



Office Noise and Productivity — Study Of Offices At Chandigarh

KEYWORDS

productivity, office design, Noise

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ABSTRACT Major spending of organisations is on staff salaries. In order to be efficient and competitive in the profession, the staff should be productive. Staff will be productive when they are comfortable with regard to Office Environment. In this paper effect of Office Noise on productivity of occupants is highlighted. A research to this regard was conducted in Offices of capital city of Chandigarh(India). Various Offices were sampled and Questionnaire survey of productivity was conducted to get first hand information from Office Occupants.

Introduction

People spend most of their time indoors -- be it office or home. The success of any organization is dependent on the productivity of the employees. The productivity of the employees is dependent on comfort levels at their office. World over research has been done to study the effect on office noise/environment on productivity but not in India. so the study is conducted to identify the effects of office noise in offices at Chandigarh (India).

Aim is to study the effect of noise on productivity of office employees.

Literature review 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 1992, Clements-Croome 1997).

How workspace is designed and occupied affects not only how people feel, but also their work performance, their commitment to their employer, and the creation of new knowledge (human capital) in the organization. These are the cornerstones of the domain known as the environmental psychology of workspace (Vischer, 2008). Moreover, measures of user perceptions of environmental conditions can be used to diagnose building performance and the effectiveness of building systems (Vischer & Fischer, 2005). A large number of work environment studies have tested users' satisfaction in reference to specific workspace features (Becker, 1981; Brennan, Chugh & Kline, 2002; Hedge, 1991; Humphries, 2005; Veitch, Charles, Newsham, Marquardt & Geerts, 2004). These studies show that people's preferences are affected by, among other things, Noise.

Methodology

Sample

A total of 660 employees from various offices of Chandigarh were recruited as sample. The age range of the sample was between 25-60 years. The minimum educational qualification was graduation. For inclusion in the study the employee must be working in that particular organization since last three years. Primary data was collected through a structured questionnaire. The questionnaire was developed on the basis of the research literature review. The questionnaire consisted of 5 questions on noise variable to be rated on a five point Likert scale.

Data Analysis

For result findings and in-depth analysis of the different components of office environment on the performance level of the employees, statistical techniques of correlation has been

used. SPSS software as research tool for data analysis is used for this research.

Results

Table 1: Descriptive Statistic of Various Factors/Elements of Office Design

Factors	Respondents (N)	Mean	Std. Deviation
Noise	660	2.9723	.57606

Table 2: Correlation between Elements of Office Design and Employee Productivity

Office Design Element	Pearson Correlation (r)	Significance
Noise	.350**	.00

** Correlation is significant at the 0.01 level (2-tailed)

Result analysis

This relationship between office design and productivity was determined by using the Pearson's Correlation. This shows that when the Noise of the office is not comfortable and according to the needs of the employees their productivity is affected. The positive relationship between Noise and productivity ($r=.350$) at 0.00 shows that employees' productivity correlates to the Noise conditions in the offices. (Table 2).

Discussion

Analysis of the collected data revealed that office design has a substantial impact on the employees' productivity. The overall impact of different elements showed that Noise affects the productivity of most employees. The results are similar to previous research viz; Amjad & Hamid (2009), Amir & Shahibzada (2009); Haapakangas et al (2008), Kari (2010), Miller et al (2010); Vischer, (2005), Wyon (2004).

Present study found correlation between employee's productivity and Noise. Tapping Noise as a resource reduces energy use and improves productivity.

Limitations the study is limited to Noise only and is not exhaustive .

Following are a few limitations of the study- The sample size was not diverse enough to give the image of all organizations functioning in India.

Future Research Scope

Future research can be done on the public sector or semi

government organizations and can be compared with the findings of this research. In addition a good study can be conducted for comparison among services and manufacturing sector as well.

Conclusion

On the basis of our research we can conclude that the Noise component of office environment have impact on the performance level of the office employees, can affect the out put of the employees. If Noise factor is favorable for office employees then they can perform much better. This will contribute towards enhanced output and exceptional performance

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