UNIVERSITI TEKNOLOGI MARA

WORK-FAMILY CONFLICT AMONG NURSES: A CASE STUDY ON SARAWAK GENERAL HOSPITAL

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DECLARATION OF ORIGINAL WORK

We declare that the work in this dissertation was carried out in accordance with the regulations of UniversitiTeknologi MARA. It is original and is the result of our own work, unless otherwise indicated or acknowledged as referenced work. This topic has not been submitted to any other academic institution or non-academic institution for any degree or qualification. In the event that our dissertation be found to violate the conditions mentioned above, we voluntarily waive the right of conferment of our degree and agree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

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ABSTRACT

In facing the era of modernization and globalization, the issues of dual career couple is common where both husband and wife need to work to support the economic, status and well being of the family. Hence, the objective of this study is to analyze the working environment and factors that contribute to work-family conflict among nurses and strategies to reduce work-family conflict. This study used interview method to collect data among nurses working in public hospital in Kuching. Findings show that factors that contribute to work-family conflict are workload, work shift and position, followed by PESTLE analysis. Lastly, some strategies have been practised by the nurses to reduce the work-family conflict. This paper also highlights few recommendations in order to enhance the human being of nurses.

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CHAPTER 1

INTRODUCTION

1.0   INTRODUCTION

Work-family conflict has been developed by Greenhaus and Beutell (1985) as the source of conflict. Currently, there is interest towards conflict in between family life and work as well as the conflict by individuals between their role at work and in the family which called as work-family conflict.

Based on the statistics in year of 2010 from the Department of Public Service, Malaysia, it mentioned that women comprise of 50% in the work force labor and 70% of them are married. People tend to face the issues of juggling work and family when they started to work. Balancing between work and family is a challenge in an adult's life. Enrichment occurs if there is a positive side of combining family and work. However, if they are unable to manage both, this becomes conflict. Inter role conflict defines as a form of role conflict in which the sets of opposing pressures arise from participation in different roles. Kahn (1964) has defines role conflict as the "simultaneous occurrence of two (or more) sets of pressures such that compliance with the other".

Conflict comprises of two bi-directional dimensions namely Work-Family Conflict and Family-Work Conflict. Work-family conflict happens if experiences at work interfere with family life such as an unexpected late meeting where this may affect the dinner time with family. Meanwhile, family-work conflict occurs when