

**THE RELATIONSHIP BETWEEN WORK-FAMILY CONFLICT
(WFC) AND FAMILY-WORK CONFLICT (FWC) TOWARDS
JOB BURNOUT: A CASE AT SARAWAK ECONOMIC
DEVELOPMENT CORPORATION (SEDC)**

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A thesis submitted to the Graduate School in partial
fulfillment of the requirements for the degree
Master of Science (Management),
Universiti Utara Malaysia

by

Elisa Azura Hj. Ali

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ABSTRACT

The purpose of this study is to examine the relationship between work-family conflict (WFC) and family-work conflict (FWC) and its influences on job burnout. Besides that, this study also aims to determine the significant differences in work-family conflict (WFC), family-work conflict (FWC) and job burnout according to selected demographic factors such as gender and age. In this study, work-family conflict (WFC) and family-work conflict (FWC) will be as independent variables and job burnout as a dependent variable. The Work-Family Conflict (WFC) and Family-Work Conflict (FWC) Questionnaire (Netemeyer *et. al.*, 1996) is chosen to measure the work and family conflict while Maslach Burnout Inventory-General Survey (MBI-GS) (Schaufeli *et. al.*, 1996) is used to measure job burnout among employees in an organization. A data form is used to collect personal information particularly on selected personnel characteristics. Samples of 124 from a total population of 240 employees were selected randomly using simple random sampling technique. The survey response was analyzed by using the Statistical Package for Social Sciences (SPSS) Version 14. Frequencies and percentage statistics were computed from selected personal characteristics of employees. 5 questionnaires each on reliability analysis were extracted on The Work-Family Conflict (WFC) and Family-Work Conflict (FWC) inclusive 16 questionnaires from Maslach Burnout Inventory-General Survey (MBI-GS), meanwhile an independent sample t-test and one way ANOVA were conducted to determine the significant differences in mean scores on work-family conflict (WFC), family-work conflict (FWC) and job burnout according to gender and age. Pearson correlation coefficient was carried out to examine the relationship between work-family conflict (WFC) and family-work conflict (FWC) towards job burnout and lastly multiple linear regressions was conducted to determine the influences on both independent variables on job burnout. The findings of this study indicate that there is a significant relationship between work-family conflict (WFC) and family-work conflict (FWC) towards job burnout. Work-family conflict (WFC) predicts job burnout more than family-work conflict (FWC). However, in determining the differences in selected demographic factors, the result shows that only job burnout was significantly related to age groups. Therefore, it is recommended that an organization should create new environment on promoting values on work and family culture. Further research in variables in the two different sectors such as service and technical sectors can be carried out as there is lots of research focusing in service sectors only.

