



IMPACT FACTORS OF GLASS CEILING ON WOMEN CAREER DEVELOPMENT: THE  
WOMEN CAREER IN SEREMBAN CITY.

DANYSHA BINTI NORIZAN

950219055268

BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA

DEC 2017

**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”**

I, DANYSHA BINTI NORIZAN,

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 other 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.

Signature:

Date:

.....

Danysha Binti Norizan

## ACKNOWLEDGEMENT

The success and final outcome of this research study required a lot of guidance and assistance from many people and I am extremely privileged to have got this all along the completion of the project. All I have done is only due to such supervision and assistance and I would not forget to thank them.

I would like to take this opportunity to express my utmost gratitude to Allah S.W.T, The Almighty for giving a good health and mental strength all the way in completing this research study. Without His blessing, this study could not possibly done on the right time.

Besides that, I also owe my deep gratitude to my advisor, Madam Nor Harniyati Binti Hussin, for her continuously support and guidance in completing this research study. All the time spend for the consultation sessions are much appreciation. It could not be enough to express in words as she had given a lot of encouragement regarding this research study.

Further, I also would like to thanking Madam Siti Normah Binti Awang Tuah for the guidance and support in completing this research. All of the time and the idea sharing had give me to better understand of the research.

Not to forget, to my Research Methods lecturer, Dr Rachel Samuel, that had teach me on how to use the SPSS and do the research on the past semester. Without her guidance and encouragement, I could not understand and know how to do the research study and key in all the data.

My deepest gratitude goes to my lovely parents that had given me unstoppable support and helps in completing this research study. Without them, all of the success I could not be achieved. Not to forget, a huge thanks goes to all my friends that had helped me when I was lost. Without their explanation and helps this study I would not have a clear vision in completing this research.

Lastly, I would like to express special gratitude to all that had helped me either indirectly or directly. All of the help are much appreciation.

## ABSTRACT

Women may lead to face a lot of barrier in pursuing their career. In Malaysia, it is being denial that factors of Glass Ceiling would give an impact towards women career development as there have many opportunities opened towards women. The Glass Ceiling factor may be vary as it based on the researcher perspective of the study. Thus, this study is being conducted in order to recognize and examine what is the main factor of Glass Ceiling which could give an impact on women career development. Based on the previous research, the researcher had adopted the four factor that impact on women career development to be measure in the Seremban. Thus, the four factor includes of individual factor, family factor, organizational factor, and cultural factor. By this, the research can determine and examine which of the factor is significantly impact on the women career developemnet in Seremban city. Regarding this research, this study is used a qualitative research by distributing the questionnaires and using an electronic questionnaire as the instrument to collect the data. As this research is a noncontrieved , whereby it is conducted in a natural environment without the interference of the researcher. As the researcher had divided into a three categories of sector that have in Seremban city, thus, according to the Rules of Thumb, thus the sample size are 30 per category. To make it more valid, the researcher chooses 163 of respondents are being picked by using a simple random sampling to answer the questionnaire for one time only, which is known as a cross sectional. By using this sampling technique, all of the career women in Seremban city get the equal chances to be picked. Hence, all of the data being key in by using Statistical Package for the Social Science (SPSS) Version 20 Software. By this, all of the data could be converted into an outcome of the study. Thus, all of the result points out regarding the women career development, and also the four factor of glass ceiling which are individual factor, family factor, organizational factor, and cultural factor. As this, study is a generalize, thus, the future researcher could used this research as a references.

**KEYWORDS:** Women Career Development, Glass Ceiling, Individual Factor, Family Factor, Organizational Factor, Cultural Factor

## TABLE OF CONTENT

	TITLE PAGE	PAGE
DECLARATION OF ORIGINAL WORK		i
LETTER OF SUBMISSION		ii
ACKNOWLEDGEMENT		iii
ABSTRACT		iv
TABLE OF CONTENTS		v
LIST OF FIGURES		vi
LIST OF TABLES		vii
LIST OF ABBREVIATIONS		viii
<b>CHAPTER 1</b>	<b>INTRODUCTION</b>	
	1.1 Introduction	1
	1.2 Broad Problem Area/ Background of the study	1 – 7
	1.3 Problem Statement	8 – 10
	1.4 Research Questions	11
	1.4.1 Main Question	
	1.4.2 Specific Questions	
	1.5 Research Objective	12
	1.5.1 Main Objective	
	1.5.2 Specific Objectives	
	1.6 Scope of Study	13
	1.7 Significance of Study	14 – 16
	1.8 Limitation of the Study	16 – 18
	1.8.1 Limited number of reach of respondent	16 - 17