

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE AND  
EMPLOYEES' JOB PERFORMANCE AMONG OFFICE SUPPORT STAFF  
AT TELEKOM MALAYSIA IN KUCHING, SARAWAK

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## ABSTRACT

Work-life balance is one of the importance role in addressing the issues of the job performance. To investigate the relationship between work-life balance and employees' job performance, the four factors from Work-Life Balance Model Behaviour (Guest, 2002) were used which comprises the organizational and individual factor. The organizational factor consists of demand of work, and culture of work, while for the individual factor consists of work orientation, and personal control and coping. 100 office support staff at Telekom Malaysia Berhad, Kuching, Sarawak were involved whose acted as the respondents in this study. This was accomplished by the method of collection namely questionnaire. Based on the findings, it showed that demand of work, culture of work, work orientation, and personal control and coping were very important factors which can lead to higher job performance among office support staff at Telekom Malaysia Berhad, Kuching, Sarawak. Besides, the correlation result revealed that work orientation, and personal control and coping has a significant relationship towards job performance. Moreover, the findings of this study provide a guidance for the top management as a way to improve the job performance among the employees.

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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 business in the organizations. Today, in the competitive world, many organizations have spending a lot of time and money on employee satisfaction as an effort to