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**JOB SATISFACTION AMONG WORKING MOTHERS IN
KUALA LUMPUR**



**MASTER OF SCIENCE (MANAGEMENT)
UNIVERSITI UTARA MALAYSIA
July 2019**

JOB SATISFACTION AMONG WORKING MOTHERS IN KUALA LUMPUR



**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Partial Fulfilment of the Requirement for the Master of Science (Management)**



**Pusat Pengajian Pengurusan
Perniagaan**

SCHOOL OF BUSINESS MANAGEMENT

Universiti Utara Malaysia

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ABSTRACT

Naturally, mothers will spend their time rising up a family at home. However, today cost of living, especially in city areas such as Kuala Lumpur, mothers have to work to lessen the income burden to the family. Are these working mothers satisfied with their jobs? Therefore the purpose of this research is to examine job satisfaction among working mothers in Kuala Lumpur using work conditions, supervisors, co-workers, pay and promotion as the independent variables. Six hypotheses were developed for this study. Data were collected using online research form. A total of 392 responses was collected from working mothers in Kuala Lumpur using the convenience sampling approach. Using SPSS version 25.0, the data collected were analyzed using descriptive, correlation, and regression analysis. The correlation analysis shows that work conditions, supervisors, co-workers, pay and promotion have significant and positive relationship with job satisfactions among working mothers in Kuala Lumpur. The regression $R^2 = 0.825$ suggest that 82.5 percent of the variance in working mothers' job satisfaction can be explained by work conditions, supervisors, co-workers, pay and promotion and pay ($\beta = .350$) was the best predictor of job satisfaction among working mothers. This is followed by promotion ($\beta = .331$), working condition ($\beta = .213$) and co-worker ($\beta = .112$). The findings of this study are similar to other earlier studies where pay is the main reason why working mothers are pursuing their job to raise up a family instead of pursuing their intention of spending more time and attention to their family at home. The findings in this research might be able to extend the research to less focused community members like transgender and handicaps respondents to study their job satisfaction.

Keywords: *work conditions, supervision, co-workers, pay and promotion*

ABSTRAK

Secara semulajadi para ibu akan menghabiskan masa untuk keluarga di rumah. Walau bagaimanapun kos hidup hari ini terutama di bandar serti di Kuala Lumpur, para ibu dikehendaki bekerja bagi membantu mengurangkan beban sumber pendapatan kepada keluarga. Adakah para ibu puas dengan kerjaya mereka? Sehubungan itu tujuan kajian ini adalah untuk menilai kepuasan kerja dalam kalangan ibu bekerja di Kuala Lumpur dengan menggunakan keadaan kerja, penyelia, rakan sekerja, gaji dan promosi sebagai pembolehubah bebas. Enam hipotesis telah dibangunkan untuk kajian ini. Data dipungut menggunakan borang penyelidikan dalam talian. Sebanyak 392 maklumbalas telah dikumpulkan daripada ibu bekerja di Kuala Lumpur menggunakan pendekatan persampelan mudah. Data dianalisis menggunakan kaedah analisis deskriptif, korelatif, dan regresi menggunakan SPSS versi 25.0. Analisis korelasi menunjukkan bahawa keadaan kerja, penyelia, rakan sekerja, gaji dan promosi mempunyai hubungan yang signifikan dan positif dengan kepuasan kerja dalam kalangan ibu bekerja di Kuala Lumpur. Data regresi $R^2 = 0.825$ menunjukkan 82.5 peratus dari variasi dalam kepuasan kerjaya kalangan ibu berkerja boleh dihuraikan oleh keadaan kerja, penyelia, rakan sekerja, gaji dan promosi dan gaji ($\beta = .350$) adalah peramal terbaik kepuasan kerja di kalangan ibu bekerja. Ini diikuti dengan promosi ($\beta = .331$), keadaan kerja ($\beta = .213$) dan rakan sekerja ($\beta = .112$). Penemuan kajian ini adalah selari dengan kajian terdahulu di mana gaji merupakan alasan utama mengapa ibu bekerja bekerja untuk keluarga berbanding hasrat mereka menghabiskan masa dengan keluarga di rumah. Dapatan kajian ini mungkin dapat memanjangkan penyelidikan kepada ahli masyarakat yang kurang difokuskan seperti responden transgender dan kecacatan anggota dengan mengkaji kepuasan kerja mereka.

Kata kunci: *keadaan kerja, penyelia, rakan sekerja, gaji dan kenaikan pangkat*

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Figure 3.1 Research Framework

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LIST OF ABBREVIATIONS

SPSS	- Statistical Package for Social Sciences (version 25)
JDI	- Job Description Index
USJ	- United Subang Jaya
UUMKL	- University Utara Malaysia, Kuala Lumpur campus



CHAPTER 1

INTRODUCTION

1.1 Background of the Study

On Dec 21, 2017 in Berita Harian newspaper reported that women's involvement was nearly equivalent, representing at 53.5 percent to the number of males in the employment sector. Their involvements also always assessed by the perception of the general public that working mothers must complete their job at home and at the same moment have to be high-quality employees. Managing household and work time and career development is therefore a significant task confronting working mother.

