FAMILY-FRIENDLY BENEFITS AND JOB SATISFACTION: A CASE STUDY OF WOMEN EMPLOYEES IN SOFTWARE COMPANY, KULIM

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ABSTRACT

The purpose of this study is to investigate on the family-friendly benefits such as flexible work arrangements, family care benefits, child care facilities and benefits, and also managerial support towards employees' job performance. A survey of a representative sample of 275 respondents was used in this study. A quantitative method was used in this study by distributing the questionnaires to the respondents. The data from the questionnaires then were analyzed by using Statistical Package for Social Science (SPSS) version 25.0. Descriptive analysis was conducted to ascertain data normality as well as to analyze frequencies of respondents' demographic profile. Multiple regression analyses were performed to test the hypotheses of the study. Based on the results, all of the independent variables have significant relationship with job performance. Finally, there were several recommendations and directions for future research discussed in this study.

ABSTRAK

Kajian ini bertujuan untuk mengenalpasti polisi mesra-keluarga seperti penyususnan kerja yang fleksibel, faedah-faedah penjagaan keluarga, kemudahan pusat asuhan kanak-kanak dan faedah-faedahnya, dan juga sokongan daripada penyelia terhadap kepuasan kerja. Kaji selidik yang mewakili sampel seramai 275 responden telah digunakan dalam kajian ini. Kajian ini meggunakan kaedah kuantitatif yang mana soal kaji selidik diedarkan kepada responden. Data-data yang diperoleh daripada soal selidik tersebut dianalisis dengan menggunakan Statistical Package for Social Science SPSS) versi 25.0. Analisis deskriptif dijalankan untuk memastikan kenormalan data dan juga untuk menganalisis kekerapan profil demografi responden. Analisis regresi berganda digunakan untuk manguji hipotesis kajian ini. Berdasarkan keputusan kajian, keempat-empat pemboleh ubah tidak bersandar mempunyai hubungan yang signifikan dengan kepuasan kerja. Akhir sekali, beberapa cadangan dan arahan untuk kajian masa depan juga dibincangkan dalam kajian ini.

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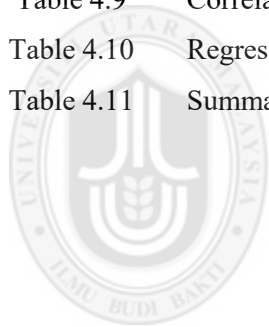
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CHAPTER 1

INTRODUCTION

1.0 Introduction

Over centuries, there are a lot of dramatic changes happened in almost every aspects whether in lifestyle, economic, the booming of scientific findings, as well as the workplace. Before the globalization took over where the world is now borderless and people are connecting through the virtual world, commonly "work-family dichotomy" or known as traditional employees were widely shared based on rigid and demanding workplace requirements where the majority of the workforce were men while most wives stayed at home to care for family responsibilities and otherwise support their husbands' careers (Bruce and Reed 1994; Kanter, 1977). However, the changing process throughout the years has transformed the norm of the traditional support system to the involvement of the "nontraditional" employees (women, the disabled, the elderly, students, and men with family responsibilities). In Malaysia, women start to involve in various economic activities since the pre-colonial days especially in agriculture and marketing alongside men (Omar, 2003).

From time to time, the ambiance of the workforce has changed and nowadays women are participated in various sectors even in the men dominated sector like engineering. After Malaysia's Independence in 1957, women's entry in the labor force increased from 30.8% in 1957 to 45.7% in 2005 (Economic Planning Unit, 2006-2010). This shows that the involvement of women in the workforce has become crucial for the economic growth of the country. There are three factors that contributed to the significant increment in

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Survey Questionnaire
Kajian Soal Selidik

A Study of Family-friendly Policies: How It Affected Employees' Job Satisfaction?

Kajian Mengenai Polisi Mesra-Keluarga: Bagaimana Ia Memberi Kesan kepada Kepuasan Kerja Pekerja?

