Abstract

The purpose of this research is to investigate work-family satisfaction outlook in Malaysian academic institutions and the role of religious coping strategies for managing work demands and family roles to help Muslim working women to reach their potential in terms of productivity, commitment and achieve well-being. The determinants of well-being included under this research are job satisfaction, family satisfaction and life satisfaction. Under this overall purpose specific research objectives are: to what extent work-family demands and management/supervisory have direct effect on work-family conflict; to examine the role of moderating effect of religious coping strategies on the relationship between work-family conflict and well-being; to what extent religious coping strategies have direct relationship to well-being; to what extent religious coping strategies have strong relationship to work-family conflict; and determine the relationship between work-family conflicts on employees’ well-being?

In this study the researcher has used random sampling method to obtain 315 samples from four universities in the Klang Valley in Malaysia region and used questionnaires to collect the data. A survey was conducted among 315 Muslim working women, in Research Universities in the Klang Valley including University of Malaya, National University, Putra University, and international Islamic university, Kuala Lumpur, Malaysia. Their ages ranged from 30 to 60 years. The researcher, in this study used eight hypotheses to answer the research questions. The study’s results showed:
Firstly, results that supervisory/ management support and religious coping strategies were positively and significantly associated with well-being. Work-family conflict and work-family demands are negatively and significantly related to well-being. Secondly, results from the study demonstrated that, work-family demands are positively and significantly related to work-family conflict. Supervisory/ management support has negative and significant relationship with work-family conflict, but religious coping strategies also have positive relationship with work-family conflict but not a significant. Thirdly, results from the study illustrated that, religious coping strategies as a moderator play a role in the relationship between work-family conflict and employees’ well-being.

In conclusion, the main difference of coping strategies between Western and Islamic perspective is the emphasis among individual’s relationships with its Creator and their reliance on Allah (SWT). This research provided Muslim women by some strategies to help them to manage the conflicting demands and family roles; furthermore, assist them in the reduction of anxiety, depression, work-family conflict, and restitution of hope.
Abstrak

Tujuan kajian ini dilakukan adalah untuk menyelidik kepuasan kerja-keluarga dalam kalangan ahli akademik institusi pengajian tinggi di Malaysia dan peranan strategi penghayatan agama bagi keperluan mengurus kerja dan peranan keluarga untuk membantu wanita Muslim bekerja mencapai potensinya dalam aspek produktiviti, komitmen dan kesejahteraan. Penentu kesejahteraan bagi kajian ini adalah kepuasan kerja, kepuasan keluarga dan kepuasan hidup. Objektif kajian ini adalah untuk memeriksa sejauhmana permintaan kerja-keluarga dan pihak penyeliaan/pengurusan mempunyai hubungan langsung dengan konflik kerja-keluarga, untuk memeriksa peranan pembolehubah penyederhana, strategi penghayatan agama terhadap perhubungan antara konflik kerja-keluarga dengan kesejahteraan; sejauhmana strategi penghayatan agama mempunyai hubungan dengan kesejahteraan; sejauhmana strategi penghayatan agama mempunyai hubungan yang kuat terhadap konflik kerja-keluarga; dan menentukan hubungan konflik kerja-keluarga terhadap kesejahteraan pekerja.

menggunakan lapan hipotesis dalam kajian ini untuk menjawab soalan kajian. Keputusan kajian seperti di bawah:


Kesimpulannya, perbezaan utama strategi penghayatan antara perspektif Barat dan Islam adalah berkaitan dengan penekanan kepada hubungan individu dengan penciptaNya dan kepercayaan kepada Allah SWT. Kajian ini memberikan beberapa pendekatan kepada wanita Muslim untuk menguruskan konflik kerjaya dan peranan terhadap keluarga. Selain itu, ia membantu golongan wanita Muslim bekerja mengurangkan kegelisahan, tekanan, konflik kerjaya-keluarga dan memulikan harapan.
Acknowledgements

Firstly, all praises and thanks be to Allah the lord of all Alalmin (A Lord of all creators), and appreciation to Him. May Allah accept this project and make this thesis to help for any student looking for the information. I’m still prying to His greatness to inspire and enable me to continue the thesis for the benefits of humanity. Secondly, I would like to thank the following people for their role in making this study possible:

Dr. Ali Boerhannoeddin, my supervisor, for being there from start to finish, providing me with valuable guidance and advice. I am especially grateful to him for giving me the freedom and space to explore and discover things for myself, while keeping his ever-watchful eye from a distance. I also would like to acknowledge the co-supervisor Dr. Ahmad Zuhdi Bin Ismail for his advices, guidance, assistance and help.

