

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE AND  
EMPLOYEES' JOB PERFORMANCE AMONG OFFICE  
SUPPORT STAFF AT JABATAN TENAGA KERJA KUCHING,  
SARAWAK

Prepared for:  
ENCIK MUHAMMAD BIN OMAR (SUPERVISOR)  
CIK SITI HUZAIMAH BINTI SAHARI (CO-SUPERVISOR)

Prepared by:  
MAS AZIERA BINTI MAHAYUDDIN  
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)  
FACULTY OF BUSINESS MANAGEMENT

MAY 2018



**BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS)**

**FACULTY OF BUSINESS MANAGEMENT**

**“DECLARATION OF ORIGINAL WORK”**

I, Mas Aziera Binti Mahayuddin (960811-01-6072)

Hereby, declaration that:

- This work has not been previously accepted in substance for any degree, locally overseas, it is not being currently submitted for any other degree.
- This project-paper is the result of my independent work and investigation, except wherever stated otherwise.
- All verbatim extracts have been distinguished by quotations marks and sources of my information have been specifically acknowledge.

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## **ABSTRACT**

This study was conducted to know the relationship between work-life balance and employees' job performance at Jabatan Tenaga Kerja Kuching, Sarawak. This study mainly focuses on 2 types of variables which were independent variable and dependent variable. For independent variable, it contains demand of work, culture of work, work orientation and personal control and coping while for the dependent variable, it contains employees' job performance. In order to achieve the objectives of this study, the researcher distributed a questionnaire adopted from the previous study to collect data. This research involves 86 respondents from support staff at Jabatan Tenaga Kerja Kuching, Sarawak office. The number of questionnaires distributed were 92 sets of questionnaires out of 110 populations. The total questionnaire that completed and usable was 86 out of 92 respondents. To know the accuracy of the questionnaire, the researcher did a pilot test by giving out 30 questionnaires to office support staff at Land and survey Kota Samarahan. In conclusion, the result from output shows that all four variables have a correlation with employees' job performance. The researcher also gave recommendations for the organization and future research in order to give some information to them to conduct this topic in the future.

## TABLE OF CONTENTS

AUTHOR’S DECLARATION .....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT .....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES .....	viii
LIST OF FIGURES .....	ix
LIST OF APPENDICES .....	x
CHAPTER 1 .....	1
Introduction.....	1
Background of Study .....	1
Statement of the Problem.....	2
Research Objective .....	3
Research Questions.....	3
Significance of Study.....	4
Limitation of the Study .....	4
Definition of Terms.....	5
CHAPTER 2 .....	7
Literature Review.....	7
Employees’ Job Performance .....	7
Work-life Balance Model .....	8
Organizational Factor.....	8
Individual Factor.....	10
Conceptual Framework.....	13

## **CHAPTER 1**

### **Introduction**

This chapter focused on the background of the study on the relationship between work-life balance and employees' job performance in public sector. This chapter also focused on the statement of the problem, research objectives, research questions, significance of study, limitation of the study and the definition of the terms used.

### **Background of Study**

Based on Obiageli, Uzochukwu, and Ngozi (2015), an increase in quantity of research on the work-life balance issue have been performed due to the cognizance of the effects of the demanding work environments in today's modern competitive world. There is a result on the past researches said that organizations need to look another way round on motivate their employees in order to meet their organization's goals.

The purpose of this research was to identify whether there is any relationship between work-life balance and employees' job performance and it is also to introduce the appropriate employment practices that can help the employees to achieve their best work-life balance and also give the tangible benefits to the organization and the individual itself (Mendis & Weerakkody, 2014).