

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE AND
EMPLOYEES' JOB PERFORMANCE AMONG SUPPORT STAFF IN
POS MALAYSIA BERHAD, KUALA LUMPUR

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

This study was conducted to have a clear and understanding towards the relationship between work-life and employees' job performance. Work-life balance is divided into two categories consists of organizational factor and individual factor. Organizational factor consists of demand of work and culture of work. Meanwhile, individual factor consists of work orientation and personal control and coping. This research fulfilled its objective to identify the relationship between work-life balance (demand of work, culture of work, work orientation and personal control and coping) and employees' job performance. The questionnaires have been distributed among the support staff of Pos Malaysia Berhad, Kuala Lumpur. The data was obtained via the survey questionnaires from 109 respondents. The Pearson Correlation Analysis and Reliability Analysis Test were done and the results showed that only one variable which is demand of work doesn't have any relationship with the employees' job performance ($r=-.065$) while the other variables which are culture of work ($r=.363$), work orientation ($r=.468$) and personal control and coping ($r=.508$) do have a positive relationship with the employees' job performance at Pos Malaysia Berhad, Kuala Lumpur. In addition, it also includes the recommendation for the future researchers for future analysis and also for the organizations to make an improvement.

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CHAPTER 1

INTRODUCTION

This chapter focused on the background of the study on the relationship between work-life balance and employees' job performance in private 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 past research, 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 competition world. There is a result on the past research that said the organizations need to look another way round on motivate their employees in order to meet their organization's goals (Obiageli, Uzochukwu, & Ngozi, 2015). For example by communicate better with the employees. Every employees need to know they are valued, and communicating in a person with the employee is the best way to show the appreciation for their hard work. The purpose of this research is to identify the relationship between work-life balance and employee's 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). Insufficient of work-life balance is a problem that can