

THE IMPACT OF WORK LIFE CONFLICT ON JOB
SATISFACTION OF EMPLOYEE AT SBN INDUSTRIES SDN.
BHD., JOHOR.

Prepared for:
ENCIK MOHD AMLI BIN
ABDULLAH @ BAHARUM

Prepared by:
NORSHAKINAH BINTI
MOHAMAD SOBRI
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT

June 2015

ABSTRACT

This research was conducted to identify The Impact of Work Life Conflict on Job Satisfaction of Employee at SBN Industries Sdn. Bhd. This research conducted to determine either they have relationship between Independent Variable which is Works to Family Interference, Workload or Stress towards Dependent Variable which is employee job satisfaction. This study was tested to employees in SBN Industries Sdn. Bhd. by using the cluster technique. The questionnaire was distributed to all respondents by hand in the workplace and all the result analyzed using Social Science Software (SPSS) version 22. The finding of this research is positive which is there is significant relationship between Work to Family Interference, Workload and Stress towards Employee Job Satisfaction. The researcher concludes that this research ended up successfully with some of suggestion recommended from the side of employees and employers itself. Below also have the details of suggestion for future research such as broaden the size of respondents and use various types of instrument.

ACKNOWLEDGEMENT

Praise is to Allah the Almighty for giving chances in completing our proposal research of The Impact of Work Life Conflict on Job Satisfaction of Employee. First and foremost, I would like to express my thanks to Encik Mohd Amlie bin Abdullah @ Baharum, my supervisor for research who has helped and guided me in doing and completing this research proposal in a good manner. I am deeply indebted to them who help, stimulating suggestions and encouragement help me in all the time. Without it, it would be difficult for me to complete the research on time. Thanks for the willingness to spend some of his time.

Here, I would like to thank both my parents for giving me moral support and pray for my success. Special thanks to all respondents to spent some time to fill up the questionnaire. I also would like to apologize for any mistakes and weaknesses in this research. Therefore, I am sincerely welcome any comments and suggestions for further improvements. Thanks to all and May Allah blesses all of us. Amin.

Norshakinah binti
Mohamad Sobri

June 29, 2015
Faculty of Business Management
Universiti Teknologi MARA

Table of Contents

TITLE PAGE.....	i
ABSTRACTii
ACKNOWLEDGEMENTiii
TABLE OF CONTENTSiv
LIST OF TABLES.....	.v
LIST OF FIGURESvi
CHAPTER 1	1
INTRODUCTION	1
Background of Study	1
Statement of the Problem.....	3
Research Objectives	4
Research Questions.....	4
Significance of the Study.....	5
Limitations of the Study	5
Definition of Terms	6
CHAPTER 2	8
LITERATURE REVIEW	8
Introduction.....	8
Work Life Conflict	8
Job Satisfaction/Employee Work Satisfaction	9
Effects of Work Life Conflict on Job Satisfaction	12
Workload	14
Stress.....	14
Conceptual Framework.....	15
CHAPTER 3	16
METHODOLOGY	16
Introduction.....	16
Research Design	16
Sampling Frame.....	17
Population	17
Characteristics of Population.....	17
Sampling Technique	18
Sample Size	18
Unit of Analysis.....	18
Research Instrument	19

Reliability Test.....	20
Validity of Instruments.....	21
Data Collection Procedure.....	22
Data Collection Method.....	22
Data Analysis.....	23
Plan of Data Analysis	23
CHAPTER 4	25
FINDING AND DATA ANALYSIS	25
Introduction.....	25
Response Rate.....	26
Profile of Respondents.....	27
Descriptive Analysis.....	30
Correlation Analysis	34
CHAPTER 5	38
CONCLUSION AND RECOMMENDATION	38
Introduction.....	38
Conclusion	38
Recommendation	39
Recommendation for Future Research	41
REFERENCES	42
APPENDICES	46
Questionnaire	A1
Agreement Form.....	A2