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THE IMPACT OF ROLE CONFLICT, PHYSICAL ENVIRONMENT, WORK-LOAD,
WORK-LIFE BALANCE AND JOB SECURITY ON EMPLOYEE'S JOB SATISFACTION
AMONG STAFFS AT CLAIMS DEPARTMENT OF INSURANCE COMPANY
IN KUALA LUMPUR

By

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UUM
Universiti Utara Malaysia

**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
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in Partial Fulfillment of the Requirement for the Master of Sciences (Management)**



Othman Yeop Abdullah
Graduate School of Business

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BALANCE AND JOB SECURITY ON EMPLOYEE’S JOB SATISFACTION AMONG STAFFS AT
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ABSTRACT

Job satisfaction in regards to one's feeling or state of mind regarding nature of their work. Job can be influenced by variety of factors like quality of one's relationship with their supervisor, quality of physical environment in which they work, degree of fulfilment in their work, etc. Job stress becoming a major issue in affecting job satisfaction of an individual in the workplace. This research was done to evaluate the impact of job stressor on employee's job satisfaction among staffs in claims department of insurance company in Kuala Lumpur. The objective of this research is to determine the main job stressor, level of job satisfaction and relationship between job stressor on job satisfaction among staffs' in claims department of insurance company in Kuala Lumpur. Total 290 questionnaires were completed by claims assessors from three different insurance company. Data were then gathered and analysed using Statistical Package for Social Science (SPSS) version 18. This study reveals that all five variables of job stressor, namely role conflict, physical environment, workload, work-life balance and job security are significantly correlated with job satisfaction. A positive correlation exists between the physical environment and job satisfaction, which $R= 0.165$, $p=0.031$ as well as the job security and job satisfaction which $R= 0.526$, $p=0.000$. Certainly role conflict, work life balance and workload have a negative correlation with the job satisfaction which are $R= -0.283$, $p=0.000$, $R= -0.791$, $p=0.000$ and $R= -0.732$, $p=0.000$ respectively. This study also shows that Claims Department staff generally has average level of job satisfaction, since mean, median and mode for job satisfaction are, 3.642, 4.000 and 5.00 respectively. For the recommendation, future researcher may perform qualitative studies either with the same variables or different variables, within different settings or sectors (such as education sector, health sector, military departments etc. As a conclusion of this research, job stressors plays a major role in job satisfaction and it is essential for successful firm since there is a significant relationship between job stress and the job satisfaction

Keyword: job satisfaction, role conflict, workload, work-life balance, job security

ABSTRAK

Kepuasan kerja dalam perasaan atau keadaan minda tentang jenis pekerjaan mereka. Kerja boleh dipengaruhi oleh berbagai faktor seperti kualiti hubungan seseorang dengan penyelia mereka, kualiti persekitaran fizikal di mana mereka bekerja, tahap memenuhi dalam kerja-kerja mereka. Tekanan kerja menjadi isu utama dalam mempengaruhi kepuasan kerja individu di tempat kerja. Kajian ini dilakukan untuk menilai kesan mengurangkan tekanan kerja terhadap kepuasan kerja pekerja di kalangan kakitangan dalam jabatan tuntutan syarikat insurans di Kuala Lumpur. Objektifnya adalah untuk menentukan mengurangkan tekanan utama, tahap kepuasan kerja dan hubungan antara tekanan kerja terhadap kepuasan kerja di kalangan staf di jabatan tuntutan syarikat insurans di Kuala Lumpur. Jumlah 290 soal selidik telah disiapkan oleh penilai tuntutan daripada tiga syarikat insurans yang berbeza. Data kemudiannya dikumpulkan dan dianalisis menggunakan Statistical Package for Social Science (SPSS) versi 18. Kajian ini mendedahkan bahawa semua lima pembolehubah mengurangkan tekanan kerja, iaitu konflik peranan, persekitaran fizikal, beban kerja, keseimbangan kerja dan kehidupan dan keselamatan pekerjaan yang mempunyai hubungan yang signifikan dengan kerja kepuasan. Korelasi positif wujud antara persekitaran fizikal dan kepuasan kerja dimana $R= 0.165$, $p=0.031$ serta keselamatan kerja dan kepuasan kerja dimana $R= 0.526$, $p=0.000$. Sehubungan dengan itu, konflik peranan, keseimbangan kehidupan kerja dan beban kerja mempunyai hubungan yang negatif dengan kepuasan kerja dimana $R= -0.283$, $p=0.000$, $R= -0.791$, $p=0.000$ and $R= -0.732$, $p=0.000$. Kajian ini juga menunjukkan bahawa kakitangan Jabatan Tuntutan umumnya mempunyai tahap purata kepuasan kerja dimana min, median dan mod untuk kepuasan kerja adalah, 3.642, 4.000 dan 5.00. Penyelidik masa depan boleh melaksanakan kajian kualitatif sama ada dengan pembolehubah sama atau pembolehubah yang berbeza, dalam tetapan atau sektor (seperti sektor pendidikan, sektor kesihatan, jabatan tentera dan lain-lain). Sebagai kesimpulan kajian ini, tekanan kerja memainkan peranan utama kepuasan kerja dan ia adalah penting bagi firma berjaya kerana terdapat hubungan yang signifikan antara tekanan kerja dan kepuasan kerja.

Kata kunci: kepuasan kerja, konflik peranan, beban kerja, keseimbangan kerja-kehidupan dan keselamatan pekerjaan,

ACKNOWLEDGEMENT

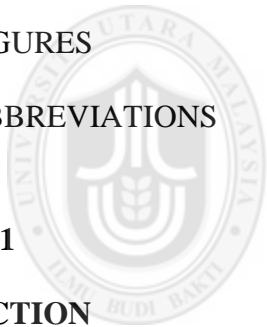
First and foremost, let me be thankful and grateful to the God, the Creator and Sustainer of this whole universe, the Most Beneficent and the Most Merciful for His guidance and blessings, and for granting me knowledge, patience me and perseverance to accomplish this research successfully

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TABLE OF CONTENT

CERTIFICATION OF THESIS WORK	i
PERMISSION TO USE	ii
ABSTRACT	iii
ABSTRAK	iv
ACKNOWLEDGEMENTS	v
TABLE OF CONTENT	vi
LIST OF TABLES	xii
LIST OF FIGURES	xiv
LIST OF ABBREVIATIONS	xv
CHAPTER 1	
INTRODUCTION	
1.0 Background of the Study	1
1.1 Problem Statement	2
1.2 Research Question	3
1.3 Research Objectives	4
1.4 Significant Of The Study	5
1.5 Scope and Limitation Of The Study	6
1.6 Organization of the Thesis	7



CHAPTER 2

LITERATURE REVIEW

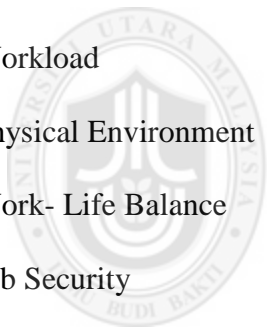
2.0 Introduction	9
2.1 Job Satisfaction	9
2.2 Role Conflict	10
2.3 Relationship between Role Conflict and Job Satisfaction	11
2.4 Physical Environment	11
2.5 Relationship between Physical Environment and Job Satisfaction	13
2.6 Workload	13
2.7 Relationship between Workload and Job Satisfaction	15
2.8 Work-Life Balance	15
2.9 Relationship between Work-Life Balance and Job Satisfaction	17
2.10 Job Security	18
2.11 Relationship between Job Security and Job Satisfaction	20
2.12 Summary	21

CHAPTER 3

METHODOLOGY

3.0 Introduction	22
3.1 Research Framework	22
3.2 Hypotheses	
3.2.1 Role Conflict and Job Satisfaction	23

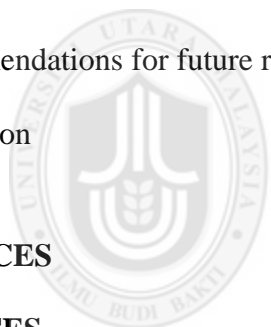
3.2.2 Physical Environment and Job Satisfaction	24
3.2.3 Workload and Job Satisfaction	24
3.2.4 Work-Life Balance and Job Satisfaction	25
3.2.5 Job Security and Job Satisfaction	25
3.2.6 Effect of role conflict, physical environment, workload, work-life balance and job security in job Satisfaction	25
3.3 Research Design	26
3.4 Operational Defination	
3.4.1 Job Satisfaction	27
3.4.2 Role Conflict	28
3.4.3 Workload	28
3.4.4 Physical Environment	29
3.4.5 Work- Life Balance	30
3.4.6 Job Security	30
3.5 Measurement of Variables/ Instrumentation	30
3.5.1 Pilot Study	34
3.5.2 Reliability and Validity Testing	36
3.6 Data Collection	37
3.6.1 Primary Data	37
3.6.2 Secondary Data	38
3.7 Population	38
3.8 Sampling	39
3.8.1 Sampling Method	40



3.8.2 Sampling Size	40
3.9 Data Collection Procedures	40
3.10 Techniques of Data Analysis	
3.10.1 Descriptive Analysis	41
3.10.2 Factor Analysis	42
3.10.3 Inferential Analysis	42
(a) Pearson Correlation Matrix	42
(b) Multiple Regression Analysis	43
3.11 Summary	44
CHAPTER 4	
RESULT AND DISCUSSION	
4.0 Introduction	45
4.1 Testing the Research Instruments	
4.1.1 Reliability Test	45
4.1.2 Validity Test	46
4.2 Testing the research Data	
4.2.1 Normality Test	47
4.2.2 Linearity Test	47
4.2.3 Multicollinearity Test	48
4.2.4 Homoscedasticity Test	48
4.3 Factor Analysis	
4.3.1 Job Stressor	49

4.3.2 Job satisfaction	52
4.4 Descriptive Analysis	
4.4.1 Demographic Data	54
4.4.2 Mean's test	56
4.4.2 (i) Job Stressor	56
(a) Role Conflict	57
(b) Physical Environment	59
(c) Work Load	61
(d) Work-Life Balance	64
(e) Job Security	66
4.4.2 (ii) Level of Job Satisfaction	68
4.5 Inferential Analysis (Hypotheses Testing)	72
4.5.1 Use of Pearson Correlation	73
4.5.2 Regression Analysis	80
4.6 Summary	82
CHAPTER 5	
CONCLUSIONS AND RECOMMENDATION	
5.0 Introduction	83
5.1 Quantitative Approach	
5.1.1 Level of Job Satisfaction	83
5.1.2 Main Source of Job Stress	84
5.1.3 Relationship between job stressor and job satisfaction	87

