



**THE IMPACT OF WORK LIFE BALANCE POLICIES TO EMPLOYEE'S
JOB SATISFACTION**

AMIRAH NABILAH BINTI HASSAN

2015126873

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCES MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS**

JANUARY 2018

ACKNOWLEDGEMENT

First of all, I would like to express thanks to all mighty Allah who give me courage to complete this final project paper. Peace and blessings of Allah be upon His Messenger Muhammad (s.a.w). With His guidance, I am able to complete this report on time.

Next, I would like to thanks to my academic advisor, Madam Umami Kalsum binti Hassian for her support, patience, supervision, advices, comment, time and her willingness to guide me on how to create research proposal until at the end of this study. Without her guidance I am not able to finish this research. My thanks also to Miss Rozana binti Othman as my second advisor for help me to end up this research.

Apart of this, I would like to thanks the UiTM Melaka Kampus Bandaraya Melaka lectures who directly and indirectly guided me with new insights and ideas on the path of completing this research. In addition, I wish thanks to our parents for all their supports, be it morally, efforts and monetary, as well as their encouragements given to us.

Last but not least, I would like specially thank to my beloved friend and course mate for their valuable words of encouragement and advices. With their support, I managed to complete this thesis. Thank you very much to everyone who helped me guided me directly or indirectly from the beginning until this research is finally complete.

ABSTRACT

The present paper analysing the relationship between work life balance policies and employee job satisfaction. Specifically, it has been focused here that the work life balance policies lead to attaining equilibrium between professional work and other activities. Under the present study is also examined that the work life balance policies reduce friction between official and domestic life. Related theories of employee's job satisfaction proposed by previous researchers are reviewed and summarized herein in order to use and correlate these to proposed empirical analysis. The quality of work life policies is increasingly becoming part of the business strategy and the focus is on the potential of these policies to influence employee's quality of working life and more importantly to help them maintain work-life balance with equal attention on performance, commitment at work and job satisfaction. The present empirical study involves descriptive statistical approach. Statistical primary data was collected using questionnaires, and analyses using statistical package for management and social sciences. The findings of this study emphasized that each of the work life balance policies on its own is a predictor of job satisfaction. The result explored herein makes the recommendation that organization should improve the work life balance policies by offered to employees in order to increase their job satisfaction, to improve staff commitment and productivity.

TABLE OF CONTENTS

	Page
TITLE PAGE	ii
DECLARATION OF ORIGINAL WORK	iii
LETTER OF SUBMISSION	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	viii
LIST OF TABLES	ix
LIST OF FIGURES	x
ABSTRACT	xi

CHAPTER 1 INTRODUCTION

1.1	Introduction	1	
1.2	Background of Study	1 – 3	
1.3	Problem Statement	4 – 6	
1.4	Research Questions		
	1.4.1	Research Question 1	7
	1.4.2	Research Question 2	7
1.5	Research Objectives		
	1.5.1	Research Objective 1	7
	1.5.2	Research Objective 2	7
1.6	Research Hypothesis		
	1.6.1	Hypothesis 1	7
	1.6.2	Hypothesis 2	7
	1.6.3	Hypothesis 3	7
	1.6.4	Hypothesis 4	7
1.7	Significant of Study		
	1.7.1	Researcher	8
	1.7.2	Employer	8
	1.7.3	Faculty	9
	1.7.4	Government	10

1.8	Limitation of Study		10 – 11
1.9	Definition of Term		
	1.9.1	Employee Job Satisfaction	11
	1.9.2	Work Life Balance	11
	1.9.3	Work Life Balance Policies	11
	1.9.4	Flexibility Policies	12
	1.9.5	Welfare Policies	12
	1.9.6	Job Design	12
	1.9.7	Leave Provision	13
	1.9.8	Flexible Working Hour	13
	1.9.9	Family-Friendly	13
1.10	Conclusion		14

CHAPTER 2 LITERATURE REVIEWS

2.1	Introduction		15
2.2	Employee’s Job Satisfaction		15 – 19
2.3	Work Life Balance Policies		20 – 22
	2.3.1	Flexibility Policies	23 – 26
	2.3.2	Welfare Policies	26 – 28
	2.3.3	Job Design	29 – 31
	2.3.4	Leave Provision	32 – 35
2.4	Theoretical Framework		35
2.5	Hypothesis		36
2.6	Conclusion		36

CHAPTER 3 METHODOLOGY

3.1	Introduction		37
3.2	Research Design		37
3.3	Sampling Frame		38
3.4	Population		38