

THE RELATIONSHIP BETWEEN THE FACTORS OF WORK LIFE  
BALANCE AND JOB SATISFACTION AMONG SUPPORT STAFF  
IN PEJABAT DAERAH BAHAGIAN SAMARAHAN

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## ABSTRACT

The objective for this study was to investigate the relationship between work-life balance factors and job satisfactions among support staff at Pejabat Daerah, Bahagian Samarahan Sarawak. In the literature review, this chapter reviews both the independent variable and dependent variable. The independent variables are working hours, working conditions, and work pressure. The dependent variable is job satisfaction. There were 100 respondents for this study. Correlation analysis were conducted to investigate the association between variables and to understand the relationship between work-life balance factors and job satisfaction among support staff at Pejabat Daerah, Bahagian Samarahan. Based on the study findings, it is recommended that staff has more the work-life balance among of support staff at Pejabat Daerah, Bahagian Samarahan on their organization. The staff also has their own perceptions about the work-life balance and job satisfaction. For the future studies, it is recommended to expend the studies to the other location rather than Samarahan only.

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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 Pejabat Daerah, 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. I 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