



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

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

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ACKNOWLEDGEMENT

The research paper which is the employees' perceptions toward on-site childcare centres to working parents has its own difficulties but somehow the research manages to complete within a time period of one year and identify what is the exact perceptions of the respondents precisely the employees' for UiTM Raub, Pahang and UiTM Tapah, Perak. All employees are being accounted and their responses are valuable to the research as it indicates on their thoughts about an on-site childcare centre at their workplace.

The researchers would like to thank the supervisor of the research paper which is, Puan Nursuria Binti Mahrif, who has been through from the beginning until the end of this paper. Without her advice and moral support, this research might have not be completed and properly executed within time. Her understanding and guidance to the researchers have made this research to be much more interesting and unique in its own way.

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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 basis of the study. 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 is concerned with the heart of the research which is research problems. This section is the most important part of the research study. Besides, Section 1.5 is regarding the significance of study while Section 1.6 is on the scope of research. In Section 1.7, focusing on research questions. On the other hand, Section 1.8 is highlighting the hypotheses while Section 1.9 focused on the definition of terms. This research is relating to the employees' perceptions toward on-site childcare to working parents. The research 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.