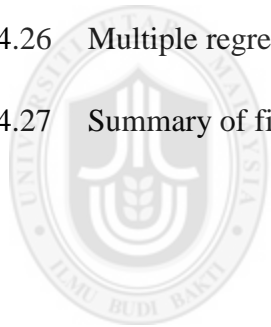
5.2 Implication	
5.2.1 Practical Implication	89
5.2.2 Policy Implication	90
5.3 Recommendation	
5.3.1 Management	91
5.3.2 Human Resource	92
5.3.3 Corporate Social Responsibilities (CSR)	92
5.3.4 Time Flexibility	93
5.3.5 Stress management programme	93
5.4 Research Limitation	94
5.5 Recommendations for future research	94
5.6 Conclusion	95
REFERENCES	96
APPENDICES	106



LIST OF TABLES

Table 3.1	The Rule of Thumb of Cronbach Coefficient Alpha	39
Table 3.2	Total Population from Claims	37
Table 3.3	Rules of Thumb of Pearson Correlation Coefficient	43
Table 4.1	Cronbach Alpha value for pilot and main study	46
Table 4.2	Results of skewness and kurtosis for every variable	47
Table 4.3	Result of multicollinearity test	48
Table 4.4	KMO and Bartlett's test for Job stressor	49
Table 4.5	Total variance explained for job stress	50
Table 4.6	Rotated factor matrix for job stressor	51
Table 4.7	Factors and Items	52
Table 4.8	KMO and Bartlett's test for Job Satisfaction	52
Table 4.9	Total variance explained for Job satisfaction	53
Table 4.10	Summary of Demographical Data	55
Table 4.11	Importance/Dominance of source/dimension of job stressor	56
Table 4.12	Frequency for Role Conflict measurement	58
Table 4.13	Frequency for Physical Environment measurement	61
Table 4.14	Frequency for Workload measurement	63
Table 4.15	Frequency for Work-Life Balance measurement	65
Table 4.16	Frequency for Job Security measurement	67

Table 4.17	Range for every level of job satisfaction	68
Table 4.18	Mean score of each dimension	69
Table 4.19	Frequency for levels of job satisfaction	71
Table 4.20	Results of Pearson correlation analysis	74
Table 4.21	Correlation between role conflict and job satisfaction	75
Table 4.22	Correlation between physical environment and job satisfaction	76
Table 4.23	Correlation between workload and job satisfaction	77
Table 4.24	Correlation between work-life Balance and job satisfaction	78
Table 4.25	Correlation between job security and job satisfaction	79
Table 4.26	Multiple regression analysis	81
Table 4.27	Summary of findings	82



LIST OF FIGURES

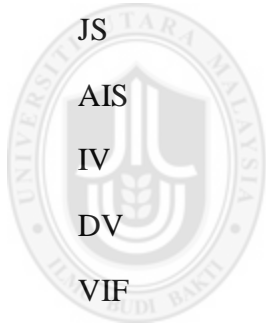
Figure 3.1 Research Framework Model

23



LIST OF ABBREVIATION

PAMB	Prudential Assurance Malaysia Berhad
GE	Great Eastern Life Assurance Malaysia
AIA	American International Assurance
SPSS	Statistical Package for the Social Science
RC	Role Conflict
PE	Physical Environment
WLD	Work Load
WLB	Work- Life Balance
JS	Job Security
AIS	The American Institute of Stress
IV	Independent Variables
DV	Dependant Variables
VIF	Variance inflation factors
KMO	Kaiser-Meyer-Olkin Measure
CEO	Chief Executive Officer
HRA	Health Risk Assessment
CSR	Corporate Social Responsibilities



CHAPTER 1

INTRODUCTION

1.0 Background of Study

The topic of this research project focus on the factors contributed to job satisfaction of employees. This study is aim to investigate which independence variables will influence the employees' job satisfaction in the claims department of insurance industry. Although job satisfaction can be caused by several factors but and stress are perceived as most important factor. So, the independence variables that of this research project focused on role conflict, physical environment, workload, work-life balance and job security. This study is mainly focused on those employee's that works in claims department, a department that involves in claims pay out. Claims department serves in a part that is the inverse of guaranteeing. A case assessors tries to figure out if a misfortune is secured under a protected contract utilizing rules built up by the organization joining the legitimate definitions and safeguarding assertions found in the protection arrangement. (Thompson, 2008)

Stress characterized as a individual's physical and mental response to a stressor in encompassing condition. (Adaramola, 2012). A compound which response to incitement and irritates individual physical or mental is known as stress it is also inescapable commitment of life. Hormones such as adrenaline and cortisol can be activated whenever a stress full event happens

According to Balaban, 2013, stress cannot be controlled but can be altered. Stress was presented in the diverse controls of behavioural sciences, analysts have decided five

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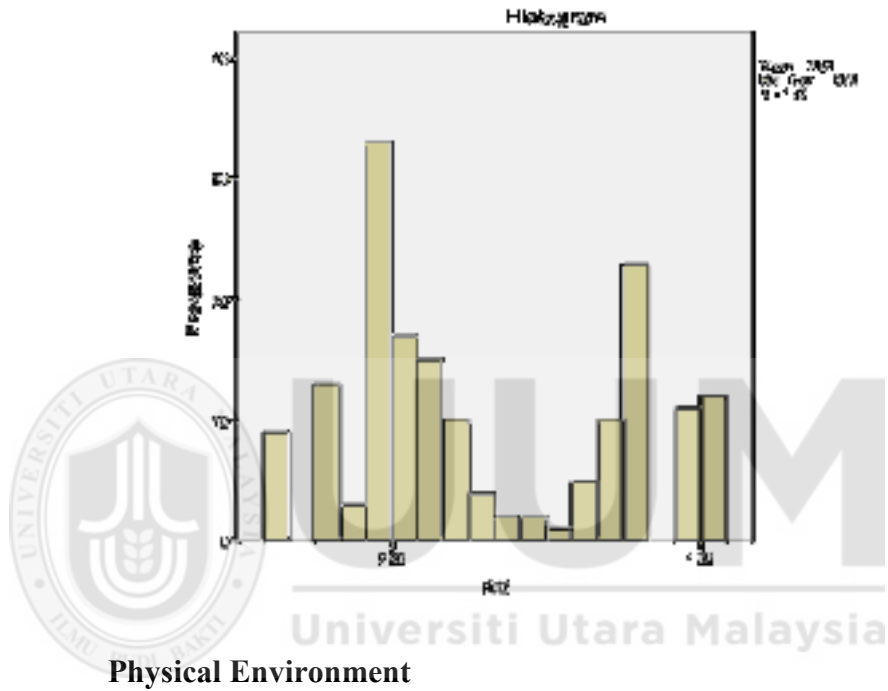


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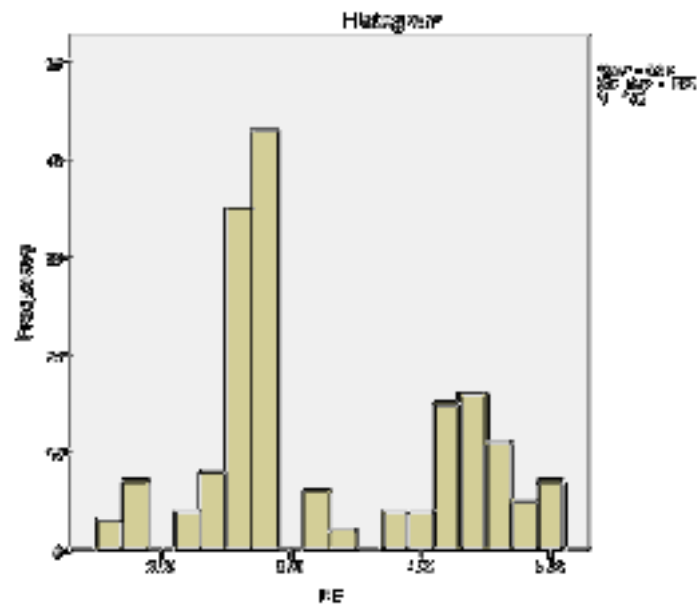
APPENDIX

