



Faculty of Cognitive Sciences and Human Development

**THE RELATIONSHIP BETWEEN COMMUNITY INVOLVEMENT
AND SPIRITUAL COMPETENCE TOWARDS WORK-LIFE
BALANCE AMONG VOLUNTEERS IN SELECTED RELIGIOUS
NGO**

Nurfazirah Binti Mohd Rapi

Bachelor of Science with Honours
(Human Resource Development)
2020/2021

UNIVERSITI MALAYSIA SAWARAK

Grade: A-

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Final Year Project Report

Masters

PhD

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I Nurfazirah Binti Mohd Rapi, 67289, Faculty of Cognitive Sciences and Human Development hereby declare that the work entitled, The Relationship Between Community Involvement and Spiritual Competence Towards Work-Life Balance Among Volunteers In Selected Religious NGO is my original work. I have not copied from any other students' work or from any other sources except where due reference or acknowledgement is made explicitly in the text, nor has any part been written for me by another person.

2nd August 2021

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**THE RELATIONSHIP BETWEEN COMMUNITY INVOLVEMENT AND SPIRITUAL
COMPETENCE TOWARDS WORK-LIFE BALANCE AMONG VOLUNTEERS IN SELECTED
RELIGIOUS NGO**

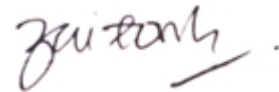
Nurfazirah Binti Mohd Rapi

This project is submitted in partial fulfilment of the requirement for a
Bachelor of Science with Honours (Human Resource Development)

Faculty of Cognitive Sciences and Human Development
UNIVERSITI MALAYSIA SARAWAK
(2021)

The project entitled 'The Relationship Between Community Involvement and Spiritual Competence Towards Work-Life Balance Among Volunteers In Selected Religious NGO' was prepared by Nurfazirah Binti Mohd Rapi and submitted to the Faculty of Cognitive Sciences and Human Development in partial fulfillment of the requirements for a Bachelor of Science with Honours (Human Resource Development)

Received for examination by:



(Associate Professor Dr. Zaiton Binti Hassan)

Date:

6th August 2021

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ACKNOWLEDGEMENT

Praise to Allah SWT with His power and blessing I manage to finish my final year project. Because of this project I can see clearly that there is no helper as good as Allah and to only Him we should rely on. Thank you to Allah for giving me patience, idea, and perseverance in completing my final project from the first until the end.

I would like to thank everyone that has helped me through out my journey to complete this project. They give me a lot of guidance and support for me to finish my project.

I want to thank my supervisor Associate Professor Dr Zaiton for giving me guidance in completing this project. Not to forget all the encouragement and motivation that Dr has given me this two semester. May Allah reward Dr Zaiton for all the sacrifices and goodness that Dr have done for me and my group.

I also want to thank all the respondents that have been answering my questionnaire. Without their time and effort in answering all my questionnaire, I would not able to examine the data needed for this project.

Next, I want to thank my family for always support me through my journey in completing my project. They always give me support in term of financial, mental and physical for me to complete my study and also this project.

Last but not least, thanks to my friends especially Nur Fitri Faqiha for always be there when I need motivation to complete this project. Even though she is from another course, she is willing to help me and always giving me mental support to complete this project. May Allah reward your kindness in this world and hereafter.

TABLE OF CONTENTS

LIST OF TABLES.....	III
LIST OF FIGURE.....	IV
ABSTRACT.....	V
CHAPTER 1 INTRODUCTION.....	1
1.1 INTRODUCTION.....	1
1.2 BACKGROUND OF STUDY.....	1
1.3 PROBLEM OF STATEMENT.....	3
1.4 RESEARCH OBJECTIVE.....	4
1.5 RESEARCH HYPOTHESIS.....	4
1.6 CONCEPTUAL FRAMEWORK.....	5
1.7 DEFINITION OF TERMS.....	5
1.8 SIGNIFICANCE OF STUDY.....	7
1.9 CHAPTER SUMMARY.....	7
CHAPTER 2 LITERATURE REVIEW.....	8
2.1 INTRODUCTION.....	8
2.2 DISCUSSION OF ISSUES RELATED TO TOPIC.....	8
2.3 DISCUSSION OF THEORITICAL THEORY.....	9
2.4 DISCUSSION OF PAST SIMILAR FINDINGS.....	9
2.5 CHAPTER SUMMARY.....	11
CHAPTER 3 METHODOLOGY.....	12
3.1 INTRODUCTION.....	12
3.2 RESEARCH DESIGN.....	12
3.3 POPULATION, SAMPLE AND LOCATION.....	12
3.4 METHOD AND TECHNIQUES.....	13
3.5 PILOT STUDY.....	14
3.6 VALIDITY AND RELIABILITY.....	15
3.7 ETHICS OF THE STUDY.....	15
3.8 DATA COLLECTION PROCEDURE.....	16
3.9 DATA ANALYSIS PROCEDURE.....	16

