

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

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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 was separated 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 researched, 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 researched 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). *explain*

The purpose of this research is to identify the relationship between work-life

## CHAPTER 2

### LITERATURE REVIEW

In this chapter, the dependent variable, employees' job performance was discussed further. The model used in this research, (Guest, 2002) work-life balance model is also will be discussed in this chapter. There will be the conceptual framework for this study that is contains the organizational and individual factors.

Employees' Job Performance

Job performance is one of the important constructs that has continuously been given serious attention in the fields of both organizational psychology and human resources management (Johanim Johari, Fee Yean Tan, & Tjik@Zulkarnain, 2016). Job performance is the assessment of whether an employee has done their job well. This will be measured by an employee's effort. Job performance is simply the measurement of an employee's behaviour. This is because the end result will show that the individual's role will depend on several factors. Job performance can affect