A.1 Histogram

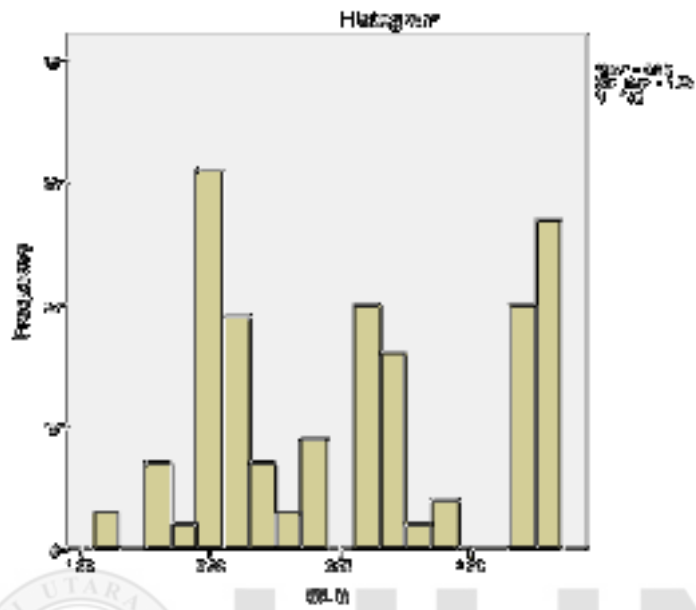
Role Conflict



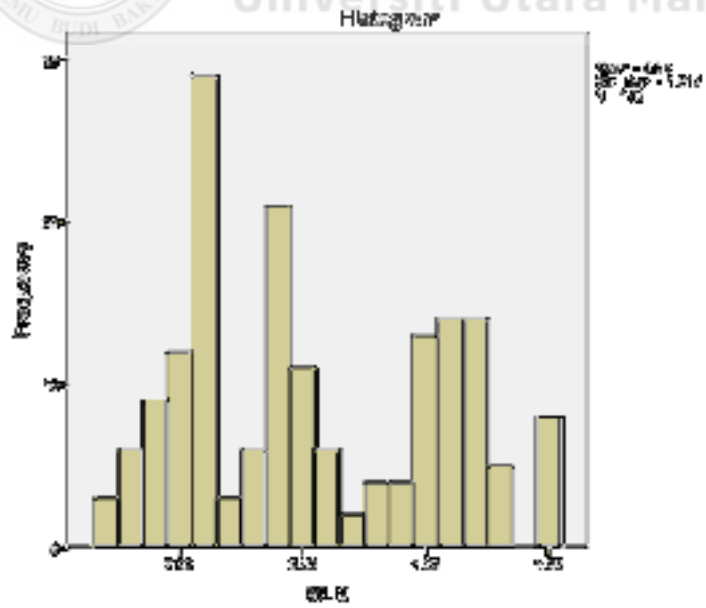
Physical Environment



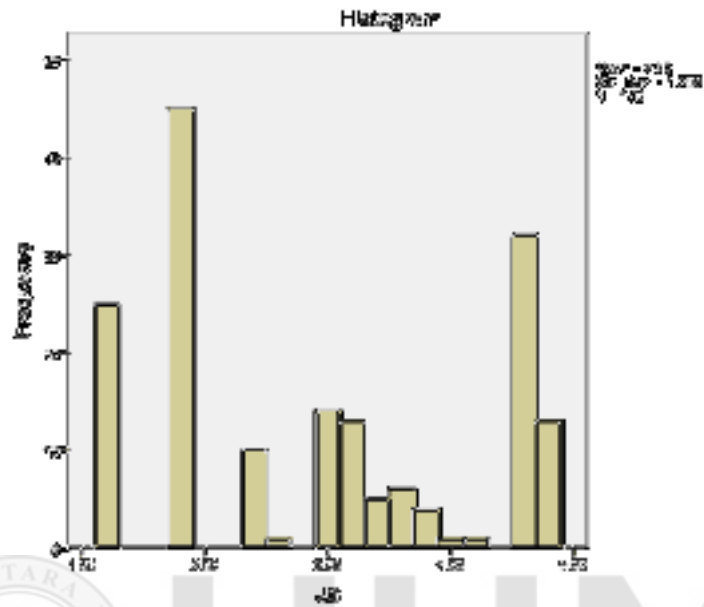
Workload



Work-Life Balance



Job Security



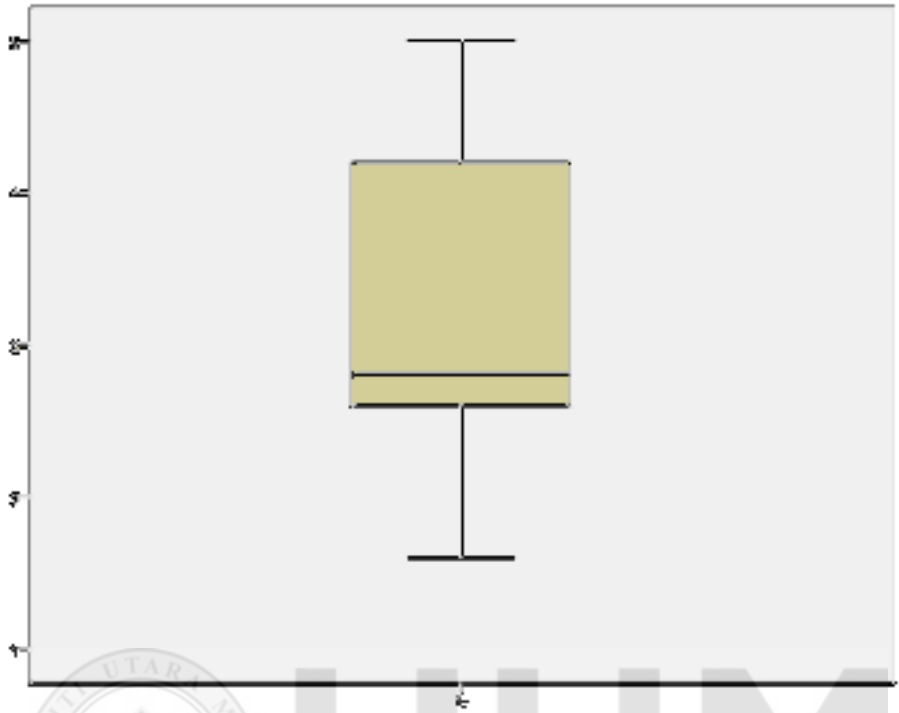
A.2 Stem and leaf Plot



Role Conflict

RC Stem-and-Leaf Plot

Frequency	Stem &	Leaf
9.00	1 .	333333333
8.00	1 .	5555555
8.00	1 .	66666777
26.00	1 .	999999999999999999999999999999999
24.00	2 .	0000000111111111111111111111
15.00	2 .	2233333333333333
10.00	2 .	555555555
6.00	2 .	666677
2.00	2 .	88
1.00	3 .	0
5.00	3 .	22222
10.00	3 .	4444444444
23.00	3 .	666666666666666666666666666
11.00	3 .	88888888888
12.00	4 .	000000000000



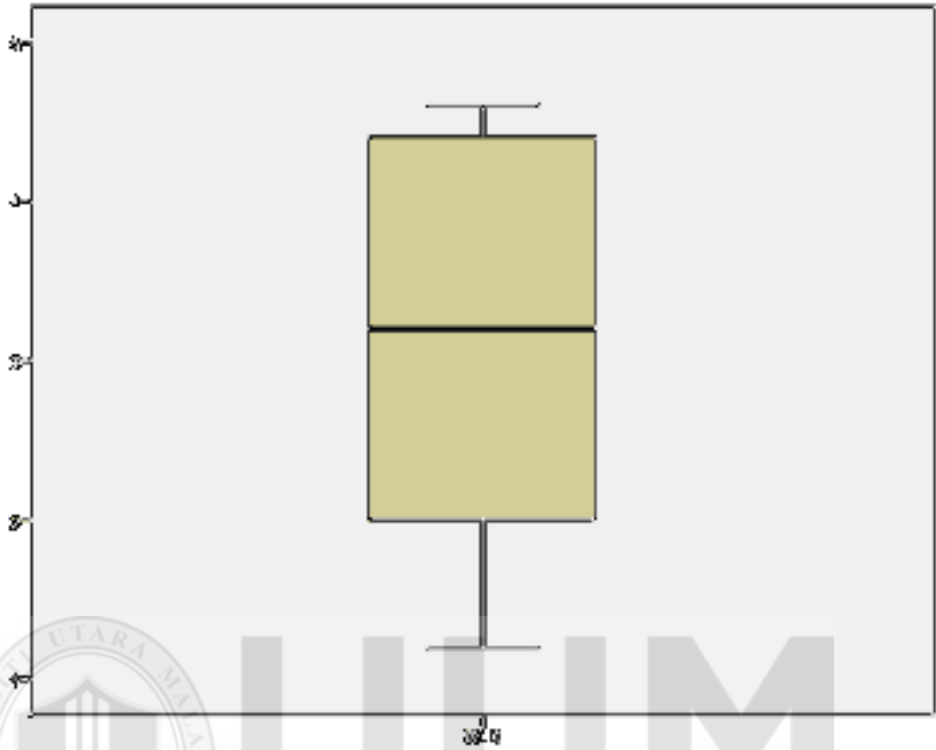
Work Load



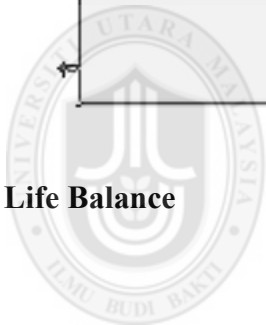
WLD Stem-and-Leaf Plot

Frequency	Stem &	Leaf
.00	1 .	
3.00	1 .	222
.00	1 .	
7.00	1 .	6666666
2.00	1 .	88
31.00	2 .	00000000000000000000000000000000
19.00	2 .	22222222222222222222
7.00	2 .	4444444
3.00	2 .	666
9.00	2 .	888888888
.00	3 .	
20.00	3 .	22222222222222222222
16.00	3 .	444444444444444444
2.00	3 .	66
4.00	3 .	8888
.00	4 .	
.00	4 .	
20.00	4 .	44444444444444444444
27.00	4 .	666666666666666666666666666666

Stem width: 1.00
 Each leaf: 1 case(s)



Work Life Balance



WLB Stem-and-Leaf Plot

Frequency	Stem &	Leaf
3.00	1 .	444
15.00	1 .	666666888888888
44.00	2 .	000000000000222222222222222222222222222222222222444
27.00	2 .	666666888888888888888888888888888
19.00	3 .	0000000000022222244
8.00	3 .	66668888
41.00	4 .	0000000000000222222222222222244444444444444
5.00	4 .	66666
8.00	5 .	0000000

Stem width: 1.00
 Each leaf: 1 case(s)


```

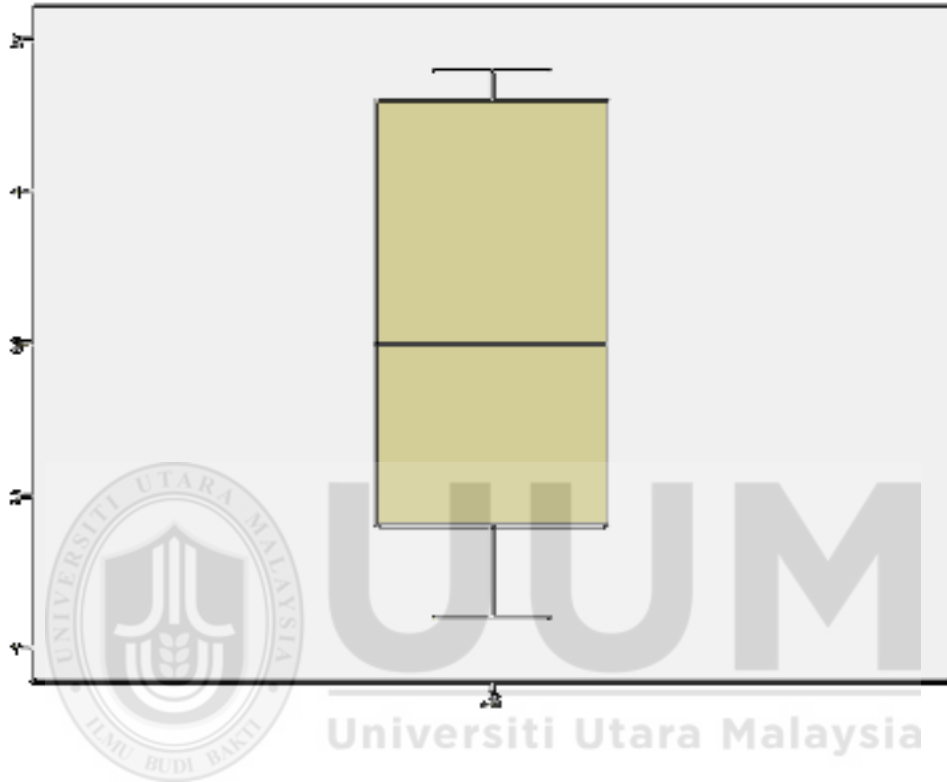
      .00      4 .
    32.00     4 . 66666666666666666666666666666666
    13.00     4 . 8888888888888888

