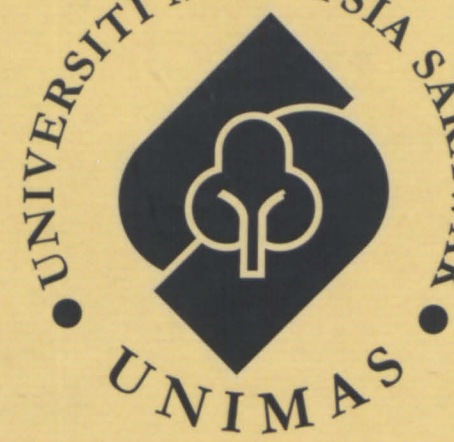

Faculty of Cognitive Sciences and Human Development

THE RELATIONSHIP BETWEEN THE COMPONENTS OF WORKAHOLISM AND WORK-FAMILY CONFLICT

Siti Aisyah Binti Rofi

Bachelor of Science with Honours
(Human Resource Development)
2019

THE RELATIONSHIP BETWEEN THE COMPONENTS OF WORKAHOLISM AND WORK-FAMILY CONFLICT

SITI AISYAH BINTI ROFI

This project is submitted in partial fulfilment of the requirement for a

Bachelor of Science with Honours

(Human Resource Development)

Faculty of Cognitive Science and Human Resource Development

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(2019)

UNIVERSITI MALAYSIA SARAWAK

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Final Year Project Report ☒

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PhD ☐

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24 MAY 2019

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ABSTRACT

The purpose of this research was to identify the relationship between the components of workaholism and work-family conflict in a manufacturing industry in Kuala Lumpur. The research was conducted in quantitative method with the involvement of 130 employees in the different level of position. The data collection was analysed by using Statistical Packages for Social Sciences (SPSS) Version 23. Pearson Correlation Analysis was used to test the hypothesis. The finding shows that there are positive and significant relationships between work involvement and work drive and work-family conflict. However, there is no significant relationship between work enjoyment and work-family conflict. Implications for organization are discussed.

Keywords: Work Involvement, Work Drive, Work Enjoyment, Work-Family Conflict

ABSTRAK

Kajian ini telah dijalankan untuk mengenal pasti hubungan antara komponen warkaholik dan konflik keluarga di industry perkilangan di Kuala Lumpur. Kajian ini dijalankan dalam kaedah kuantitatif dengan penglibatan 130 pekerja dalam jawatan yang berbeza. Pengumpulan data analisis menggunakan Pakej Statistik untuk Sains Sosial (SPSS) Versi23. Analisis Korelasi Pearson digunakan untuk menguji hipotesis. Dapatan kajian ini mendapati bahawa terdapat hubungan yang positif diantara penglibatan kerja, pemanduan kerja dengan konflik keluarga. Walau bagaimanapun, tidak terdapat hubungan yang signifikan dianatara keseronokan pekerjaan dengan konflik keluarga. Implikasi terhadap organisasi turut dibincangkan.

Kata kunci: Penglibatan Kerja, Pemanduan Kerja, Keseronokan Kerja, Konflik Keluarga

CHAPTER 1: INTRODUCTION

1.0 Background of Study

Recent years, working conditions have been changing quickly due to the improvement of technology and level of economy nowadays. Impact of this phenomena, many employees work beyond the traditional work hours (Shimazu, Schaufeli, & Taris, 2010). Currently economy in Malaysia is slowing down. Based on the Bank Negara that reported in The Star Online stated that "after all the country's economy has expanded below the 5.5 % level over the last two consecutive quarters, Malaysia's gross domestic product (GDP) growth has been decelerating since the third quarter of 2017, when the economy grew by 6.2% year on year" (Kana, 2018). Thus, Malaysia need to be more competitive when in the report stated that services and manufacturing sector is the major economic that remained supportive growth. When a sector is growing, for sure the organization tend to have more plans to archive successfully and this will relate to the employees also.

