



## EFFECTS OF WORKING ENVIRONMENT ON JOB PERFORMANCE OF PROFESSIONAL SECRETARIES IN THE POLYTECHNIC, BALI

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### ABSTRACT

This work intends to investigate the effects of working environment on job performance of secretaries as preserved by administrators in Federal Polytechnic Bali. The purpose of the study is to find out the influence of emotional, physical and social environment on job performance of secretaries in the study area. Personally by the researcher the data is collected administered forty (40) questionnaires which thirty (30) were collected and are analyzed below. The data is collected through questioner which is presented in a straight forward

### Introduction

A work environment is the environment where people work together for achieving organizational objectives. It means system, processes, structures, tools and these entire things which interact with employee's performance, the condition in the work environment affect the behaviours and development of the work force the physical work environment in made of physical structures such as building lighting, finishing, airing etc. The social environment include all forms of organization activities there enable people to meet each other for pleasure of organization activities that promote strong feeling of love, fear, anger, excitement, etc. A midst the work forces. When staying place of employment the work environment involves the physical geographical location as well as the immediate surroundings of the work place such as construction site or office building. It typically involves others factors relating to the place of employment such as quality of the air noise level and extra parks and benefit of employment such as free child care or limitless coffee, or adequate peeking.

Professional secretaries according Nick, (2012) are those whose responsibilities include planning of office functions, organizing administrative functions, communicating and several support service in the office in time past they were simply known as secretaries, stenographers as even typists. Stonewell, (2009) stress that, at present the term secretary is synonymous with the term secretary, the word "secretary" is the misunderstood idea manufacturing occupation. Almost any non or woman, who's involved in industrial



*and unambiguous language. 25 questions are used to analyze the data. Some of the analysis of the data collected reveals the following. Overcrowding courses inconvenience and this influence effective performance of secretaries in the organization. The office layout is not convenient for the secretary's performance; poor lightening and lack of good atmospheric condition affect the performance of secretaries. Based on the findings it is recommended that there should be to comfortable office encourage productivity and also necessary office equipment should be provided to improve the secretaries efficiency. Data was collected through the use of questioners administered and distributed.*

**Keyword:** Effects, Work environment, Job performance, Secretaries, Administrators.

jobs such as type writing, drilling of short hand and the lice, refers to him/her as a secretary. The employers who work as office clerks or typist are some timers referred to as secretary. Thus there are prefixed that head the word secretary to discriminate modern secretaries from typist as follows: Personal, executive, confidential, etc. The prevalence of any of the above prefixes largely depends on the environment in which it is applied. A secretary is Staff who is concerned with the preparation, presentation and broadcast of all types of communication as well as conventional secretaries is public relations experts, on executive assistant, and the basic office memory accountable for delivering much in the office and it expected to carry out her duties with least amount supervision and direction.

She/he is represents the company, employer and generates good human relations with employers in the organization also, she is a person who possesses desirable qualities that promote professional competence, accuracy highly efficient, great and sound in judging when to use plan and when to reorganized and meet a deadline. She also informs her employer about developments that may affect office efficiency but she does not bother him with trivial problems that may arise with little through or research one learns by reading, seeing, studying or doing etc these are the basic component. Thus investigate will delve into find out the dynamic roles of secretary in business organization.

In addition, a professional secretary is the person who has the knowledge on short hand, type writer and other skills of work in the organization.

#### **Literature Review**

The effective performance of the job of a professional secretary is important to the organization working condition can stop the effective act of the professional secretary as such the need to study the working condition in other to come up with solution that could assist in recovering the working condition of a professional secretary it is abnormal to any professional secretary to work in a bad working condition with will prevent him/her from performing effectively. According to Campbell (2010), job performance at an individual level varies that is performance is something a person does this deferential it from there outcome as organization performance as an extremely important aspect that relate to organization objective and success. According to Gonza (2008) said a large number of scholars have studies the impact of working condition on productivity of employees importance of working condition as is an importance determiner of employee performance and help employees to concentrate on their job proper. In describing relation between HRD climate and performance



monthly, susnittaparija and Ghansyamsahu (2012), found that a positive relation exist between HRD climate and employees performance and any change in working climate impact on performance.

