

**A STUDY ON THE FACTORS OF WORK-LIFE BALANCE AFFECTING
EMPLOYEES' JOB PERFORMANCE IN IBU PEJABAT BOMBA DAN
PENYELAMAT MALAYSIA NEGERI PAHANG**

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January 2016

ABSTRACT

The purpose of this study is to identify the factors of work-life balance affecting employees' job performance in Ibu Pejabat Bomba dan Penyelamat Malaysia Negeri Pahang. This study investigates three factors of work-life balance which are work-family conflict, work health and flexibility working environment.

The questionnaires had been distributed randomly to the employees in Ibu Pejabat Bomba dan Penyelamat Malaysia Negeri Pahang. The respondents for this study were 66 respondents based on Krejcie & Morgan table for a given population. After collected the questionnaires from the respondents, the data had been analyzed by using Statistical Packages for the Social Sciences (SPSS) version 20 to get the results.

Based on the findings, most of respondents said that they faced work-life balance problem and the most influential factor was flexibility working environment in Ibu Pejabat Bomba dan Penyelamat Negeri Pahang. The findings also show that employees' job performance is quite good. The researcher suggested that the organization should try to change to the flexible policies to overcome the problem of work-life balance.

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CHAPTER 1

INTRODUCTION

1.1 Background of Study

Jabatan Bomba dan Penyelamat Malaysia was one of the most vital organizations that has the goal to provide fire prevention and suppression services, enforce laws related to safety and firefighting and provide humanitarian services efficiently and effectively. The opening ceremony of Ibu Pejabat Bomba dan Penyelamat Malaysia, Negeri Pahang Darul Makmur was held on 16th April 2015. Ibu Pejabat Bomba dan Penyelamat Malaysia, Negeri Pahang Darul Makmur which was located in Bandar Indera Mahkota Kuantan had its own objective which was to support services delivery system based on the principles of competence, integrity and accountability in administering the activities of finance, administration, human resources and information technology efficiently and effectively. This management support services was very committed to contribute to the fire and rescue service professionals using the latest technology and resources holistically. They also provided strategic services to assist the Fire and Rescue Department as a fire and rescue organization of international standards.

Work-life balance includes a daily effort of employee to balance their time between personal activities such as spending the precious time with the family, entertaining themselves with their hobbies and working in the organization. Trying hard