I am also thankful to all to my family members, especially my wife Bouketir Amel, for her patience and understanding throughout the challenging process of the study. To my brothers and sisters, for their unfailing encouragement and support, and finally, to my parents for their constant prayers.

Last but not least, I would like to acknowledge the contributions of my graduate colleagues, staff members of Institute of Graduate Studies, and all Algerian’s students and lecturers in Malaysia.
Dedication

This thesis is dedicated to my father “Bouradi” and my mother “Aicha” who thought me the value of education and who made sacrifices for us, their children, so that we could have the opportunities they did not have.

This thesis is dedicated to my brothers Sahraoui, Kaddor, Djamel, Rabie, Abdelhakim, Abdellatif, and also dedicated to my sisters Luiza and Malia who have supported me all the since the beginning of my studies.

This thesis also is dedicated to my wife Bouketir Amel who has been a great source of motivation and inspiration. Finally, this thesis is dedicated to all those who believe in the richness of learning.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>TITLE</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TITLE PAGE</td>
<td>i</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>ii</td>
</tr>
<tr>
<td>ABSTRAK (MALAY)</td>
<td>iii</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>vi</td>
</tr>
<tr>
<td>DEDICATION</td>
<td>vii</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>viii</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>xiii</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>xiv</td>
</tr>
<tr>
<td>LIST OF APPENDIX</td>
<td>xv</td>
</tr>
<tr>
<td>LIST OF PUBLICATIONS</td>
<td>xvi</td>
</tr>
</tbody>
</table>

## CHAPTER 1  INTRODUCTION

1.0 Research Background 1
1.1 Problem Statement 4
1.2 The Significance of the Study 11
1.3 Scope of the Study 12
1.4 Research Objectives 13
1.5 Research Questions 13
1.6 Definition of Main Terms 14
  1.6.1 Work-Family Conflict 14
  1.6.2 Well-Being 14
  1.6.3 Religious Coping Strategies 14
1.7 Benefits of Expected Results 15
1.8 Research Structure 16

## CHAPTER 2  LITERATURE REVIEW

2.0 Introduction 18
2.1 Background of Work-Family Conflict 18
2.2 Sources of Work-Family Conflict 19
  2.2.1 Work Demands 19
    2.2.1.1 Long Working Hours 20
    2.2.1.2 Work Overload 21
    2.2.1.3 Irregular Work Schedule 23
  2.2.2 Family Demands 24
    2.2.2.1 Number of Children and their Ages 25
    2.2.2.2 Time Spent on Family Activities 26
2.3 Outcomes of Work-Family Conflict 27
CHAPTER 3 METHODOLOGY

3.0 Introduction 70
3.1 Research Design 70
3.2 Research Variables 71
  3.2.1 Dependent Variable 71
  3.2.2 Independent Variables 71
  3.2.3 Moderating Variables 72
3.3 Measures 72
  3.3.1 Work-Family Demands 72
  3.3.2 Work-family Conflict 72
  3.3.3 Supervisory/Management Support 72
  3.3.4 Well-Being 72
  3.3.5 Religious Coping Strategies 73
3.4 Hypotheses 73
3.5 Instruments 74
CHAPTER 4 FINDINGS

4.0 Introduction
4.1 Profile of Respondents
   4.1.1 Age
   4.1.2 Ethnicity
   4.1.3 Living Conditions
   4.1.4 Caring Responsibilities
   4.1.5 Number of Children
   4.1.6 Type of Job
   4.1.7 Working Duration
   4.1.8 Present Position
   4.1.9 Current Status
4.1.10 Working Hours in a Week 105
4.1.11. Hoping to be Promoted 105
4.1.12 Monthly Income Level 105
4.2 Descriptive Statistics 106
4.2.1 Independent Variables 106
4.2.2 Dependent Variables 106
4.3 Factor Analysis 107
4.4 Reliability Results 112
4.5 Correlation Analysis 113
4.6 Methods of Multiple Regressions 116
4.7 Linearity, Homoscedasticity, and Normality 116
4.8 Evaluating Each of the Independent Variables 121
4.9 Multiple Hierarchical Regression Analysis 122
4.10 Hypotheses Testing 128
  4.10.1 Hypothesis 1 128
  4.10.2 Hypothesis 2 129
  4.10.3 Hypothesis 3 129
  4.10.4 Hypothesis 4 129
  4.10.5 Hypothesis 5 130
  4.10.6 Hypothesis 6 130
  4.10.7 Hypothesis 7 130
  4.10.8 Hypothesis 8 130
5.11 Summary 131

