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**THE AWARENESS OF GLASS CEILING ISSUE AMONG
WOMEN EMPLOYEES: A CASE STUDY IN INTERSCIENCE
SDN. BHD**

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ABSTRACT

The topic of our study is "The Awareness of Glass Ceiling Issue among Women Employees: A Case Study in Interscience Sdn. Bhd". Glass Ceiling was actually used to describe the discrimination that leads to barrier in hindering the advancement of promotion to upper level management among women. The term glass ceiling resembles the transparency of workflow which limits persons outside the dominant group in developing their career. The main objective of our study is in order to ensure the level of awareness among the women employees, to determine the barriers of career advancement and to determine the influence of job position and length of services on the level of awareness. In the method, our research design is cross sectional survey. Therefore individual are the unit of analysis. The sample size is 145 women employees in that organization. As for the sampling technique, simple random sampling and quota sampling is selected. In order to collect our data, we are using e-mail questionnaire and personally administered questionnaires. As for the data analysis, we are using two types of test. First objective and second objective are using mean and standard deviation test in order to determine the level of each variable. The other test that was used is two-way ANOVA in order to test the third objective. The test was regarding the significant result of both variables. For the main findings based on the first objective, the levels of awareness among the women employees are average. Wit the second objectives, most of the career barrier stated in the questionnaires are said to be a minor obstacle for them in advancing the career. For the final objective, both of the independent variables are not significant whereby neither job position nor length of services significantly influence the level of awareness. As a conclusion, the levels of awareness among women employees are average in that organization.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

The glass ceiling is defined by the Department of Labor United States as those unreal barriers within organizational that prevent qualified minority men and women of all races from advancing in their organization into executive level positions. These artificial barriers may exist in the selection criteria used for advancement and professional development opportunities, or it was the common culture of the corporation.

According to the statistics on women labor which the source is adapted from the *US Department of Labor's Bureau Report (1974)*, over the past two decades, there has been a significant growth in the number of women employed by the Federal Government of United States. Based on the findings, the percentage of white-collar, executive branch jobs held by women grew from 41 percent in 1974 to 48 percent in 1990. Besides that, according to their report on the Labor Statistics (1974), the number of women in the national workforce will increase by 26 percent between 1990 and 2005. The women's representation in the Federal workforce has been increasing at a rapid rate than their representation in the national workforce. However, a democratic state such as Malaysia gives equal opportunity to the women and men in order to hold higher position especially in