



UNIVERSITI TEKNOLOGI MARA

**WORK LIFE BALANCE, JOB STRESS AND JOB SATISFACTION AMONG TOUCH 'n
GO EMPLOYEES**

NUR LYANA BINTI NOR AZMI

2013882006

SITI NURAIN BINTI MAHADI

2013889288

ADVISOR

DR. RACHEL SAMUEL

BACHELOR OF BUSINESS ADMINISTRATION

WITH HONOURS (HUMAN RESOURCE)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MELAKA

29th JUNE 2015

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

We, Nur Lyana binti Nor Azmi, (I/C Number: 911212-10-5646) & Siti Nurain binti Mahadi (I/C Number: 920407-05-5428)

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 our independent work and investigation except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature,

Lyana

NUR LYANA BINTI NOR AZMI

I/C Number: 91121210-5646

Date: 29th June 2015

Signature

Nurain

SITI NURAIN BINTI MAHADI

I/C Number: 920407-05-5428

LETTER OF TRANSMITTAL

29th June 2015

DR. RACHEL SAMUEL

Project Paper Advisor

Faculty of Business Management

Universiti Teknologi MARA

No. 110, Off Jalan Hang Tuah

75300, Melaka

Dear Madam,

SUBMISSION OF FINAL REPORT

Enclosed herewith is a thesis entitled "**WORK LIFE BALANCE, JOB STRESS AND JOB SATISFACTION AMONG TOUCH 'n GO EMPLOYEES**". We hope this thesis will meet the requirement and expectation from you and the faculty. Thank you very much for all guidance and supports you have generously rendered upon the completion of this thesis.

Your sincerely

Lyana

NUR LYANA BINTI NOR AZMI

2013882006

Bachelor of Business Administration

(Hons) Human Resource

Your sincerely

Nurain

SITI NURAIN BINTI MAHADI

2013889288

Bachelor of Business Administration

(Hons) Human Resource

ABSTRACT

The main purpose behind conducting the study is to examine the relationship between work life balance, job stress and job satisfaction among Touch 'n Go employees. The study has been undertaken among employees from different departments consists of Human Resource, Operational Support and Information Support with a total population of 130 employees. A sample size consists of 100 employees that have been chosen from 3 different departments at Touch 'n Go to distribute questionnaire. Convenience sampling method has been used as sampling technique for the study. Questionnaire is the tool used by researcher in order collecting data for this research. Data has been analyzed through Statistical Package for Social Sciences (SPSS). Frequency analysis, Descriptive statistics, Correlation and Multiple Regression analysis has been applied to draw the results of the study. This is mainly to answer the research objectives. The findings of the study shown that there is a positive relationship between work life balance and job satisfaction which prove H1 hypothesis is accepted. The result for job stress indicates there is insignificant relationship between job stress and job satisfaction which H2 hypothesis is rejected. Results of the study is helpful for employees at Touch 'n Go so that they can get better understanding about the relationship exist between work life balance, job stress and job satisfaction as a result employees can improve and contribute more toward company.

Contents

TITLE PAGE.....	i
DECLARATION OF ORIGINAL WORK.....	ii
LETTER OF TRANSMITTAL	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	v-vii
ABSTRACT.....	viii
ABSTRACT	9
CHAPTER 1	10
INTRODUCTION.....	10
1.1 Background of Study.....	10
1.2 Background of Company.....	11
1.3 Problem Statement.....	12
1.4 Research Objective	13
1.5 Research Questions.....	13
1.6 Significance of Study.....	13
1.6.1 Researcher.....	13
1.6.2 Company	13
1.6.3 Universiti Teknologi MARA (UiTM).....	13
1.7 Scope of Study.....	14
1.7.1 The scope of study.....	14
1.7.2 Area of study	14
1.7.3 Period of study.....	14
1.8 Definition of Terms	14
1.9.1 Job Satisfaction	14
1.9.2 Work-life Balance	14
1.9.3 Job Stress.....	14
CHAPTER 2	15
LITERATURE REVIEW	15
2.1 Introduction.....	15
2.2 Literature Review.....	16
2.2.1 Job Satisfaction	16
2.2.2 Work-life Balance	17
2.2.3 Job Stress.....	18