

**UNIVERSITI TEKNOLOGI MARA**

**A STUDY ON WORK LIFE BALANCE  
AND ITS EFFECT ON JOB  
PERFORMANCE IN ROYAL  
MALAYSIA POLICE AT KUCHING  
DISTRICT**

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Disertation submitted in fulfillment  
of the requirements for the degree of  
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# AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## **ABSTRACT**

Work Life Balance and Job Performance are closely related to one another. It is a causal and effect relationship. It has been a study of many scholars and the issue contributes to job stress aggravates from time to time. Many may not realize how job stressors influence job performance other than complaining. Work life balance can be seen in three parts namely time balance, involvement balance and satisfaction balance the independent variables of Work Life Balance comprising of Time Balance, Involvement Balance and Satisfaction Balance while dependent variable is Job Performance namely Task Performance and Contextual performance. This study examines quality of work life balance and job performance relationship in Royal Malaysia Police a case study conducted at Kuching District, Sarawak It is the greatest hope that this study can provide an insight and better understanding pertaining to Work Life Balance in thriving job performance in the future not only in the Royal Malaysia Police but in public organization in general.

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# CHAPTER ONE

## INTRODUCTION

### 1.0 Introduction

This research focus on the quality of work life and its effect on job performance. This chapter explains on the background and scope of the study, problem statement and research objectives which are classified as the core of this study.

### 1.1 Background of Study

Quality of work life balance and job performance is important for all in an organization, it is because in an organization have full of issues, conflicts and problems which influence the quality of lives that we encounter every day. In real live world, problems and issues are component in our lives, what is important is how to solve the problem and how to improve the quality of life. It is understood that life is important, what most important of this is work life balance. The concept of good quality of work life balance exhibits positive emotional reactions and attitudes an individual has towards the job. The performance of employee usually affected by their attitude and their morale. Job performance moderates' relationship with job satisfaction, job satisfaction indicates happy employees and they are more productive as compare to those workers who is dissatisfied in their job. Dissatisfied employee can lead to negative outcomes to an organization, where it will affect job performance and productivity of work.

In an organization employee do not only faced issues and problems, they faced other things such as stress, conflicts within an organization. All of these elements can affect job performance as can be seen from all departments either in private, public organizations or even in non-profit organization. In an organization, it is important to study on an organizational behavior because it is where one can learn or study what people think, feel and do in and around organization. Other than that, this learning is to