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1. **This questionnaire concerns on the family-friendly policies and how it affected the employees' job satisfaction.**

2. **All information given in this questionnaire will be kept STRICTLY CONFIDENTIAL. Your responses will be used in on aggregate form with other responses.**

3. **If you have any enquiries, please contact me at details below.**

1. *Soal selidik ini adalah mengenai polisi mesra-keluarga dan kesannya kepada kepuasan kerja pekerja.*

2. *Segala informasi yang diberi di dalam kajian ini adalah SULIT. Jawapan anda akan digunakan dalam bentuk jumlah keseluruhan dengan jawapan yang lain.*

3. *Sekiranya anda mempunyai sebarang persoalan, sila hubungi saya melalui maklumat di bawah.*

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Terima kasih atas kerjasama anda dalam kajian ini.
Thank you for participating in this study

Please tick (✔) your answer on the following question
Sila tandakan (✔) pada jawapan anda

1. **Gender** / *Jantina*
   ☐ **Male** / *Lelaki*   ☐ **Female** / *Perempuan*

2. **Age** / *Umur*
   ☐ 18 – 22   ☐ 28 – 32   ☐ 38 – 42   ☐ 48 – 52
   ☐ 23 – 27   ☐ 33 – 37   ☐ 43 – 47   ☐ ≥ 53

3. **Marital Status** / *Status Perkahwinan*
   ☐ **Single** / *Single*   ☐ **Single Mother** / *Ibu Tunggal*
   ☐ **Married** / *Married*
   ☐ **Widowed** / Duda/Janda

4. **Race** / *Bangsa*
   ☐ **Malay** / *Melayu*   **Others please state** / ……………………
   ☐ **Chinese** / *Cina*   *Lain-lain sila nyatakan*
   ☐ **Indian** / *India*

5. **Household monthly income** / *Pendapatan bulanan isi rumah*
   ☐ < RM 3,000   ☐ RM 5,001 – RM 7,000   ☐ RM 9,001 – RM 11,000
   ☐ RM 3,001 – RM 5,000   ☐ RM 7,001 – RM 9,000   ☐ ≥ RM 11,000

6. **Job category** / *Kategori Pekerjaan*
   ☐ **Non-executive** / *Bukan-eksekutif*
   ☐ **Executive** / *Eksekutif*
   ☐ **Management** / *Pengurusan*

6. **Length of Service** / *Tempoh Perkhidmatan*
   ☐ < 5 years / < 5 tahun   ☐ 10 – 15 years / 10 – 15 tahun
   ☐ 5 - 10 years / 5 – 10 tahun   ☐ .> 15 years / > 15 tahun

Sila bulat (O) atau tanda (✔) pada petak jawapan yang mewakili pendapat anda
Please circle (O) or tick (✔) on the answer box that represent your opinion

Sangat Tidak Setuju *Strongly Disagree*	***Tidak Setuju*** *Disagree*	**Neutral** *Neutral*	**Setuju** *Agree*	**Sangat Setuju** *Strongly Agree*
1	*2*	*3*	*4*	*5*

A. Flexible Working Arrangements

1	**I have to work five-day per week.** *Saya perlu bekerja lima hari seminggu.*	1	2	3	4	5
2	**I can choose flexible starting and finishing time.** *Saya boleh memilih masa permulaan dan penamat yang fleksibel.*	1	2	3	4	5
3	**I have the freedom to vary my work schedule.** *Saya mempunyai kebebasan untuk mengubah jadual kerja saya.*	1	2	3	4	5
4	**I have the freedom to work wherever is best for me-either at home or at work (flexiplace).** *Saya mempunyai kebebasan untuk berkerja di mana-mana sahaja-di rumah atau di tempat kerja.*	1	2	3	4	5
5	**This organization provided compressed week for employees (longer hours with less number of days per week).** *Organisasi ini menyediakan minggu kerja termampat kepada pekerja (lebih jam masa bekerja tetapi kurang hari bekerja).*	1	2	3	4	5
6	**This organization encouraged job-sharing towards employees.** *Organisasi ini menggalakkan perkongsian kerja kepada para pekerja.*	1	2	3	4	5

B. Family Care Benefits

1	**This organization provides family health care leave (children & parents).** *Organisasi ini menyediakan cuti untuk menjaga ahli keluarga yang sakit.*	1	2	3	4	5
2	**There is compassionate contribution-death of family member given by the organization.** *Terdapat sumbangan belas ihsan untuk kematian ahli keluarga yang diberikan oleh organisasi.*	1	2	3	4	5
3	**There is compassionate contribution-death of employees given by the organization.** *Terdapat sumbangan belas ihsan untuk kematian pekerja yang diberikan oleh organisasi.*	1	2	3	4	5
4	**There is compassionate leave for the employees given by the organization.** *Terdapat cuti ihsan yang diberikan kepada pekerja.*	1	2	3	4	5
5	**There is a system for return to the original post after long period leave.** *Terdapat satu sistem untuk pekerja kembali ke jawatan asal selepas cuti yang agak panjang.*	1	2	3	4	5
6	**There is a program that helps the employees get information about elder care or find service for elderly relatives.** *Terdapat satu bentuk program yang membantu pekerja medapatkan maklumat berkaitan pusat jagaan orang tua atau perkhimatan untuk ahli keluarga yang berumur.*					

