
**A STUDY ON WORK ENVIRONMENT AND EMPLOYEE
PERFORMANCE.**

***¹Mrs. Saranya Durai, ²Hem Kumaran G.**

¹Assistant Professor, Department of Management Studies. Adhiyamaan College Of Engineering (Autonomous)

²MBA, Department of Management Studies Adhiyamaan College of Engineering, Hosur.

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***Corresponding Author: Mrs. Saranya Durai**

Assistant Professor, Department of Management Studies. Adhiyamaan College Of Engineering (Autonomous)

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ABSTRACT

In the modern healthcare sector, employee performance plays a vital role in ensuring quality patient care and organizational success. A supportive work environment is essential for enhancing employee productivity, satisfaction, and efficiency. This study examines the impact of the work environment on employee performance at Narayana Health Hospital.

Primary data were collected using structured questionnaires from employees across different departments, supported by secondary data from journals and reports. The study analyzes factors such as work culture, management support, communication, workload, and safety measures.

The findings reveal that a positive work environment significantly improves employee performance, job satisfaction, and organizational effectiveness. However, challenges such as workload pressure, stress, and communication gaps still exist. The study provides recommendations to improve workplace conditions and enhance employee productivity in healthcare organizations.

KEYWORDS: Work Environment, Employee Performance, Healthcare Sector, Job Satisfaction, Organizational Culture.

INTRODUCTION

In today's healthcare environment, employee performance is directly linked to the quality of services provided by hospitals. Human resources are considered the backbone of healthcare institutions, where efficiency, dedication, and expertise play a crucial role in achieving organizational goals.

The work environment includes physical, psychological, and social conditions under which employees perform their duties. It consists of factors such as infrastructure, safety, leadership, communication, teamwork, and workload. A positive work environment enhances motivation, reduces stress, and improves employee retention, whereas a poor environment leads to burnout and low productivity.

Healthcare organizations operate under high pressure, requiring employees to handle emergencies, long working hours, and critical situations. Therefore, maintaining a supportive and efficient work environment is essential for improving employee performance and patient care.

REVIEW OF LITERATURE INDIAN STUDIES

Indian researchers highlight that work environment factors such as leadership, communication, and organizational culture significantly influence employee performance. Studies by Sharma (2018), Singh & Kumar (2019), and Patel (2017) emphasize that a supportive work environment improves employee satisfaction and productivity.

Other studies (Gupta, 2020; Reddy, 2018) indicate that employee engagement and teamwork are key drivers of performance in service sectors. Training and development programs also contribute to skill enhancement and efficiency.

INTERNATIONAL STUDIES

International research shows that workplace conditions have a direct impact on employee performance. Studies by Herzberg (1959) and Maslow (1943) highlight the importance of motivation and basic needs in improving employee efficiency.

Research by Judge et al. (2001) and Harter et al. (2002) confirms that a positive work environment increases employee engagement and organizational performance. Leadership support and organizational culture are identified as critical factors influencing productivity

RESEARCH GAP

Most previous studies focus on individual factors such as leadership, stress, or job satisfaction separately. Limited research examines the combined impact of multiple work environment factors on employee performance in healthcare organizations.

Additionally, there is a lack of organization-specific studies in large hospital settings like Narayana Health. This study attempts to fill this gap by analyzing the overall work environment and its impact on employee performance.

RESEARCH OBJECTIVE

- To study the impact of work environment on employee performance.
- To analyze employee satisfaction with workplace conditions.
- To identify key factors influencing productivity.
- To examine the relationship between organizational support and performance.
- To suggest improvements in workplace practices.

RESEARCH METHODOLOGY

This study adopts a descriptive and analytical research design to examine the relationship between work environment and employee performance.

Primary data were collected from 100 employees using structured questionnaires through convenience sampling. Secondary data were obtained from journals, books, and company reports.

Statistical tools such as percentage analysis, ANOVA, Chi-square test, and graphical methods were used to analyze the data and interpret the results.

DATA ANALYSIS

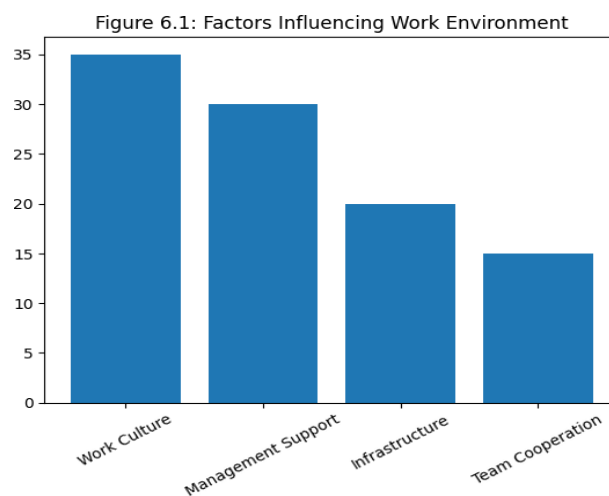


Figure 6.1: Factors Influencing Work Environment

Interpretation:

Work culture (35%) and management support (30%) are the most important factors influencing employee performance. Infrastructure and teamwork have moderate influence.

