

**THE IMPACT OF WORKING ENVIRONMENT ON EMPLOYEES' PERFORMANCE: A CASE
OF SECURITY GROUP AFRICA UGANDA LIMITED (S.G.A) IN KAMPALA DISTRICT**

1 Ebamu David, 2 Ngiri Andrew, 3 Irumba Alex

1, 2, 3 Metropolitan International University

Abstract

Organizations must step outside their traditional roles and comfort zones to look at new ways of working. They have to create a work environment where people enjoy what they do, feel like they have a purpose, have pride in what they do, and can reach their potential. The study aims to assess the impact of working environment on employees' performance at Metropolitan international University. A descriptive design will be used for this study's purposes. The participants for the study will be chosen using a simple random selection procedure. There will be fifty (50) people who participate for this survey, consisting of twenty-five (25) managers and twenty-five (25) junior employees. Data collection involved the use of organized surveys.

According to the study's conclusions, the working atmosphere of the company affected its members in terms of the people who participated. The study also showed that when management addresses the issues found during the investigation, worker productivity increases. The issues are the lack of flexibility in the workplace, noise interruption at work, the way in which supervisors interact with their staff members, the existence of job aids, the usage of achievement evaluation, and the need to strengthen incentives for work inside the company in order to encourage people to execute their duties. In conclusion, based on the study's findings, it was suggested that the company hold periodic conversations for workers to hear their complaints and function as a motivator for the staff. In order to accomplish the goal and mission of the company, leadership must discover effective ways to share its objectives with all levels of staff.

Key words: working, environment and employees' performance

Background to the Study

The atmosphere at work has a significant impact on worker productivity. According to Ruzindana and Kalaskar (2016), the atmosphere of work has a significant impact on staff productivity, either in a bad or positive way. Worldwide groups discuss employee rights all around the world (Paul & Kazaara, 2023). The majority of individuals spend 50% of their lives indoors, which has a significant impact on their mental health, behavior, capacities, and achievement (Dorgan, 2021). It is considered that improved workplace environments lead to greater results and more performance. Staff happiness and efficiency will both increase with a better physical work atmosphere. The loss of worker efficiency is attributed to a number of reasons, including discontent, crowded workspaces, and the physical environment, according to a variety of research that deals with the study of various offices and commercial structures (Isaac et al., 2023).

Due to the fact that it is obvious that when an employee is not adequately cared for, his performance will be quite bad in comparison to when he is taken care of, workplace circumstances and other related variables have contributed to both the success and failure of many businesses in the present economic climate. Giving someone a task to complete without taking into account their rights is also an abuse of the freedoms of that individual. When giving to an employee, factors like motivation, better payment should be considered first Working environment means the process, system, structures, tools or conditions at the work place that impact favorably or unfavorably individual performance (Tasha et al., 2023).

Problem statement

Security Group Africa Uganda Limited, one of the security businesses, should make sure that workers are given improved working conditions through, training, and other

perks, which assist enhance their mental and physical abilities. The working setting has a significant impact on a worker's productivity in every company (Polycarp et al., 2023). In addition, other private security firms like G4s, Tight, and Saracen should seek to improve the working atmosphere for staff members by providing free transportation and lunches, according to Solomon Wilson Kirundi's 2015 report on private security firms. Nevertheless, Shrestha (2019) noted that there are numerous advantages to fostering and sustaining a positive work environment, some of which are increased efficiency, happier workers, employee stability, and higher profitability as reported by (Annet et al., 2023).

Although working conditions has a greater beneficial effect on employees' achievement, companies nevertheless encounter difficulties in improving the workplace (Zafir, Durrisha 2019). Obstacles like finances and a lack of leadership backing always limit the ability of many businesses. (Keith 2015). The purpose of this study was to determine the difficulties associated with creating a positive work environment and to educate the management at Security Group Africa on how to overcome these difficulties.

Specific Objectives.

- 1. To determine the contribution of performance feedback on employees' performance at Security Group Africa Uganda Limited.*
- 2. To determine the influence physical work environment on employees' performance at Security Group Africa Uganda Limited.*
- 3. To examine the contribution of supervisors' support towards the employees' performance at Security Group Africa Uganda Limited.*

Research Questions.

