

UNIVERSITI TEKNOLOGI MARA

**WORK LIFE BALANCE AND ORGANIZATIONAL
COMMITMENT AMONG WOMEN EMPLOYEES: A
STUDY OF TELEKOM MALAYSIA BERHAD,
KUCHING SARAWAK**

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AUTHOR'S DECLARATION

I declare that the work in this dissertation 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.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.


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ABSTRACT

In our culture, women often face more challenges to deal with balance between personal and professional life. It is very difficult to maintain the balance between those two in this challenging and demanding era. Most of the people need to make tough decision in order to achieve the balance. As many people spending more time in office, the ever changing demands of clients and job had affect directly one's personal life which leads to difficulty in completing household responsibilities. This study examines the work live balance and its dimension with organizational commitment among 105 employees of Telekom Malaysia Berhad, Jalan Were Kuching. The instrument used to measure work life balance dimension and organizational commitment is adapted from Greenhouse (2003). The instrument consists of 3 dimensions time balance, involvement balance and satisfaction balance. This study will use a questionnaire to collect the data will be analyze using descriptive and inferential descriptive. This study will provide insight on the relationship between work life balance and organizational commitment among women employees at Telekom Malaysia Berhad, Jalan Were Kuching. The finding of this study could help the management of Telekom Malaysia Berhad, Jalan Were Kuching to determine the best policy of work life balance that could be implemented.

Keywords: Work Life Balance, Organizational Commitment, Telekom Malaysia Berhad

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CHAPTER 1

INTRODUCTION

1.0 Introduction

As for this introduction chapter, this chapter briefly gives a general concept of the study which is "Work Life Balance and Organizational Commitment among women employees in Telekom Malaysia Bhd". In this chapter, several aspects will be discuss highlighting the problem statement of the study, the research questions and research objective of the study, the scope of study, the significance of the study and the definition of terms, terminology and concepts of this study.

1.1 Background of the Study

Based on the past studies, there is an increase in the number to study on work life balance cases. This is due to the demanding work environments especially in this new era of globalization. The work life balance can be defined as the time which the workers had spent their time focusing on their work and family respectively (Clark, 2000; Ungerson and Yeandle, 2005). Next, the important factor in worker's life is to achieve balance life. Most of the people are so hitched with their jobs which had caused them to compromise with the symptoms of fatigue along with stress. Besides, those who overwork also prone to experience health issue within their life. Moreover, most of them are likely to commit alongside the other co-workers, tend to be unavailable most of the time and also low productive in workplace. Therefore, by having effective human resource management which make the work life balance policy becoming effective in organization, the employees would be pleased with their job and personal freedom (Sayers, 2007). During these days, due to increase in job scope areas, most of the workers need to work in the long working hours normally.

According to Heath (2006), workplace ambience includes the physical of the work location, behavioral procedures, policies, rules, cultures, resources and working relationships. Those factor has influence the way the workers do their jobs daily. The workplace ambience affects the workers performance and it also arouse the competitiveness within that one's organization. Productive workplace made the work environment more comfortable, attractive,