

**THE RELATIONSHIP BETWEEN PERSONAL FACTORS  
TOWARD WORK-LIFE CONFLICTS AMONG NON-  
EXECUTIVE EMPLOYEES: A CASE STUDY IN SIMUNJAN  
AND SAMARAHAN DISTRICT EDUCATION OFFICE,  
SARAWAK**

**Prepared for:  
MR MUHAMMAD BIN OMAR  
MADAM SAIRA JOE**

**Prepared by:  
NADIA ADILLA BINTI AHMAD  
BACHELOR IN OFFICE SYSTEMS MANAGEMENT  
(HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS AND MANAGEMENT**

**JUNE 2019**

**AUTHOR'S DECLARATION****BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)  
FACULTY OF BUSINESS AND MANAGEMENT****“DECLARATION OF ORIGINAL WORK”**

I, NADIA ADILLA BINTI AHMAD (940722136226)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources my information have been specially acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **ABSTRACT**

The purpose of this study is to determine the relationship between personal factors and work-life conflict among non-executive employees in Simunjan and Samarahan District Education Office, Sarawak. Conflict between work and life has affected employees negatively in any organizations. It can occur several ways where life of the job may interfere with work responsibilities and vice versa. A set of questionnaire were used as the main instrument for the data collection. Data were collected in two organizations which are Simunjan District Education Office and Samarahan District Education Office, Sarawak. A sample of 80 personally-distributed questionnaires was used by using convenience sampling methods. The questionnaires were given to the non-executive employees in the studied organizations. The data analysis was utilized using correlational research. Personal factors consisted of career commitment, household responsibilities and financial needs. According to this study, the career commitment, household responsibilities and financial needs have no relationship towards work-life conflicts among non-executive employees in the studied organizations. It has proven that these three factors do not interfere with life off the job that may interfere with work responsibilities and vice versa. This study informs the organizations of the three factors that could interfere with employees' life and work responsibilities. It helps the organizations to consider the factors and develop appropriate strategies to mitigate work-life conflict. This study is one of the few that conducted in East Malaysia. Compare to the result in West Malaysia, it is differ from this study.

## Table of Contents

AUTHOR’S DECLARATION .....	ii
ABSTRACT.....	iii
ACKNOWLEDGMENT.....	iv
LIST OF TABLES .....	viii
LIST OF FIGURES .....	ix
CHAPTER 1 .....	1
INTRODUCTION .....	1
Background of the Study .....	1
Statement of the Problem.....	2
Research Objective .....	3
Research Questions.....	3
Significance of the Study .....	4
Limitations of the Study.....	4
Definition of Terms.....	5
CHAPTER 2 .....	7
LITERATURE REVIEW .....	7
Introduction.....	7
Career Commitment.....	7
Household Responsibilities.....	8

## **CHAPTER 1**

### **INTRODUCTION**

The purpose of the study was identifying the relationship between personal factors and work life conflict. This chapter described the background of the study, limitations of the study and definitions of terms.

#### **Background of the Study**

Creating a balance between work and life is considered as one of the key employees' issues nowadays. It is because people played many roles as a human such as being an employee, boss, sibling, parents and so on. Fast moving economic development and turbulent work environment has created a balance between job responsibilities and family responsibilities, which became a dilemma for the employees that resulted in demanding jobs and long working hours (Omar, Ahmad, & Ismail, 2016).

A study done by Omar et al. (2016) focusing on 120 employees in Malaysia federal statutory bodies on the issues of household responsibilities, financial need and career commitment showed that household responsibilities and financial need had positive relationship with work life conflict. While, career commitment had negative relationship with work life conflict. Financial need and household responsibilities did affect the employees and this resulted in conflict between work and life.