

The Effect of Internal and External Office Environment to Police Officers in Morogoro Municipality

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Abstract: *The purpose of this study was to investigate the effects of the internal and external office environments on police officers in Morogoro Municipality. The target population for this study consisted of 451 respondents, and a sample size of 136 was utilized. Both purposive sampling and stratified sampling techniques were employed in the selection of respondents. Data were collected through the use of questionnaires, interviews, observations, and documentary reviews. Quantitative data were analyzed using descriptive statistics, while qualitative data were subjected to content analysis. The study reveals that substandard office conditions have a negative impact on the performance of police officers, leading to issues such as fatigue, reduced concentration, and increased stress. These factors collectively compromise effectiveness and well-being. In light of these findings, it is recommended that governments prioritize the enhancement of office environments to alleviate strain, improve concentration, and promote the overall well-being of officers. By doing so, this can lead to enhanced job performance and increased job satisfaction within law enforcement agencies.*

Keywords: Internal and External Office Environment

1. Introduction

The efficiency of office personnel is heavily impacted by the quality of the office environment they operate in. Given that office work revolves around cognitive tasks and employees spend a substantial part of their day at their workstations, it is imperative for the office setting to prioritize their well-being. Creating an environment with suitable lighting, ventilation, and a serene atmosphere contributes positively to employee motivation and attitudes (Gupta, 2012). Conversely, an unsatisfactory office environment leads to decreased productivity and morale, making it challenging for employees to meet expectations, especially in tasks requiring focus (Jain & Chhabra, 2002; Leffengiwel & Robinson, 2002).

Research demonstrates that a favorable internal office environment results in improved emotional responses from employees. Gupta (2012) outlines key elements of a healthy office environment, including lighting, ventilation, temperature control, interior decor, furniture quality, noise and dust management, cleanliness, safety, security, and confidentiality. The connection between office environment and employee morale isn't new, evident in historical actions like England's Office, Shop, and Railway Premises Act of 1963, aimed at improving working conditions (Denyer, 2000).

Optimal office settings not only enhance performance but also reduce the need for micromanagement, aiding organizations in achieving their goals more efficiently (Opperman, 2002). This emphasis on workplace conditions is global, reflected in international labor initiatives such as those by the International Labor Organization, even in countries like Tanzania where regulations prioritize employee well-being (Employment and Labor Relation Act 2004, Occupational Health and Safety Act no.5 of 2003). Despite efforts, ongoing research underscores the

importance of creating conducive office environments for employee welfare and performance (Benedict, 2010; Agustino, 2009).

Recognizing persisting challenges, a study is planned to examine how internal and external office environments affect police officers in Morogoro Municipality. This research aims to address the concerning issue of inadequate office conditions and explore strategies to enhance the overall working conditions and effectiveness of employees, aligning with acknowledgments from leaders like President Samia Suluhu Hassan and former Minister Mwigulu Nchemba regarding the positive impact of favorable office environments (TAMISEMI, 2022; Muungwana, 2022).

2. Research Methodology

This section outlines the research methodology that guided the study. The study employed a mixed research approach along with a survey research design. The targeted population for this study comprised 451 respondents, with a sample size of 136 ultimately used. Both purposive sampling and stratified sampling techniques were employed in the selection of respondents. Data were gathered through questionnaires, interviews, observations, and documentary reviews. Quantitative data were subjected to analysis using descriptive statistics, while qualitative data underwent analysis using content analysis.

3. Research Finding and Discussion

This study aimed to examine the effects of office environments on police officers in Morogoro Municipality. The researcher employed interviews, questionnaires, and observations as methods to gather pertinent information regarding the objectives. The findings of this study are presented below:

3.1 Fatigue

Table 3.1: Fatigue

Details	Frequency	Percentage (%)
Agree	88	64.7
Neutral	12	8.8
Disagree	36	26.5
Total	136	100

Source: Researcher (2023)

The data in Table 3.1 demonstrates that 64.7% of respondents (88 individuals) agreed that office environments have an impact on police officers in Morogoro Municipality, leading to fatigue. Conversely, 8.8% (12 respondents) remained neutral, and 26.5% (36 respondents) disagreed with this notion. These results strongly support the connection between poor office environments and fatigue. This suggests a significant problem among police officers in the area, where fatigue not only affects their performance but also jeopardizes their health and safety due to increased vulnerability to accidents and errors. The findings underscore the urgent necessity of addressing these office environment issues to effectively mitigate potential risks associated with officer fatigue.

These findings were substantiated by a respondent during an interview, who pointed out the following:

You know... when I am inside the office, I often experience headaches, fatigue, hypersensitivity, dizziness, shortness of breath, and coughing. This is undoubtedly due to poor indoor air quality.

Another respondent expressed their viewpoint:

The CID department's office tasks and interactions with clients are hindered by uncomfortable conditions, impacting both staff confidence in service delivery and clients' well-being due to a lack of alternatives in their locality.

The findings of this study align with those of Ajala (2012), who conducted a study analyzing the influence of workplace environments on workers' welfare and productivity in government parastatals of Ondo state, Nigeria. Ajala's study revealed that workplace features such as insufficient lighting, noise pollution, improper ventilation, and layout arrangements have a significant impact on health, morale, and efficiency.