According to the statistic of labour forces in Malaysia, number of labour forces increased 0.5% in April 2018 as compared to the previous month which include man and women (Mahidin, 2018). Due to the statistics, it shows that traditional culture today in Malaysia is changing and men and women more likely to work for better provide for their families since economy is not good. When men and women especially the married couple are start working, it tends to have different role which are role at workplace and role in the family domain. People hold various roles in their life especially most of it are work and family and it is important to look at how these roles influence not only each other but also outcomes for the individual, work and family. When each role is change and cannot be compatible, it tends to be conflict. According to the (Greenhaus

& Beutell, 1985), if role at work and role as family are mutually incompatible, conflict will appear which is work-family conflict.

Malaysia has accomplished an amazing development in manufacturing sector and overall economy. Based on the (Chang, 2012), "the share of manufacturing in Malaysia's gross domestic product (GDP) rose from 8.6% in 1960 to 32.2% in 2005 and it was identified as one of the few nations that growth against the tide of the industrialisation even though Malaysia is very rich of resources". In another hand, based on the Business Circle 2014, "Malaysia has been ranked as the world's best manufacturing location in new propriety index by Cushman and Wakefield (Hooi, 2016)". For maintain the commitment of contribution's sector to the economy, "retention of talent workers in the manufacturing sector is important and irreplaceable" (Chang, 2012). Work environment in this industry has more risk as it need to operate for 24 hours. So, it might affect the performance of the worker if they cannot stand to work over workhours that usually practice in manufacturing sector.

Usually, worker in manufacturing industry work beyond the office hours. Workers who normally work long hours may tend to not realise that he or she maybe workaholic toward work. According to the (Spence & Robbins, 1992), workaholism can be a "worker that feels driven or compelled to work not because of the surrounding factor that pressures especially works, but because of inner feeling that bothered and make the person feels guilty about not working". Spence and Robbins also purpose the workaholism consist of work involvement, work driven and work enjoyment. Each of this component tend to have in each of the worker that work in the manufacturing industry.

1.1 Problem Statement

According to the previous research, most are study about the relationship between workaholism and health effect (Molina, Cortese, & Ghislieri, 2018; Aziz, Wuensch, & Shaikh, 2016; Shimazu, Schaufeli, & Taris, 2010; Rantanen, Mauno, Kinnunen, & Rantanen, 2011). However, less concen was given about the direct "relation between workaholism and work-family conflict" (Andreassen, Hetland, & Pallesen, 2013; Russo & Waters, 2006; Buelens & Poelmans, 2004) among the manufacturing employees in Malaysia. Therefore, the important relationship between workaholism and work-family conflict were less known by other and it might effect the employee's worklife balance. Many employees are still facing the challenging task of managing work roles as well as family role (Keoboualapheth, Sabil, & Wah, 2017). Due to this constraint, a research about workaholism and work-family conflict (WFC) was conduct in order to investigate the relationship between the components of workaholism and work-family conflict (WFC) in Malaysia.

Moreover, employees that work at manufacturing industry are quite challenging since the job task is quite difficult (Mat, Case, Mohamaddan, & Goh, 2017). Based on the job task that given by each of them, it might effect their behavior at work such as they tend to be more involve in work and maybe they did not realise that behavior can effect their personal life. Past research was measure the workaholism using Dutch Workaholism Scale (DUWAS) that consist of working compulsively and working excessively (Shimazu A. , Schaufeli, Kubota, & Kawakami, 2012; Bakker, Shimazu, Demerouti, Shimada, & Kawakami, 2014) and it limit to this scale only. So, to understand more about workaholism might be less. Thus, this study will explore more about the components of workaholism with different scale which is WorkBAT scales that consist of work involvement, work drive and work enjoyment.

Being an employer, take care of their employee's health and well-being is a must. Their work-life balance also important to sustain their performance at workplace. Everyone has conflict in their life. In the context of employee, conflict at work and conflict about personal life or family domain are important to take care because it related each other. Past research was conducted the study about workaholism and work-family conflict among professionals in Canada and The United States (Andreassen, Hetland, & Pallesen, 2013; Aziz & Zickar, 2006). However, least study was conduct among support workers in manufacturing industry (Matsudaira, et al., 2013) especially in Malaysia. Thus, this study will conduct in Malaysia in order to better undertanding about the relation between workaholism and work-family conflict.

