

THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE
AND JOB SATISFACTION AMONG NON-EXECUTIVE
EMPLOYEES AT JABATAN KASTAM DIRAJA
MALAYSIA, SARAWAK

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“DECLARATION OF ORIGINAL WORK”

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- 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.
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ABSTRACT

This study was conducted to investigate on the relationship between work-life balance factors with job satisfaction among the non-executive employees at Jabatan Kastam Diraja Malaysia, Sarawak. Data was obtained via questionnaire from 100 respondents among the non-executive employees. Sampling used was census sampling technique and the questions used in the questionnaire were adapted by several resources. The findings of this study showed that two of the work-life balance namely, job autonomy and workload has a positive relationship with job satisfaction whereas for work to family interference it has a negative relationship with job satisfaction. The correlation analysis shows that job autonomy has a positive moderate correlation ($r=0.459^{**}$) and workload has a positive small correlation ($r=0.223^{*}$) with job satisfaction. However, there was a negative strong correlation for work to family interference ($r= -0.544^{**}$) with job satisfaction. It can be concluded that the factors which influenced job satisfaction at Jabatan Kastam Diraja Malaysia, Sarawak are job autonomy and workload. It is recommended that future researchers could study more work-life balance factors and conduct the research in a different organization to compare results and add new findings for this research.

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CHAPTER 1

INTRODUCTION

Background of the Study

This chapter discussed ideas on what this study seeks to be researched upon. The introduction section is in sequence as follows: the background of the study, the variables that can affect the questions of the research, research objectives, research questions, the importance of the study, the study limitations and the main points definition. This chapter justifies the reason why there was a need to conduct a research on the connection and also the relationship between the factors of job satisfaction and work-life balance which can affect both the organization and employee.

The implementation of work-life balance is very important to most organizations because it affects the employees' satisfaction. The definition of work-life balance is to separate the social and personal life from business profession, career and other working life environment and also act as an equilibrium for the individual (Kalliath and Kalliath, 2013). As mentioned by Orrom (2008), in achieving the work-life balance it is vital for both segmentation of life to complement one another as a combination. However, he also mentioned that changes will occur when individual responsibilities and commitments changes depending of the situation. According to Saleh, Wahjono, Aman, and Muthu (2015), work-life conflict is a serious problem that influences workers, their employers and also the communities. He also stated that