ABSTRAK

Kajian ini bertujuan untuk mengetahui sejauh mana hubungan antara konflik kerja dan keluarga serta pengaruhnya terhadap tekanan kerja. Disamping itu, kajian ini juga bertujuan untuk mengkaji perbezaan konflik kerja-keluarga, keluarga-kerja dan tekanan kerja dengan faktor demografi responden seperti jantina dan umur. Dalam kajian ini, konflik kerja-keluarga dan konflik keluarga-kerja telah dipilih sebagai pembolehubah bebas dan tekanan kerja sebagai pembolehubah bersandar. Borang kaji selidik yang terdiri daripada Konflik Kerja-Keluarga (5 soalan), Konflik Keluarga-Kerja (5 soalan) (Netemeyer et. al., 1996) dan Maslach Burnout Inventory-General Survey (MBI-GS) (Schaufeli et. al., 1996) bagi mengukur tekanan kerja telah digunapakai dalam kajian ini. Borang maklumat peribadi pula digunakan untuk mengumpul data responden. Seramai 124 orang daripada jumlah populasi 240 orang pekerja telah dipilih menjadi sample kajian melalui kaedah persampelan secara rawak. Maklumbalas yang diterima telah dianalisa menggunakan perisian Statistical Package for Social Sciences (SPSS) Versi 14. Statistik kekerapan dan peratusan digunakan untuk menganalisa maklumat peribadi responden manakala kebolehpercayaan bagi ketiga-tiga pembolehubah ini dikaji untuk mengetahui sejauh mana kesahihannya. Ujian 'Independent Sample T-test' dan 'ANOVA' pula dijalankan untuk mengetahui samaada terdapat perbezaan yang signifikan antara faktor demografi jantina dan umur. Ujian 'Pearson correlation coefficient' digunakan bagi menguji samaada terdapat hubungan antara konflik kerja dan keluarga terhadap tekanan kerja. Untuk mengenalpasti pengaruh pembolehubah tersebut terhadap tekanan kerja, analisis 'multiple linear regression' telah dijalankan. Hasil kajian mendapati bahawa terdapat hubungan diantara pembolehubah konflik kerja dan keluarga terhadap tekanan kerja. Manakala konflik kerja-keluarga didapati memberi pengaruh yang lebih berbanding konflik keluarga-kerja. Walau bagaimanapun, hasil kajian turut mendapati cuma tekanan kerja sahaja yang memberi perbezaan signifikan terhadap umur. Akhir sekali, kajian ini mencadangkan agar organisasi boleh mewujudkan persekitaran baru yang mempraktikkan nilai budaya kerja dan kekeluargaan. Cadangan untuk mengkaji ketiga-tiga pembolehubah tersebut di dua sektor berlainan seperti sektor perkhidmatan dan teknikal boleh dijalankan memandangkan banyak kajian dibuat dalam sektor perkhidmatan sahaja.

ACKNOWLEDGEMENTS

In the name of Allah, most Gracious and Most Merciful. I thank you

First of all, I would like to express my sincere gratitude and appreciation to my supervisor, Prof. Madya Dr. Abu Bakar Hamed for his encouragement; guidance, ideas, critics and comments throughout the semester in completing this thesis. I am also indebted to Dr. Nor Azila Mohd. and Dr. Fais Ahmad from UUM for their assistance and advice.

A sincere appreciation to all SEDC staff especially to Mr. Paul Ningkan, Mdm. Marilyn Naput Ak Biyor and Mdm. Zabidah Taha for their time precious and effort to professionally assist me with the information needed. A very special thank you to Mdm. Lim and my friends for their assistance and support to make this research possible.

I would like to express my sincere gratitude, affection and appreciation to my lovely family; dad, mom, brother, sisters, grandpa and grandma for all their loves, support, prayers, care, patience, encouragement and sacrifice during completing this study. I love you all. Lastly, I would like to wish heartfelt thanks to those whom have directly or indirectly contributed physical, moral and spiritual support towards this successful completion of the thesis.

And above all, to Almighty God, Allah s.w.t for all his blessing on me and family.

Elisa Azura Hj. Ali

DEDICATION

**I take a great deal of pride in dedicating this thesis to
my beloved dad and mom,
Haji Ali bin Haji Said and Hajah Hasimah Haji Bolhi
For endless love, support, prayers and understanding
to make this work is possible.
No word can express my love to both of you.
I thank you to make my research a success.**

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

Discussion on chapter one will be based on the introduction of the research background, indicate the problem statement, research questions, objective of study, significant of the study, limitation and definition of terms that have been used in this research.

1.2 Background of the study

In recent years, the issue of work-family conflict (WFC) and family-work conflict (FWC) as well as burnout has attracted research attention. As WFC and FWC towards job burnout are new major threats in the organization, it tends to give impact to employee's work life where conflicts interfere between work and family and vice versa. The growing concerns of this threat increase because it is related to work productivity, employees' well being and life satisfaction. These conflicts arise due to outcomes such as job dissatisfaction, job burnout and turnover (Burke, 1988; Frone *et al.*, 1992; Greenhaus, 1988; Pleck, Staines & Lang, 1980), as well as psychological distress (e.g., depression), life and marital dissatisfaction (Greenhaus & Beutell, 1985; Gutek, Searl & Klepa; 1991; Voydanoff, 1988).

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