

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 Kelang 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 kerjaya-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 bekerjaya 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 kerjaya-keluarga dan pihak penyeliaan/pengurusan mempunyai hubungan langsung dengan konflik kerjaya-keluarga, untuk memeriksa peranan pembolehubah penyederhana, strategi penghayatan agama terhadap perhubungan antara konflik kerjaya-keluarga dengan kesejahteraan; sejauhmana strategi penghayatan agama mempunyai hubungan dengan kesejahteraan; sejauhmana strategi penghayatan agama mempunyai hubungan yang kuat terhadap konflik kerjaya-keluarga; dan menentukan hubungan konflik kerjaya-keluarga terhadap kesejahteraan pekerja.

Penyelidik menggunakan kaedah persampelan rawak untuk mendapatkan 315 responden daripada empat buah universiti di Lembah Kelang, Malaysia dan menggunakan borang soal selidik untuk mendapatkan data. Kajian ini telah dilaksanakan dalam kalangan 315 kakitangan akademik wanita di universiti penyelidikan di Lembah Kelang iaitu Universiti Malaya, Universiti Putra Malaysia, Universiti Kebangsaan Malaysia dan Universiti Islam Antarabangsa Malaysia. Julat umur responden adalah antara 30 hingga 60 tahun. Penyelidik

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

Pertamanya, keputusan menunjukkan bahawa sokongan penyeliaan/pengurusan dan strategi penghayatan agama mempunyai hubungan yang signifikan dengan kesejahteraan. Konflik kerjaya-keluarga dan permintaan kerjaya-keluarga mempunyai hubungan signifikan yang negatif dengan kesejahteraan. Keduanya, permintaan kerjaya-keluarga mempunyai hubungan signifikan yang positif dengan konflik kerjaya-keluarga. Sokongan penyeliaan/pengurusan mempunyai hubungan signifikan yang negatif dengan konflik kerjaya-keluarga namun strategi penghayatan agama juga mempunyai hubungan yang positif dengan konflik kerjaya-keluarga tetapi tidak signifikan. Ketiga, strategi penghayatan agama bertindak sebagai pembolehubah penyederhana dalam hubungan antara konflik kerjaya-keluarga dan kesejahteraan.

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 memulakan harapan.

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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.

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TABLE OF CONTENTS

TITLE	PAGE
TITLE PAGE	i
ABSTRACT	ii
ABSTRAK (MALAY)	iii
ACKNOWLEDGEMENT	vi
DEDICATION	vii
TABLE OF CONTENTS	viii
LIST OF TABLES	xiii
LIST OF FIGURES	xiv
LIST OF APPENDIX	xv
LIST OF PUBLICATIONS	xvi

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

2.3.1 Well-Being	27
2.3.2 Measuring Well-Being	28
2.3.2.1 Life Satisfaction	28
2.3.2.2 Family Satisfaction	29
2.3.2.3 Job Satisfaction	30
2.4 Working Women and the Impacts of Work-Family Conflict	30
2.5 Work-Family Conflict and Policies in Academia	34
2.6 Work-Family Conflict and the Malaysian Context	37
2.7 Background of Coping Strategies	41
2.8 Definition and Historical View of Coping Strategy	41
2.9 Types of Coping Strategies	45
2.10 Categories of Coping Strategies	47
2.10.1 Personal Coping Strategies	48
2.10.2 Professional Coping Strategies	49
2.10.3 Social Coping Strategies	49
2.10.4 Institutional Coping Strategies	49
2.11 Coping Strategies from Islamic Perspective	50
2.12 Coping Strategies and Work-Family Conflict	56
2.13 Summary about Coping Strategies	59
2.14 Conceptual Framework for the Current Study	60
2.14.1 Work-Family Demands and Work-Family Conflict	62
2.14.2 Management /Supervisory Support and Work-Family Conflict	63
2.14.3 Well-Being and Work-Family Conflict	64
2.14.4 Work-Family conflict and Religious Coping Strategies	65
2.14.5 Research Framework	66
2.15 Summary	68

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

3.6 Population and Sample Size	75
3.7 Data Collection Procedure	77
3.8 Data Analyses Techniques and Procedure	78
3.9 Data Gathering	78
3.10 Analysis of the Pilot Interview	79
3.11 Data Gathering Results	79
3.12 Participants Characteristics	80
3.13 The Conflict between Academic Work and Family life	81
3.14 Two (2) Major Themes	82
3.14.1 Theme 1: Sources of Work-Family Conflict	83
3.14.1.1 Sub-theme 1: work	83
3.14.1.1.1 Category 1: long working hours	83
3.14.1.1.2 Category 2: Inflexible Work schedule	84
3.14.1.1.3 Category 3: Work Overload	85
3.14.1.2 Sub-theme 2: Family	85
3.14.1.2.1 Category 1: House Hold Work	85
3.14.1.2.2 Category 2: Children Matters	86
3.14.1.2.3 Category 3: Husband Attitudes	87
3.14.1.2.4 Summary	87
3.14.2 Theme 2: Coping Strategies	88
3.14.2.1 Sub-theme 1: Social Coping strategies	88
3.14.2.1.1 Category 1, Category 2, Category 3: Family and Significant Others	88
3.14.2.2 Sub-theme 2: Professional Coping Strategies	89
3.14.2.3 Sub-theme 3: Religious coping strategies	90
3.14.2.4 Summary	91
3.15 Pilot Test	91
3.16 Reliability Results	92
3.17 Correlation analysis	93
3.18 Improving Reliability	94
3.19 Summary	95

CHAPTER 4 FINDINGS

4.0 Introduction	97
4.1 Profile of Respondents	97
4.1.1 Age	98
4.1.2 Ethnicity	98
4.1.3 Living Conditions	99
4.1.4 Caring Responsibilities	100
4.1.5 Number of Children	101
4.1.6 Type of Job	102
4.1.7 Working Duration	102
4.1.8 Present Position	103
4.1.9 Current Status	104

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

5.2.1 Recommendations for Managers' Authority	155
5.2.3 Some Advices for Employees	155
5.2.3 Implications and Recommendations for Future Research	158
5.3 Conclusion	159
5.4 References	161
5.5 Appendices	193

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

Figure 3.1 Major Themes	82
Figure 3.2 Sources of Work-Family Conflict	83
Figure 3.3 Coping Strategies	89
Figure 4.1 Linearity Test for Well-Being	117
Figure 4.2 Homoscedasticity Test for Well-Being	118
Figure 4.3 Normality Test for Well-Being	120

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

Achour *et al.*, (2011). Religiosity as a moderator of work-family demands and employees' well-being. *African Journal of Business Management*, ISSN-1993-8233, Web of Science ISI-Ranked Journal), 5 (12): 4955-4960. (Impact Factor: 1.105) (**ISI-Cited Publication**).

Achour, M & Ali, B. (2011). The Role of Religiosity as a Coping Strategy in Coping with Work-Family Conflict: The Case of Malaysian Women in Academia, *International Journal of Social Science and Humanity*, 1(1), 80-85.

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