

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE
AND EMPLOYEES' JOB PERFORMANCE AMONG
SUPPORT STAFF AT DEWAN BANDARAYA KUCHING
UTARA (DBKU), SARAWAK

Prepared for:

MISS NURFAZLINA BINTI HARIS (SUPERVISOR)
MISS SITI HUZAIMAH BINTI SAHARI (CO-SUPERVISOR)

Prepared by:

AIZA FUZNA BINTI ADNAN
DEGREE IN OFFICE SYSTEM MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

MAY 2018



اَوْنَبُوْرَسِيْتِي تِي كُونُوْمِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

**DEGREE IN OFFICE SYSTEM MANAGEMENT (HONS.)
FACULTY OF BUSINESS AND MANAGEMENT**

AUTHOR'S DECLARATION

I, AIZA FUZNA BINTI ADNAN (961230-05-5422)

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.

Signature: _____

Date: _____

ABSTRACT

The purpose of this study is to investigate the relationship between work-life balance and employees' job performance among the support staff in Administrative Department and Human Resources Department at Dewan Bandaraya Kuching Utara (DBKU), Kuching, Sarawak. This study included several factors in work-life balance such as demand of work, culture of work, work orientation and personal control and coping that influence the employees' job performance in DBKU. The survey through questionnaire was used as a method in collecting data and from the 120 population of support staff in DBKU. 93 questionnaires were returned and analysis was made using Statistical Package for Social Science (SPSS) for cleaning data, descriptive analysis, normality test, reliability test and Pearson correlation for statistical analysis. The result shows that there is a relationship between work-life balance and employees' job performance. All the factors in work-life balance is significantly correlated with the employees' job performance in DBKU except for the demand of work that show there is no significant correlation with employees' job performance. Several recommendations were made for the future research and organization that related to work-life balance.

TABLE OF CONTENT

AUTHOR’S DECLARATION	ii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF APPENDICES	x
CHAPTER 1	1
INTRODUCTION	1
Background of Study	1
Statement of the Problem.....	2
Research Objectives.....	3
Research Questions.....	3
Significance of Study.....	4
Limitation of the Study	4
Definition of Terms.....	5
CHAPTER 2	7
LITERATURE REVIEW	7
Introduction.....	7
Employees’ Job Performance	7
Work-life Balance Model	8
Organizational Factor.....	8
Individual Factor.....	10
Conceptual Framework.....	13
CHAPTER 3	14
METHODOLOGY	14

CHAPTER 1

INTRODUCTION

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

Background of Study

Based on past researches, 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 researches said that organizations need to look another way round on motivate their employees in order to meet their organization's goals (Obiageli, Uzochukwu, & Ngozi, 2015).

The purpose of this research is to identify whether there is any 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).