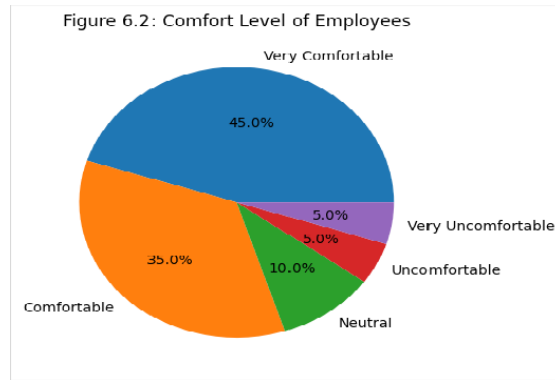


Figure 6.2: Comfort Level of Employees.

Interpretation:

80% of employees feel comfortable with their working conditions, indicating a positive work environment.

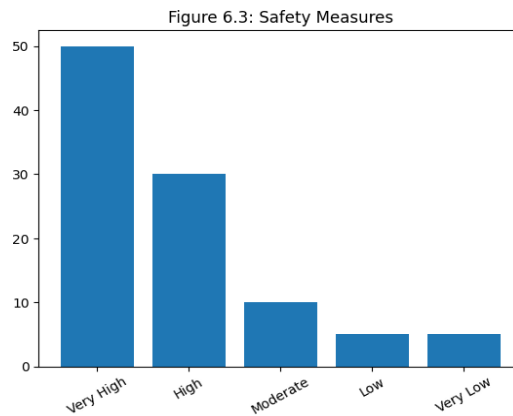


Figure 6.3: Safety Measures.

Interpretation:

Most employees rated safety measures as high, showing effective implementation of workplace safety.

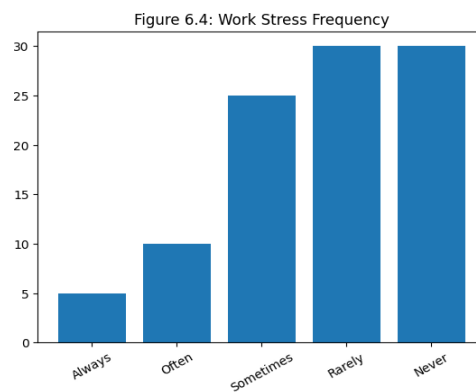


Figure 6.4: Work Stress Frequency.

Interpretation:

Majority of employees experience low levels of stress, indicating a balanced work environment.

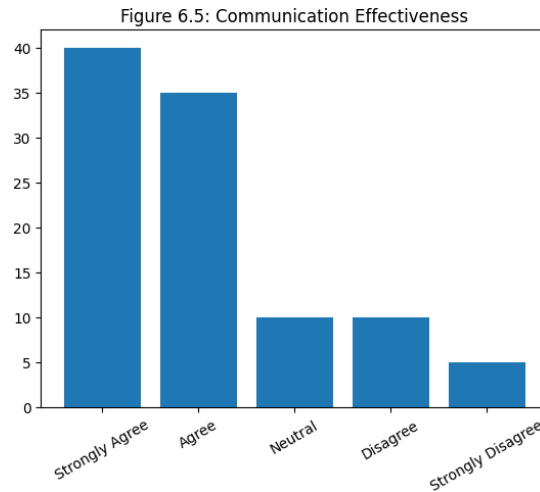


Figure6.5: Communication Effectiveness.

Interpretation:

75% of employees have a positive opinion about communication, reflecting good coordination within the organization.

FINDINGS.

- .Work culture and management support are key factors influencing performance.
- Employees are generally satisfied with working conditions.
- Communication and teamwork are effective in most departments.
- Workload is manageable for the majority of employees.
- Training programs improve employee performance.
- Work environment positively impacts productivity and job satisfaction.
- Stress and workload remain key challenges.
- Overall employee performance is rated as good or excellent.

SUGGESTIONS

- Reduce workload through proper task distribution.
- Improve communication systems across departments.
- Conduct stress management and wellness programs.
- Provide regular training and development programs.

- Encourage teamwork and collaboration.
- Ensure fair performance evaluation systems.
- Promote work-life balance for employees.

CONCLUSION

The study concludes that the work environment has a significant impact on employee performance at Narayana Health. A positive workplace enhances productivity, motivation, and job satisfaction, leading to better patient care and organizational success.

Although the overall work environment is favorable, issues such as stress, workload, and communication gaps need to be addressed. By improving workplace practices and focusing on employee well-being, healthcare organizations can achieve long-term growth and sustainability.

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