1.2 Objective

1.2.1 General Objective

To investigate the relationship between the components of workaholism and work-family conflict.

1.2.2 Specific Objectives

a. To identify the relationship between work involvement and work-family conflict.
b. To identify the relationship between work drive and work-family conflict.
c. To identify the relationship between work enjoyment and work-family conflict.

1.3 Hypothesis

Ha1: There is a significant relationship between work involvement and work-family conflict.

Ha2: There is a significant relationship between work drive and work-family conflict.

Ha3: There is a significant relationship between work enjoyment and work-family conflict.

1.4 Conceptual framework

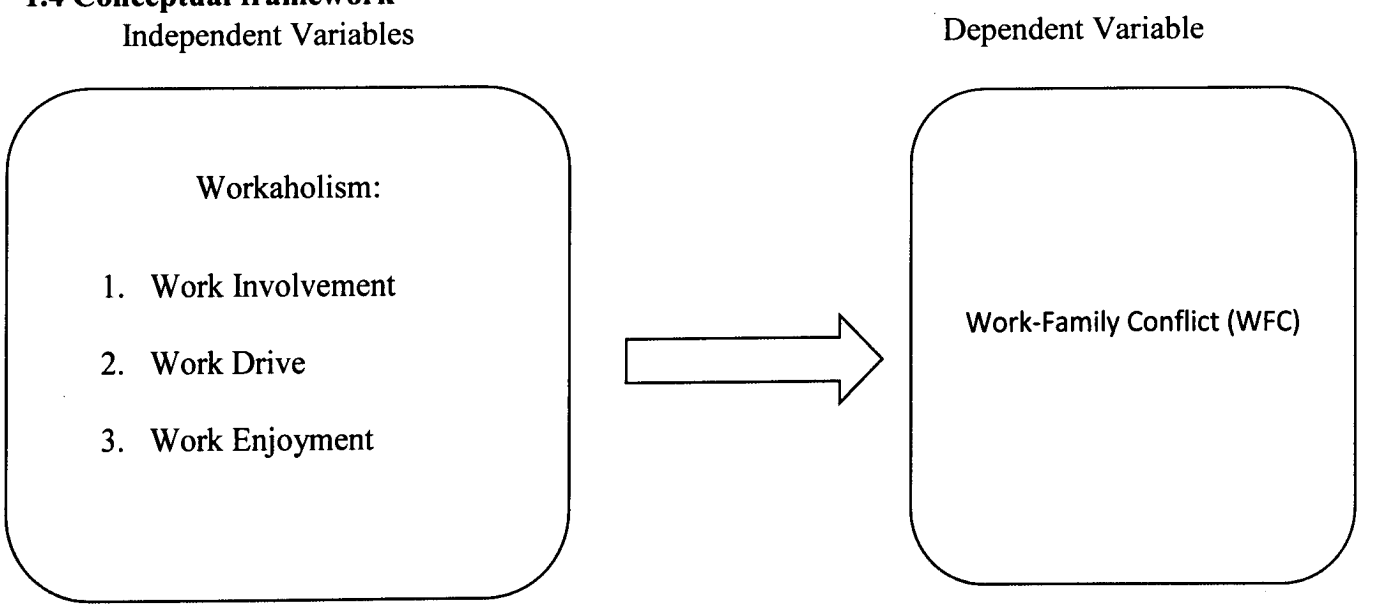

Figure 1 : Conceptual Framework of the Research

1.5 Significant of Study

The significant of the study is to give awareness to the employee about the effect of workaholism toward their family life and influence them to learn on how to manage work role as well as family role. In addition, the organization can be considered to give the suitable task and duty of the support workers based on their ability and related to the suitable working hours.

The short-term significant of this study was to better understand the significant relationship between the components of workaholism and work-family conflict among the support workers in private sector especially in Malaysia that can affect the performance of their workers either in the positive way nor negative way. In the other hand, long-term significant of this study were to help the management to make effective schedule of these support workers and it help the manager to more aware of their worker's health as well as their work-life balance.

