# A STUDY ON FACTORS OF WORK-LIFE BALANCE AFFECTING EMPLOYEES' JOB PERFORMANCE AT QSR BRANDS (M) HOLDING SDN.BHD.

## Prepared for: PUAN NORLAILI BINTI HARUN

Prepared by:
FARHANIM BINTI MOHD PAILI
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (MARA) FACULTY OF BUSINESS MANAGEMENT

JANUARY 2016

#### STUDENT'S DECLARATION

"I hereby that the work contained in this Research Report is my own work except where otherwise stated have been specifically acknowledged"

NAME: FARHANIM BINTI MOHD PAILI

STUDENT NO: 2013715131

DATE: JANUARY 2016

#### **ABSTRACT**

The purpose of this study is to identify the level of the factors in work-life balance that affected employees Job Performance in QSR Brands (M) Holding Sdn.Bhd. This study is to determine the level of the factors in work-life balance that affected employees' job performance in the organization and to identify the level of factor in work-life balance and the level employees' job performance in the organization. The data were collected from 56 employees in human resources department, QSR Brands (M) Holding Sdn.Bhd. The data is analyzed by using statistical analysis and using Social Science Software, (SPSS) version 20. Findings are indicated that the level of the factors in work-life balance that affected the employees' job performance in the organization. Some of recommendation was stated in this study to improve level of the factors work-life balance.

### TABLE OF CONTENTS

COVER PAGE BLANK PAGE
TITTLE PAGE
ABSTRACT
ACKNOWLEDGEMENT
TABLE OF CONTENT
TABLE OF CONTENT
Student Declarationi
List of Tablesii
List of Figuresiii
CHAPTER 1
INTRODUCTION
Background of Study1
Statement of the Problem5
Research Objective6
Research Question6
Significance of Study6
Limitation of Study
Definitions of Terms8
CHAPTER 2
Literature Review10
Definition10
Factors in Work-life Balance10
Conceptual Framework17
CHAPTER 3
Methodology
Research Design
Sampling Frame
Population19
Sampling Technique19
Sampling Size20
Unit of Analysis20
Data Collection Procedure
Questionnaire
Instrument
Validity of Instrument
Plan of Data Analysis

CHAPTER 4	
Findings	24
Response Rate	
Reliability Statistic	25
Demographic Analysis	26
Demographic Frequency	
Variables Analysis	
Research Question 1 Analysis	
Research Question 2 Analysis	
Research Question 3 Analysis	
Research Question 4 Analysis	
CHAPTER 4	
Conclusion and Recommendation	36
REFERENCES	41
APPENDICES	
Cover Letter	
Questionnaire	
Krejie and Morgan Table	