



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 (√) 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						
	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Slightly disagree</i>	<i>Neither agree nor disagree</i>	<i>Slightly agree</i>	<i>Agree</i>	<i>Strongly agree</i>						
1.	It is my choice to work full-time, part-time, contract or temporary						1	2	3	4	5	6	7
2.	The person in charge of my schedule works hard to fit my work schedule with my other responsibilities												
3.	I generally work my preferred schedule												
4.	I generally do not choose how many hours I work per week												
5.	The person in charge of my schedule works hard to get me the hours I need each week												
6.	I often work a shift that is not convenient for me												
7.	I like the shift I typically work												

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 (√) 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
	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Slightly disagree</i>	<i>Neither agree nor disagree</i>	<i>Slightly agree</i>	<i>Agree</i>	<i>Strongly agree</i>

		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. Please indicate by ticking (✓) 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
<i>Strongly disagree</i>	<i>Disagree</i>	<i>Slightly disagree</i>	<i>Neither agree nor disagree</i>	<i>Slightly agree</i>	<i>Agree</i>	<i>Strongly agree</i>

		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 (√) 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

	Single
	Married
	Others, please specify : _____

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
- | | |
|--------------------------|---|
| <input type="checkbox"/> | Frontline / Customer service representative / Sales personnel |
| <input type="checkbox"/> | Clerical/ Back office / Support staff |
| <input type="checkbox"/> | Supervisor / Officer / Executive |
| <input type="checkbox"/> | Manager / Senior Manager / Head of Department |
| <input type="checkbox"/> | Others, please specify : _____ |
8. Work status
- | | |
|--------------------------|--------------------------------|
| <input type="checkbox"/> | Permanent full time |
| <input type="checkbox"/> | Part time |
| <input type="checkbox"/> | Contract |
| <input type="checkbox"/> | Temporary |
| <input type="checkbox"/> | Others, please specify : _____ |
9. Work schedule
- | | |
|--------------------------|---|
| <input type="checkbox"/> | Standard (e.g. 9 am to 5 pm) |
| <input type="checkbox"/> | Non-standard (e.g. shift/split hours/flexitime/compressed week) |
| <input type="checkbox"/> | Others, please specify : _____ |
10. Monthly gross income
- | | |
|--------------------------|-----------------|
| <input type="checkbox"/> | RM1000 or less |
| <input type="checkbox"/> | RM1001 – RM2000 |
| <input type="checkbox"/> | RM2001 – RM3000 |
| <input type="checkbox"/> | RM3001 – RM4000 |
| <input type="checkbox"/> | RM4001 – RM5000 |
| <input type="checkbox"/> | RM5001 or more |
11. Tenure in current organisation
- | | |
|--------------------------|------------------|
| <input type="checkbox"/> | Less than 1 year |
| <input type="checkbox"/> | 1 – 3 years |
| <input type="checkbox"/> | 4 – 6 years |
| <input type="checkbox"/> | 7 – 9 years |
| <input type="checkbox"/> | 10 years or more |

- THE END -

Thank you for your time and cooperation!