



**WORK-LIFE BALANCE AND CONFLICT IN RETAIL**

**COMPANY:**

**TESCO STORES (MALAYSIA) SDN BHD**

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**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)**

**FACULTY OF BUSINESS MANAGEMENT**

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**JUNE 2013**

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**Submitted in Partial Fulfilment  
Of the Requirement for the  
Bachelor of Business Administration  
with Honours (International Business)**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TECHNOLOGY MARA  
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# **DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)  
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UNIVERSITY TEKNOLOGY OF MARA**

**"DECLARATION OF ORIGINAL WORK"**

I, KHAIROL IZWAN BIN HARRY, (I/C Number: 901223-05-5331 )

I, MUHAMMAD BAZLI ASHRAF BIN MOHD KHAIRUL ADNAN  
(I/C Number: 890923-23-5025)

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:\_\_\_\_\_

Signature:\_\_\_\_\_

Date:\_\_\_\_\_

## LETTER OF SUBMISSION

The Head of Program  
Faculty of Business Administration  
University Technology of Mara  
110 Off Jalan Hang Tuah  
75300 Melaka

14 June 2013

Dear Madam,

### **RE: SUBMISSION OF THE FINAL THESIS REPORT**

With reference to the above matter, enclosed here is my research paper entitled **“Work-Life Balance and Conflict in Retail Company: Tesco Stores (Malaysia) SdnBhd”**.

This research paper is a partial requirement for the fulfilment of Bachelor of Business Administration with Honours (International Business). The objective of the study being conducted is to study the level of work-life balance and conflict among employees in Tesco Stores (M) SdnBhd, Melaka Branch, to study relationship between organizational support, job satisfaction and work stress with work-life balance and conflict, and to give recommendations on how to maintain work-life balance in the company.

Hopefully, this report meets your requirement and expectation.

Thank you.

Yours Sincerely,

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KHAIROL IZWAN BIN HARRY  
2011812532  
BBA.(Hons.)International Business

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MUHD BAZLI ASHRAF BIN M. K. ADNAN  
2011647912  
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## **ABSTRACT**

The need to reconcile working with non-working life (family and domestic responsibilities) has been gaining importance over the decades, as a result of increasing female employment rates in Malaysia and drastic changes in family patterns, changes that have given rise to a growing number of nuclear or single-parent families.

Studies in the area of work-life balance have so far mainly concentrated on the conflict between people's work and other life roles. It is generally accepted that there is a clear link between work-life conflict and work-life balance, as attaining work-life balance is dependent on managing or reducing the conflict between various roles.

This research is aimed at studying work-life balance and conflict in retailing company which focused to Tesco Stores (M) Sdn. Bhd., Melaka Branch. In this study, the researcher would like to study the level of work-life balance and conflict, organizational support, job satisfaction and work stress faced by employees. The researchers also want to explore the relationship between organizational support, job satisfaction and work stress with work-life balance and conflict.

The questionnaires were distributed to the full-time employees of Tesco Melaka Branch and 105 questionnaires were retrieved for analysis. Based on findings, it can be summarized that the respondents experienced conflict in work-life balance. It also can be concluded that organization support, job satisfaction and work stress have a moderate impact towards work-life balance and conflict.

It can be recommended that Tesco Stores (M) Sdn. Bhd. should adapt work-life balance policies, workplace cultural change and open door policy to improve work-life balance of employees