C. Child Care Facilities and Benefits

1	**I am satisfied with the maternity and paternity leave (days) provided by the organization.** *Saya berpuas hati dengan cuti bersalin & cuti isteri bersalin (hari) yang diberikan oleh organisasi.*	**1**	**2**	**3**	**4**	**5**
2	**There is financial aid for costs of child care given by the organization.** *Terdapat bantuan kewangan yang diberikan untuk kos penjagaan anak.*	**1**	**2**	**3**	**4**	**5**
3	**There are medical expenses and other benefits for child health care.** *Terdapat perbelanjaan perubatan dan faedah lain yang diberikan oleh organisasi untuk kesihatan anak.*	**1**	**2**	**3**	**4**	**5**
4	**This organization operates or sponsors a child care center for employees' children on or near the workplace.** *Organisasi ini mempunyai atau menaja pusat jagaan kanak-kanak kepada perkerja baik di dalam atau berdekatan tempat kerja.*	**1**	**2**	**3**	**4**	**5**
5	**There is after-school child care arrangement on or outside of the workplace.** *Terdapat kemudahan untuk anak-anak selepas waktu sekolah di dalam atau di luar tempat kerja.*	**1**	**2**	**3**	**4**	**5**
6	**There is a program or service that helps employees find child care provided by the organization.** *Terdapat satu program atau perkhidmatan yang disediakan oleh organisasi bagi membantu pekerja mencari pusat jagaan kanak-kanak.*	**1**	**2**	**3**	**4**	**5**

D. Managerial Support

1	**My supervisor is fair and does not show favoritism in responding to employees' personal or family needs.** *Penyelia saya adil dan tidak menunjukkan pilih kasih dalam menjawab keperluan peribadi dan keluarga pekerja.*	1	2	3	4	5
2	**My supervisor accommodates me when I have family or personal business to take care – for example, medical appointments, meeting with child's teacher, etc.** *Penyelia saya membantu saya apabila saya mempunyai hal keluarga atau peribadi yang perlu diuruskan – temujanji perubatan, perjumpaan dengan guru, dll*	1	2	3	4	5
3	**My supervisor really cares about the effects that work demands have on my personal and family life.** *Penyelia saya sangat mengambil akan kesan tuntutan kerja terhadap kehidupan peribadi dan keluarga saya.*	1	2	3	4	5
4	**My supervisor is understanding when I talk about personal or family issues that affect my work.** *Penyelia saya sangat memahami saya apabila saya menceritakan isu-isu peribadi dan keluarga yang mengganggu tugas saya.*	1	2	3	4	5
5	**I feel comfortable bringing up my personal or family issues with my supervisor.** *Saya berasa selesa menceritakan isu-isu peribadi dan keluarga saya kepada penyelia saya.*	1	2	3	4	5
6	**In general, supervisor in this organization are quite accommodating of family and personal employees' responsibilities.** *Secara amnya, penyelia di organisasi ini cukup memahami dengan tanggungjawab peribadi dan keluarga pekerja.*	1	2	3	4	5

E. Job Satisfaction

1	**I am satisfied with my present job.** *Saya berpuas hati dengan pekerjaan saya sekarang.*	**1**	**2**	**3**	**4**	**5**
2	**I am satisfied with the opportunities given at work to learn new skills.** *Saya berpuas hati dengan peluang-peluang yang diberikan untuk mempelajari kemahiran baru.*	**1**	**2**	**3**	**4**	**5**
3	**I am satisfied with the benefits I received.** *Saya berpuas hati dengan faedah-faedah yang saya peroleh.*	**1**	**2**	**3**	**4**	**5**
4	**The benefits we receive are as good as most other organizations offer.** *Faedah-faedah yang diperoleh adalah sebaik yang ditwarkan oleh organisasi lain.*	**1**	**2**	**3**	**4**	**5**
5	**I feel loyal towards my employer.** *Saya setia dengan majikan saya.*	**1**	**2**	**3**	**4**	**5**
6	**I feel I am really a part of the group of people I work with.** *Saya merasakan saya adalah sebahagian daripada golongan pekerja-pekerja yang lain.*	**1**	**2**	**3**	**4**	**5**

Thank you for your cooperation.
Terima kasih di atas kerjasama yang diberikan