

**THE INFLUENCE OF WORKING ENVIRONMENT ON EMPLOYEES' JOB  
PERFORMANCE – A COMPARATIVE STUDY BETWEEN TWO  
DIVISIONAL SECRETARIATS IN BATTICALOA**



**BY**

**PAVITHRA ALAGENDIRAN**

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## ABSTRACT

This study investigates the influence of working environment on employees' job performance in two divisional secretariats. This study was implemented with five dimensions of independent variable of working environment, namely job aid, supervisor support, physical work environment, work incentives and performance feedback and employees' job performance which is identified as, dependent variable.

Using structured questionnaire the data were collected from 189 employees of two divisional secretariats in Batticaloa. The collected data were analyzed by using descriptive statistics, correlation and regression analyses.

The findings reveal that the working environment factors and employees' job performance are in high level among the respondents of divisional secretariats. The analyses stated the positive relationship between the working environment and employees' job performance. This relationship is supported by the working environment dimensions that job aid, supervisor support, physical work environment, work incentives and performance feedback shows the positive relationship with the employees' job performance. Job aid and supervisor support show the strong positive relationship with the employees' job performance then physical work environment and work incentives show the moderate positive relationship with employees' job performance in the selected two divisional secretariats. And performance feedback shows the strong positive relationship with employees' job performance in the Manmunai West – Vavunatheevu divisional secretariat and weak positive relationship with employees' job performance in the Eravur Pattu – Chenkalady divisional secretariat.

Further regression analysis as concluded that working environment has significant influence on employees' job performance in the two divisional secretariats. Moreover, the dimensions of working environment which are job aid, supervisor support, physical work environment, work incentives and performance feedback has also influenced significantly on employees' job performance.

**Keywords:** Working Environment, Employees' Job Performance, Job Aid, Supervisor Support, Physical Work Environment, Work Incentives, Performance Feedback

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