

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE AND JOB
SATISFACTION AMONG SUPPORT STAFF IN JABATAN
IMIGRESEN MALAYSIA NEGERI SARAWAK

Prepared for:
MADAM PAULINE JAU

Prepared by:
SITI NUR FATANAH BINTI MOHD HANIPIAH
DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

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ABSTRACT

The core purpose for this study is to investigate the relationship between Work-Life Balance and Job Satisfaction among support staff in Jabatan Imigresen Malaysia Negeri Sarawak. Factors of Work-life Balance in this study include Working Hours, Working Conditions and Work Pressure.

This study was conducted using convenience sampling and data was collected using questionnaires adapted from Fareez (2015), Work-Life Balance: The Impact of Family-Friendly Policies on Employees' Job Satisfaction and Turnover Intention among Malaysian Organizations Culture and Kluczyk (2013), The Impact of Work-life Balance on The Wellbeing of Employees in The Private Sector in Ireland. The total of distributed questionnaires was 118 and they were collected back with all questions answered by the respondents. The questionnaire was analyzed by using Statistical Package for the Social Sciences (SPSS) Version 20.

The result indicated in this study shows that there is a high, positive, and significant relationship between Working Hours and Job Satisfaction ($r=.668$, $n=118$, $p<0.01$). For the second variable, there is also a high, positive and significant relationship between Working Conditions and Job Satisfaction ($r=.736$, $n=118$, $p<0.01$). However, the third variable shows the result that there is a low, negative and significant relationship between Work Pressure and Job Satisfaction ($r=-.092$, $n=118$, $p<0.05$). Therefore, the overall results from this study show that all factors of Work-life Balance have a significant relationship towards Job Satisfaction.

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CHAPTER 1

INTRODUCTION

This chapter discusses background of the study, the underlying problems regarding the variables, research objectives, research questions, importance of the study and limitations. At the end of this chapter, the definitions of terms are also provided.

Background of the Study

Work-life Balance is a way in which employees manage a well prioritization between work and lifestyle. Factors of Work-life Balance are never have perfect results though it correlates to each other because changes would always occur from time to time. Today, Work-life Balance is very important as it may affect wellness of employees' well-being their satisfaction of work-life, and others that may have led to better and success in Work-life Balance. This study would focus on to investigate the correlation between Work-life Balance Factors among support staff and Job Satisfaction. According to Johnson (2015), it is very important to maintain or improve healthy and supportive work environments so, Work-life Balance is a thing to be taken care of. Work-life Balance that meets employees satisfaction would be helpful and benefit to organization as such it would lower the rate of lateness and absenteeism, promote good image of the organization, increase employees level of loyalty and many others. Besides, it would be a mechanism for employees to improve