UNIVERSITI TEKNOLOGI MARA

THE EFFECTS OF WORK-LIFE BALANCE TOWARDS JOB PERFORMANCE AMONG ROYAL MALAYSIAN POLICE EMPLOYEES IN THE STATE OF KEDAH DARUL AMAN

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ABSTRACT

This paper study the effects of the work-life balance towards the Royal Malaysian Police employee in Kedah has populated several variables that may influence and affect the employees' job performance (JP) in the organisation. Each individual possesses different and uniques styles of work which may diversify the perspective, experience, skills, and performance of the employee. The Royal Malaysian Police acts as the prime security force in Malaysia, and the employees are facing challenging duties due to criminal activities, dangerous situation, and so on. It is very important for the Royal Malaysian Police employees to have a work-life balance in order to perform well, both in their career and domestic life. This study used a convenience sampling of 400 Royal Malaysian Police employees based in Kedah. Statistical analysis is carried out using the descriptive statistics and the reliability test, which ran through Statistical Package for Social Science (SPSS). The results of the study proposed work-life balance practice among the Royal Malaysian Police employees in order to improve their job performance. It is hoped that the final findings can contribute further towards the effectiveness and improvement of employees, management, and the organization.

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CHAPTER ONE

INTRODUCTION

1.1   Preamble

This research focuses on the quality of work-life balance and the effects on job performance. This chapter explains the background, scope of the study, problem statement, research questions and objectives classified as the core of this study. These studies are carried around 400 respondents among Royal Malaysia Police located at State of Kedah, which is focusing in Alor Setar, Kuala Muda and Pulau Langkawi. The quantitative analysis adopted as the research method. This research focuses on the work-life balance and its effects on job performance among the Royal Malaysia Police in the State of Kedah.

1.2   Background of Study

Malaysia is rich in primary commodities which have three multi-ethnic in countries including India, China and Malay. In recent years the workforce its change from a labour-intensive market into a knowledge-based one where work-life balance are practices to retain skilled and qualified employees. Undoubtedly the security force is playing a vital role in the development of peaceful and safe for every country (Khalique et al., 2013). Currently, The Royal Malaysian police are facing global challenges such as incremental high rates of crimes, technological advancement in combat intelligence of crime and so many others. The Royal Malaysian Police is an important security force in Malaysia who offers a peaceful, safe environment for citizens. In order to preserve the peaceful country, the Royal Malaysian Police sector cannot fully enjoy flexibility due to the nature of work and risk factor involved in the profession. This study focuses on the effects of work-life balance in practice towards the Royal Malaysian Police employees and its effects on the job performance. A report by The Malaysian Insider (2003) showed that there are more than 60% of Malaysian workforce who feels that they are unable to spend quality time with their families due to long working hours, which lead them to feel dissatisfied and thought of quitting the job. According to CIA: World Fact Book (2018), the total population of Malaysian aged