

**FACTORS INFLUENCING WORK LIFE BALANCE
AMONG EMPLOYEES AT THE HEADQUARTER OF
BANK SIMPANAN NASIONAL (BSN)**

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**Submitted in Partial Fulfillment of the Requirement for the Bachelor
of Business Administration (Hons.) Human Resource Management**

FACULTY OF BUSINESS AND MANAGEMENT

UiTM PERLIS

JANUARY 2020

ACKNOWLEDGEMENT

All praise to ALLAH S.W.T, the most Gracious and most Benevolent for giving me the opportunity in completing this research project within the time given in order to fulfil the graduation requirement of Bachelor of Business Administration (Hons.) Human Resource Management. With His blessing, I managed to go through thick and turn in finishing this research project in which entitled 'Factors Influencing Work Life Balance Among Employees at the Headquarter of Bank Simpanan Nasional (BSN). Firstly, I would like to express a heartfelt gratitude to Madam Rozihana Binti Shekh Zain, my first research project supervisor, for her invaluable and endless advice, opinion, support and constant guidance in helping me to complete the entire research project. Besides that, I also want to dedicate my gratitude to Miss Nik Azlina Binti Nik Abdullah as my second research project supervisor because she also consistently gave me valuable ideas and suggestion that enhancing me in accomplish this research project successfully.

Furthermore, I would like to express my appreciation to Universiti Teknologi MARA (UiTM) for giving me a precious opportunity to carry out this research. In addition, I would like to dedicate my sincere gratitude to my friends for their coordination, valuable assistance and support. Moreover, I dedicated this research project to my beloved family for their understanding and financial support. Lastly, a million thanks to the respondents at the headquarter of Bank Simpanan Nasional (BSN), as they were willing to spend their valuable time despite their busyness in order to participate in completing the questionnaires given and not to forget to those who involved in this research project directly or indirectly.

ABSTRACT

The banking industry in Malaysia is an important industry because it determines the economic growth of the country. Because of its importance, banks are governed with highly regulated acts which makes it less attractive in terms of work life balance (WLB). Yet, WLB is vital in helping employees to juggle their role between work and personal life commitment. In an increasingly challenging world of employment, employees are exposed to WLB issue which are workload (WL) and role conflict (RC). Hence, the purpose of this research is to study whether WL and RC may affect WLB among the employees at the headquarter of Bank Simpanan Nasional (BSN).

The total respondents participated in this study were 120 which were taken among employees at the headquarter of BSN. A Random Sampling technique and self-administered questionnaire was used for the data collection. The results from the Pearson's Correlation analysis showed that the relationship between both independent variables which are WL and RC toward WLB is moderate to low. In addition, Multiple Regression analysis revealed that WL had significant negative relationship with WLB. Meanwhile RC had no significant negative relationship with WLB.

Findings from this study suggest that, future research should involve a larger sample size as it would give a clear picture regarding WLB issue. As for the organization, BSN should analyses the employees' strength and weakness in order to delegate tasks that suitable with employees' abilities and capabilities, this to avoid the WL that will affect the WLB.

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CHAPTER 1

INTRODUCTION

1.0 BACKGROUND OF THE STUDY

In today's globalization world, employees have dilemma to balance between their work and life commitment. According to Fuenzalida (2017) and Byrne (2005), employees experienced work life balance are those that satisfied with their life as they managed to fulfill both internal and external factors of work. Previously, the concept of work life balance begins to develop in Malaysia when the former Prime Minister, Dato' Seri Mohd Najib Bin Tun Razak announced a proposal to recognize and fully accept the Flexible Work Arrangement in the Malaysian Budget announcement for the year 2014 (Wong, 2013). Moreover, according to Department of Statistics Malaysia (2019), labor force in Malaysia increased by 2 percent from 14.9 million in 2017 to 15.3 million in 2018. This indicate the increases number of individual being employed and this will contribute to the likelihood of work life balance issue.

Work life balance is significant towards each individual that are working with any organization despite the occupations, this is due to its relation to wider quality of life of each individual (Omar, Mohd & Ariffin, 2015). In addition, with the increase of obligations in the work place, the need on balancing between work and life has taken on greater significance and requires more awareness. An increasing amount of research on the work life balance issue have been carried out due to the consciousness of the effects of the tough work