

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE AND JOB
SATISFACTION AMONG THE SUPPORT STAFF IN GREAT
EASTERN, JALAN AMPANG, KUALA LUMPUR

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ABSTRACT

This study was conducted to investigate the relationship between Work-Life Balance and Job Satisfaction among the support staff in Great Eastern, Jalan Ampang, Kuala Lumpur. There are 3 factors on independent variables that being used in this study which are Working Hours, Working Conditions and Work Pressure. Meanwhile, the dependent variable is Job Satisfaction. This study was conducted by using convenience sampling. Then, the survey instrument was adapted from Fareez (2015), Work-Life Balance: The Impact of Family-Friendly Policies on Employees' Job Satisfaction and Turnover Intention among Malaysian Organizations Culture and ,Kluczyk (2013), The Impact of Work-Life Balance on The Wellbeing of Employees in The Private Sector in Ireland. The distributed questionnaires was 127 and the respondents answered all the questionnaires. The questionnaire was analyzed by using Statistical Package for the Social Sciences (SPSS) Version 20. Results shows that there is a high, positive and significant relationship between Working Hours and Job Satisfaction ($r=.656$, $p<0.01$). The next variable is the relationship between Working Conditions and Job Satisfaction. There is a moderate, positive and significant relationship between Working Conditions and Job Satisfaction ($r=.453$, $p<0.01$). Lastly, there is a significant low, positive and significant relationship between Work Pressure and Job Satisfaction ($r=.453$, $p<0.01$). Therefore, the study concludes that all the Work-Life Balance factors have an impact on Job Satisfaction.

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CHAPTER 1

INTRODUCTION

This chapter discusses the background of the study, the underlying problems regarding the variables, research objectives, research questions, importance of the study and limitations. At the end of this chapter, the definition of terms are also provided.

Background of the Study

Employees Work-life Balance is a concept where employees do a proper prioritization between work and lifestyle. The element of this concept correlates to each other but it will never have the right or perfect results as changes occur from time to time. Apparently, Work-life Balance Factors is an important thing for an individual psychological well-being, life satisfaction, and many others that may contribute to all senses of better life that can be regarded to be as the indicators to the success in balance of work and lifestyle. Therefore, this study was done to study the correlation between the Work-life Balance Factors among employees and the Job Satisfaction. Work-life Balance Factors is creating and maintaining supportive and healthy work environments where it is the importance of it in the workplace (Johnson, 2015). Work-life Balance Factors enables an individual to balance their work and personal responsibility. A good Work-life Balance Factors gives benefits to organization in many ways. It can reduce absenteeism and lateness, improved productivity, enhanced organizational image, employee loyalty and environment,