ERGONOMICS & WORK EFFICIENCY: AN OBSERVATIONAL STUDY ON THE USE OF LARGER MONITOR AMONG ADMINISTRATION STAFF

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Abstract - During the researcher's tenure as a senior manager at a company in Australia, the researcher noticed that many mistakes were made by administration staff, especially those who were in charge of data entry. Participant observation was then used to investigate the causes of those mistakes in order to develop a strategy to increase the work efficiency of administration staff. Regarding the 3-month participant observation, the data entry mistakes had been made due to the stress of using a small monitor. Nelson and Quick (2015) state that stress has a detrimental effect on employee performance. An online survey conducted by Robert Half, a staffing company, found that 'stress or burnout' is the greatest work-related fear of American workers aside from losing their job (Kratz, 2014). However, appropriate working conditions (ergonomics) could be a strategy to improve employee performance (Kyzek&Hatiar, 2011). Therefore, the small monitors were replaced with the larger ones - an ergonomics strategy, and another 3-month participant observation was conducted to follow-up this implementation. The study found that the larger size of monitors could reduce stress in entering data, resulted in lesser data entry mistakes and higher work efficiency of all administration staff.

Keywords - Ergonomics, Working Conditions, Work Efficiency, Stress Management,Mistakes