1.6 Definition of Terms

1.6.1 Workaholism

Conceptual Definition

"Workaholism was defined as addiction, feels driven or compelled to work not because of external demands or pleasure in work, but because of inner pressure that make the person distressed or guilty about not working" (Spence & Robbins, 1992).

Operational Definition

Workaholism is the addition toward work. There are three components that represent workaholism which are "work involvement, work drive and work enjoyment.

1.6.2 Work-Family Conflict

Conceptual Definition

Based on (Greenhaus & Beutell, 1985), it is "a form of inter-role conflict in which the role pressures from the work and family domains are mutually incompatible in some respect".

Operational Definition

Work-family conflict is the struggle that occur because of work domain and family domain are not balance. When the "work domain is dominate the family domain", it can trigger the conflict among the family members.

1.6.3 Work Involvement

Conceptual Definition

Work Involvement is "the psychological identification with one's work and the degree to which the job situation is central to the person and also the identity" (Brown, 1996).

Operational Definition

Work involvement "represent the amount of time and energy that dedicates to work activities" either it during work hours or outside.

1.6.4 Work Drive

Conceptual Definition

Work drive is a feeling of force to do the work because of the inner pressure in a person that comes in many factors (Burke & Cooper, 2010).

Operational Definition

Work drive is the reflection of an individual's internal compulsion to work, regardless of external rewards (Aziz, Wuensch, & Brandon, 2010).

1.6.5 Work Enjoyment

Conceptual Definition

Work enjoyment can be defined as the feelings that comes when we work based on who really we are such as the work is connected with passion, happy doing the work and fulfilled our satisfaction (McKenzie, 2015).

Operational Definition

A "positive feelings and emotional satisfaction provided by work" can be defined as the work enjoyment.

1.7 Summary

In conclusion, this chapter explain the variables and concept of workaholic and work-family conflict which to finds the relationship between the component of workaholism (work involvement, work drive and work enjoyment) and work-family conflict.

CHAPTER 2: LITERATURE REVIEW

2.0 Concept of Workaholism

The first coined by Oates in1971 that defined workaholism as "an addiction to work involving persistent thoughts about work when not working, feeling compelled to work because of internal pressures, and working beyond what is expected" (Clark, Michel, Zhdanova, Pui, & Baltes, 2016). Although workaholism is driven by internal pressure, some literature argues that workaholism is the feelings that they should work instead of passion or enjoy doing that work. Definition of workaholism were defined in many ways and different concept. For instance, (Machlowitz, 1980) defined workaholism as the attitude toward work and not by how much they spend their hours at work. In contrast, (Scott, Moore, & Miceli, 1997) defined "workaholism as the amount of time spent in work activities, thinking about work when not working, and work beyond the requirement of organization".

Table 2. 1 : Definition of Workaholism

Sources	Definition of workaholism
(Mosier, 1983)	"Individual who work at least 50 hours per week"
(Gayle Porter, 1996)	"Excessive involvement with work evidenced by neglect in other areas of life and based on internal motives of behaviour maintenance rather than requirements of the job or organization"
(Aziz & Zickar, 2006)	"A syndrome in which individuals need to be high in work involvement and work drive, and low in work enjoyment"

(Spence & Robbins, 1992)	"highly work involved, feels compelled or driven to work because of inner pressures, and low in his/her enjoyment of work"
(Snir & Harpaz, 2012)	"A subtype of heavy work investment (time and effort in work) that stems not from external predictors or from a passion for work, but from an addiction to work"

Source: (Clark, Michel, Zhdanova, Pui, & Baltes, 2016)

Some researchers have proposed the different types of workaholism behaviour pattern. As indicated by (Naughton, 1987), the concept of workaholism based on dimensions of career commitment and obsession-compulsion. Job involve workaholism that include high work commitment and low obsession-compulsion are considered to performed well in job demand, be highly job satisfied and low interest in non-work activities (Burke, Burgess, & Oberklaid, 2003). While compulsive workaholism that include in high work commitment and high obsession-compulsion are considered to faced poor performance (staff problems resulting from impatience and ritualized work habits).

