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

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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 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

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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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REFERENCES