CHAPTER 4 FINDINGS AND DISCUSSION.....	18
4.1 INTRODUCTION.....	18
4.2 FINDINGS AND DISCUSSIONS.....	18
4.3 SUMMARY.....	28
CHAPTER 5 CONCLUSION AND RECOMMENDATIONS.....	29
5.1 INTRODUCTION.....	29
5.2 SUMMARY OF STUDY.....	29
5.3 IMPLICATION AND RECOMMENDATION.....	30
5.4 LIMITATION AND FUTURE RESEARCH.....	34
5.5 SUMMARY	34
REFERENCES.....	35
APPENDICES	40

LIST OF TABLES

TABLE 1 : DEMOGRAPHIC (MEAN & MEDIAN).....	18
TABLE 2 : DEMOGRAPHIC.....	19
TABLE 3 : CRONBACH'S ALPHA.....	23
TABLE 4 : COMMUNITY INVOLVEMENT & WORK-LIFE BALANCE.....	23
TABLE 5 : CORRELATIONS BETWEEN COMMUNITY ONVOLMENT & WLB ...	24
TABLE 6 : SPIRITUAL COMPETENCE & WORK-LIFE BALANCE	26
TABLE 7 : CORRELATIONS BETWEEN SPIRITUAL COMPETENCE & WLB	26
TABLE 6 : IMPLICATION & RECOMMENDATIONS	30

LIST OF FIGURE

FIGURE 1.6.1: CONCEPTUAL FRAMEWORK5

ABSTRACT

The purpose for this study is to determine the relationship between community involvement and spiritual competence towards work-life balance among volunteers in selected religious NGO. This study used bottom-up spillover theory. This study was done in Tawau, Sabah. There are 50 respondents that have participate in this study and the questionnaire was distributed using online medium. The Cronbach's alpha for community involvement, work-life balance and community involvement is .850, .863, and .900. Using the Pearson correlation, the hypothesis were tested. Both of the hypothesis for this study is failed to reject because there is a relationship between community involvement and work-life balance and there is a relationship between spiritual competence and work-life balance. Hence, from this study, the organization can know how to to increase their employee's work-life balance just by letting their employee's join any NGO.

Keywords : Community Involvement, Spiritual Competence, and Work-life Balance

INTRODUCTION

1.1 Introduction

In this chapter, we will discuss the most important factor for this study which are background of study, problem statement, objective of the study, research hypothesis and conceptual framework. Other than that, significance of the study and definition of term will also include in this chapter.

1.2 Background Of Study

According to Ibrahim, Johari, Nor, Ahmad, Wahab, and Hamid (2016), Islam being the dominant religion with the highest population of Muslim than others religion is what make Malaysia a Muslim country. Because of that, there are many religions NGO in Malaysia that can help Malaysian with their religious problem and activities. Unique bonding like culture of mutual care and support might arise stronger rather than any voluntary association (Vang, Hou & Elder, 2018).

According to Salih (2002), community involvement in term of Islamic NGO can be define as the community that provide humanitarian help to poor communities when needed and some other involve in Da'wa like Islamic call, teaching and value. There are millions of people every year that contribute their time and energy to an organization to provide help to people and community. They trying to give other people social support, physical assistance and trying to help them to improve their quality of life (Stukas, Snyder and Clary, 2016)

Non-Profit Organization (NGO) is one of the organization that provide community involvement. NGO is a third sector that functions in serving a social mission or provide public benefit. NGOs were build up to help the less privileged and provide community services using

the collected funds (Rafien, Noor, Ab Hassan & Othman, 2017) . Zakat Institutions and Baitulmal organization are some of the famous NGO in Malaysia as they managed the social welfare of the Muslim community. Zakat Institutions were formed to collect funds from Zakat payer and allocate it to Zakat recipients.

Work-life balance is the success in achieving in job and non-work. Interaction in one role will boost performance and satisfaction in other roles as well as enhance performance and satisfaction in another role (Frone 2003; Greenhaus & Allen 2010; Valcour 2007). Work-life balance can be an aspect that affects staff performance and satisfaction. An employee who has a good work life balance tend to perform better than those who do not have work-life balance. Work-life balance also can ensure employee's good health and organizational productivity.

According to Kehl in Industry Week Web (2012), making time for yourself can enhance work-life balance. He added that one should connect with her/his spiritual source by believing in God. Sincevich (2019) in American Management Association (AMA) website stated that social well-being can be an indicator to achieve work-life balance. The ways to get social well-being are by doing activities with family and friends and also by joining NGOs to help the community.

