

**INVESTIGATION ON JOB INVOLVEMENT, ROLE
AMBIGUITY, JOB DEMAND AND WORK-FAMILY
CONFLICT: MODERATING BY SOCIAL SUPPORT**

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SUPPORT**

By

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**Dissertation Submitted to
Othman Yeop Abdullah Graduate School of Business,
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ABSTRACT

Past research has pointed out that the employee with the problem of work-family conflict is disadvantageous to the individual and the organization. This is because the work-family conflict in the workplace is considered as disadvantageous, more than a few factors have been recommended to get the better understanding about the reasons why the employees usually easily involved with work-family conflict. There are many predictors to determine the work-family conflict among employees and one of the significant predictor is related to the organization. In spite of, these empirical studies inform that the literature indicate that there are fewer concentration has been focused on the influence of job involvement, role ambiguity, job demand and social support towards the work-family conflict. Thus, the present study fill in the gap by investigating the relationship between job involvement, role ambiguity, job demand, social support and work-family conflict among the administrative staff in University Utara Malaysia (UUM), Kedah which is the public university by use the multiple regression analysis technique. There is two hundred of administrative staff in UUM, whom working in the Malaysian public university were participated in this study. The job involvement and social support show the negative and significant relationship related to the work-family conflict and supported the hypothesis. Then, job demand is significantly and positively related to the work-family conflict and the hypothesis is supported. Next, the role ambiguity is positively related to the work-family conflict, but not significant and the hypothesis is not supported. Besides that, the social support as a moderator between the job involvements, job demand and role ambiguity towards the work-family conflict is supported and significantly related. The practical implications of the finding have been discussed.

Keywords: Work-Family Conflict, Job Involvement, Role Ambiguity, Job Demand, Social Support, Malaysian University

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DEDICATION

To my father, Tharmalingam s/o Arumugam and my mother Saraswathy d/o
Mariappen.

TABLE OF CONTENTS

Title	Page
TITLE PAGE	i
CERTIFICATION OF THESIS WORK.....	ii
PERMISSION TO USE	iv
ABSTRACT	v
ACKNOWLEDGEMENT	vi
DEDICATION.....	vii
TABLE OF CONTENTS.....	viii
LIST OF TABLES	xi
LIST OF FIGURES	xiii
LIST OF APPENDICES	xiv
LIST OF ABBREVIATIONS	xv
CHAPTER ONE INTRODUCTION	1
1.1 Background of Study	1
1.2 Problem Statement.....	4
1.3 Research Questions.....	7
1.4 Research Objectives.....	7
1.5 Significance of Study.....	8
1.6 Scope of the Study.....	10

1.7 Organization of Study.....	10
1.8 Conclusion.....	11
CHAPTER TWO LITERATURE REVIEW	12
2.1 Introduction	12
2.2 Work-Family Conflict.....	12
2.3 Job Involvement.....	16
2.4 Role Ambiguity.....	20
2.5 Job Demand.....	25
2.6 Social Support.....	29
2.7 Research Framework.....	33
2.8 Hypothesis Development.....	33
CHAPTER THREE METHODOLOGY	38
3.1 Introduction	38
3.2 Research Design.....	39
3.3 Unit of Analysis.....	39
3.4 Time Horizon.....	39
3.5 Population of the Study.....	40
3.6 Sample Size and Sampling Techniques.....	40
3.7 Data Collection Method.....	43
3.8 Questionnaire Preparation Measurement Scale.....	44
3.9 Measurement of Variables.....	45
3.10 Data Analysis.....	49
3.11 Conclusion.....	51

CHAPTER FOUR RESULTS.....	52
4.1 Introduction.....	52
4.2 Response Rate.....	52
4.3 Respondents Profile.....	53
4.4 Reliability Test.....	56
4.5 Descriptive Statistics of the Study Variables.....	57
4.6 Hypothesis Testing.....	57
4.7 Correlational Analysis.....	59
4.8 Data Screening.....	60
4.9 Regression Analysis.....	62
4.10 Summary of Findings.....	67
4.11 Conclusion.....	68
CHAPTER FIVE DISCUSSION	69
5.1 Introduction	69
5.2 Discussion.....	69
5.3 Implication of the Study	76
5.4 Limitations and Future Research Direction.....	79
5.5 Conclusion.....	81
REFERENCES	83

LIST OF TABLES

Table	Page
Table 3.1: Sample Size for a Given Population Size.....	42
Table 3.2: Descriptive of Questionnaire.....	45
Table 4.1: Respondent Profile.....	55
Table 4.2: Reliability Statistics of the Study Variables.....	57
Table 4.3: Descriptive Statistics of the Study Variables.....	57
Table 4.4: Correlations for Study Variables.....	60
Table 4.5: Multicollinearity Statistics.....	62
Table 4.6: Multiple Regression Analysis.....	63
Table 4.7: Result of the Multiple Regression Analysis.....	63
Table 4.8: Summary of Hypothesis Testing.....	68

LIST OF FIGURES

Figure	Page
Figure 2.1 Research Framework	33

LIST OF APPENDICES

Appendix A Research Questionnaire.....	104
Appendix B Respondents Profile.....	109
Appendix C Data Screening Output.....	112

LIST OF ABBREVIATIONS

R^2	R-squared values
SPSS	Statistical Package for the Social Sciences
UUM	University Utara Malaysia
β	Beta
Std.	Standard

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF STUDY

Nowadays, the Work-Family Conflict appears in the life of most people without their knowledge. Work-Family Conflict which takes place in the human's daily life generate problem in their work performance where in this era of globalization most of the people engaged in conflict. This may affect the employees, which make them unable to concentrate on their work or family activities. Work-Family Conflict has been described as two ways of relationship between work interference family and family interface work task (Frone, Russell & Cooper, 1992). Moreover, the work-family conflict occur because there are conflict appear between work roles and family roles (Beutell, 2013).

Previous researches have shown that there are increased in the turnover intention, parental discussion, lower the job satisfaction, trim down the organizational commitment and the family satisfaction transmit work-family conflict. This statement is supported since the similar investigation has been done through the employees where they reflect the several of occupations, for example the hotel employees, social workers, college professors and software workers (Karatepe & Kilie, 2007).

Besides, the co-worker turnover might be one of the issues to be handled by the management, but the other workers also will be quitting if the job, having high

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