- 1. How does performance feedback improve employees' performance at security Group Africa?*
- 2. What are the physical work environments that add towards employees' performance at security Group Africa?*
- 3. Which contribution does a supervisor has towards employees' performance at security group Africa?*

Methodology

Research Design

The descriptive layout explains phenomena as they actually are. It was published in order to pinpoint and gather details regarding a specific problem or issue's features. The descriptive research design was chosen because it offers the benefit of generating a sizable number of answers from a diverse group of respondents. Additionally, based on the data gathered, this design aims to explain people's observations and actions while also providing an important and accurate depiction of the events. The benefit of this design is that it makes it easier to locate views in their natural environments.

Population of the Study

According to Creswell (2015), a population is any group of people who share one or more traits and are relevant to the study. Therefore, the staff members, department heads, directors who oversee personnel, and staffing officers will all be included in the study's target group. There are 9000 individuals overall at Security Group Africa Uganda Limited, including both security professionals and non-security personnel.

Sample Size and Sampling Techniques

Sample Size

In this study, a sample of 50 respondents of both security and non-security employees were used by answering questionnaires for the purpose of getting the findings of the study. A sample of 50 respondents were selected out of 9000 employees because they were considered to represent and having vital information for the study by virtue of their positions.

Sample composition of the study

<i>Participants</i>	<i>Target population size</i>	<i>Sample size</i>	<i>Sample technique</i>
<i>Human resource officer</i>	<i>5</i>	<i>4</i>	<i>Purposive sampling</i>
<i>Heads of departments</i>	<i>35</i>	<i>10</i>	<i>Simple random sampling</i>
<i>Directors</i>	<i>15</i>	<i>5</i>	<i>Simple Random sampling</i>
<i>Staff's members</i>	<i>26</i>	<i>31</i>	<i>Probability sampling</i>
<i>Total</i>	<i>315</i>	<i>50</i>	

Table 1: sample composition of the study

Sampling Techniques

The goal is to obtain a sample that is representative of the larger population. Random sampling technique was adopted in getting the respondents to answer the questionnaires. Kothari, (2018) says that sampling technique was used because it guarantees desired representation of the relevant sub groups. Other sampling techniques like purposive, probability was also used during this study.

Simple random sampling technique.

This investigation was carried out in both small and big populations, and such screening was carried out without replenishment. This method of sampling is superior because, even if many persons were chosen, the entire population was adequately represented in the mean sample. The problem with this method is that it only permits one to draw objectively valid conclusions about the population as a whole based on the sample, not that a certain sample is an exact reflection of the overall population. 2018 (Humphries).

Purposive sampling.

Purposive sampling, according to Huang, Robertson, and Chang (2020), is a type of non-probability sampling in which the investigator uses their own discretion when selecting a member of the public for participation in the survey. This method was useful for reaching a specific group of people who fit a certain profile and was also time and money efficient. It's simple: people who didn't fit a certain profile were turned away. This method can be difficult, though, as it may be difficult to persuade the audience and the investigator's assessment may be skewed.

Data Analysis

Data from the answered questionnaires in this study was analyzed by using percentages. The collected data was checked for consistency and then frequencies and percentages were used to show responses of the distribution. The results were presented in tables and chart form. The software to be used for analysis of the findings were Statistical Package for Social Sciences (SPSS) (Nelson et al., 2022)

RESULTS

Communication of Organization Goals and Strategies

The table 1 described the importance of communication of organization goals and strategies towards employees' performance.

Table 1: Communication of Organization Goals and Strategies.

<i>Responses</i>	<i>Frequency</i>	<i>percent</i>	<i>Valid percent</i>	<i>Cumulative percent</i>
<i>Strongly disagree</i>	6	12.0	12.0	50.0
<i>Disagree</i>	6	12.0	12.0	38.0
<i>Agree</i>	18	36.0	36.0	86.0

Strongly agree	20	40.0	40.0	100.0
TOTAL	50	100.0		

Source: Researcher.

