Literature Review

In the Private Organizations, workplace environment must be considered important constituent that defines the type of services provided. Many researchers have been conducted regarding the workplace design in organization.

Also, researchers have paid more attention towards the effects on organizations on and very less importance is given to effect of work environment on employee performance. By creating a best fit between employee's motivation level and work environment optimum result can be obtained. Many managers today know that improved physical environment have a great impact on overall work environment.

2.1 Employee performance

The job performance is referred to as the role played by the individual to achieve organizational goal. Employee's role is crucial for the growth of organization as there is a positive correlation between organization success and employee performance Collis and Montgomery, (1995) [8]. Organizations need to provide its employees with proper facilities to achieve performance benchmarks and in exchange organizations can expand themselves to provide different acknowledgement. (Amos, et al., 2004) [9].

2.2 Supervisors support

“Supervisor support is well-defined as the amount to which he act and value hissubordinates’ aids and care about their comfort.” It can also be taken in term of how much supervisor is concerned about the benefits of its employees. When supervisor show kindness and support towards his subordinates, they put extra effort to accomplish the task assigned to them. This motivation act as a stimulus within employees and they not only utilize organization resources adequately but also put their own resources to achieve organization goals (Eisenberger et al. 2002) [10]

Scontrino-Powell explained in his study that support from supervisor refers to the occurrence and quality of professional support for the welfare of staff’s interactions and relationships with immediate boss in that frame, encouragement and reward options, commitment towards organization and excellence in professional activities. Supervisory support plays important role in the organization in various areas such as the quality of interpersonal relationships between seniors and juniors; internal and external support on behalf of staff and clients; explanation of and monitoring of compliance with rules and policies; work assignments and professional decision making; and personal and organizational professional development, learning, and guidance as seen in mentoring and job orientation. Examples of Supervisory Support are supervisors’ recognition and rewards for workers’ quality work, helping, advocating for, mentoring their workers when needed, and recognizing individual workers’ strengths and needs (Westbrook et al., 2006) [11]. Supportive supervisors can groom employees professionally, giving appreciation for better job result and offer employee skills and abilities relevant to their job description (Hesketh and Laidlaw, 2003) [12, 25].

2.3 Physical workplace environment refers to the work environment realization to the extent employee finds himself as being part of the organization or content, inside the states of their physical work environment. The physical work environment is an important segment of an organization intends to enhance employee effectiveness and gainfulness while working towards goal achievement. Compositional outline influences the way individual’s act, with creators making conditions that can frustrate, debilitate, guide, help or improve employee behaviour (Goodrich, 1982) [13].

As per Chandrasekar (2011) [1], one of the critical factors in working environment condition that prompts worker duty towards the association are work job, bolster from administrators and association with top administration, future chances to get advanced, input framework, work environment motivating forces, tutoring, training and furthermore the physical workplace.

An investigation directed by Huges in san diego (2007), in his examination he audited from 2000 workers from various parts and from various position in hierarchical structure. He found that 90 percent of the representative concurred that working environment condition assumes an imperative job in their execution

and that best administration work strategies urge them to get aggressive edge to association. (Jason Hughes, 2007)

2.3.1 Ergonomists have featured diverse parts of the physical condition as work stressors including clamor, lighting, temperature, air quality and workplace plan. Clamor is the most understood characteristic stressor that can result in increases in excitement, heartbeat, and negative mental perspective (Carayon and Smith, 1999) [16].

2.3.2 Noise

2.3.3 High level of commotion can be unsafe for ears and could be the purpose behind a few wellbeing related issues for example; extended circulatory strain, hearing misfortune and extended pulse and stress (Bayo, Garcia, and Garcia, 1995; Norbeck, 1985) [17]. The satisfactory level of commotion in workplace is 35dB to 80 dB (10,000 hertz to 20,000 hertz) contingent on nature singular works (Berglund, Lindvall, and Schwela, 1999) [19]. Notwithstanding, the United States Environmental Protection Agency permitted the worthy scope of commotion in day time is 45 decibels in a few associations and for organizations working at evenings the same ought not be in excess of 35 decibels.

2.3.4 Lightning Conditions

Light is an essential part of work environment, appropriate lightning is essential for workers to work safely without any strain. The lightning helps individual spot any physical hazards and helps them to protect one from injuries. Inappropriate lightning conditions can cause certain wellbeing related issues for workers for instance; eye fatigue, headache and migraines. The fitting level of lightning can help in lessening mistakes rate 30% to 60% and helps in expanding the level of worker execution by 10% to half. In associations, there are suggested level of lightning in various zones. In like manner words the satisfactory level of lightning is 300 lux, in basic examination room the adequate level of lightning is 500 lux.

2.3.3 Temperature of workplace

There are many guidelines provided by various ministries regarding room temperature of workplace. The exact guidelines are outlined by the health, safety and welfare regulations 1928. These regulations determine that the level of temperature in the work environment should be 24°C. However, in the workplace environment where physical work is of more intense nature this temperature may vary. Temperature is the important component of the physical environment (Seppanen, Fisk and Lei, 2006) [20]. An environment that is extremely hot or extremely cold can disturb employees. When the temperature level deviates from normal range it can create health related issues for instance; heat exhaustion, dehydration, heat cramps and heat strokes and heart issues.

