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**WORK LIFE BALANCE AMONG PERKESO EMPLOYEE: EXTERNAL AND
INTERNAL CONFLICTS AFFECTING JOB SATISFACTION**

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ABSTRACT

The purpose of the study was to examine and compare the relationship of the work-life balance among SOCSO (Social Security Organization) employees and how external and internal conflicts can influence their job satisfaction. SOCSO, a government body in charge of social security protection in Malaysia, could encounter issues with workers' ability to combine work and personal obligations. Work-life balance is an important aspect of a healthy work environment. Maintaining a work-life balance helps reduce stress and helps to prevent burnout in the workplace. Work-life balance is crucial for organizations managing highly technical professionals since their dedication and devotion are essential to the organization's success.

The study was carried between April 2023 until December 2023. In this study, the researcher used quantitative research method. Quantitative research involves collecting and analyzing numerical data. It is ideal for identifying trends and averages, making predictions, testing relationships, and generalizing results for large populations.

Anyone may be inspired to take the required actions to achieve a healthy work-life balance by realising how important it is to do so. A healthy work-life balance benefits both the organization / company and the people. The productivity, morale, and physical health of employees may all be improved by striking a balance between work and personal life. We should all prioritise finding a work-life balance. A lack of balance in any one of these areas will make life difficult and provide several risks to one's health, happiness, and emotional stability.

Keywords: Work Life Balance benefits both the organization / company and the employee.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter will discuss more on the impact that important of study which include the background of study, problem statement, objective study, research question, research hypothesis, conceptual framework, significant of study, limitation of study and as well as definition of term that were used in this research.

1.1 Research Background

In this modern era, organizations are facing a dynamic change involving the transformation of workplace environment. Thus, to increase the effectiveness and working efficiency towards the job performance there are needed to improve the working environment involving the employee to improve their productivity and job commitment. According to the research adaption by Zamhir Basem (2022), job satisfaction can be increase according to the concept of workload and work environment in which means that in continuing increase of satisfaction until it reaches an optimal point. According The employee is therefore were needed to meet the performance criteria set by the organization by providing a good working environment that will eventually improve their work satisfaction.

Work environment is the best ways to initiate the body and the minds of the employee where they can analyse theirs work to reach a better optimum of effectiveness and increase the productivity among them. Based on the empirical findings of study by Gu Zhenjing (2022) stated that the study concluded that positive work environment can promoted employee performance within organizational circuit similarly a positive work environment provides nurturing and pleasant work environment which promote employee commitment and loyalty toward organization. This can be said that the connection of the working environment is essential in improving employee's job-related works.

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

Literature review

2.0 Introduction

This literature review discussing more on the various literature compromise theoretical, empirical and practical discussions which related to the factor of working environment towards employee job satisfaction. In this chapter also will include the previous research to support the research study.

2.1 Related Theory

In this section, the theories that have been discuss on is affective event theory (AET), the three dimension of job satisfaction theory, social cognitive theory, Herzberg's motivation theory, and organization support theory.

2.1.1 Herzberg's Motivation Theory

The concept of motivation is always links to the job satisfaction and already formed in the model and measure of job satisfaction level among the worker. The research conducted by the Herzberg and associated revealed that employees categorized distinctive situations that propelled good and bad emotional states during the performance of their job (Orobosa A.Ihensekien, 2023). The Herzberg motivation theory was including the content of the needs from the individual perspective which is employee and what motivate their satisfaction towards their job. Thus, there are big different between in interpreting the job satisfaction under the Herzberg's motivation theory whereas job satisfaction is influence by emotional and motivation activated the behaviour.

This also supported by Baah and Amoako (2011) stated that the hygiene and motivation factor playing a vital role in providing job satisfaction and also lead to motivation level.