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EXPECTATIONS TOWARD FLEXIBLE WORKING:  
A CASE STUDY AMONG WOMEN STAFF AT LIKAS  
HOSPITAL

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## EXECUTIVE SUMMARY

Flexible working is one of the work practices that increasingly being adopt by organizations which helps the women employees especially balancing demand of work and family. The purpose of this study is to seeing what women employees expect toward flexible working in Likas Hospital. There are 80 participants in this survey. The research objectives of this study are to observe form of flexible working available in the organization, to obtain the expectation of women employees toward flexible working and to obtain whether expectations toward flexible working among women employees associated with family responsibility, nature of work and organization's role.

## Table of Contents

### Chapter 1: Introduction

1.1	Introduction	1
1.2	Problem Statement	2
1.3	Research Objectives	3
1.4	Scope of the Study	3
1.5	Significance of the Study	3
1.6	Definition of Term/Concepts	4

### Chapter 2: Literature Review & Conceptual Framework

2.1	Literature Review	5
2.2	Conceptual Framework	11

### Chapter 3: Research Method

3.1	Research Design	14
3.2	Unit of Analysis	14
3.3	Sample Size	14
3.4	Sampling Technique	14
3.5	Measurement/Instrumentation	15
3.6	Data Collection	15
3.7	Data Analysis	16

### Chapter 4: Findings

4.1	Reliability Test	17
4.2	Frequency	
4.2.1	Section A: Profile respondent	18
4.2.2	Section B (1): Expectations toward Flexible Working	20
4.2.3	Section B (2): Flexible working and family responsibility	22

# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Recently, the concept of flexible working becomes famous as a practice of work and becoming new work culture. In relation to that, government seen that the flexible working may attract more women and may retain women with talent in workforce in response to low number of women participation. There are need to improve the participation of women in workforce both in public and private sectors.

Consequently, government urged the country's employer both public and private sector to provide more conducive working arrangement concerning responsibilities of women in the family including flexible working arrangements such as tele-working, part time work and job sharing as it would help them in balancing work and family responsibility as well as improving the number of women in workforce. As a study was found that, changes in the nature of employment towards flexibility have been seen as an attempt to address changing organizational and environmental requirements (Twina et al., 2006); the use of workplace flexibility strategies has been increasing. The trend to flexible working arrangements has economic and social benefits. Not only does it improve productivity and competitiveness, but it is increasingly recognized as a way to reduce unemployment and as an important tool for reconciling work and family life (DeRoure, 1995).

## 1.2 Problem Statement

Flexible working is generally aimed to provide conducive working arrangement for both women and men employees. It has been seen as a tool for balancing personal and work responsibility especially to women employees. The multiple roles of women in work and also family caused them have difficulty in balancing work and personal life. The Prime Minister, Datuk Seri Najib Razak has support for flexible hours as one of flexible working's form for female workers to be a strategy to help women to enter in workforce. The government also had agreed to the 30 per cent target for senior positions in the public sector to be held by women but their participation at that level in the corporate sector was still under-represented (News Straits Times, August 2008). However, in Women' Summit 2009, women show low of participation in workforce. The percentages of women show decreasing from 9.9% in 2004 to 6.1% in 2008 that has been stated by recent Deputy Prime Minister (The Star, August, 2009). So, we do not know what the women employees expectations toward flexible working? Therefore, a study needs to be conducted to obtain the women expectations towards the flexible working.