### **Statement of the Problem**

The average business firm place more premium on profit, especially in a capitalist economy as our Employers believe they can hire and fire at any time, as far as there is someone willing to do the job even at a lower pay with this unlucky state of affairs, working environment are not given proper attention. This disturbing trend in the situation in Nigeria has caused many organizations to loss their Staff who leave in search of better working environments in term of promotion, better remuneration as well as good working conditions or environment as that has affected the job performance and productivity of professional secretaries in study area.

### **Research Questions:-**

Based on the problem stated above this research work is aim to find the answer to the questions bellow:

- i. What are the effects of emotional working environment on the job performance of professional secretary in the Polytechnic, Bali?
- ii. What are the effects of physical environment on the job performance of professional secretary in The Polytechnic, Bali?
- iii. What are the effects of Social Environment on job performance of professional secretaries in the Polytechnic, Bali?

### **Significant of the Study**

The study will explore the impact of working environment on the job performance of professional secretary in an organization and the make –up of what constitute a good working environment in an organization. It is planned to be of interest to the management in the institution who would find the study very essential as a guide in structuring the working environment and make it a better place putting all the necessary facilities in the place to enhance efficiency and increase the level of job performance of employees.

### **Methodology**

This paper present the methodology used for data gathering as well as the relevant statistical analysis tools used during the study. Research Design the research design for this study was survey design because the researcher has used questionnaire to collected data. The study is carryout in the Polytechnic Bali, Population of the Study the population for the study comprises of the 40 secretaries from, the Polytechnic Bali. Sample and Sampling Technique, there was no sampling made due to the small size of the population considering the fact that the size is manageable. Instrument of Data Collection Questionnaires were used as a tool for collection of raw data, it was structure base on the five (5) point Likert scales which are: Strongly Agreed, Agreed, Undecided, Disagreed, Strongly Disagreed with correspondents values as 5, 4, 3, 2 and 1. The respondents are required to answer from the statement provided. Validation of the Study, the instrument was validated by the three expert, two from the OTM Department and one from the GNS department in the Polytechnic Bali. Method of Data Collection, The data was collected through the use of questionnaires administered and distributed personally by the researcher. Method of Data Analysis, The data is analyses in tabular form using arithmetic mean. Strongly Agreed (SA)=5, Agreed (A)=4, Undecided (U)=3, Disagreed (D)=2 and Strongly Disagreed (SD)=1. With the Formula for working out  $\bar{X}$  = Mean,  $\Sigma$ =Summation,  $X$  = Nominal value for an items and  $FX$  = Frequency of



response under each made. Decision Rules is any response from 3.0 and above will be accepted, while any response below 3.0 will be rejected.

#### Data Analysis

**Research question one:-** What are the effects of Physical working condition on the job performance of professional secretary in the Polytechnic Bali.

S/N	Items	X	SD	Remark
1.	Overcrowding affect the job performance of professional secretary in the Polytechnic Bali	6.3	0.66	accepted
2.	Clean environment promote efficiency to the professional secretary in the Polytechnic Bali	6.7	0.75	accepted
3.	The layout of the office contributes to the performance of professional secretary in the Polytechnic Bali	6.6	0.72	accepted
4.	Poor lighting reduces the performance as a professional secretary in the Polytechnic Bali	6.3	0.62	accepted
Grand Mean/SD		6.4	0.68	Agreed

**Table 1:** above showed that there will be increase in the level of productivity of the professional secretary with the mean score of 6.6, the mean score of 6.7, accepted that the Overcrowding affect the job performance of professional secretary in the Polytechnic Bali. The respondent accepted that the Clean environment promote efficiency to the professional secretary in The Polytechnic Bali. with the mean score of 6.6, the means score 6.35, accepted that The layout of the office contributes to the performance of professional secretary in The Polytechnic Bali. with the mean score of 6.6. also in variable five of some table shows that the color and decoration of the office environment much improves the working condition hence performance of professional secretary in the Polytechnic Bali. With the mean score of 6.6 which is above the cut-off point of 3.0.

**Research question two:-** what are the effect of social environment on job performance of professional secretary's performance in the Polytechnic Bali?

S/N	Items	X	SD	Remark
1.	Good communication skills are fundamental to all professional secretary's performance in the Polytechnic Bali.	5.4	0.61	Accepted
2.	Positive relationship fosters good feelings and behavior towards performance professional secretary in the Polytechnic Bali	6.5	0.62	Accepted
3.	Interaction at work place promote enhanced collaboration to the professional secretary performance in the Polytechnic Bali	6.3	0.58	Accepted
4.	Extraversion is possibly most recognizable	6.5	0.62	Accepted