

**THE RELATIONSHIP BETWEEN WORK FAMILY CONFLICT  
AND JOB PERFORMANCE AT UNIVERSITI TEKNOLOGI  
MARA CAMPUS JENGA, PAHANG**

**NURSYAFIQA FATIN BINTI HASSAN**

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)  
UNIVERSITI TEKNOLOGI MARA**

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## ABSTRACT

The topic that I choose was to study the relationship between work family conflict and job performance among non-academic staffs in the University Teknologi MARA (UiTM) Jengka, Pahang. The questionnaire was being distributed and used as instrument to collect the data that needed in order to complete this research paper. The data that had been collected were analyzed via IBM SPSS Statistics 21.0 software. There are 75 staff from non-academic that are been chosen as the respondent. This research paper convenience sampling. Based on the findings, there is significant relationship between work family conflict and job performance which is work to family conflict ( $r=.017$ ,  $n=75$ ) but it was weak relationship. Meanwhile, family to work conflict ( $r=.019$ ,  $n=75$ ) which is also significant relationship but have weak relationship. For the cooperative strategy ( $r=-.147$ ,  $n=75$ ), was not significant relationship and also have negative and weak relationship. There are some recommendations that can be implementing by UiTM Jengka to improve the job performance of the employees. Other than that, the researcher for future research should conduct study at other industry other than education industry to find the variety of the finding in their research.

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The conflict could happen because many employees, especially those who are working in smaller companies, do not enjoy benefits like flexi time, on-site day care, career-break schemes, and informal support networks (Rotundo, Carlson, & Kincaid 2003). By identifying which mothers are at the highest risk for work-family conflict, one might be able to develop suitable intervention efforts to be able to prevent or reduce the conflict between work and family (Nilsen, Skipsstein, & Demerouti 2016).

“mutually incompatible”

“inter role conflict in which the role pressures from the work and family domains are and family resources and demands. Work-family conflict is typically defined as Voydanoff (2005) argued that work family conflict is a cognitive evaluation of work more difficult because of participation in the other role. Other definition from and family roles are incompatible in some respect, so that participation in one role is based on role theory as “a form of inter role conflict in which the demands of work work family conflict originated in studies of role conflict, it is frequently defined (One of it is the work family conflict. According to Greenhouse and Beutell, (1985) as There are causes that could influence the job performance of the employee.

## 1.1 Background of the study

# INTRODUCTION

## CHAPTER 1