3.2 Inability to Concentrate to Work

Table 3.2: Inability to Concentrate to Work

Details	Frequency	Percentage (%)
Agree	80	58.8
Neutral	16	11.8
Disagree	40	29.4
Total	136	100

Source: Researcher (2023)

Table 3.2 findings show that 58.8% (80 respondents) agreed that the inability to concentrate on work is influenced by office environments for police officers in Morogoro Municipality, with 11.8% (16 respondents) being neutral and 29.4% (40 respondents) disagreeing. These results strongly suggest a link between poor office environments and concentration challenges. The collective response pattern,

with a majority agreeing and a smaller neutral group, provides clear evidence for the connection between office conditions and concentration difficulties. This finding underscores the potential for improved office environments to enhance police officers' ability to focus on their tasks in Morogoro Municipality.

This study's conclusion is further supported by Bushiri (2014) findings, which argued that the poor concentration of employees in the workplace is caused by inadequate work environment elements such as equipment and furniture.

3.3 Sick Building Syndrome

Table 3.3: Sick Building Syndrome

Details	Frequency	Percentage (%)
Agree	75	55.1
Neutral	22	16.2
Disagree	39	28.7
Total	136	100

Source: Researcher (2023)

Table 3.3 findings show that 55.1% of respondents (75 individuals) agreed that office environments impact police officers in Morogoro Municipality with sick building syndrome, while 16.2% (22 respondents) remained neutral, and 28.7% (39 respondents) disagreed. These results strongly indicate a connection between poor office environments and sick building syndrome. The outcomes highlight a significant correlation, suggesting that factors such as air quality, lighting, temperature, and ergonomic considerations within office settings are likely contributors to symptoms like headaches, dizziness, respiratory problems, and general discomfort associated with sick building syndrome. Addressing these office environment issues has the potential to enhance police officers' focus and task performance in Morogoro Municipality.

This study's findings are supported by CDC (2003), which revealed that poor ventilation can adversely affect employees' health. Furthermore, the CDC recommends that management prioritize ventilation as a crucial aspect of their company's health and safety initiatives.

3.4 Overcrowding

Table 3.4: Overcrowding

Details	Frequency	Percentage (%)
Agree	74	54.4
Neutral	22	16.2
Disagree	40	29.4
Total	136	100

Source: Researcher (2023)

Table 3.4 findings indicate that 54.4% of respondents (74 individuals) agreed that office environments impact police officers in Morogoro Municipality, leading to overcrowding. Conversely, 16.2% (22 respondents) remained neutral, and 29.4% (40 respondents) disagreed. These results suggest a potential association between poor office environments and the problem of overcrowding. If such environments indeed contribute to overcrowding, improving working conditions might offer a solution to alleviate the overcrowding issue.

The study's findings correspond with the views of Oswald (2012), who conducted research on the effect of work environments on the performance of reproductive and child care providers. He argued that overpopulation leads to the sustainability and proliferation of sporadic outbreaks of airborne diseases.

3.5 Stress and Frustration

Table 3.5: Stress and Frustration

Details	Frequency	Percentage (%)
Agree	80	58.8
Neutral	17	12.5
Disagree	39	28.7
Total	136	100

Source: Researcher (2023)

Table 3.5 findings demonstrate that 58.8% of respondents (80 individuals) agreed that stress and frustration are effects of office environments on police officers in Morogoro Municipality. Meanwhile, 12.5% (17 respondents) remained neutral, and 28.7% (39 respondents) disagreed. These outcomes strongly suggest that stress and frustration stem from inadequate office conditions. These results point to the potential harm caused by stress and frustration on both the physical and mental health of police officers, with consequences including anxiety, depression, and cardiovascular issues. Prolonged frustration may contribute to job dissatisfaction, burnout, and reduced productivity. The findings underscore the urgency of addressing these poor office environments to safeguard the well-being of the police personnel.

This study's findings correspond with those of Jain and Chhabra (2002), who argued that in modern offices, worker and visitor parking is crucial. They recommended that solving parking problems is critical because it makes employees feel like their employer cares, and it also helps boost productivity, as better morale leads to more focused workers.

4. Conclusion and Recommendations

The study concludes that, poor office conditions have detrimental effects on police officers' performance, encompassing issues like fatigue, diminished concentration, sick building syndrome, overcrowding, and increased stress. These factors interconnect to compromise operational efficacy, decision-making abilities, and overall well-being. Inadequate environments heighten officers' physical and mental strain, hinder their capacity to concentrate, exacerbate health concerns, intensify stress levels, and impede collaboration.

The study recommends that Governments should prioritize the well-being and efficiency of their police officers. Improving office environments is a crucial step towards achieving these goals. By minimizing fatigue, reducing the incidence of sick building syndrome, and enhancing officers' ability to concentrate, governments can create an environment where police officers can thrive both physically and mentally. Ultimately, these improvements contribute to

better job performance, increased job satisfaction, and a more effective and responsive law enforcement agency.

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