According to table 1, 40% of staff members strongly agree that the organization tells them about its goals and strategy. 36% of workers indicated that they concur that they are informed of the company's objectives and tactics. Additionally, 12% of employees believe that the firm has effectively conveyed its goals and strategy to them. Another 12% of workers indicated that they vehemently disagree with the notion that they are informed of the organization's objectives and tactics. Employees that are aware of the company's aims and approaches are better able to help the company realize its objectives and realize its purpose and vision.

Employee Recognition as Individual.

Employee recognition as individual was considered to be important factor towards employee performance. The following were the response.

Table 2: Employee Recognition as Individual.

Responses	Frequency	Percent	Valid percent	Cumulative percent
Always	8	16.0	16.0	16.0
Usually,	10	20.0	20.0	36.0
Sometimes	16	32.0	32.0	68.0
Rarely	8	16.0	16.0	84.0
Never	7	14.0	98.0	
Not sure	12	2.0	100.0	
TOTAL	50	100.0	100.0	

Source: Researcher

According to table 2, 20% of staff members stated they are usually regarded as individuals in the company, while 32% claimed they are occasionally recognized as such. One-fourth of the employees—14%—said they are never acknowledged as individuals by the company, while 16% said they are recognized as personalities by the company almost never. 2% of respondents indicated they were unsure about their status as individuals within the corporation. Staff productivity suffers when they are not treated as individuals since there is no connection between them and the company, which might occasionally make them feel demoralized because they are unable to express their opinions.

Communication between Employees

The responses from the table 4.8 described how employees are given opportunity to interact with other employees on a formal level towards their job performance.

Table 3: Communication between Employees.

Responses	Frequency	Percent	Valid percent	Cumulative percent
<i>Strongly disagree</i>	6	12.0	12.0	12.0
<i>Disagree</i>	4	8.0	8.0	20.0
<i>Neither agree</i>	2	4.0	4.0	24.0
<i>Agree</i>	17	34.0	34.0	58.0
<i>Strongly Agree</i>	21	42.0	42.0	100.0
TOTAL	50	100.0	100.0	

Source: Researcher

According to table 3, 42% of the workers strongly agree that they have adequate formal opportunities to communicate with other employees. However, just 34% of staff members said they agreed that their company affords them the chance to communicate with colleagues, and 12% said they completely disagree that they are permitted to have official interactions with their coworkers. Only 2% of employees say they do not agree with the company's policy on official employee interactions, whereas 8% of employees say they do not agree that the organization permits them to connect with other staff members. Employees who communicate with one another are more likely to be trusted and devoted to one another, which supports greater collaboration and partnerships.

Employee Relationship with Supervisor

The responses in table 4.9 described the employee relationship with supervisor towards job performance.

Table 4: Employee Relationship with Supervisor

<i>Responses</i>	<i>Frequency</i>	<i>Percent</i>	<i>Valid percent</i>	<i>Cumulative percent</i>
<i>Very bad</i>	6	6.0	6.0	16.0
<i>Bad</i>	2	4.0	4.0	28.0
<i>Moderate</i>	6	12.0	12.0	48.0
<i>Good</i>	25	50.0	50.0	68.0
<i>Very good</i>	14	28.0	28.0	100.0
<i>TOTAL</i>	50	100.0	100.0	

Source: Researcher

In Table 4, 50% of the workers reported having a favorable connection with their manager, while 28% reported having a very positive connection. 12% of employees reported having a good connection with their manager, 6% reported having a very terrible relationship, and the remaining 4% reported having an adverse relationship. Employees' relationships with their supervisors have an impact on how well they perform at work because they function as their advocates by accumulating and allocating the resources they need, which motivate them to do a good job.

Employee Job Security in the Organization

The following were the response regarding the presence of employee job security in the organization towards their performance.

Employee Job Security in the Organization

Table 5: Employee Job Security in the Organization

<i>Responses</i>	<i>Frequency</i>	<i>Percent</i>	<i>Valid percent</i>	<i>Cumulative percent</i>
<i>Very bad</i>	0	0	0	0
<i>Bad</i>	0	0	0	0
<i>Moderate</i>	15	30.0	30.0	75
<i>Good</i>	25	50.0	50.0	100.0
<i>Very good</i>	10	20.0	20.0	
<i>TOTAL</i>	50	100.0	100.0	

Source: Researcher.