As studied by (Scott, Moore, & Miceli, 1997), they found two components of workaholism which are work excessively hard and compulsive worker. Workaholic people tend to have more time and willingly to spend time on work activities rather than spend time to personal things is the characteristic of worker that work excessively hard. While when a person is not willing to stay away from doing their work and to stop think about work even though they are not working is the behaviour of compulsive worker (Shimazu, Demerouti, Bakker, Shimada, & Kawakami, 2011). Work excessively hard and compulsive worker can be

categorized in two dimensions which are cognitive dimension and behavioural dimension based on (Torp, Lysfjord, & Midje, 2018). This can be supported by (Clark et al. , 2016; Taris et al. 2014) the "behavioral dimension is represented by putting much time anf effort into work, far beyond what is expected to meet organiational or financial requiremetns". The cognitive dimension refer to being obsessed with work in the sense that the worker is motivated to work by a compulsive internal drive (Torp, Lysfjord, & Midje, 2018).

Another concept that purposed by (Scott et al. 1997) which contains three types of workaholism behaviour pattern: compulsive-dependent, perfectionist and achievement-oriented. They suggest that compulsive-dependent workaholism strongly related to the health which are stress, anxiety, and life satisfaction. Perfectionist workaholism tend to relate with the level of stress, physical and psychological problems, voluntary turnover, and absenteeism. For the achievement-oriented workaholism, it related to the job and life satisfaction, physical and psychological health and pro-social behaviours (helping people with no expectation reward or feeling empathy) (Cherry, 2018).

In another way, according to (Spence & Robbins, 1992), workaholism can be categorized as work enthusiast and workaholic triad. They come out with three components of workaholism which are work involvement, work enjoyment and work drive. Workaholics can be when an individual score high in work involvement and work drive but score low in work enjoyment. While work enthusiast is when an individual score high in work involvement and work enjoyment but score low in work drive. In another words, work enthusiast is the behaviour that a person shows when he/she involved more in work and enjoy the work that he/she do (Marcelle, 2010), however contrast to workaholism.

In sum, workaholism can defined based on the behaviour of the employee toward their job task that they are doing. The longer the time they spend in the workplace, the

more tend they have workaholism in the negative ways. The negative impact that may contribute to this behaviour such as unhealthy lifestyle, physical problems, emotional problems, and family problems.

2.1 Concept of Work-Family Conflict

Work-family conflict can be defined as the type of inter role conflict that occurs when the demands of works and family roles cannot adapt (Greenhaus & Beutell, 1985). The assumption toward WFC is the expectations and demands of work itself (working late, travel) sometimes conflict with the family (picking up a child after school) (Kossek & Lee, 2017). According to (Kahn, Wolfe, Quinn, Snoek, & Rosenthal, 1964), when multiple role such as work and family cannot be handling by individual, role conflict will occur.

Work-family conflict can be into two direction which are work can interfere with family (WFC) and family can interfere with work (FWC) (Nobe & Sonntag, 2014). Work-family conflict (WFC) is the direction from work domain toward the family domain, while family-work conflict (FWC) is the direction from family domain toward work domain (Kelloway, Gottlieb, & Barham, 1999). Greenhaus and Beutell (1985) has been conceptualized the three major form of WFC which are time-based conflict, strain-based conflict, and behavior-based conflict (Smith & Clark, 2017).

Time-based conflict occurs when devoting time to one domain, work or family, takes away from time to time that would normally be devoted to the other domain (Charkhabi, Sartori, & Ceschi, 2016). For example, when worker work long hours and he or she does not have time with their family, the time-based conflict will involve either in their physical or mental time. Strain-based conflict occurs when the strain (tension, anxiety and fatigue) (Greenhaus & Beutell, 1985) that occurs in one domain prohibits a person from fullfill the role of another domain. For instance, when a worker who having the situation that his or her