



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY  
STUDIES**

**EMPLOYEES' PERCEPTIONS TOWARD ON-SITE  
CHILDCARE CENTRES TO WORKING PARENTS**

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 CHAPTER REVIEW**

This chapter is divided into several sections. It starts with Section 1.1 that touched on the chapter review. Section 1.2 is regarding the background of the study. It is being continued with Section 1.3 that is discussing research objectives. In addition, Section 1.4 focusing on research questions. Besides, Section 1.5 is regarding the hypotheses while Section 1.6 is concerned with the heart of the research which is problem statement. In Section 1.7, is the significance of study while the Section 1.8 scope of research. Section 1.9 focused on the definition of terms. Lastly is Section 1.10 which is highlighting the organization of research. This research is relating to the employees' perceptions toward on-site childcare to working parents and it is being conducted in the higher institution, Universiti Teknologi MARA that involves two campuses which are UiTM Tapah, Perak and UiTM Raub, Pahang.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 CHAPTER REVIEW**

This chapter gives a review of the literature for employees' perceptions toward on-site childcare centre to working parents. Section 2.1 is the overview of each section in Chapter 2. Section 2.2 is the dependent variable for this research paper that explains about on-site childcare. Section 2.3 starts with the first independent variables that are Work-life Conflict followed by 2.3.1 on job stress and 2.3.2 is absenteeism. Besides, Section 2.4 is explaining on Job Performances, the second independent variables while Section 2.5 is Work-life Balance which is the last independent variables. On the other hand, Section 2.6 the past theories that are identified based on the literature reading. 2.6.1 is regarding Work-life Balance Models followed by 2.6.2 as the Bronfenbrenner's Ecological Framework. Section 2.6.3 which is the Work-life Balance Model and later Section 2.6.4 is regarding the Social Exchange Theory. Section 2.7 is giving an explanation of the theories used for the study. Section 2.7.1 Social Exchange Theory which consists of Section 2.7.1.1 Family-friendly Policies and Section 2.7.1.2 is regarding Work Motivation. Section 2.8 of this chapter emphasizes the conceptual framework for this research paper and Section 2.9 covers the annotated bibliography of the study and lastly Section 2.10 is the chapter summary.

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.1 CHAPTER REVIEW**

This chapter described the research methodology used in this study. Chapter Three comprises of several sections which include chapter review itself in Section 3.1 whereas data collection will cater in Section 3.2. Besides, Section 3.3 is regarding the data analysis of the study and in Section 3.4 will touch on the research design. Section 3.5 will be focusing on the sampling design while Section 3.6 is on the sampling size. In addition, Section 3.7 is regarding the measurement or also known as an implementation of the study. In Section 3.8 will emphasize on the instrument reliability and validity while in Section 3.9 is regarding the proposed test in the research study as well as Section 3.10 is on the pilot study while Section 3.11 is on the summary of the Chapter Three.