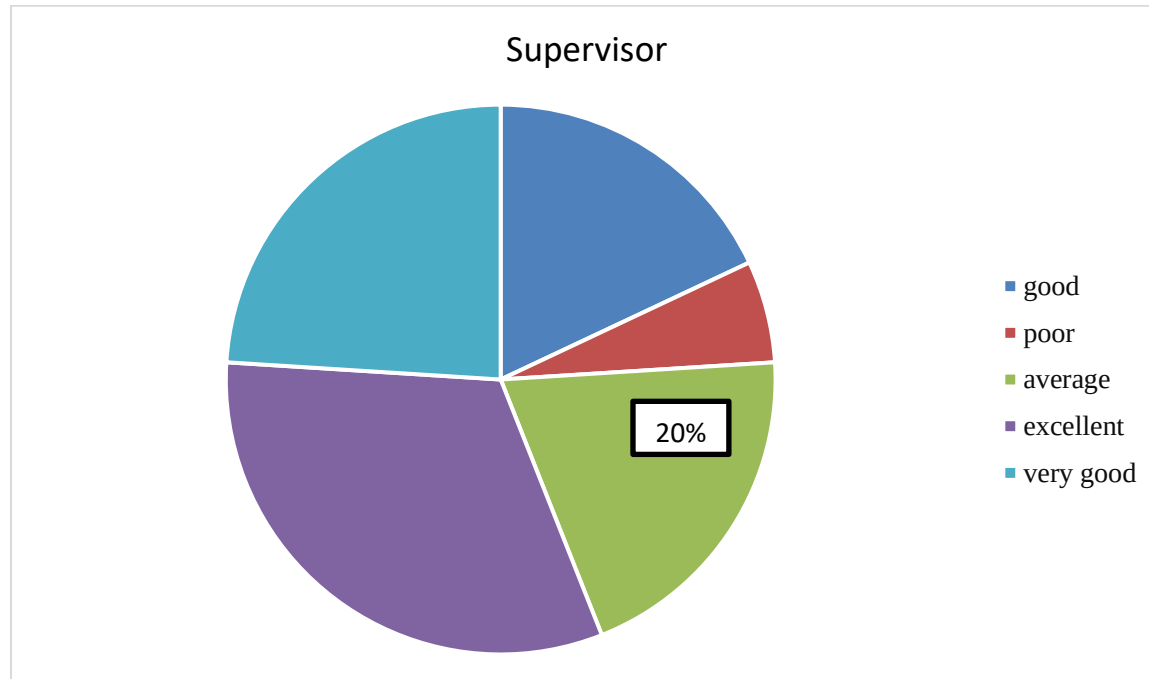
From the table 5 the majority of employees who represent 50% describe to have good job security within the organization whereby 30% described their job security in the organization as moderate. The remaining 20% said their job security in the organization is very good in their staying. Employee job security in the organization

contributes on employee performance because it plays a vital role in attract, keep and motivate them to perform their assigned task.

Supervisor's Rating on Communication

A supervisor has contribution on employee performance. The following were the response from employees on rating their supervisor on communication towards their job performance.

