

UNIVERSITITEKNOLOGIMARA

**THE RELATIONSHIP BETWEEN JOB STRESS
AND WORK-FAMILY CONFLICT: A STUDY ON
WORKING WOMEN IN SOCIAL WELFARE
DEPARTMENT, KUCHING**

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Disertation submitted in fulfillment
of the requirements for the degree of
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AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

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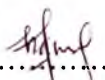
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ABSTRACT

Work-family conflict can induce negative consequences such as turnover, absenteeism, decrease job performance, anxiety, and emotional exhaustion. Despite the robust of literature on work-family conflict experiences among Western families, there is a lack of empirical study on Malaysian working women experiences in managing work and family roles. Drawing from work-family conflict model as this model does not account for occupation-specific situations, therefore, this study reports the characteristics of job stress (role ambiguity, role conflict, role overload) that lead to work-family conflict among working women in Social Welfare Department, Kuching. This research is based on data obtained from a survey questionnaire that polled 70 working women regarding the relationship between job stress and work-family conflict. The results of this study identified that work-family conflict is divided into three dimension namely time-based conflict, strain-based conflict and behavior-based conflict. Job stress is divided into three dimensions namely role ambiguity, role conflict and role overload. The study shows that respondents experience higher level of work-family conflict compare to the level of job stress among the working women. This research has contributed to the body of knowledge in terms of dimension of work-family conflict as well as dimensions of job stress. It is the greatest hope that this research can contribute to the improvement of work-life balance not only among working women at Social Welfare Department, Kuching but in others public organization as well.

TABLE OF CONTENTS

	Page
CONFIRMATION BY PANEL OF EXAMINERS	i
AUTHOR'S DECLARATION	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	xi
LIST OF FIGURES	xii
LIST OF APPENDICES	xiii
CHAPTER ONE: INTRODUCTION	1
1.1 Introduction	1
1.2 Background of the Study	1
1.3 Problem Statement	4
1.4 Research Objectives	6
1.5 Research Questions	6
1.6 Scope of the Study	7
1.7 Significance of the Study	7
1.8 Definition of Terms	8
1.8.1 Job Stress	8
1.8.2 Role Ambiguity	9
1.8.3 Role Conflict	9
1.8.4 Role Overload	9
1.8.5 Work-Family Conflict	10
1.8.6 Time-Based Conflict	10
1.8.7 Strain-Based Conflict	10
1.8.8 Behaviour-Based Conflict	11