



**BACHELOR IN OFFICE SYSTEMS
MANAGEMENT (HONS.)
FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA SARAWAK**

**THE RELATIONSHIP BETWEEN THE FACTORS OF
WORK-LIFE BALANCE AND JOB SATISFACTION
AMONG SUPPORT STAFF IN CONSTRUCTION
INDUSTRY DEVELOPMENT BOARD (CIDB) KUCHING
SARAWAK.**

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FACULTY OF BUSINESS MANAGEMENT

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ABSTRACT

This study is to the relationship between work life balance and job satisfaction that divided into three categories which is working hours, working conditions and work pressures that give huge impact towards their job satisfaction in the organizations. The sample consists of 100 peoples in CIDB Kuching Sarawak. This was accomplished through quantitative method of data collection namely questionnaire. This study uses non-probability that is convenience sampling to select the sample size that consists 100 staff in CIDB Kuching Sarawak. Pearson correlation and regression analysis was carried out for the collected data. For the data collection, the data has been collected using structured questionnaire that divided into three sections. Section A focused on the demographic background of the respondent, section B consists of the factors work life balance was focused on the organization. The data were analyses using descriptive statistical analysis (SPSS 23.00 which consists mean, standard deviation and correlation coefficient analysis. The correlation analysis revealed that normative commitment has a low and significant relationships towards job satisfaction. This finding indicated that it is recommends for future studies to further investigate the different types of work life balance and job satisfaction among their employees towards their organizations.

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CHAPTER 1

INTRODUCTION

In this chapter the introduction covers the background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study and the definition of terms of the independent variables and dependent variable. This study was conducted to determine the relationship between Work-life balance and job satisfaction towards support staff at Construction Industry Development Board, Kuching (CIDB).

Background of the Study

In today's ever demanding work environment a lot of people are facing the problem of balancing work and family life. For the employees, consequences can have a negative impact on work and life satisfaction, mental health, physical health and on individual performance in organization (Guest, 2001). For the employers the consequences of poor work life balance will be poor performance, absenteeism, sick leave and higher staff turnover, recruitment and training costs (Department of Trade and Industry, 2001).