Figure 1: Supervisor's rating on communication



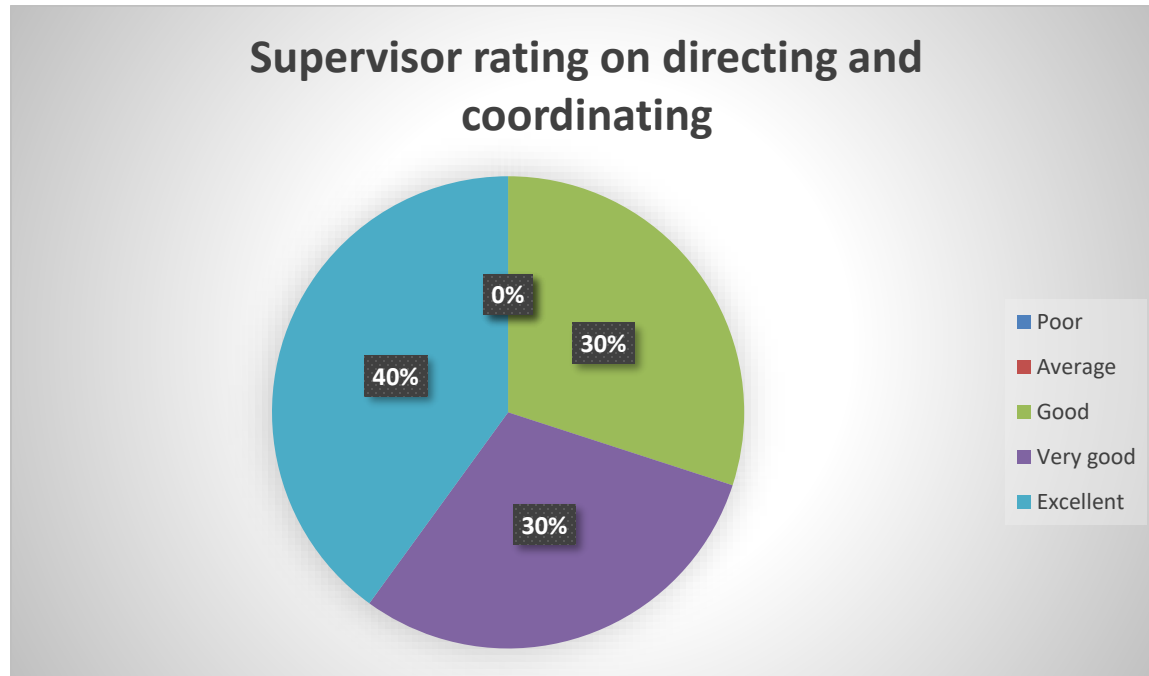
Source: Researcher

According to Figure 1, 24% of workers assessed their manager as having very good interpersonal abilities, while 32% of workers thought their supervisor's interpersonal abilities were good for their job performance. 18% of workers assessed their supervisor as having excellent interpersonal abilities, while 20% of workers stated their supervisor's interactions with them about their work productivity is average. The final 6% of workers reported having weak communication abilities. The staff members and the supervisor must play a part in establishing an engagement that results in beneficial outcomes in order to gain the satisfaction of the workers.

Supervisor's Rating on Directing and Coordinating

The following were the response from employees on rating their supervisor on directing and coordinating towards their job performance.

Figure 2 Supervisor's rating on directing and coordinating.



Source: Researcher.

When it comes to directing and coordinating their efforts toward their duties, the majority of the staff members from Figure 2 reflect 40% of their supervisors who gave them an average rating. 30% of respondents stated their supervisors are very good at controlling and organizing operations, and as a result, they make them feel very at ease to work with. 30% of respondents said their supervisors are skilled at directing and managing. The performance of staff members is influenced by the manager's ability to direct and coordinate. If the supervisor has outstanding interpersonal abilities, particularly when directing and managing a training program, the employees' proficiency and job efficiency will likely grow.

Supervisor's Rating on Interpersonal Relationship

The following were the employees' response on rating their supervisor on interpersonal relationship towards their job performance.

