

INFORMATION SHEET FOR QUESTIONNAIRE

Research Title: Work Status Congruence, Work-Related Attitudes, and Satisfaction with Work-Life Balance of Services Employees in Malaysia

Dear Participant,

This questionnaire is designed to study your perceptions on your congruent preferences of your staffing and scheduling arrangements, satisfaction with work-life balance, and work-related attitudes. It would take approximately 5 to 10 minutes to complete this survey.

Your participation in this research is completely voluntary and your answers will be treated as confidential. Although your personal biodata is asked, the information will only be known to the researcher.

Your anonymity will be preserved at all time and all of the information that you provide would be utilised only for research purposes. Completion of the attached questionnaire will be taken as your consent to participate.

If you wish to withdraw at any stage, you are free to do so without prejudice. Your decision on whether or not to participate will not affect your current or future relations with the University or your organisation.

Thank you very much for your time and cooperation. If you have any questions about this questionnaire or research, please do not hesitate to contact the researcher or his supervisor:

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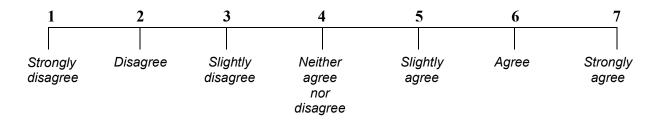
SECTION I: ABOUT YOUR STAFFING AND SCHEDULING ARRANGEMENTS

The following statements describe the extent to which your actual work status, schedule, shift, and matches your preference. Please indicate by ticking ($\sqrt{}$) in the appropriate box based on the scale below that best describes the extent to which you agree or disagree in each of the following statements:

1	2	3	4	5	6				7		
Strongly disagree			Agree			Stro ag					
					1	2	3	4	5	6	7
1.	It is my choice temporary	to work full-tin	me, part-time, o	contract or							
2.	The person in charge of my schedule works hard to fit my work schedule with my other responsibilities										
3.	I generally wor	k my preferred	l schedule								
4.	I generally do n week	ot choose how	many hours I	work per							
5.	The person in charge of my schedule works hard to get me the hours I need each week										
6.	I often work a s	hift that is not	convenient for	me							
7.	I like the shift I	typically worl	K								

SECTION II: ABOUT YOUR SATISFACTION WITH WORK-LIFE BALANCE

The following statements generally describe the extent to which you are satisfied with your work-life balance. Please indicate by ticking ($\sqrt{}$) in the appropriate box based on the scale below that best describes the extent to which you agree or disagree in each of the following statements:



		1	2	3	4	5	6	7
1.	I am successful in balancing my work and non-work life							
2.	I am satisfied with the balance between my job and non-work life							
3.	I am satisfied with the way I divide my time between work and non-work life							
4.	I am satisfied with the way I divide my attention between work and non-work life							
5.	I am satisfied with how well my work life and my non- work life fit together							
6.	I am satisfied with my ability to balance the needs of my job with those of my non-work life							
7.	I am satisfied with the opportunity I have to perform my job well and yet be able to perform non-work related duties adequately							

SECTION III: ABOUT YOUR WORK-RELATED ATTITUDES

The following statements generally describe your attitudes towards your existing work. <u>Please indicate by ticking ($\sqrt{}$) in the appropriate box based on the scale below that best describes the extent to which you agree or disagree in each of the following statements:</u>

1	2	3	4	5	6	7
Strongly disagree	Disagree	Slightly disagree	Neither agree nor disagree	Slightly agree	Agree	Strongly agree

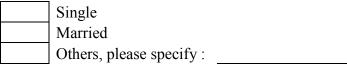
		1	2	3	4	5	6	7
1.	I would be very happy to spend the rest of my career with this organization							
2.	I really feel as if this organization's problems are my own							
3.	I do not feel a strong sense of 'belonging' to my organization							
4.	I do not feel 'emotionally attached' to this organization							
5.	I do not feel like 'part of the family' at my organization							
6.	This organization has a great deal of personal meaning for me							

		1	2	3	4	5	6	7
7.	In general, I like my work							
8.	I feel fairly satisfied with my present job							
9.	I find real enjoyment in my work							

SECTION IV: ABOUT YOUR DEMOGRAPHIC PROFILES

Please indicate by ticking ($\sqrt{}$) in the appropriate box

- 1. Gender Male Female
- 2. Race Malay Chinese Indian Others, please specify :
- 3. Age : ______ years old (please specify)
- 4. Marital status



- 5. Highest level of formal education achieved
 - Primary school

 Secondary school

 Diploma or Certificate

 Bachelor degree

 Postgraduate degree (e.g. Masters or PhD)

 Professional qualification or others, please specify:

6. Job designation / position : ______ (please specify)

7. Job level

Frontline / Customer service representative / Sales personnel
Clerical/ Back office / Support staff
Supervisor / Officer / Executive
Manager / Senior Manager / Head of Department
Others, please specify :

8. Work status

Permanent full time
Part time
Contract
Temporary
Others, please specify :

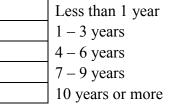
9. Work schedule

Standard (e.g. 9 am to 5 pm)
Non-standard (e.g. shift/split hours/flexitime/compressed week)
Others, please specify :

10. Monthly gross income

RM1000 or less
RM1001 - RM2000
RM2001 - RM3000
RM3001 - RM4000
RM4001 - RM5000
RM5001 or more

11. Tenure in current organisation



- THE END -

Thank you for your time and cooperation!