

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE AND JOB
SATISFACTION AMONG THE EMPLOYEES IN SEDC, KUCHING, SARAWAK

Prepared for:
MISS ASMAHANI MAHDI

Prepared by:
NIMMA SAFIRA AIZA BINTI MA'AT
BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

MAY 2018

ABSTRACT

This study was carried out to investigate whether Work-Life Balance has an impact employees' job satisfaction. The study has been conducted in Sarawak Economic Development Corporation, (SEDC), Kuching, Sarawak. The variables included in Work-Life balance factors are working hours, working condition and work pressure. The objectives for this study are to identify the relationship between working hours, working condition, work pressure and Job Satisfaction among the support staff in SEDC, Kuching, Sarawak. This study used convenience sampling as the sampling technique. This study had focused on 100 support staff in Sarawak Economic Development Corporation (SEDC), Kuching, Sarawak and 100 questionnaires have been distributed to the respondents. The questionnaires were adopted 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. After findings and discussion have been made, the result shared that the work-life balance factors has relationship with job satisfaction at SEDC, Kuching, Sarawak. Hence, some recommendations and suggestions for organizations and employees have been highlighted from this study.

ACKNOWLEDGEMENT

Praise to Allah SWT, whom with His willing giving me time and opportunity to complete my final year project entitled “The Relationship between Work-Life Balance and Job Satisfaction among the Support Staff in SEDC, Kucing, Sarawak. this report was prepared for Universiti Teknologi Mara (UiTM), basically for students in final year to complete the undergraduate program that leads to Bachelor in Office System and Management. It was an honor for me to further my study in Bachelor Degree of Office System Management (Hons.). I want to thank Madam Pauline Jau, a lecturer in UiTM Sarawak and also assigned as my supervisor for guiding and helping me a lot for my final year project. Thanks for her kindness and motivation all these years. I also want to express my deepest thank to Dr. Norlina Bt Mohamed Noor for guiding me in Research Method subject. My biggest thanks to my parents, Encik Ma’at Bin Kozin and Puan Salina Bt Kemis and family members for giving their encouragement, cooperation, constructive suggestions and full of support to keep motivating me during my way to complete my study and to complete this final year project. Finally, I would like to express m appreciation to my classmates and friends for sharing ideas and experiences in completing the research. Thanks to all who helped me directly or indirectly.

TABLE OF CONTENTS

	Page
ABSTRACT.....	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS.....	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
CHAPTER 1	1
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem	3
Research Objectives.....	4
Research Questions.....	4
Significance of the Study	5
Limitations of the Study.....	5
Definition of Terms	6
CHAPTER 2	8
LITERATURE REVIEW	8
Work-Life Balance	8
Working Hours	9
Working Conditions	9
Work Pressure	10
Job Satisfaction.....	11
CHAPTER 3	14
METHODOLOGY.....	14
Research Design	14
Sampling Frame	14

CHAPTER 1

INTRODUCTION

This chapter discussed the 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

Employees Work-life Balance is a concept where employees do a proper prioritization between work and lifestyle. The element of this concept correlates to each other but it will never have the right or perfect results as changes occur from time to time. Apparently, Work-life Balance Factors is an important thing for an individual psychological well-being, life satisfaction, and many others that may contribute to all senses of better life that can be regarded to be as the indicators to the success in balance of work and lifestyle. Therefore, this study was done to study the correlation between the Work-life Balance Factors among employees and the Job Satisfaction. Work-life Balance Factors is creating and maintaining supportive and healthy work environments where it is the importance of it in the workplace (Johnson, 2015). Work-life Balance Factors enables an individual to balance their work and personal responsibility. A good Work-life Balance Factors gives benefits to organization in many ways. It can reduce absenteeism and lateness, improved productivity, enhanced organizational image