

**THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE
AND EMPLOYEES RETENTION AMONG EMPLOYEES AT
KUCHING IMMIGRATION DEPARTMENT OF MALAYSIA
SARAWAK**

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AUTHOR'S DECLARATION



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“DECLARATION OF ORIGINAL WORK”

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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 others degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

The main purpose of the study was to investigate the relationship between work-life balance factors and employee retention at Kuching Immigration Department of Malaysia, Sarawak. Convenience sampling technique would use on the employees where subjects are selected because of their convenient accessibility and proximity to the researcher. This study used a conceptual framework adopted from Azman, Ghani, Hashim and Sabri(2016). The data were collected through the distribution of questionnaires among employees. A total of 104 employees of the population were selected from three departments namely, Administration Department, Passport Department, and Visa and Pass and Permit Department. The sample size was 80 employees. The study discovered that there is a negative relationship between work-life balance factors and employee retention. The result shows that the flexible working schedule variables have negative, small but significant relationship towards employee retention $r=-.295, n=80, p>0.01$. For job burnout variable, the result shows the negative and large relationship between job burnout and employee retention $r=-.655, n=80, p>0.01$. For job sharing variable, the result shows that there is a negative and medium relationship between job sharing and employee retention $r=-3.48, n=80, p>0.01$. The finding of this study would assist and provide additional information to the researcher, organization and future researcher. These findings also revealed that the organization should create flexible work schedule and offering the employees to do job sharing among themselves. Although this study is a replication from previous studies, it presented different findings from the perspective of government servant at Kuching Immigration Department of Malaysia, Sarawak which is valuable to the existing body of knowledge.

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CHAPTER 1

INTRODUCTION

This chapter discusses the background of the variable chosen for this study. It also discussed the problem statement, research objectives and research questions which clarify the direction of the research. This chapter also includes the significance of the study, the limitations of the study and definition of terms.

Background of the Study

Employee retention is one of the challenges faced by many organizations today. Tymon, Stumpf, and Smith (2011), stated that in order to retain workers, it is very important for an organization to focus on how to retain the best professional talent in the organization. They also stressed on how to eliminate the recruiting, selection and onboarding costs in order to maintain continuity in their areas of expertise in which merit can be rewarded. However, the retention of valuable employees is a global challenge. The managers and top authorities are constantly met with the issues of retaining employees.

There is evidence worldwide, that the retention of skilled employees has been taking the serious concern to managers who are going to face increasing the higher rate of employee turnover (Budhwar & Mellahi, 2007; Chiboiwa, Samuel & Chipunza, 2010).