

**THE RELATIONSHIP BETWEEN WORK-LIFE BALANCE  
AND EMPLOYEE RETENTION AMONG EMPLOYEES AT  
SARAWAK ENERGY BERHAD (SEB), KUCHING,  
SARAWAK**

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**“DECLARATION OF ORIGINAL WORK”**

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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.
- The 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.

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## **ABSTRACT**

This study is to investigate the relationship between the three aspects of work-life balance (flexible working schedule, job burnout and job sharing) and employees' retention. Work life balance is an important concept which affect every working person that wants to maintain equilibrium between their work life and personal life. This study was conducted at Sarawak Energy Berhad (SEB) Kuching, Sarawak.

The design for this study is correlational. The sampling technique used is convenience. The study involved 86 respondents between executive and non-executive at Sarawak Energy Berhad (SEB) Kuching, Sarawak. Data were collected using a set of questionnaires that consists of 26 questions that are related to (flexible working schedule, job burnout, job sharing) towards employees' retention. The data were analysed using SPSS Version 25. A conceptual framework was adopted from Azman, Ghani, Hashim and Sabri (2016).

The result shows a positive relationship and significant correlation between job burnout and employees' retention. Therefore, result of this finding shows that job burnout is the higher (0.397\*\*,  $p > 0.30$ ) creator affecting the employees' retention at Sarawak Energy Berhad (SEB) Kuching, Sarawak.

The outcome of this study would help to increase the knowledge on work-life balance factors and employees' retention. In addition, the result would also benefit the management of the organization assisting them in to reduce job burnout at the workplace. Lastly, the findings would help the employees to understand the feeling at the workplace.

This study contributes to the need for knowledge and understanding work-life balance factors (flexible working schedule, job burnout, job sharing) and employees' retention.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter discusses the background of the variable chosen for this study. It also discusses the problem statement, research objectives and research questions which clarify the direction of the research. This chapter also includes the significance of the study, the limitations of the study and definition of terms.

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

Blount, Munir and Upadhaya (2014) stated that work-life balance (WLB) is to be the collective time an individual use to carry out his work in contrast with the aggregate time spent with relations and other individual's commitment. It is also the practice of regulating the work designs to permit staff to join work with their other duties like child care or aged family member. The important of work-life balance stated by Meenakshi, S. P., Ravichandran, K. and Venkata, S. (2013) which is technology has improved people's lives in many different ways. Technological advancement are the reason people can live longer and healthier lives. The advancements help people access information, communicate with one another and complete tasks have allowed for flexibility in the workplace. It has also created a lack of distinction between work and family time.

Employee retention is one of the challenges faced by many organizations today. Tymon, Stumpf, and Smith (2011) stated that in order to retain workers, it is very important for an organization to focus on how to retain the best professional talent in