

ABSTRACT

**THE RELATIONSHIP BETWEEN WORK-LIFE CONFLICT AND
WORK PERFORMANCE AT SARAWAK PRESS SDN. BHD.,
KUCHING, SARAWAK**

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ABSTRACT

Work-life conflict has great impact on families and workplace matters which could affect the person's work performance. The factors of work-life conflicts included time-based conflict, strain-based conflict and behaviour-based conflict. The purpose of this study were to determine the factors of work-life conflict that contributes to work performance, to study the relationship between work-life conflict and work performance and to identify the significant influential factor of work-life conflict towards work performance. This study focuses on 60 respondents of the non-executive staff at Sarawak Press Sdn. Bhd., Kuching, Sarawak by distributing the questionnaires to the respondents. With the help of SPSS Version 16, the data were analyzed and discussed. Based on the analysis, it was found that time-based conflict, strain-based conflict and behaviour-based conflict were the factors that influence the work performance of non-executive staff at Sarawak Press Sdn. Bhd. and all the factors had positive and significant relationship with work performance whereby strain-based conflict has the significant influential factor towards work performance.

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CHAPTER 1

INTRODUCTION

Background of the study

Nowadays, our society fills with commitment and responsibilities where work-life conflict becomes a major issue in the workplace. There are a few issues involve with work-life conflicts in the workplace such as family values, demand in organization and personal life. The employees need to work hard in order to fulfill the expectation of the organization in the workplace. They are also need to deal with cumulative demands of many works and non-work life such as family.

The workload in the workplace will disturb family lifestyles if the employees cannot handle the work-life conflict wisely. Work-to-family conflict has normally been viewed as a source of stress that may negatively influence both work and non-work related outcomes (Lau, 2013). The employees getting stress if they do not manage their responsibilities in the workplace and their roles in family. Some employees are expected to fulfill their roles as manager or executive in the workplace and at the same time their roles as father or mother to their children. For those who have family, they are expected to responsible for the household. When employees fail their family requirements from a job, work life conflict begin to exist. The two factors especially help to accelerate work-life conflicts which are first, strain-based and second, time-based conflicts (Hussain, 2012). Another factor is behaviour-based