



**A STUDY ON THE FACTORS THAT CONTRIBUTE TO THE WORK-FAMILY
CONFLICT AT PNB**

**NURUL DIYANA BINTI MOHAMED NOOR
2009686696**

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UITM, BANDARAYA MELAKA**

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LETTER OF SUBMISSION

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The Head of the Program
Bachelor of Business Administration (Hons) Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA
Kampus Bandaraya Melaka
Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title 'A Study on the Factors That Contribute to the Work-Family Conflict at PNB' to fulfil the requirements as needed by the Faculty of Business Administration, Universiti Teknologi MARA.

Thank You.

Your sincerely,

Nurul Diyana

NURUL DIYANA BINTI MOHAMED NOOR

2009686696

Bachelor of Business Administration (Hons) Human Resource Management

TABLE OF CONTENTS

CONTENTS	PAGE
DECLARATION OF THESIS	i.
LETTER OF SUBMISSION	ii.
ACKNOWLEDGEMENT	iii.
TABLE OF CONTENTS	iv.
LIST OF TABLES	vi.
LIST OF FIGURES	vii.
ABSTRACT	viii.
CHAPTER 1: INTRODUCTION	
1.1 Background Of Study	1-2
1.2 Background Of Company	2-5
1.3 Problem Statement	6
1.4 Research Questions	7
1.5 Research Objectives	7-8
1.6 Theoretical Framework	8
1.7 Hypothesis	9
1.8 Significance Of Study	10
1.9 Scope Of Study	10
1.10 Definition Of Terms	11-12
CHAPTER 2: LITERATURE REVIEW	
2.1 Introduction	13
2.2 Works-Family Conflict	13-17
2.3 Role Overload	17-18
2.4 Management Support	18-19
2.5 Gender Role Orientation	20-21
2.6 Conclusion	21
CHAPTER 3: RESEARCH METHODOLOGY	
3.1 Introduction	22
3.2 Research Design	22-23
3.3 Population	23
3.4 Sampling Design	23-24
3.5 Data Collection Method	24-25
3.6 Data Analysis	25
3.7 Work Schedule	26
3.8 Conclusion	27

CONTENTS		PAGE
CHAPTER 4: ANALYSIS AND INTERPRETATION OF DATA		
4.1	Introduction	28
4.2	Frequency Distributions	28
	4.2.1 Frequency Table for Age	29
	4.2.2 Frequency Table for Gender	29
	4.2.3 Frequency Table for Marital Status	30
	4.2.4 Frequency Table for Service	30-31
4.3	Reliability Analysis	31
	4.3.1 Reliability Test for All Variables	31-32
	4.3.2 Reliability Test for Role Overload	32
	4.3.3 Reliability Test for Management Support	32-33
	4.3.4 Reliability Test for Gender Role Orientation	33
	4.3.5 Reliability Test for Work-Family Conflict	33-34
4.4	Analysis of Variables	34-35
	4.4.1 Objective 1	35-36
	4.4.2 Objective 2	36-37
	4.4.3 Objective 3	37-38
	4.4.4 Objective 4	38-39
CHAPTER 5: CONCLUSION AND RECOMMENDATIONS		
5.1	Conclusion	40-41
5.2	Recommendation	41-43
BIBLIOGRAFI		44
APPENDICES		
Appendices A: Questionnaires		45-51
Appendices B: Sampling Frame		52-60
Appendices C: Bar Chart		61-62

ABSTRACT

Work–family conflict is a type of inter-role conflict that occurs as a result of incompatible role pressures from the work and family domains. Work role characteristics that are associated with work demands refer to pressures arising from excessive workload and time pressures. The purpose of this research is to identify the factors that contribute to the work-family conflict. There are three factors that researcher focus which is role overload, management support and also gender role orientation.

The results of the study imply that work-family conflict is an important concern for individuals and organizations alike because of its negative consequences leading to reduced job performance as well as family satisfaction and hence to reduced life satisfaction.

Key Word: Work-Family Conflict, Role Overload, Management Support, Gender
Role Orientation

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