

THE RELATIONSHIP BETWEEN WORK ENVIRONMENTS AND JOB PERFORMANCE AMONG EMPLOYEES IN PUBLIC TELECOMMUNICATION CORPORATION (PTC) LOCATED IN SANA'A, YEMEN

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Abstract: This study was aimed at identifying the relationship between (job satisfaction and motivation factor. The study population included employees from Public Telecommunication Corporation (PTC) located in Sana'a, Yemen. The researcher used Raosoft to determine the required sample. The sample size refers to the total number of employees in PTC. The sample size is 100, which was randomly selected.

There is a significant relationship between job satisfaction and motivation factor. The study reached multiple recommendations, the most important of which are: In future, researchers should expand their studies to include employees in private organizations. Researchers should include new variables that may have an impact on employees' performance in Yemen, such as job security, work flexibility, job defense, etc. Researchers should conduct a study using the same variable of the current study but after the war ends in Yemen in order to compare between employees performance during and after war in organizations.

Keywords: Work Environment, Job Performance.

1. BACKGROUND OF THE STUDY

Human resource management (HRM) is one of the most important management functions due to its focus on the human element which is the most valuable resource for management and the most productive in the world. There are multiple sections in HRM such as the Department of Planning, Training and Development Department, the Department of Performance and motivation, and many more. Human resources management and development is an essential part of most organizations. It aims at strengthening organizational capacities and enabling companies to attract and qualify the necessary competencies capable of keeping pace with current and future challenges(. Nabil, R.. (2013);Raschke, R. L. (2016).

Human resources can contribute strongly to the achievement of goals and profit for the Organization. Human resources management means, in short, the optimal use of the available and expected human element. The efficiency, capabilities, and experience of this human element and its enthusiasm for action depend on the efficiency and success of the organization in achieving its objectives (Manal, A., 2017; Naser, & Al Shobaki, 2016; Odukah, M. E. 2016).. Therefore, management scientists are interested in laying down the principles that help to make the most of each individual in the organization through the management of human resources. These foundations begin with planning, selection, training, incentives, evaluation, and everything related to the human element (Abufaddy , 2015; Omolo, 2015). It should also be

noted that the reward system differs from one institution to another according to the nature and role of each institution within the society, but in the end, it is no different from the two main rewards (material and moral rewards). There are many methods adopted by each organization to employ these rewards to maximize their benefits for both the employee and the institution (Sajuyigbe, A. S., Olaoye, B. O., & Adeyemi, M. A. 2013; Farhat, 2012).

2. WORK ENVIRONMENT

The environment influencing any organization includes factors, events and organizations outside its borders (political, legal, social, technical). These factors could be simple and predictable or complex and uncertain.

The factors also include some important individual elements that affect performance in personal organizations, perception, motivation, abilities, attitudes and learning abilities. Organizations and workers therein need to change and develop; otherwise, they will become stagnant and thus unable to survive and continue (Naser, 2016). Job satisfaction is a set of beautiful feelings (acceptance, happiness, enjoyment) that the employee feels toward himself, his job and the institution in which he works, and which turns his work and then his whole life into a real pleasure (enjoying work and the joy of life)(Sarah 2016.;Taq, S., & Obaid , A. 2016).

Elements of job satisfaction:

- Work enjoyment, the connection inside the institution, the good relationship with the managers, the sense of the importance of the individual's role in the institution, the appreciation and concern for the institution, stability, security, achievement, and job compatibility. Hence, there is a significant impact of job satisfaction (work environment, reward, equity) on job performance. The more the employee is satisfied with his work environment and the rewards he receives as well as his sense of safety in his place of work, justice and equality, the greater and better his performance becomes (Sarah, 2015).

3. METHODOLOGY

Drafting clear and understandable instructions is a substantial before the survey questions are organized. On this note, a cover page with the title and a brief description of the research will be included in the questionnaire. Additionally, respondents will also be provided with a consent page that provides information concerning the anonymity and confidentiality, procedure and risks, respondent's rights, the expected time required to complete the questionnaire, the description which dwells into the offered incentive and also contact information.

4. INSTRUMENT DEVELOPMENT

The construction of the items was for determining the respondents' awareness of the online access to the Job Performance. Minor modification was made to the questionnaire based on respondent's comments. At the same time, the readability and validity of content were affirmed. Utilizing the Partial Least Squares Structural Equation Modeling (PLS-SEM), a pilot analysis was performed. This allows the examination on the reliability as well as validity of the initial construct. The Cronbach's alpha was used in Journal of Business and Retail Management Research (the pilot test. Factor analysis was also conducted on the data gathered from a sample comprising of 100. The sample was obtained using the procedures of convenient sampling. All items appear to have value larger than the proposed cut-off of 0.70.

Table 1: Reliability Analysis

VARIABLES	ITEMS	RELIABILITY
Work Environment	6	.879
Job Performance	5	.865

5. RELIABILITY AND VALIDITY RESULTS

Most of the items used to measure the variables have been adopted from the literature. Even though the adopted measurements have been confirmed of its discriminate and convergent validity, it is felt necessary to re-examine the validity of these measures. This is because this study is undertaken in the Yemen context which may be different from other countries. The existing literatures on acceptance and diffusion of technology have been done in other countries, particularly in the euro-countries where the environment and culture are entirely different from Yemen. The questionnaire was pilot tested with 30. As indicated by Hair et al. (1998), the coefficient of determination (R^2) is employed when the

researcher wishes to measure the fraction of the total variance of the dependent variable with respect to its mean described by the independent variables or the predictor variables. If the R^2 value obtained is high, then, the regression model's explanatory power will be good. In this study, the regression model R^2 value obtained for the dependent variable use behavioral is 0.784. This indicates that 78.4 percent of the total variance in **Job Performance** of is described by the regression model. Additionally, the value obtained (0.784) is regarded as high. As such, the regression model's power is considered as good. Further, the regression coefficients' values as well as their significance, establishes the factors comprised in the model.

Table 2: Model Summary

Model R	R Square	Adjusted R	Square Std.	Error of the Estimate
1	.897a	.784	.865	2.30151

Predictors: (constant). **Work Environment, Job Performance**

6. CONCLUSIONS

Nowadays, Job Performance are interesting and very recent addition as a new vital platform by Yemen government. Nevertheless, citizen's perspective is very important to investigate the Job Performance. Combination of service channels and alternatives helps citizens to be in touch with their applications, anywhere and anytime. The present study suggests several factors as important determinants of the Job Performance. The future work focuses on the hypotheses testing to evaluate the proposed theoretical model among Yemen citizens.

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