CHAPTER 5 DISCUSSION, RECOMMENDATIONS AND CONCLUSION

5.0 Introduction 133
5.1 Discussion of the Research Findings 133
  5.1.1 The Influence of Work-Family Demands on work Family Conflict 141
  5.1.2 Supervisory/Management Support and Work-Family Conflict 143
  5.1.3 The Impact of Work-Family Conflict on Muslim Working Women’s Well-Being 144
  5.1.4 The Impact of Work-Family Demands on Well-Being 146
  5.1.5 Religious Coping Strategies and Work-Family Conflict 148
  5.1.6 The Moderating Effect of Religious Coping Strategies on the Relationship between Work-Family Conflict and Well-Being 150
  5.1.7 Religious Coping Strategies and Well-Being 152
5.2 Recommendation 154
  5.2.1 Recommendations for Human Resource Management Policies 154
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.2.1 Recommendations for Managers’ Authority</td>
<td>155</td>
</tr>
<tr>
<td>5.2.3 Some Advices for Employees</td>
<td>155</td>
</tr>
<tr>
<td>5.2.3 Implications and Recommendations for Future Research</td>
<td>158</td>
</tr>
<tr>
<td>5.3 Conclusion</td>
<td>159</td>
</tr>
<tr>
<td>5.4 References</td>
<td>161</td>
</tr>
<tr>
<td>5.5 Appendices</td>
<td>193</td>
</tr>
</tbody>
</table>
LIST OF TABLES

Table 3.1: Sections of the Questionnaires 74
Table 3.2: Population and Sample size 77
Table 3.3: Participant Characteristics 80
Table 3.4: Reliability Results 93
Table 3.5: Correlation Matrix 94
Table 3.6: Reliability Results before and after Improving 95
Table 4.1: Age 98
Table 4.2: Ethnicity 99
Table 4.3: Living Circumstances 100
Table 4.4: Caring Responsibilities 101
Table 4.5: Number of Children 101
Table 4.6: Type of Job 102
Table 4.7: Working Duration 103
Table 4.8: Present Position 103
Table 4.9: Current Status 104
Table 4.10: Working Hours in a Week 104
Table 4.11: Hoping to Promote 105
Table 4.12: Monthly Income Level 106
Table 4.13: Factor Analysis for Work-Family Conflict 107
Table 4.14: Factor Analysis for Well-Being 108
Table 4.15: Factor Analysis for Supervisory/Management Support 109
Table 4.16: Factor Analysis for Work-Family Demands 110
Table 4.17: Factor Analysis for Religious Coping Strategies 111
Table 4.18: The Result of Reliability 112
Table 4.19: Guideline of Cohen for Correlation Strength 113
Table 4.20: Correlation Matrix 113
Table 4.21: Tolerance Value and the Variance Inflation Factor (VIF) 115
Table 4.22: Statistic Values of Skewness and Kurtosis Ratios 119
Table 4.23: Model Summary 124
Table 4.23: ANOVA 124
Table 4.25: Coefficients 125
Table 4.26: The results of Hierarchical Multiple Regression 126
Table 4.27: Summary Results of Hypotheses Testing 130
LIST OF FIGURES

<table>
<thead>
<tr>
<th>Figure</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Figure 3.1</td>
<td>Major Themes</td>
<td>82</td>
</tr>
<tr>
<td>Figure 3.2</td>
<td>Sources of Work-Family Conflict</td>
<td>83</td>
</tr>
<tr>
<td>Figure 3.3</td>
<td>Coping Strategies</td>
<td>89</td>
</tr>
<tr>
<td>Figure 4.1</td>
<td>Linearity Test for Well-Being</td>
<td>117</td>
</tr>
<tr>
<td>Figure 4.2</td>
<td>Homoscedasticity Test for Well-Being</td>
<td>118</td>
</tr>
<tr>
<td>Figure 4.3</td>
<td>Normality Test for Well-Being</td>
<td>120</td>
</tr>
</tbody>
</table>
LIST OF APPENDICES

Appendix A: Questionnaires 193
Appendix B: Interview Questions 202
Appendix C: Sample Size 206
Appendix D: Reliability Results 207
Appendix E: Correlation Results 212
Appendix F: Multiple Regression Analysis 213
Appendix G: Hierarchical Multiple Regression Analysis 219
Appendix H: Factor Analysis 225
LIST OF PUBLICATIONS

Papers published related to current thesis


International conferences presented and related to current thesis

The role of religiosity as a coping strategy in coping with work-family conflict and achieving employees’ well-being, *international conference on social sciences and humanities*, 26 Feb 2011 to 28 Feb 2011 in Singapore.

Work-family conflict among Muslim women academician: The role of religion as coping strategies in Malaysian higher learning institutions, *international conference of the role of social sciences and humanities on engineering*, 12 Nov to 14 Nov 2010, UniMAP

International Proceedings