

THE RELATIONSHIP BETWEEN WORK LIFE BALANCE AND JOB
SATISFACTION AMONG STAFF AT SARAWAK SKILLS DEVELOPMENT
CENTRE (SSDC)

PREPARED FOR:

MADAM SINITER SABA

PREPARED BY:

MUHAMMAD HARRIS BIN SHUKOR

BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)

FACULTY OF BUSINESS AND MANAGEMENT

JUNE 2018



BACHELOR OF OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS AND MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, MUHAMMAD HARRIS BIN SHUKOR
(960410-01-5079)

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 of my information have been specifically acknowledged.

Signature: _____

Date: 8th June 2018

ABSTRACT

The purpose of this study is to identify the relationship between work life balance and job satisfaction in Sarawak Skills Development Centre (SSDC). Work flexibility implies not only variation in time and place of the job, but also sharing of the job, career breaks (maternity/paternity leaves), part-time and term-time working. While employees' wellness program define as business win with decrease tangible cost in the area of healthcare, inability, absenteeism and worker's compensation. As for employee satisfaction, it is a measure of how cheerful workers are with their activity and workplace.

The approach that have been used is distributing questionnaires to the staff of Sarawak Skills Development Centre (SSDC). The questionnaires were distributed to 120 participants. However, only 92 participants responded to the questionnaires that were distributed to the staff.

Based on the results, the independent variables, Flexible Working Hours and Wellness Program have strong relationship with Job Satisfaction. Flexible Working Hours shows a very significant strong positive relationship with Job Satisfaction with ($r=.561$). Surprisingly, the results revealed that Wellness Program also shows a very significant strong positive relationship between Job Satisfaction with the value of ($r=.557$). Thus, it is proven that Flexible Working Hours and Wellness Program have strong relationship with Job Satisfaction.

TABLE OF CONTENT

“DECLARATION OF ORIGINAL WORK”	ii
Abstract	iii
Acknowledgement	iv
Table of Content	v
List of Table	viii
List of Figure	ix
CHAPTER 1	1
INTRODUCTION	1
Background of the Study	1
Statement of the Problem	3
Research Objective	4
Research Questions	4
Significance of the Study	4
Limitations of the Study	5
Definition of Terms	6
CHAPTER 2	7
LITERATURE REVIEW	7
Introduction	7
Work life balance	7
Flexible working hours	9
Employees’ wellness program	10
Job Satisfaction	12

CHAPTER 1

INTRODUCTION

This chapter discussed 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 is also provided. The topic for this research study is the relationship of work life balance and employees' job satisfaction.

BACKGROUND OF THE STUDY

Nowadays, most organizations implements the practice of work life balance. This study was conducted to investigate the relationship between work life balance and job satisfaction among employees. Based on Khatri and Behl (2013), the working condition and workload of the job had created a high pressure on the employees' individual life. Along these lines, work life balance is an initiative to balance the working life and non-working life of an employee. According to Khatri and Behl (2013), the idea of work life balance based on the thought that paid work and individual life ought to be seen less as contending needs than as integral components of a full life. There were many researches