CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Nowadays, most of people in the world can be classified as a workaholic and really love of successful in life. It is because of increasing and improvement of living standard. Seeing another people more successful in their live, sometimes, it is giving individual passion to achieve it too. So, that’s why people or workers or employees need to balance their life to maintain their satisfaction and avoid stress or pressure in self.

According to Carciner, Sanches and Perez (2003), the responsibility of social of companies has increasingly become a subject of social debate. So, because of that, an organization need to pay more or give a reward or attention to their workers whether in society or in organization itself to help them achieve their target and equilibrium of work life.

The most two important thing of life for peoples are family and work (Andrews and Whitey, 1976). There are adverse impact for both individuals and organization when occur conflicts between these two things (Fu and Shaffer, 2000). According to Greenhaus and Beitell (1985) as cited in Fu Shaffer (2000), employees who experience work-family problem may incur increase of health risks, inadequate performance as a marital partner and parent, reduce of life satisfaction, and the last one is poor marital adjustment. Increased absenteeism and turnover, reduced organizational commitment, and lower productivity when they inability to deal with the demands of the two domains mat also manifest itself (Fernandez, 1986 as cited in Fu and Shaffer, 2000).
According to Hall and Parker (1993), most of work and programs of human resource are more focused in increasing the nature of the work environment to be more supportive of workers to perform better quality of jobs where all of workers are encouraged to bring their full capabilities to the task at hand. All of these efforts have a linked of increase of job satisfaction, improve workers loyalty to the organization, and increased levels of workers’ commitment, retention and productivity (Gover and Crooker, 1995; Joesch, 1997; Bond, 1998). Based on Aranganathan et al. (2012), quality of work life is one of importance nature in the organization. By assuring the safety working conditions, better amenities at work place, good supervisory relationship, etc which leads to achieved productivity and profit.

So, this research will study of how employees will achieve their target or level in term of satisfaction in work, or in other words work life balance.

1.2 PROBLEM BACKGROUND

This research was designed to focus on factor of quality of work life that are affected to the workers’ performance in the organization. Then, this research also to study and understand the relationship between quality of work life and workers performance whether it give an impact or not. Padiberas Nasional Berhad (BERNAS) employees will become the population for this research and employees in Local Rice Department will become the sampling. This research is more focus on Local Rice Department just because this is the department that most stress and pressure in that company. So, it is very useful to organization to measure the level of quality of work life among employees on this department.

Then, the organization should know the factors of quality of work life or satisfaction of employees impact on their performance or not, it is because performance of employees are very related to the productivity, where the productivity is also very related to gain the profit to the organization. So, before the organization go further, they should know the basic things which is virtue of employees. Since it, they should measure, what the dimension that affected the employees in their working at workplace.
1.3 PROBLEM STATEMENT

According to Baptise (2008), quality of work life has a major implication on workers’ attitude toward their organization but also have some influence on employees’ personal life. Quality of work life is popular in contemporary debates since it involves the excessive demands of task responsibilities, where in focusing more in major issues of workplace environment that need to be mentioned (Guest, 2001). Next, based in research by Scholarios and Marks (2004), they have agreed that quality of work life should be significant for management to have a highly trained of knowledge of workers, such as technical professionals, which is commit in these kind of employees are challenging for the workers (Davenport, 1999).

Refer to Normala (2010), with provide a relevant compensation package, favorable condition and excellence environment, fair capacities of authority and rewarding potential growth can result employees in affective commitment. According to Taylor and Cosenza (1998), compensation and benefits are no longer the main of goals that workers pursue after years of economic and income growth. Workers is expected gaining benefits not only beyond of salary but from their work also such as appreciation towards achievement, career growth, good in workplace environment and also supportive managerial style to name a few for consideration for workers to remain in the organization (May, Lau & Johnson, 1991).

Refer to Dessler (2008), the way to motivate employees is through effective performance management system and it will also creating job satisfaction and job security. A major role play during performance management process is through performance appraisal. Then, the compensation will be motivate and impact positively on job performance (Janssen, 2009; McCalusland, Pouliakas and Theodossiou, 2005).

The important issues in manufacturing enterprises is quality of work life (Islam M. Z. and Siengthai S., 2009). According to Holden (1997), training and development of the workers has become more recognizable in recent years where it is purposely to ensure the successful in the organization and the country’s economy. On the contrary, Duffey (1998), 