```

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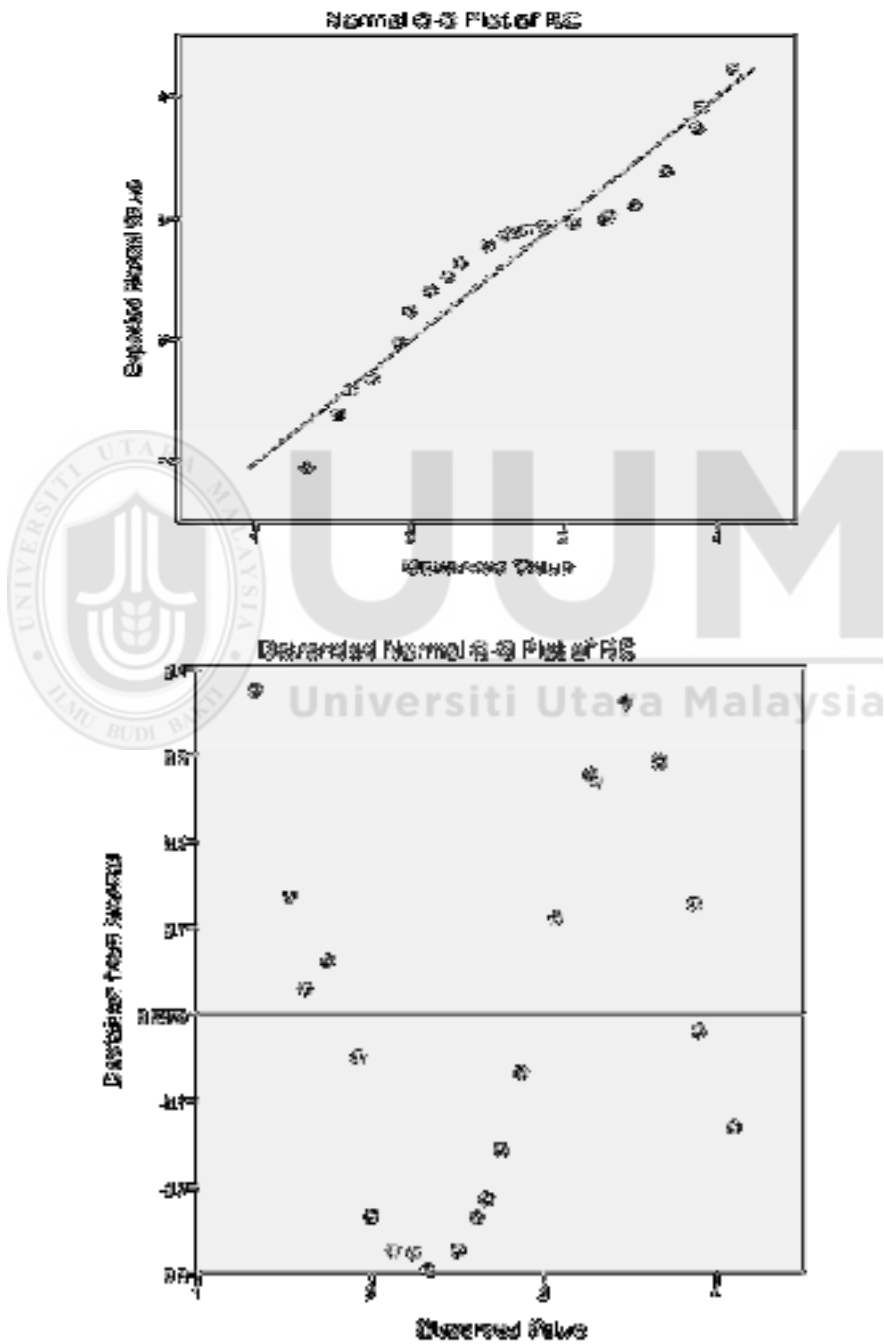
Stem width: 1.00
Each leaf:  1 case(s)

```

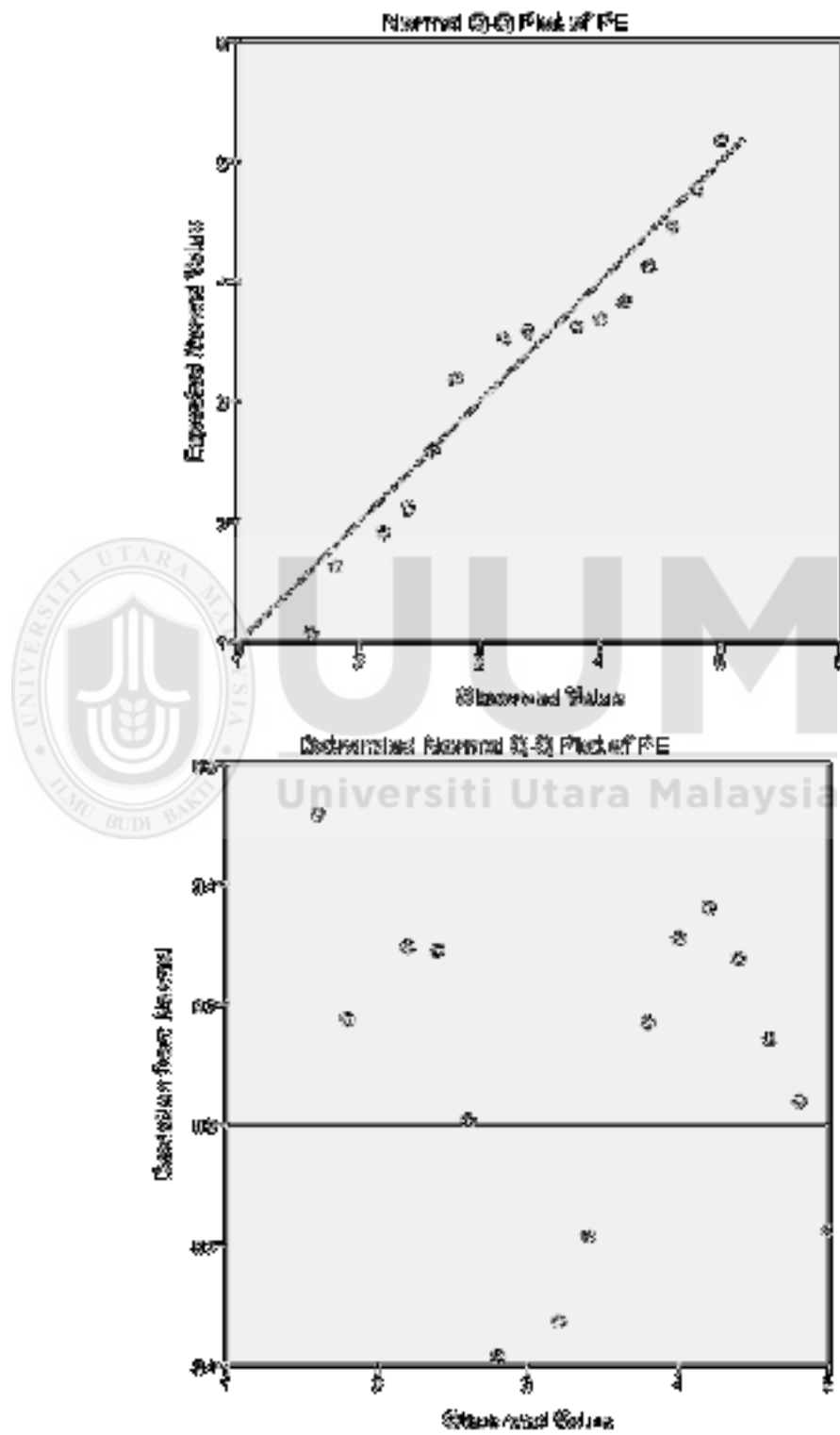


A.3 Normal Q-Q Plot

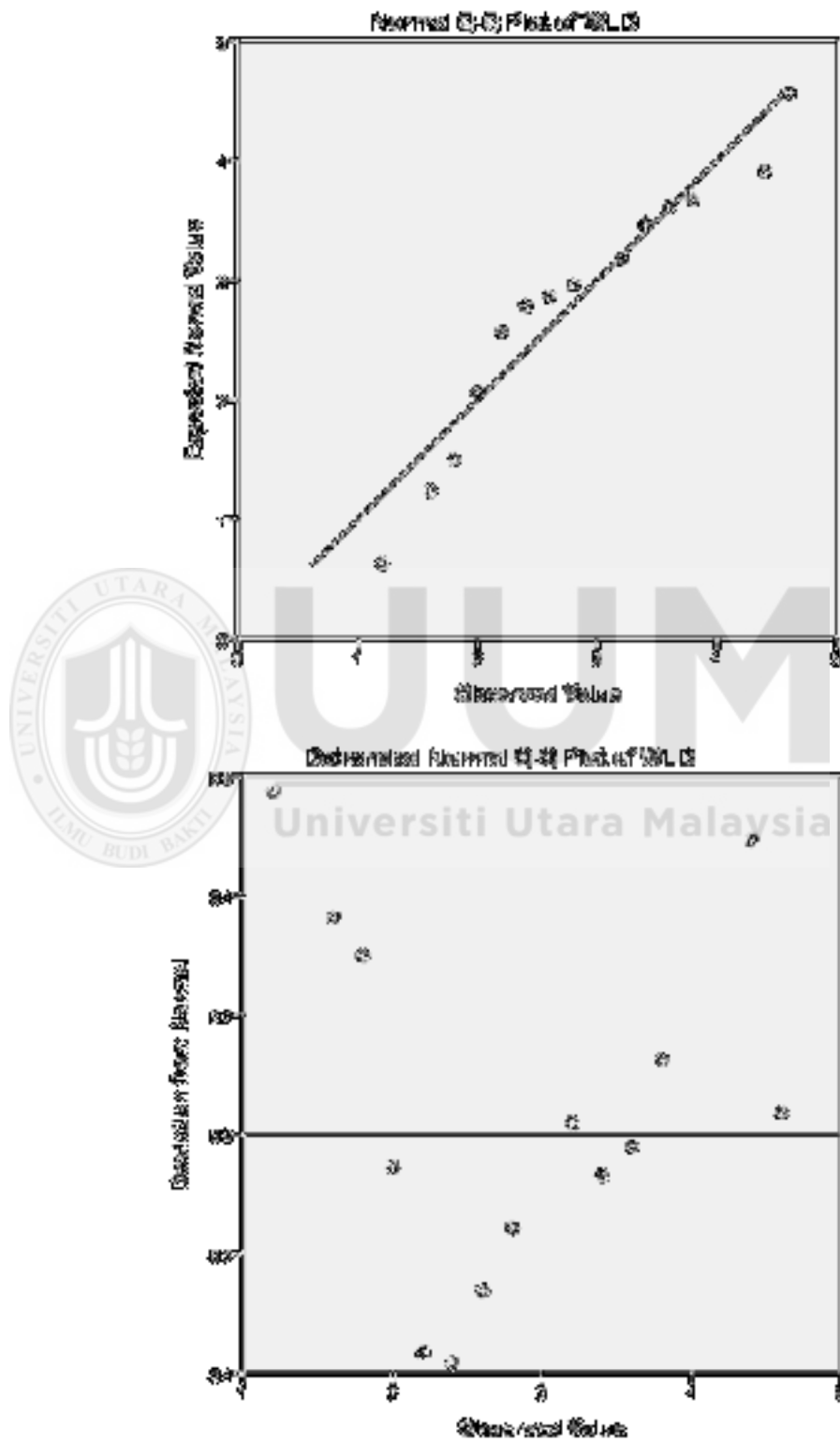
Role Conflict



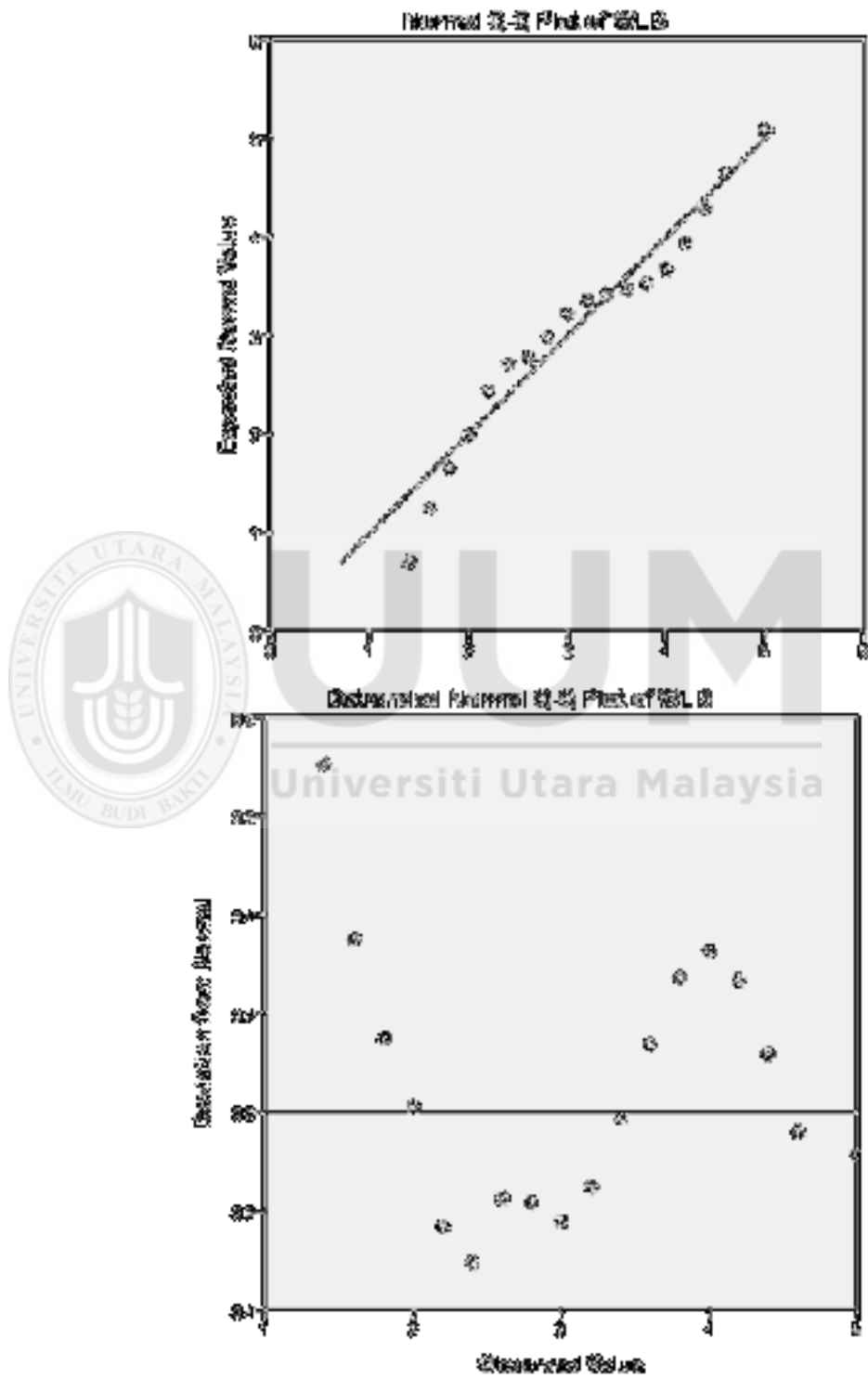
Physical Environment



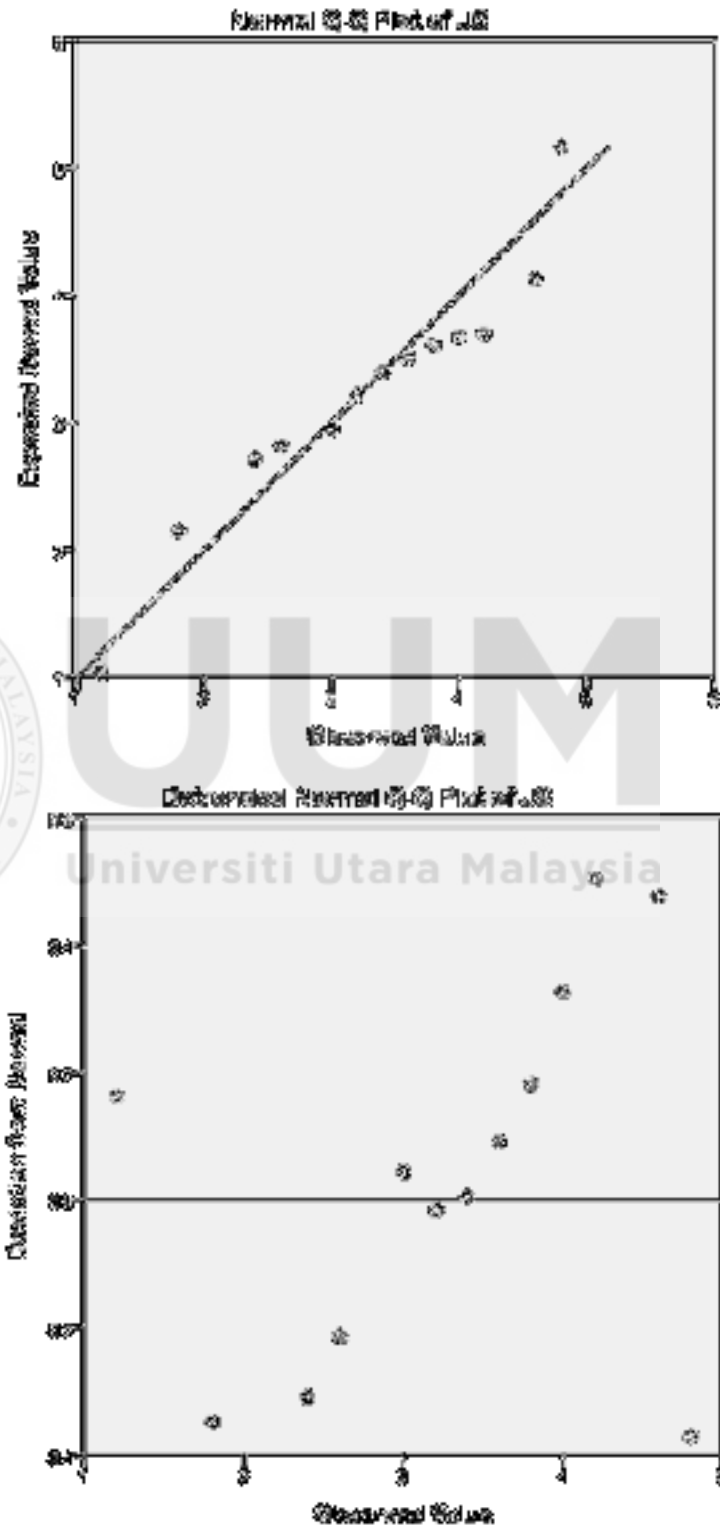
Work Load



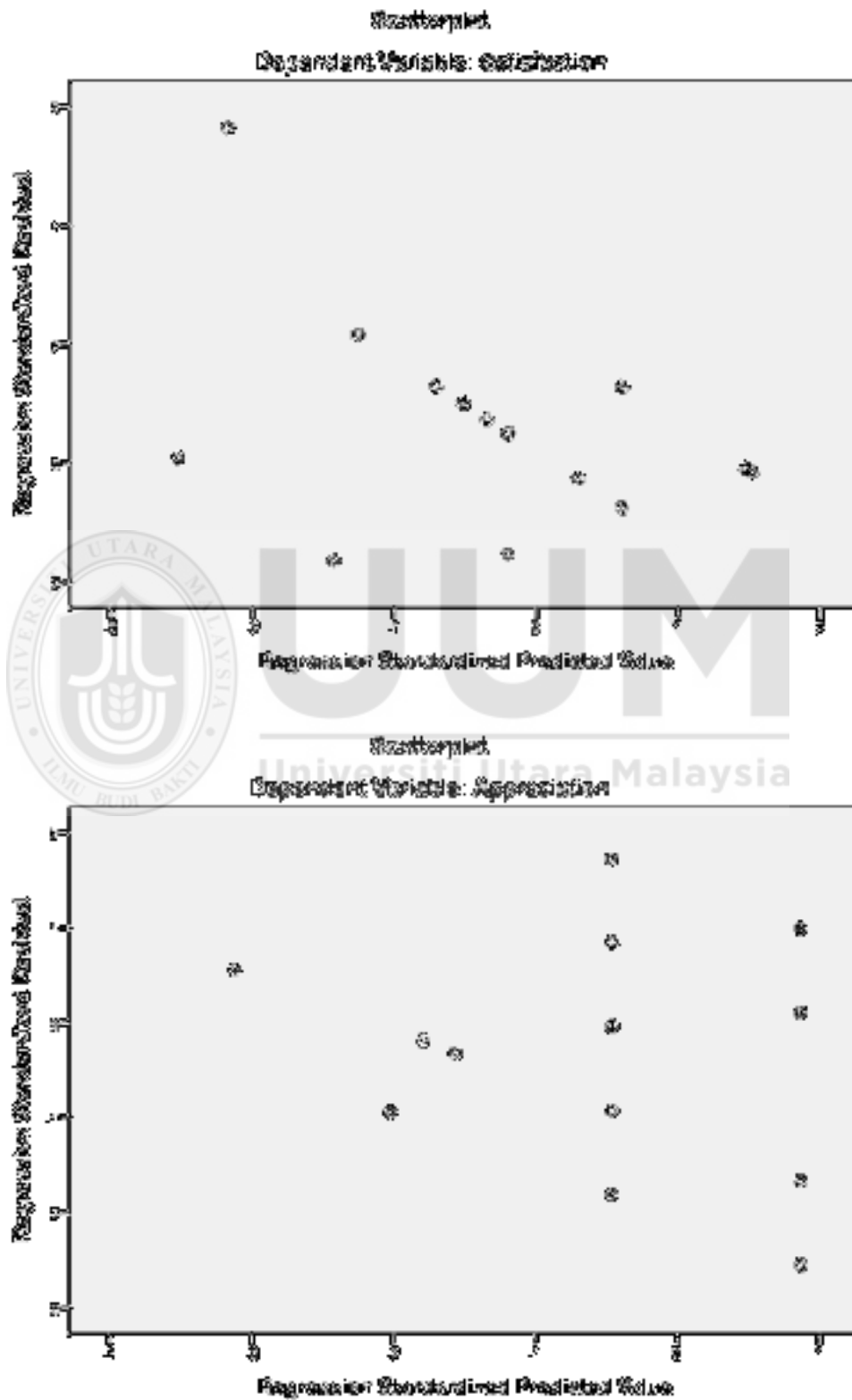
Work-Life Balance



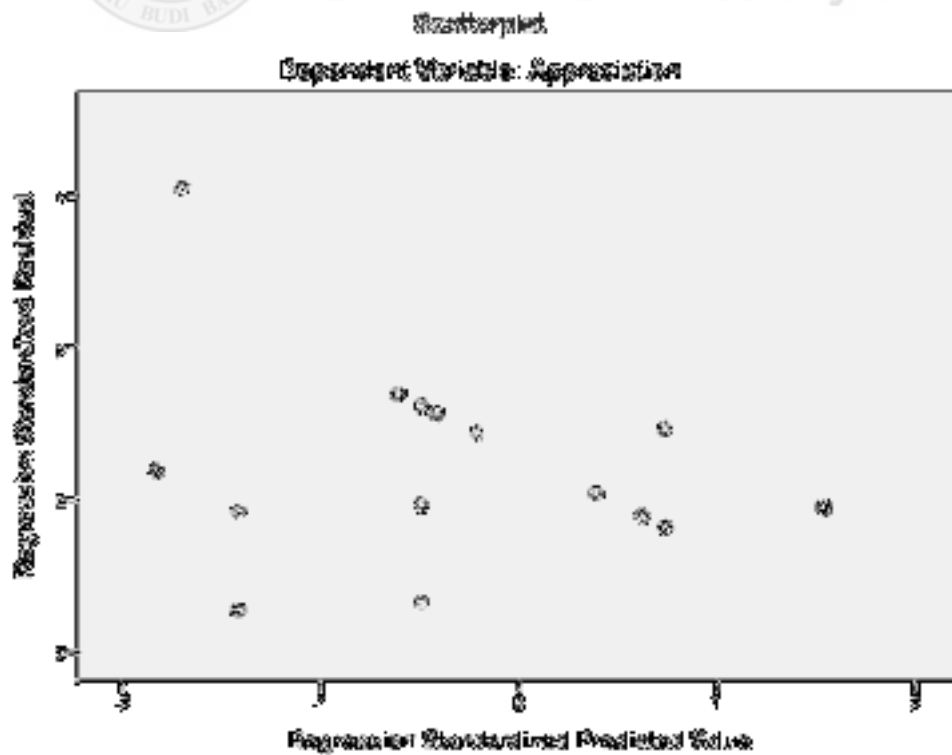
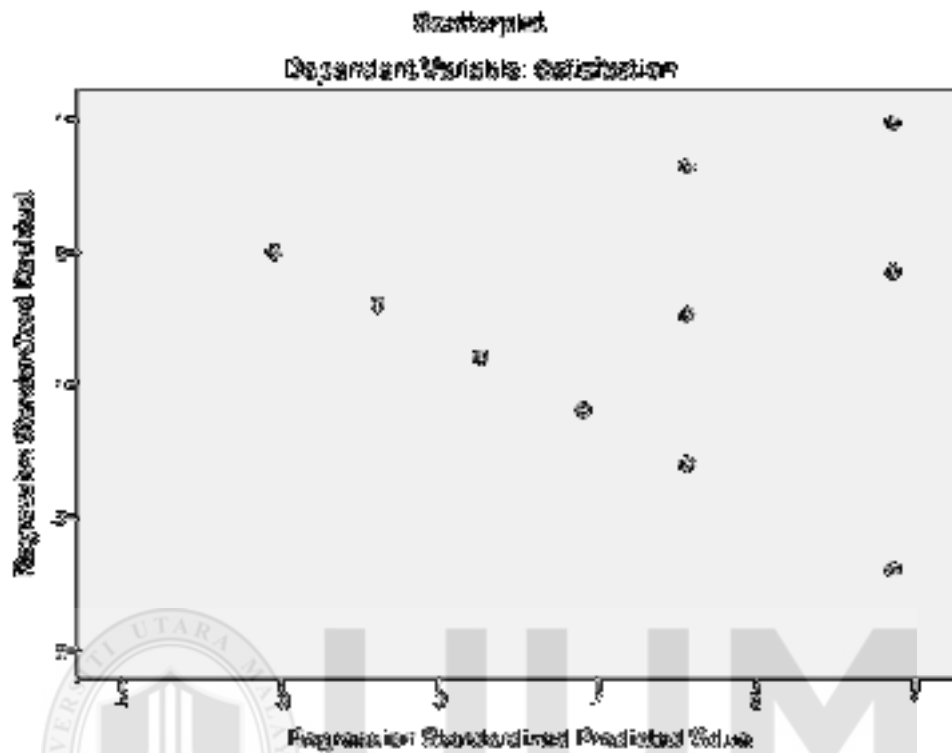
Job Security



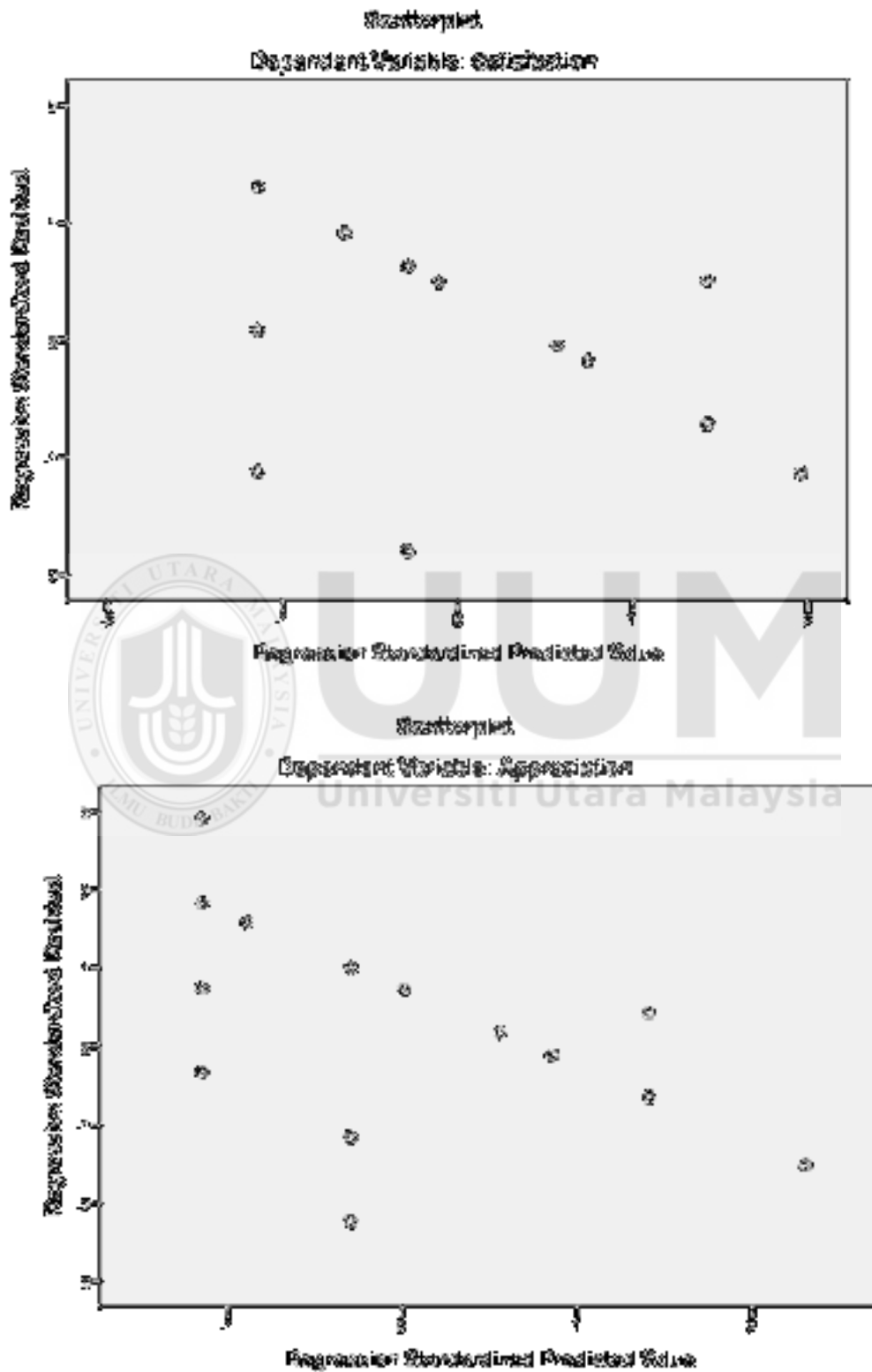
A.4 Homoscedasticity Test Role Conflict



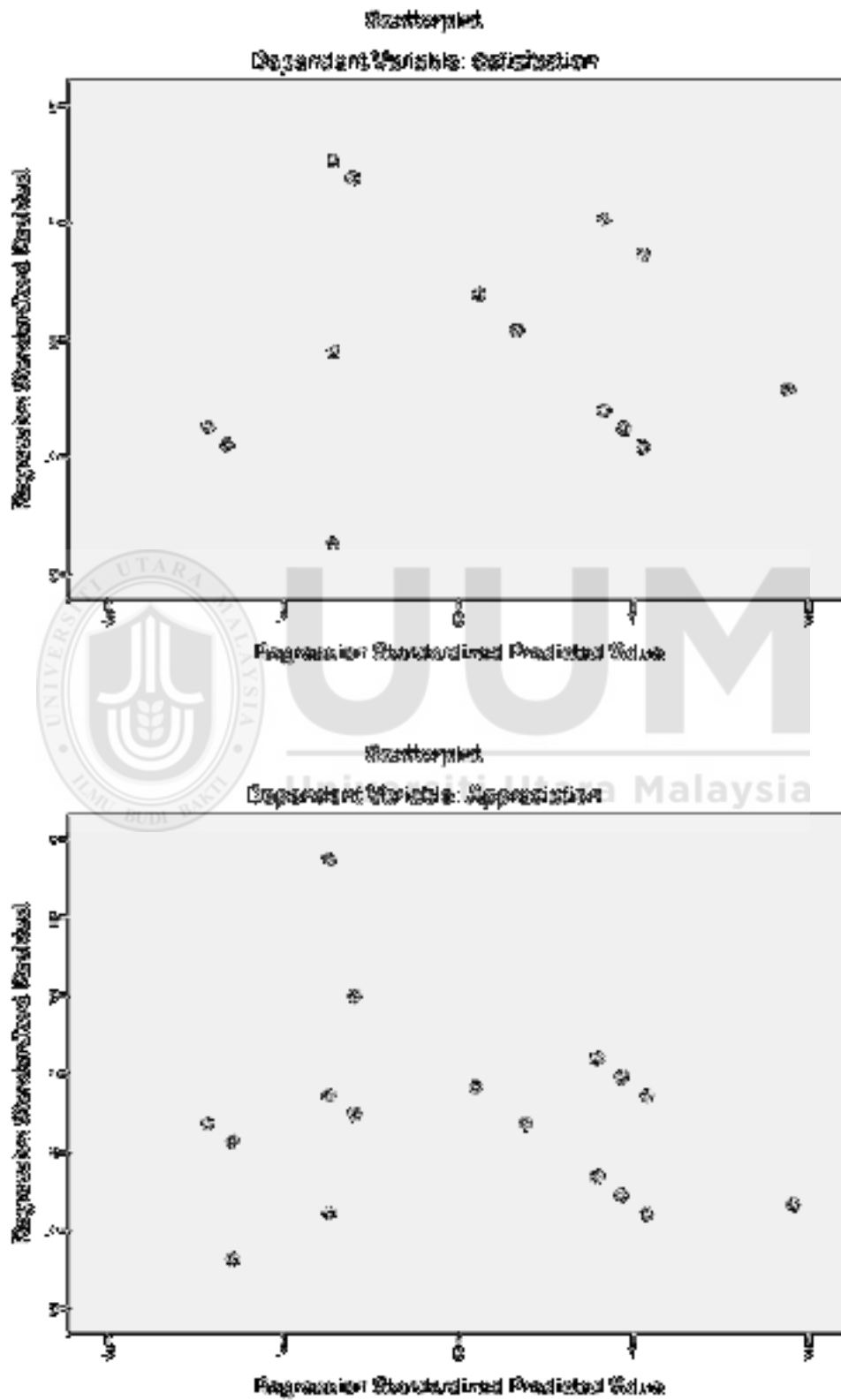
Physical Environment



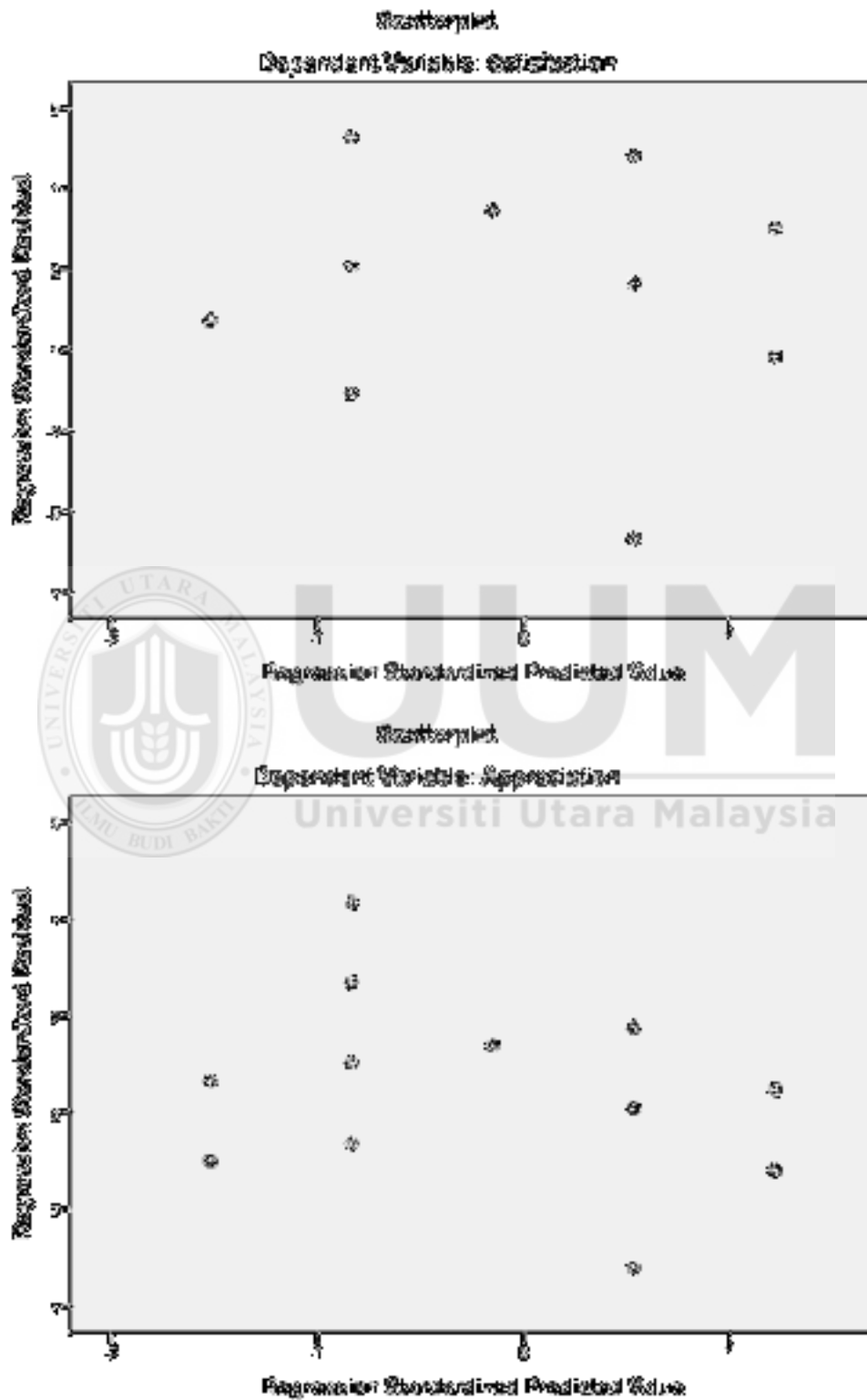
Work-Load



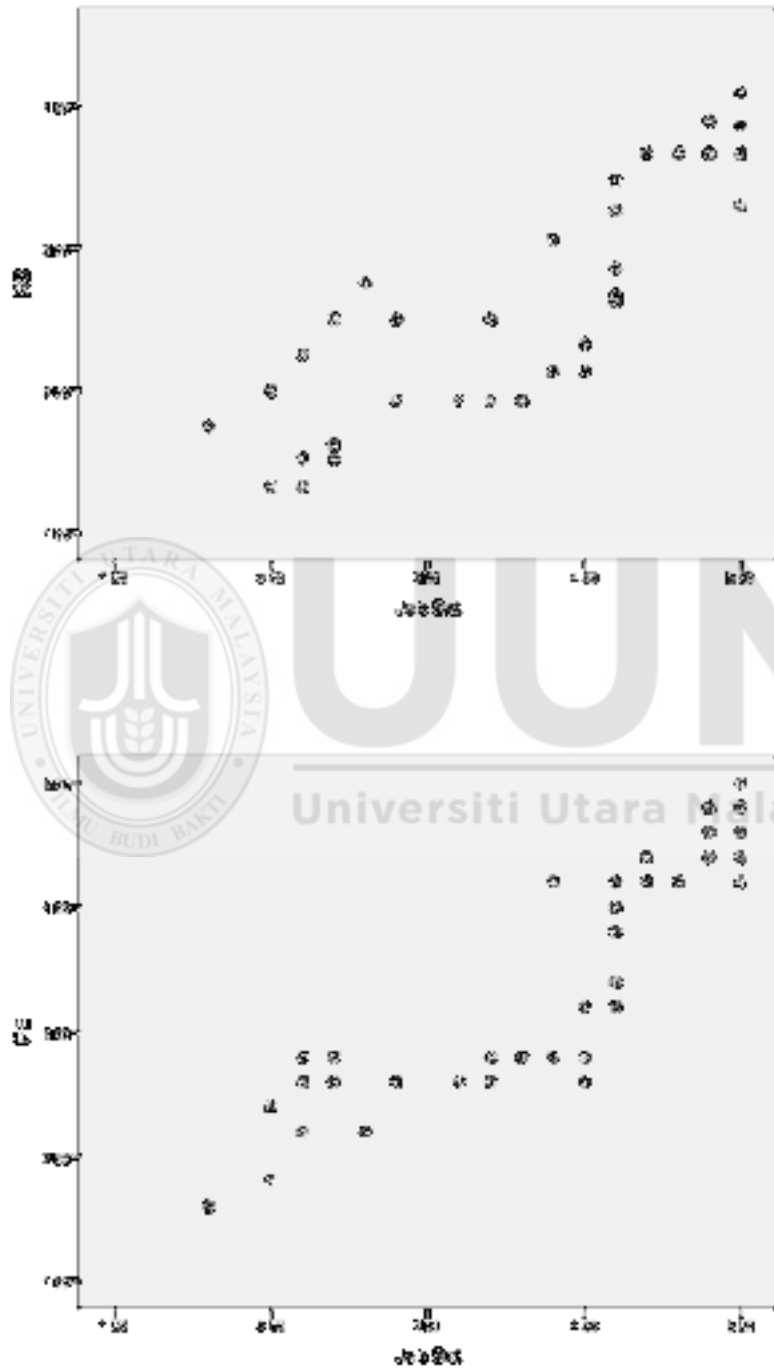
Work Life Balance

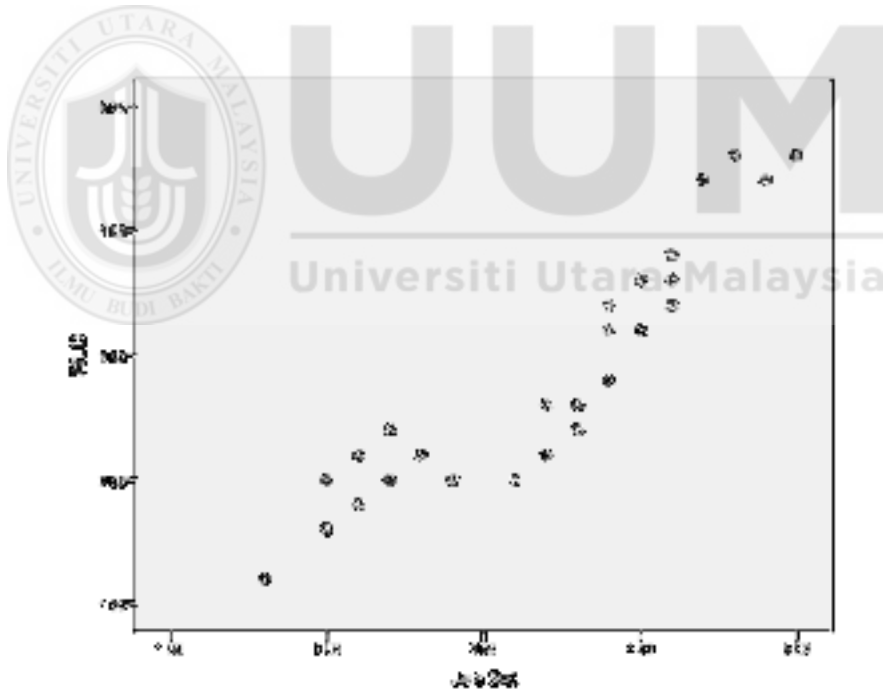
