

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE AND EMPLOYEES'
JOB PERFORMANCE AT PUSAT TEKNOLOGI PENDIDIKAN BAHAGIAN
KUCHING-SAMARAHAN, SARAWAK

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ABSTRACT

The main concept in work and organizational mind-set is the employees' performance. Balance in work and non-work demand is crucial and should be adapt to all employees both in private and public sector. The Work-Life Balance Model by Guest (2002) determinant used for this study is divided into two factors which are organizational and individual factors. The organizational factors include the demands of work and culture of work. Meanwhile, the individual factors include the work-orientation and personal control and coping. These organizational and individual factors were used to examine the relationship between work-life balance and employees' job performance at Pusat Teknologi Pendidikan Bahagian Kuching-Samarahan, Sarawak. Questionnaire developed by Guest (2002) used as the quantitative method for data collection. The findings of this research revealed that demands of work, culture of work, work-orientation and personal control and coping were important factors that give impact towards the success of an organization such as Pusat Teknologi Pendidikan Bahagian Kuching-Samarahan, Sarawak. The correlation analysis revealed that the strongest relationship is between work-orientation and employees' job performance at Pusat Teknologi Pendidikan Bahagian Kuching-Samarahan because it is the process by which a newcomer to an organization is introduced to his or her job and integrated into the work group to which he or she will belong in such a way that the newcomer settles down into a productive, efficient and satisfied employee. For Pusat Teknologi Pendidikan Bahagian Kuching-Samarahan, it is a must for the employers or top management move towards healthy and productive environment by taking small steps to change the way of the organization works towards work-life balance.

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CHAPTER 1

INTRODUCTION

Background of the Study

Employee performance is a core concept within work and organizational psychology. During the past years, researchers have made progress in clarifying and extending the performance concept (Campbell & Wiernik, 2015). Performance is not only related to the action but also involves judgement and evaluation process (Ilgen & Schneider, 1991). Every organization depends on their employees to achieve the organizational goals. But when the employees are unproductive and inefficient in work, the organizational goals cannot be achieved. In order to achieve the goals, work-life balance is needed to increase the employees' performance.

Work- life balance has become an important phenomenon which has been a great concern to various employees in both private and public sector. Work- life balance has affects the social, psychological, economical and mental wellbeing of the individual while it also has an implication towards the employees' attitudes, behaviours, wellbeing as well as organizational effectiveness (Eby, Casper, Lockwood, Bordeaux, & Brinley, 2005).

Organizations that have been implemented the work life balance programs for their employee shows that this work-life balance does affects the bottom line of the

CHAPTER 2

LITERATURE REVIEW

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

Employees' Job Performance

Employees are the backbone of the organization. Oswald, Proto and Sgroi (2014) conducted a study at University of Warwick, UK among 713 male and female students find out that happiness does affect one's performance. This study focus on its' main research question: "does happiness make human beings more productive?" Their findings support their objectives that employees are highly motivated to perform better if they are happy.

Obiageli, et al (2015) investigated the work-life balance and employee performance in selected commercial banks in Lagos state. The aim of the study is to determine the extent to which leave policy affects service delivery affect employees' performance. 262 respondents out of 759 populations used in this