In the modernizing world today, by doing work, people tend to spend most of their time in the workplace. It is because they are happy with their job involvement and satisfied with accomplished works. Good motivation, inspire working mother to work better. They are often too engrossed with what they are doing. Perhaps in at a long period of time, employees are satisfied with the equal management between their family life and the problematic challenges experienced in the workplace, especially the working mothers. The ability to handle different roles enable them to work more easily and being a successful mother at a same time. It takes them out of their comfort zone to show their ability.

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APPENDIX A



NO: -----

**Survey Questionnaire
Entitle:**

**JOB SATISFACTION
AMONG WORKING MOTHERS IN KUALA LUMPUR**

This study is carried out as a partial fulfillment of master program.

LOGGETA PANIRSELVAM

821847

**SCHOOL OF BUSINESS MANAGEMENT
UNIVERSITY UTARA MALAYSIA**

Dear Respondent,

My name is Loggeta and I am currently studying MSC (Management) at University Utara Malaysia, Kuala Lumpur. I am conducting a study as partial fulfilment for completion of my master. My research is based job satisfaction among working mother with employment in Kuala Lumpur. The study involves a short questionnaire. The first part would involve some demographic questions. Followed by section includes questions and statements relating to employee's job satisfaction. The responses would be used for academic purpose only.

Participation in this study is completely voluntary. If you do begin this questionnaire you have the right to cease participation at any time. Consent to participate in this study would be implied if you do the questionnaire. Your responses would be completely anonymous and strictly confidential. There is no place in which your name and any identifying details are required. You would only be asked for general information such as your earning category, age and gender.

Thank you for your time.

Loggeta Panirselvam

PART A

Please check [] the appropriate box or write in your answers where appropriate.

A1. Gender : Female
Male

A2. Marital status: Married and no children
Married and have child
Unmarried
Widow and have children
Divorced and have children

A3. Age : 20-24 years old
25-29 years old
30-34 years old
35-39 years old
40-44 years old
45-49 years old
50-54 years old
55 and above

A4. Race : Malay
Chinese
Indian
Others (please state)

A5. Citizen Yes
No

A6. Highest academic qualification	PMR	<input type="checkbox"/>
	SPM	<input type="checkbox"/>
	STPM/DIPLOMA	<input type="checkbox"/>
	Degree	<input type="checkbox"/>
	Master	<input type="checkbox"/>
	Doctorate	<input type="checkbox"/>
	Others (please state)	<input type="checkbox"/>

A7. Years of experiences	Less than 5 years	<input type="checkbox"/>
	Less than 10 years	<input type="checkbox"/>
	Less than 15 years	<input type="checkbox"/>
	Less than 20 years	<input type="checkbox"/>
	Less than 25 years	<input type="checkbox"/>
	Less than 30 years	<input type="checkbox"/>
	Less than 35 years	<input type="checkbox"/>
	Less than 40 years	<input type="checkbox"/>
	Less than 45 years	<input type="checkbox"/>
	Retired	<input type="checkbox"/>



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PART B

(Please ticking [√] in the column best represent you)

These items deal with your job satisfaction at present workplace. Obviously, different people have different jobs satisfactions, but I'm interested in how you are satisfied with your current work. Make your answers as true as you can.

Please choose the answer accordingly:

1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree and 5 = Strongly Agree.

Work condition		1	2	3	4	5
WC1	My current working condition gives sense of accomplishment					
WC2	My current working condition is satisfying					
WC3	My current working condition is interesting to work					
WC4	My current working condition is challenging					
WC5	My current working condition is happy to work					

Supervision		1	2	3	4	5
S1	My supervisors at workplace easily praise workers					
S2	My relationship with supervisors at workplace is tactful					
S3	My relationship with supervisors at workplace is good					
S4	My supervisors at workplace is informative					
S5	My supervisors at workplace is always motivating					

Co-worker		1	2	3	4	5
CW1	My relationship with co-workers at workplace is helpful					
CW2	My relationship with co-workers at workplace is intellectual					
CW3	My relationship with co-workers at workplace is responsible					
CW4	My relationship with co-workers at workplace is involving					
CW5	My relationship with co-workers at workplace is encouraging					

Pay		1	2	3	4	5
PY1	My pay at workplace is really fair.					
PY2	My pay at workplace is really adequate with normal expenses.					
PY3	My pay at workplace is really well paid.					
PY4	My pay at workplace is really secure.					
PY5	My pay at workplace is really well sufficient.					

Promotion		1	2	3	4	5
PR1	My chances to be promoted at workplace is really enhancing					
PR2	My chances to be promoted at workplace is really giving wide chances					
PR3	My chances to be promoted at workplace is really based on ability					
PR4	My chances to be promoted at workplace is really based on fair promotional policy					
PR5	My chances to be promoted at workplace is really applying fair practices					

Job satisfaction		1	2	3	4	5
JS1	My job satisfaction at current workplace is high					
JS2	My job satisfaction at current workplace is improving					
JS3	My job satisfaction at current workplace is sustaining					
JS4	My job satisfaction at current workplace is guaranteed					
JS5	My job satisfaction at current workplace is always considered by management					