

## THE RELATIONSHIP BETWEEN WORK SOCIAL SUPPORT AND WORK-LIFE BALANCE IN HOTEL INDUSTRY

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### ABSTRACT

*The purpose of this study is to determine the relationship between work social support and work-life balance in hotel industry. A total number of 87 respondents were selected from a medium-scale hotel located in Kuching, Sarawak. A correlational research design was used in this study with a quantitative method. The result generated by a Pearson Correlation test showed there are positive relationships between all the three independent variables and work-life balance; organizational support ( $r=+0.44$ ), supervisor support ( $r=+0.41$ ) and colleagues support ( $r=+0.45$ ). The significant value ( $r$ ) concluded the strength of these three relationships is moderate. Based on these findings, several contributions are further discusses. Some recommendations were also suggested for the employer or organization, human resources practitioner and future researcher to encourage work-life balance practice in the workplace.*

**Keywords:** *Work Social Support, Work Life Balance, Organizational Support, Supervisor Support, Colleagues Support*

### ABSTRAK

*Tujuan kajian ini adalah untuk mengenalpasti hubungan antara sokongan sosial kerja dan keseimbangan hidup berkerja di industri perhotelan. Seramai 87 orang responden telah dipilih dari sebuah hotel berkapasiti sederhana yang terletak di Kuching, Sarawak. Kajian ini menggunakan corak korelasi dengan kaedah kuantitatif. Keputusan yang dihasilkan oleh ujian Pekali Korelasi Pearson menunjukkan terdapat hubungan yang positif antara ketiga-tiga pembolehubah bebas dan keseimbangan hidup bekerja; sokongan organisasi ( $r=+0.44$ ), sokongan penyelia ( $r=+0.41$ ) dan sokongan rakan sekerja ( $r=+0.45$ ). Nilai signifikan ( $r$ ) turut membuat kesimpulan bahawa kekuatan ketiga-tiga hubungan adalah sederhana. Berdasarkan penemuan ini, beberapa sumbangan telah dibincangkan selanjutnya. Beberapa cadangan juga telah dicadangkan bagi majikan atau organisasi, pengamal sumber manusia dan penyelidik masa depan untuk menggalakkan amalan keseimbangan hidup bekerja di tempat kerja.*

**Kata Kunci:** *Kerja Sokongan Sosial, Kehidupan Kerja Baki, Sokongan Organisasi, Sokongan Penyelia, Rakan sekerja Sokongan*