



**THE RELATIONSHIP OF QUALITY WORK LIFE BALANCE  
AND THE EMPLOYEES PERFORMANCE: A STUDY AT  
KPKT PUTRAJAYA**

**NURHIDAYAH BINTI ABU ZARIN**

**2011623272**

**SORAYA MAULAT ISMAIL**

**2011426604**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS)**

**HUMAN RESOURCES MANAGEMENT**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITY TEKNOLOGY MARA**

**BANDARAYA MELAKA**

**JUNE 2014**



BACHELOR OF BUSINESS ADMINISTRATION (HONS)  
HUMAN RESOURCES MANAGEMENT  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
BANDARAYA MELAKA

**"DECLARATION OF ORIGINAL WORK"**

We, NurhidayahBinti Abu Zarin, (I/C Number: 900126-14-5314) and SorayaMaulat Ismail, (I/C Number: 900408-02-6030)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or oversea, and is not being concurrently submitted for this degree or any other degree
- This project-paper is the result of our 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: *Nurhidayah Abu Zarin*

Signature: *Soraya Maulat Ismail*

Date : 27 JUNE 2014

Date 27 JUNE 2014

## **ABSTRACT**

This study intends to study the Relationship of Quality Work Life Balance and the Employee's Performance. Three objectives have been set in order to achieve the purpose of the study. First objective is to study the levels of employee's performance in KPKT. The second objective is to identify the relationship between works stress, personal life, and longer working hour. The third objective is to determine the most factors that influence the employee's performance. So in order to achieve these objectives, a quantitative method is being use and data were collected by distributing 205 questionnaires to employee in KPKT. The data were analyzed using Descriptive Analysis, Pearson Correlation Analysis and Regression Analysis. The result shows that the levels of employee's performance in KPKT are high. The result for the relationship between works stress, personal life and longer working hour showed that there is a weak, moderate and high relationship for each factor. The result also shows that longer working is the most factors that influence toward the employee's performance of KPKT. In conclusion, this study has help in viewing the quality of work life balance in Malaysia and also to identify the factor that can contribute to employee's performance. It is important to explore and to identify the factor in order to fight corruption.

## **TABLE OF CONTENTS**

<b>CONTENT</b>	<b>PAGES</b>
LETTER OF DECLARATION	
LETTER OF SUBMISSION	
ACKNOWLEDGEMENT	
TABLE OF CONTENTS	
LIST OF FIGURES	
LIST OF TABLES	
ABSTRACT	
<b>CHAPTER ONE: INTRODUCTION</b>	
1.0 Introduction	<b>1</b>
1.1 Background of Study	<b>2</b>
1.2 Background of the Company	<b>3</b>
1.3 Problem Statement	<b>4</b>
1.4 Research Questions	<b>6</b>
1.5 Research Objective	<b>6</b>
1.6 Significant of Study	<b>7</b>
1.7 Scope of Study	<b>8</b>
1.8 Limitations of Study	<b>9</b>
1.9 Definitions of Term	<b>10</b>
1.10 Summary	<b>12</b>

## **CHAPTER TWO: LITERATURE REVIEW**

2.0	Introduction	13
2.1	Previous Research of Quality Work Life Balance	14
2.2	Model and Theory of Work Life Balance	20
2.3	Theoretical Framework	26
2.4	Hypothesis	27
2.5	Summary	28

## **CHAPTER THREE: RESEARCH METHODOLOGY**

3.0	Introduction	29
3.1	Research Design	29
3.2	Population	30
3.3	Sampling Design	31
3.4	Data Collection Method	35
3.5	Questionnaires Design	38
3.6	Pilot Study / Testing	40
3.7	Data Analysis	42
3.8	Summary	44

## **CHAPTER FOUR RESULT AND FINDINGS**

4.0	Introduction	45
4.1	Descriptive Analysis	45