FACTORS THAT AFFECT WORK-LIFE BALANCE AMONG WOMEN EMPLOYEE AT MENARA TELEKOM MALAYSIA MELAKA

NUR PUSPALELA BINTI REDUAN

2009300761

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGY MARA
BANDARAYA MELAKA

JANUARY 2012
I, NUR PUSPALELA BINTI REDUAN, (I/C Number: 880902135368)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees

- This project paper is the result of may independent work and investigation, except where otherwise stated

- All verbatim extracts have been distinguished by quotation marks and sources of information have been specifically acknowledged.

Signature: _____________________                    Date: __________________________
LETTER OF SUBMISSION

The Head of Program
Bachelor of Business Administration (Hons) Human Resources
Faculty of Business Management
Universiti Teknologi MARA
Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “A STUDY ON FACTORS THAT AFFECT WORK-LIFE BALANCE AMONG WOMEN EMPLOYEES IN TELEKOM MALAYSIA MELAKA”

to fulfill the requirement as needed by the Faculty of Business Management, University Teknologi MARA

Thank you.

Yours sincerely,

NUR PUSPALELA BINTI REDUAN
2009300761
Bachelor of Business Administration (Hons) Human Resources
# TABLE OF CONTENT

<table>
<thead>
<tr>
<th>CONTENT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledgement</td>
<td>i</td>
</tr>
<tr>
<td>Table of Contents</td>
<td>iii</td>
</tr>
<tr>
<td>List of Table</td>
<td>vi</td>
</tr>
<tr>
<td>Abstract</td>
<td>vii</td>
</tr>
</tbody>
</table>

## Chapter One: Introduction

1.1 Introduction                              | 1    |
1.2 Company Background                        | 2    |
1.3 Problem Statement                         | 3    |
1.4 Research Questions                        | 4    |
1.5 Research Objective                        | 5    |
1.6 Limitation                                | 5    |
1.7 Scope of Study                            | 5    |
1.8 Significance of Study                     | 5    |
1.9 Definition of Terms                        | 6    |

## Chapter Two: Literature Review

2.1 Literature Review                         | 7    |
2.2 Theoretical Framework                     | 11   |
2.3 Hypotheses                                | 12   |

## Chapter Three: Research Methodology

3.1 Research Design                           | 13   |
3.1.1 Purpose of Study                        | iii  |


3.1.2 Type of Investigation 13
3.1.3 Study Setting 13
3.1.4 Unit of Analysis 13
3.1.5 Time Horizon 14

3.2 Data Sources and Collection Method 14
3.2.1 Primary Data 14
3.2.2 Secondary Data 14

3.3 Sampling Techniques 15
3.3.1 Population 15
3.3.2 Sampling Method 15
3.3.3 Sample Size 15

3.4 Research Instrument 16
3.4.1 Questionnaires Design 16
3.4.2 Structure of Questionnaires 16
3.4.3 Statistical Methods 17
3.4.4 Scale of Measurement 17

3.5 Data Analysis 17
3.5.1 Frequency Distribution 18
3.5.2 Coefficient of Correlation 18

Chapter Four: Research Findings

4.1 Introduction 19
4.2 Pilot Study 20
4.3 Cronbach’s Alpha 20
4.4 Frequency 21
4.5 Correlation Coefficient 38