THE RELATIONSHIP BETWEEN FACTORS OF WORK LIFE BALANCE AND JOB SATISFACTION AMONG SUPPORT STAFF IN JABATAN KERJA RAYA (JKR) BAHAGIAN SAMARAHAN

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Hereby, declaration that:

- This work has not been previously accepted in substance for any degree, locally overseas, it is not being currently submitted for any other degree.

- This project-paper is the result of my independent work and investigation, except wherever stated otherwise.

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ABSTRACT

This research was conducted to find out the relationship between work-life balance and job satisfaction among the support staff in Jabatan Kerja Raya (JKR) Bahagian Samarahan. Work life balance was adapted from (D.S.R. Adikaram, 2016) described three variables which is working hours, working conditions and work pressures. Meanwhile, job satisfaction was adapted from Hosoi, M. The objective of this research is to determine the correlation between work life balance and job satisfaction among the support staff in Jabatan Kerja Raya (JKR) Bahagian Samarahan. Hence, descriptive and correlation analyses were conducted in explaining this research finding. For pre-test, the questionnaires were distributed at Jabatan Kerja Raya (JKR) with three respondents to answer. Method for data collection was done by using questionnaires and the data was analyzed by using SPSS version 23. The actual study covered 100 Jabatan Kerja Raya (JKR) support staff as the population and only 80 of them were taken as sample size by using Krejcie and Morgan (1970) table. As a conclusion, all those three variables have strong correlation to job satisfaction. The researcher hopes that this research finding will be useful and able to provide information in future research.

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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 among support staff at Jabatan Kerja Raya (JKR) Bahagian Samarahan.

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).

Thus, work -life balance means the amount of time you spend doing your job compared with the amount of time you spend with your family and doing things you enjoy. They consider that an organization that enables employees to balance their work and personal life will be considered a better organization not only by the employees