2.4 Job Aid

A Job Aid is anything that helps an employee to complete a job more quickly, reasonably and viably. It's likely to be a graph, a picture, notes, a set of rules, even a book. According to Broad and newstrom (1992) [21] job aid help is a wellspring of guideline that provides guidance to a development that an individual grasps. Job aid support helps execution, allowing user to finish something. A sign, worksheet or other thing, which includes diagrams, a short framework of guidelines, for instance, a checklist. Expected to decrease avoidable oversights by helping an individual review what to do, or make sure that they have completed everything steps needed (Rossett and Gautier-Downes, 1991)

2.5 Relationship among reliant and autonomous factors

2.5.1 Occupation guide and specialist execution According to examine work assist attempts with educating and help agents towards execution. In later past, work help is been seen as help with the movement execution. In 2001, ask about was coordinated in Johns Hopkins affiliations named Peter Pronovost. The investigation was done on the impact of plan on laborer's execution. Agents were given the plan to take after before starting the work. The agents were guided on the most ideal approach at risk expectation to swear off putting it all on the line. The security measures were evident to the point that missed one of those movement in various occasions. Finally they asked for that chiefs stop workers to work in any risky conditions beforehand they adventure forward to put it all out there. The result of this was dumbfounding; the result exhibited that it decreased the bumble rate from 11 percent to zero percent. Supervisor support and representative execution Supervisors are the key level of administration. To improve the execution of the workers, there is a need to make great connection among representative and boss. Solid connection between the manager and worker is the way to work fulfillment in representatives which in turns enhances the nature of execution. Both need to demonstrate their entire duty with one another to increase ideal execution. Likewise, when chief have cooperating aptitudes they can facilitate well and help representatives creating abilities amid preparing program. (Foxon, 1993 and Nijman, 2004) [23]

Chiaburu and Takleab (2005) [24] contends that positive connection among representative and director makes positive effect on the performance of employee. Further, it shows that when supervisor show committed it persuades employee to show their commitment. Also, this relationship nurtures the behaviour of employee. They start sharing words with each other's, regular feedback provided, employee been rewarded. In the Organization facilities the role of the supervisor is encompass clinical,

educational and managerial supervision. 2.5.3 Physical workplace environment and employee performance

Physical workplace environment is one of the important elements of Organizations. Physical workplace environment considered balanced until employees remains satisfied within the organization. The way environment is design affects the performances of the employees. Proper design ensures improvement in the employee efficiency and productivity.

Gerber (1998) [26] explained physical workplace environment as the place where all the facilities including equipment, appliance and protective clothing is available. Schabracq (2003) [27] describe an appropriate physical environment as the one that is free from unnecessary interruption due inadequate light, noise, temperature, office layout. Mc Connell (2003) [28] agrees with the argument that distraction in the physical environment can produce anxiety within the employees. When working conditions are adequate employee feel better and perform job at highest level. Whereas, working conditions that are unhealthy affects the productivity of employees

Herzberg theory for motivation differentiates amongst intrinsic and extrinsic factors. For the purpose of our research study, we will use combination of these two theories and determines that job aids, supervisor support and working environment are factors of workplace environment that affect employee performance.

3. Objectives

Keeping in view problem statement following objectives are develop to assess the relationship between factors of workplace environment and employee performance.

1. To study whether the role of supervisor support affects the performance of the employees
2. To investigate the impact of physical workplace environment on employee performance.
3. To determine the extent to which job aid affects the performance of the employees

4. Discussion

The result has shown that there is a positive relation between factors of work place environment and employee performance. In fact, it depicts that factors of workplace environment has significant impact with employee performance. The research analysis shows that supervisor support could be the most important factor that could affect employee performance. It also shows that the second important factor of employee performance is job aid. Physical workplace environment could be the third most imperative that could influence worker execution in private associations of Hyderabad. Along these lines, result uncover that worker don't really perform due to fiscal prizes, however there are non-money related variables like sufficient physical space, commotion level, manager support, and clear guidance, worksheet that can likewise influence representatives execution.

The investigations have demonstrated that every one of the three variables are emphatically associated to worker execution. This positive connection implies that change in these variables can enhance representative's execution. At the point when representative's execution is enhanced the associations shows signs of improvement

5. Conclusion

In the present aggressive workplace, money related reward isn't the main spark of representative execution. The representative's level of solace inside the Organizations has turned out to be critical. This examination has demonstrated succinct connection between elements of working environment condition and worker execution. The examination has researched the effect of the elements work environment put condition on representative's execution. The representatives working in the private Organizations of Hyderabad were center. The representatives gave the data on the amount they get influenced by these variables and to what level these elements influence their execution. The exploration demonstrates that there is sure relationship between's components of working environment condition and representative execution. This report uncovers that boss help and occupation help altogether influence the execution of the workers. This examination additionally uncovers that all together make ideal use of Organizations staff of private Organizations of Hyderabad, physical working environment condition should be made strides

6. Recommendations

Result uncovers that there is a positive connection among components and representatives execution this implies these elements have affect on the execution. Just physical working environment condition is less critical than other two autonomous factors. Thusly, it is prescribed that administration of the private Organizations of Hyderabad need to make procedures to enhance physical working state of the Organizations. These systems may incorporate better correspondence among administration and representatives, better shading, satisfactory workspace, better cooling.

7. References

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