



UNIVERSITI TEKNOLOGI MARA

**FACULTY OF ADMINISTRATIVE SCIENCE AND
POLICY STUDIES**

TITLE OF RESEARCH

**A STUDY ON WORK-LIFE BALANCE AND PUBLIC SERVICE
MOTIVATION IN NARCOTIC CRIME INVESTIGATION
DEPARTMENT**

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Abstract

This study explores the relationship between work-life balance and public service motivation in Narcotic Crime Investigation Department. The sample size based on Proportion Stratified Random Sampling Technique. The implication of these findings for both organizational policies and employee's well-being are discussed. In this study may include employees at various level, from frontline staff to managerial positions, representing different job roles and responsible. Besides, the study will examine the concepts of work-life balance and its relevance to the organization. Generally, the study lies in the potential to improve employee well-being, enhance public service delivery, inform policy decisions and contribute to the existing knowledge base. This research provides insights for organizations seeking enhance employee's satisfaction and dedication to public service goals. The mediating effect was determined using Preacher and Hayes' (2008) Process macro for SPSS (Hayes, 2012). In the context of the Narcotic Crime Investigation Department, work-life balance was found to have positive and strong relationships with public service motivation and job satisfaction. However, interestingly, work-life conflict was not found to have a negative association with supervisor's support and Flexible working hours as suggested by previous studies. Several possible explanations are discussed. In this study, public service motivation was found to corroborate the earlier findings. The findings of this study also reveal that people who experience more work-life balance are most likely to have higher levels of public service motivation. The results of this study also indicate a mediating effect of public service motivation on the relationship between work-life balance.

Keywords: *Work-Life Balance, Public Service Motivation, Employee Satisfaction, Organizational Policies.*

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1.0 Introduction to Chapter

In this Chapter will consist about what research is and how it is defined. Research can be defined as a systematic and organized process of investigation, study or inquiry that aims to discuss new knowledge, expand existing knowledge or validate existing theories or concepts. Furthermore, in this chapter we can distinguish between applied and basic research giving examples and discussing why they fall into one or the other of the two categories. Other than that, in this chapter we will know about the definition of business and research and the manager. Besides that, in studying the introduction of the research in this chapter, we can define the types of business which is research can be undertaken for two different purposes. One is to solve current problem faced by the manager in the work setting, demanding a timely solution. The other is to generate a body of knowledge by trying to comprehend how certain problems that occur in organization can be solved. This is called basic research.

Research involves gathering and analyzing information, formulating hypotheses, designing experiments or studies, collecting and interpreting data and drawing conclusions based on the evidence obtained. Furthermore, the primary purpose of research is to generate reliable and valid knowledge that contributes to the existing body of knowledge or addresses specific research questions or objectives. It often involves a rigorous and systematic approach, observing to recognized methodologies and protocols to ensure the integrity and validity of the findings.

2.1 Literature Review

The literature on Work-Life Balance with different prospective are studied and available in recent years there has been increased interest in work family interface in the human resources management literature, especially regarding the sources and outcomes of conflict between two scopes.

A number of studies have addressed these issues from different perspective. Greenhouse and Beutell (1985) and Greenhaus et al. (1989) examined the antecedents of conflict between family and work, Goodstein (1994) and Ingram and Simons (1995) presented an institutional perspective on organizations' responses to work family issues.

In addition, Campbell and Kennard (1994) have studied the effects to family responsibility on the work commitment and job performance of women. The work family issue is even further expanded to address the relationship of business marriage partners (Foley & Powell, 1997).