

WORK-FAMILY CONFLICT AND ORGANISATIONAL COMMITMENT IN A PRIVATE SECTOR

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Abstract

Commitment and retention of employees are two salient issues faced by human resource managers in today's organisation. For organisations, the high cost of recruitment, poor customer relationship and hidden cost of loss productivity have subsequently highlighted the importance of retaining committed employees as an aspect of survival in organisation. In Western literature, work-life imbalance had been identified as one of the factors influencing an employee's commitment to organisation. Increasing number of women in the paid market and advancement of technology are among the factors that contribute to work-life imbalance among employees, and the same situation is taking place in Malaysia. Therefore, this study is interested to examine to what extent work-life imbalance, that is., work-family conflict (WFC) and family-work conflict (FWC) influence employee commitment towards organisation in Malaysian context. This study extends past research by investigating both directions of conflict; i.e., work-family conflict (WFC) and family-work conflict (FWC) and three types of commitment; that is; continuance, affective and normative. This study use a survey with sixty sets of questionnaires administered to employees in a private sector organisation in Kuala Lumpur, Malaysia. The questionnaire consists of 18-item work-family and family-work conflict and 18-item on organisational commitment. Data was analysed using SPSS version 17.0 and hypotheses were tested using Pearson Correlation and Multiple Regression. The study found that; similar to previous findings, WFC was significantly higher than FWC. As hypothesised, WFC was negatively related with affective commitment, while FWC was negatively related with continuance commitment. In order words, high level of WFC leads to less emotional involvement and identification with organisational goals, while high FWC lead to decrease feeling to remain in the organisation. Therefore, in order to increase organisational commitment of the employees, strategies should be developed to decrease work-family and family-work conflict faced by the employees.

Key word: work-family conflict, family-work conflict, commitment