

**THE RELATIONSHIP BETWEEN WORK LIFE BALANCE AND  
JOB PERFORMANCE AMONG SUPPORT STAFF IN INSTITUT  
LATIHAN PERINDUSTRIAN KOTA SAMARAHAN (ILPKS)**

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- 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

Work life balance is a person's control over the responsibilities between her or his workplace, family, friends and self. The ultimate performance of the organization depends on the performance of their employees, which in turn depends on numerous factors and most of the Malaysian are favours of work life balance. The objectives for this study are to determine is there any relationship between personal life, organization life and technology and job performance among the support staff in Institut Latihan Perindustrian Kota Samarahan, (ILPKS). Questionnaire was used to obtain the information as well as the data which the respondent was used to answer the questions given. The data obtained was analyzed using Statistical Package for the Social Science (SPSS) version 20. Finding for this study was found out the personal life has a highest relationship among of the three independent variables which it is moderate and positive relationship. Therefore the organization should pay more attention on what their employees done and must know how to organized and balance between their work as well as their personal life in order to increase their job performance.

## CHAPTER 1

### INTRODUCTION

#### Background of the Study

Work life balance is a concept which includes the proper prioritizing between work which it is consist of career and ambition and the lifestyle which is involve the health, pleasure, leisure, family and spiritual development. According to the study that has been made states that work life balance is a broad concept, defined in different researcher using diverse dimensions (Poulose and Sudarsan, 2014). It is important to have the flexible work life balance in order to increase the employees' productivity and job performance. A good work environment and proper work life balance not also affect the employees' productivity and their job performance; it is also benefit for the organization it is because it can increase the firm productivity as well as their profit and reputation.

According to Frone, Russell & Barnes, in an article Blackman & Murphy, (2012), states that the demand of balancing work and family life can be a major cause of stress in an individual's life, leading to a decrease in satisfaction for both domains and harmful effects on one's health and wellbeing. So sum up, the purpose or the objective of this research is to study the relationship between work life balance and job performance among the support staff in Institut Latihan Perindustrian Kota Samarahan, (ILPKS).