

**A STUDY ON THE RELATIONSHIP BETWEEN WORK LIFE CULTURE AND
EMPLOYEES' SATISFACTION AT ARABIAN BAY RESORT, BUKIT GAMBANG
RESORTS CITY**

**PREPARED FOR:
MADAM NOOR DALILA BINTI MUSA**

PREPARED BY:

NURSHAHIRAH BINTI SUHAIRI

2015131587

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

**UNIVERSITI TEKNOLOGI MARA (UITM)
JENKA CAMPUS
FACULTY OF BUSINESS MANAGEMENT**

2018

ABSTRACT

Relationship between work life culture and employees' satisfaction was the title of this research. The details in this chapter were research objective, research question, research design and the result of this research. This research would be conduct at Arabian Bay Resort, Bukit Gombang Resort City. This research was conducted from September until December 2017. The total number of respondent in this research was 65 and the return number of questionnaire was 56. First chapter explain about the background of the study, statement problem, research objective, research question, research hypothesis significant of the study and the definition of terms.

Chapter two chapter explains what is the dependent variable and independent variable for this research. There were four independent variable such as job sharing, childcare support, employees' welfare and wellness program. For dependent variable there was employees' satisfaction. Literature review explains what were the definitions, advantages and also the disadvantages of all the variable. For methodology, it consists of research design, sampling frame, the population at the place, sampling techniques, sample size, unit of analysis, data collection procedure, instrument, validity of instrument, reliability of instrument and the data analysis. Chapter four explain about the results and the finding of this research. After the respondent respond to the questionnaire what was the result of this research. This chapter explains what were the profile of respondent and analysis of findings. Last chapter in this research was chapter five that explain about the conclusion and recommendation for Arabian Bay Resort, Bukit Gombang Resort City and the for the future research.

Table of Contents

	PAGE
ABSTRACT	i
ACKNOWLEDGMENT	ii
TABLE OF CONTENT	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
CHAPTER 1	
INTRODUCTION	
Background of The Study	1
Statement of The Problem	3
Research Objective	5
Research Questions	5
Research Hypothesis	6
Significant of The Study	6
Limitations of The Study	7
Definition of Terms	8-9
CHAPTER 2	
LITERATURE REVIEW	
Work Life Culture	10
Employees' Satisfaction	12
Employees' Satisfaction: Job Sharing	12
Employees' Satisfaction: Childcare Support	13
Employees' Satisfaction: Employees' Welfare	15
Employees' Satisfaction: Wellness Program	17
Theoretical Frameworks	18
Conceptual Frameworks	22
CHAPTER 3	
METHODOLOGY	
Research Design	24
Sampling Frame	25
Population	25
Sampling Technique	25
Sample Size	26
Unit of Analysis	26
Data Collection Procedure	26
Instrument	27
Validity of Instrument	28
Reliability of The Instrument	29
Data Analysis	31
CHAPTER 4	
FINDINGS AND DISCUSSION	
Introduction	34
Survey Return Rate	34
Profile of Respondent	35

Analysis of Findings.....	41
Hypothesis Results	48
CHAPTER 5	
CONCLUSION AND RECOMMENDATION	
Conclusion	49
Recommendation.....	53
REFERENCES	54
APPENDICES	
Cover Letter	58
Table for Determining Sample Size from a Given Population.....	68
Table for Rules of Thumb.....	69
Table for Rules of Best Principle.....	70

LIST OF FIGURES

FIGURES	PAGE
2.1 Theoretical Framework for Relationship Between Work Life Culture and Employees' Satisfaction in Selected Companies	26
2.2 Theoretical Framework for Relationship Between Work Life Culture and Employees' Satisfaction in Selected Companies	26
2.3 Theoretical Framework for Relationship Between Work Life Culture and Employees' Satisfaction in Selected Companies	26
2.4 Conceptual Framework for Relationship Between Work Life Culture and Employees' Satisfaction in Selected Companies	26
2.5 Data Analysis	26
2.6 Sample Size	26

LIST OF TABLES

TABLE	PAGE
3.1 Table of Data Collection Procedure	26
3.2 Table Rules of Thumb	29
3.3 Summary of Cronbach's Alpha for Pilot and Actual Study	30
4.2.1 Data of Return Questionnaire	35
4.3.1 Profile of Respondent: Gender	35

4.3.2 Profile of Respondent: Age	36
4.3.3 Profile of Respondent: Marital Status	37
4.3.4 Profile of Respondent: Department	37
4.3.5 Profile of Respondent: Position	38
4.3.6 Profile of Respondent: Level of Education	39
4.3.7 Profile of Respondent: Length of Service	40
4.4.1 Rule of Best Principle	41
4.4.2 Descriptive Table	42
4.4.3 Descriptive Table	43
4.4.4 Table of Result for Job Sharing and Employees' Satisfaction	44
4.4.5 Childcare Support	45
4.4.6 Employees' Welfare	46
4.4.7 Wellness Program	47
4.5.1 Hypothesis Result for Work Life Culture and Employees' Satisfaction	48