

FACTORS THAT AFFECT WORK-LIFE BALANCE AMONG WOMEN EMPLOYEE AT MENARA TELEKOM MALAYSIA MELAKA

NUR PUSPALELA BINTI REDUAN

2009300761

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE MANAGEMENT FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGY MARA BANDARAYA MELAKA

JANUARY 2012



BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA MELAKA

"DECLARATION OF ORIGINAL WORK"

I, NUR PUSPALELA BINTI RE	DUAN, (I/C Number: 880902135368)
Hereby, declare that,	
•	ously been accepted in substance for any degree, locally being concurrently submitted for this degree or any other
This project paper is the except where otherwise	e result of may independent work and investigation, stated
	ve been distinguished by quatation marks and sources of specifically acknowledged.
Signature:	Date:



LETTER OF SUBMISSION

The Head of Program
Bachelor of Business Administration (Hons) Human Resources
Faculty of Business Management
Universiti Teknologi MARA
Melaka
Dear Sir,
SUBMISSION OF PROJECT PAPER
Attached is the project paper titled "A STUDY ON FACTORS THAT AFFECT WORK-
LIFE BALANCE AMONG WOMEN EMPLOYEES IN TELEKOM MALAYSIA MELAKA'
to fulfill the requirement as needed by the Faculty of Business Management, University
Teknologi MARA
Thank you.
Yours sincerely,
NUR PUSPALELA BINTI REDUAN

Bachelor of Business Administration (Hons) Human Resources

2009300761

TABLE OF CONTENT

CONTENT			PAGE
Ackn	owledgement		i
Table of Contents List of Table			iii
			vi
Abstr	ract		vii
Chap	ter One: Introduction		
1.1	Introduction		1
1.2	Company Background		2
1.3	Problem Statement		3
1.4	Research Questions		4
1.5	Research Objective		5
1.6	Limitation		5
1.7	Scope of Study		5
1.8	Significance of Study		5
1.9	Definition of Terms		6
Chap	ter Two: Literature Revie	w	
2.1	Literature Review		7
2.2	Theoretical Framework		11
2.3	Hypotheses		12
Chap	ter Three: Research Meth	odology	
3.1	Research Design		13
3.1.1	Purpose of Study	iii	13

3.1.2	Type of Investigation	13
3.1.3	Study Setting	13
3.1.4	Unit of Analysis	13
3.1.5	Time Horizon	14
3.2	Data Sources and Collection Method	14
3.2.1	Primary Data	14
3.2.2	Secondary Data	14
3.3	Sampling Techniques	15
3.31	Population	15
3.32	Sampling Method	15
3.33	Sample Size	15
3.4	Research Instrument	16
3.4.1	Questionnaires Design	16
3.4.2	Structure of Questionnaires	16
3.4.3	Statistical Methods	17
3.4.4	Scale of Measurement	17
3.5	Data Analysis	17
3.5.1	Frequency Distribution	18
3.5.2	Coefficient of Correlation	18
Chap	ter Four: Research Findings	
4.1	Introduction	19
4.2	Pilot Study	20
4.3	Cronbach's Alpha	20
4.4	Frequency	21
4.5	Correlation Coefficient v	38