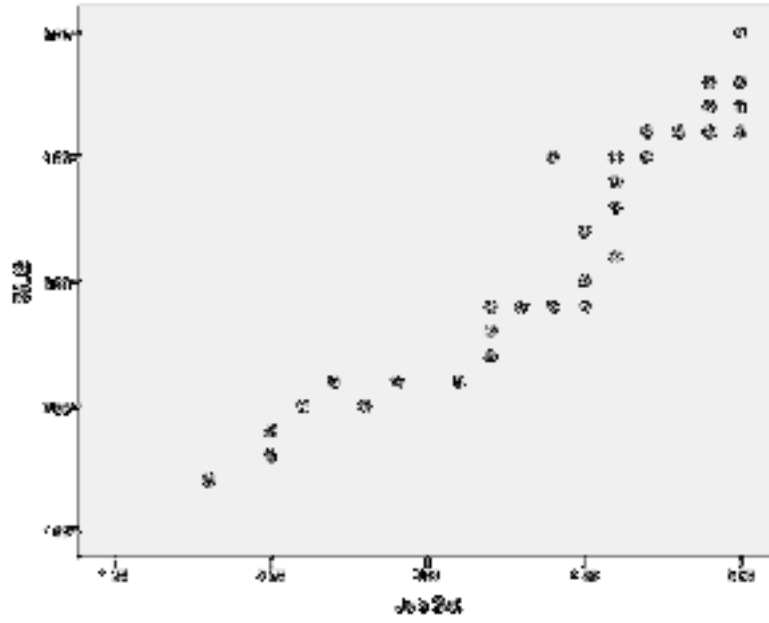


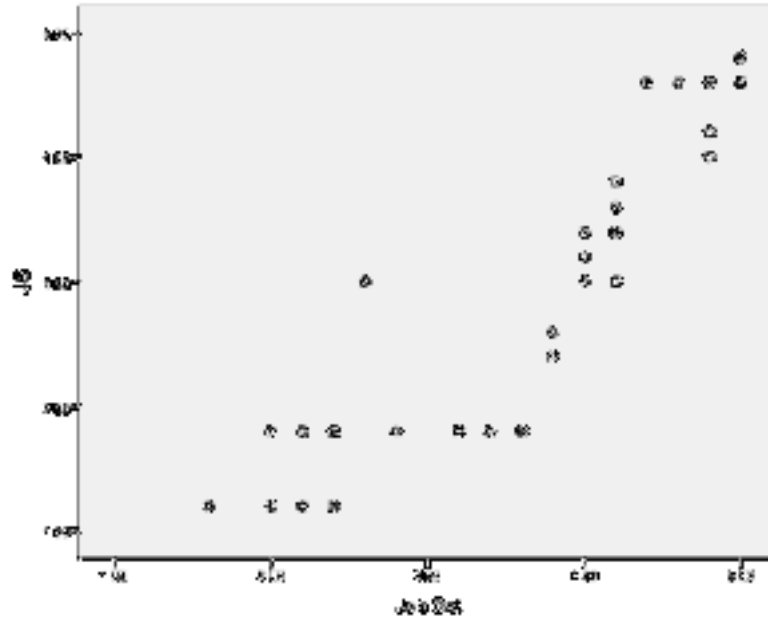
Job Security



A.5 Scatter Plot







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A.6 Questionnaire
Part A. Demographical Factor

1. Age (in years)

- 20–25 26-30 31–40 41–50 ≥ 50

2. Gender :

- Male Female

3. Educational Qualifications :

- Diploma Bachelor’s Degree Master’s Degree

4. Marital status

- Single Married Divorced Widow/Widower Single

Parent

5. How Long You Have Been Working In The Industry ?

- 1-5 years 6-10 Years 11-15 Years ≥ 16 years

Part B. Workplace Stress Survey

Please choose any of the following

- | |
|-----------------------|
| 1 = Strongly Agree |
| 2 = Agree |
| 3 = Neutral |
| 4 = Disagree |
| 5 = Strongly Disagree |

Ask yourself:

	1	2	3	4	5
What is the relationship between role conflict and job satisfaction					