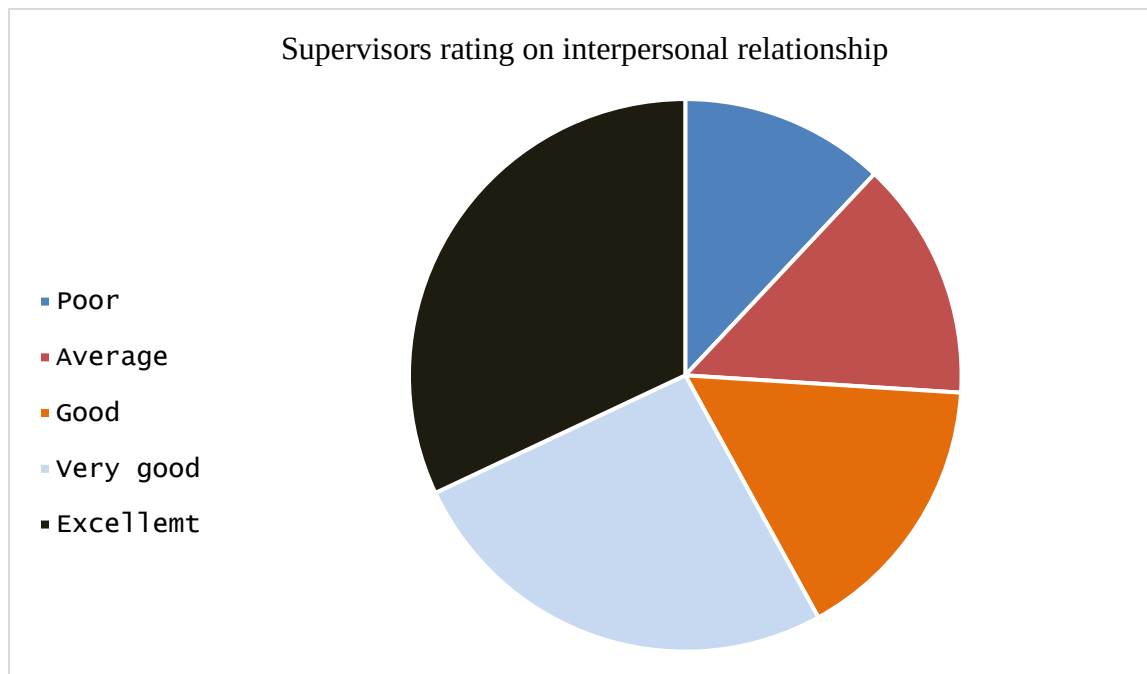


Figure 3 Supervisor's rating on interpersonal relationship

Source: Researcher.

According to Figure 3, 32% of respondents indicated that they have a positive working connection with their supervisor. 16% of workers regarded their supervisor as great in relationships with others, while 26% of workers said their supervisor was very good at it. 14% of employees reported having a poor working connection with their the manager, while 12% reported that their relationship with their supervisor was average in terms of job satisfaction. When conveying knowledge or a job-related procedure to staff members at their place of employment, a supervisor's personal connections with them have an impact on how well they perform. If all of one's efforts are put forth, the efficiency of the staff will improve.

Length of Working Period

In this study length of working period was also considered towards employee's performance as presented in the figure 4



Figure 4: Length of working period

Source: Researcher

According to them, the greatest number of employees, as seen in figure 4, have been with the business for a time of 2 to 5 years, accounting for 50%, compared to 20% of workers who have been with the company for a period of 6 months to 2 years. 18% of the workforce has been with the company for between five and ten years, while 8% has been there for more than ten. 4% of the other people surveyed had been employed by the company for under six months. The length of the time spent working for a worker's efficiency is based on their capacity to work, as well as their probability and capacity to do so.

Referral of a Friend to Work with the Organization

The following were the response from employees regarding their referral of a friend to work with the organization.



Figure 5: Referral of a friend to work with the organization

Source: Researcher

According to Figure 5, 44% of the respondents indicated that they would certainly recommend a friend to work for the company, while 40% indicated that they would probably do so. 10% of the employees, on the other hand, stated that they are unsure if they will refer someone they know to the company, and 6% stated that they are unlikely to do so. For employees to recommend a friend to work for the company, the firm must offer a welcoming workplace that encourages them to feel at ease and accomplish their jobs well.

Conclusion

The workplace has a major impact on how motivated individuals are to carry out their given tasks. Since promoting the workplace productivity necessary in today's cutthroat corporate climate cannot solely be done with money. In today's challenging workplaces, the capacity to attract, retain, and motivate high-performance employees has grown more and more important. The study also showed that if administration addresses the issues found during the research, worker productivity will increase. At the conclusion of the study, it became clear that a worker's workplace has a significant impact on their level of performance.

Recommendations

The organization should have a good program in place for their employees work life balance as this can be a great factor to motivate and retain them.

Management should try as much as possible to build a work environment that attracts, retain and motivate its employees so that to help them work comfortable and increase organization productivity.

Employers should make available adjustable and flexible furniture to all workers in order to make them more comfortable. This in the long run keeps the employees healthy.

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