Montemorelos University

Faculty of Business and Legal Sciences

FACTORS AFFECTING WORK ENVIRONMENT AT
WESTCHESTER COMMUNITY COLLEGE
IN NEW YORK

Thesis
presented in partial fulfillment
of the requirements for the degree
Doctorate in Business Administration

by

Doreen R. Howson

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ABSTRACT

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Main advisor: Karla Saraí Basurto Gutiérrez

DOCTORAL THESIS ABSTRACT

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Title: FACTORS AFFECTING WORK ENVIRONMENT AT WESTCHESTER COMMUNITY COLLEGE IN NEW YORK

Researcher's name: Doreen R. Howson

Name and degree of main advisor: Karla Saraí Basurto Gutiérrez, Ph.D. in Business Administration

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Problem

The empirical model in which work training, work motivation, leadership and communication are predictors of work environment, as perceived by employees of Westchester Community College in New York, USA.

Methodology

The research was empirical quantitative, descriptive, exploratory, explanatory and transversal. The study population was made up of 450 full-time employees of the Westchester Community College, New York, USA. An instrument was administered and 131 employees from the population were described. The substantive statistical process was based on regression analysis, performed in Statistical Package for Social Sciences

(SPSS), version 24.0.

The constructs for the five instruments used were done through factorial analysis techniques (with explained variance levels of over 50%, which is acceptable) and the reliability, measured with the Cronbach alpha coefficient for each instrument, was acceptable. For the analysis of this hypothesis, the statistical technique of multiple linear regression was used.

Results

The model was validated with the sample of full-time employees of Westchester Community College (WCC). Work training, work motivation, leadership and communication are good predictors of work environment, according to the perception of the employees of Westchester Community College. When evaluating the influence of independent constructs, it was found that the best predictor is leadership, followed by communication.

Conclusion

It is recommended to the administration of Westchester Community College to be especially cognizant regarding the work environment in which employees have to perform their duties. As brought out in this investigation, leadership and communication are significant predictors of work environment. This outcome suggests that employees at WCC want a work environment where they can feel safe and motivated to put forth their very best efforts. They want their leaders to take the helm in fostering an atmosphere where the human capital are supported—led, communicated with, motivated and trained to give their very best.