

**THE RELATIONSHIP BETWEEN WORK LIFE  
BALANCE AND JOB PERFORMANCE AMONG  
SUPPORT STAFF IN INSTITUT PENDIDIKAN GURU  
KOTA SAMARAHAN (IPGKTAR) KUCHING,  
SARAWAK**

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## AUTHOR'S DECLARATION



### **BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.) FACULTY OF BUSINESS AND MANAGEMENT**

#### “DECLARATION OF ORIGINAL WORK”

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degree.
- This project-paper is the result of my independent work and investigation except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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## **ABSTRACT**

The purpose of this study was to determine the relationship between Work Life Balance and Job Performance of support staffs. This study was conducted at Institut Pendidikan Guru Kampus Tun Abdul Razak Kota Samarahan (IPGKTAR) Kuching, Sarawak that focuses on 69 support staffs as respondents. The researchers distributed 69 questionnaires using convenience sampling technique. With the help of SPSS version 20, the data were analyzed and discussed. Based on the analysis, it was found that leave, assistance programs and flexible working hours variables have an influence towards job performance among the employees. Based on correlation analysis, flexible working hours ( $r=.314$ ,  $p<0.05$ ) give major influence of work life balance with moderate correlation with can affects job performance among support staff in Institut Pendidikan Guru Kampus Tun Abdul Razak (IPGKTAR) Kota Samarahan and all the variables had positive and significant relationship with job performance.

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# **CHAPTER 1**

## **INTRODUCTION**

This study is conducted in order to investigate the work life balance in Institut Pendidikan Guru Kampus Tun Abdul Razak Kota Samarahan (IPGKTAR) Kuching, Sarawak. There are seven sections in this chapter. Each part in this chapter represents by different reasons.

### **Background of the Study**

In an organization employee is one of the most important aspect that will aid the organization to be successful. A statement by Indrasari, Momin, Syamsudin, Peter and Permana (2018), which stated that, the employee is considered life reason because employees are the subject of the competitive existence of competition in the business world requires companies to think about how a company is able to adapt to changing circumstances. This shows that the employees' play an important role in a competitive business. A study done by Mušura and Krajnovic (2013) in order to maintain employees' job performance, the organization should implement work life balance policy in the office because there work life balance have an impact towards employees' job performance. However, work life balance is very difficult to maintain because a person may achieve work life balance today, but it is unexpected that he or she can have the same work life balance on the next day Humayon, Raza, Kaleem, Murtaza, Hussain and Abbas (2018). Past study had found out that, having a balance work live will give positive results towards the employees Naz, Fazal and Khan (2017). Contrary the lack of this balance will cause frustation and mental loss of