You have recurrent arguments with the superiors, colleagues or the customers					
There is a lot of responsibility associated with your job, but there is not much authority					
The job description and specification is not clear and there is ambiguity in your tasks					
You feel you don't perform based on your job description					
You feel you don't feel that your role in your organization is appreciated					

What is the relationship between physical environment and job satisfaction					
The environment of your workplace is not safe and pleasant					
You have the impression that I am repeatedly picked on or discriminated against at work					
In the past year, have you witnessed or been aware of bullying, that is, physical or verbal bullying, in your workplace					
You think you can't get along with your co-workers					
You are not satisfied with the amount of space available for your use and storage					

What is the relationship between workload and job satisfaction					
You are not provided with sufficient time for the completion of any task					
You spend more than 8 working hours on your job in normal routine					

The amount of work expected of me is not reasonable.						
You have too much work to do and/or too many unreasonable deadlines.						
You are not satisfied with your involvement in decisions that affect your work.						

What is the relationship between work- life balance and job satisfaction						
Your job interferes much with your family life and other social obligations						
You don't have enough freedom to prioritize your work according to your requirements and needs						
You feel that your job is negatively affecting your physical or emotional wellbeing.						
You feel difficult to make a balance between your work, your family and other social responsibilities						
You always think of your family while you are working						

What is the relationship between job security and job satisfaction						
You have little to no control over your job						
You fear the loss of employment						
You receive the right amount of recognition for my work.						
You think you have less chances for advancement on this job.						
You are satisfied with your benefit packages.						

How satisfied am I with this aspect of my job?						
You are not satisfied with the job						
You don't receive frequent appreciation on your good performance						
Your job don't use of your skills and abilities						
You don't have clearly defined quality goals on your job						
You don't feel encouraged to come up with new and better ways of doing things						



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