According to the Aliran website (2019), out of the 40 cities that being surveyed, Kuala Lumpur is in 40th place for the most holistic work-life balance. 22% of people in Kuala Lumpur work 48 hours or more per week. Malaysian who work more than 8 hours a day is at risk of developing mental health issues due to the work stress they receive in the workplace. If this is the case with the employees in Malaysia now, what will happen to those who joining religious NGOs outside their working hours? Did they satisfied with their work-life balance?

1.2 Problem Statement

Based on Casper et al. (2017) cited by Gragnano, Simbula, and Miglioretti (2020) in his review of academic literature, he found that there is a 66% definition of work-life balance that focused on family and work roles. According to Prakash (2018), before researching for employees' work-life balance, instead of just focusing on work-family issues, it is best to understand and look at their non-work aspect of life too. This is because there are various non-work aspects that they considered important for a balanced life. He then suggest for future research to do a study about this on other cities. According to Ramos, Brauchli, Bauer, Wehner, and Hämmig (2015), they suggest for future research to look at non-work domains such as volunteering and their impact on work-life balance.

Past studies have been focused on spirituality in the workplace and work-life balance. Jena and Pradhan (2014) cited from Kinjerksi and Skrypnek (2004), employees facing with spiritual disorientation because of downsizing, re-engineering, and lay-offs. This will result in employees feeling of uncertainty, fear, chaos, and role conflict in their careers. In 2014, Jena and Pradhan have studied workplace spirituality and work-life balance and they suggested for future studies to study about spiritual competence and work-life balance.

1.4 Research Objectives

General Objective

To investigate the relationship between community involvement, and spiritual competence with work-life balance among volunteers in religious NGO .

Specific Objectives

- a) To investigate the relationship between community involvement and work life balance.
- b) To investigate the relationship between spiritual competence and work-life balance.

1.5 Hypothesis

Cited from Vaydanoff (2001), Prakash said that leisure, hobbies, community, and religion are included as non-work. He also cited from Wickham and Parker (2007), that there are 35 non-work roles grouped into five that had some impact on the individual work-life. By having a sufficient time for their career, family, friends, community, and hobbies can be describe as having a work-life balance (Gurvis & Patterson, 2005). In addition, experiencing having a work-life balance as a family, community and profession will result in work-life balance.

H1 : There are relationship between community involvement and work-life balance.

Employees were required to have and show their level of commitment, efficiency, and production to their organization while the organization was required to care for their employees as a whole person (Bell & Taylor, 2001; Jena & Pradhan, 2014). this way, the employees will feel more engaged and committed. They also cited from Felsteald et al. (2002), that saying individuals that can combine both of their work and non-work responsibilities, aspiration and activities are those who have work-life balance. When an individual can balance their emotional, behavioral, temporal spirituality between domains will result in work-life balance.

H2 : There are relationship between spiritual competence and work-life balance.

1.6 Conceptual Framework

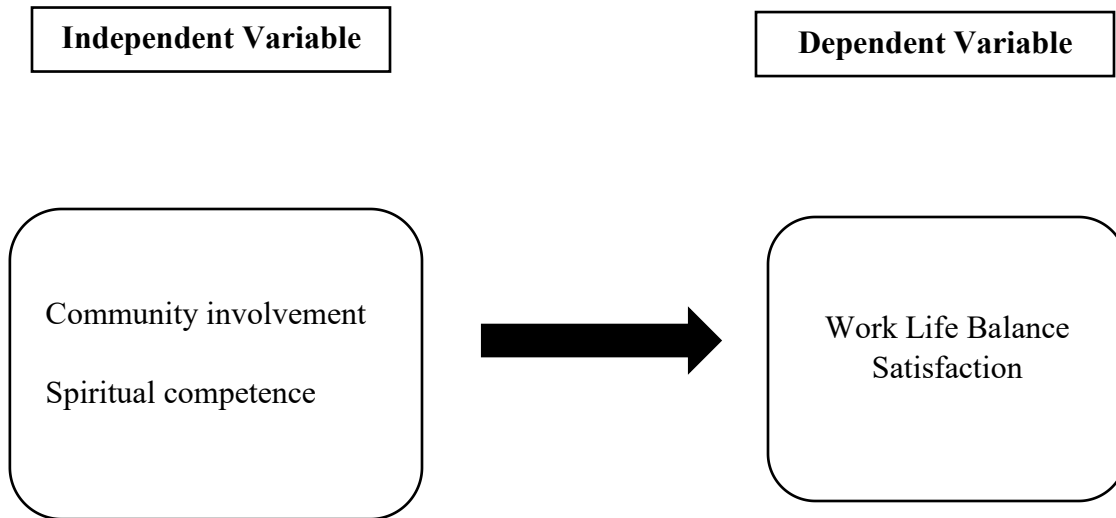


Figure 1.6.1: Conceptual Framework

Figure 1.6.1 show the conceptual framework which describe the two variables in this study. There are two variables which is independent variables and dependent variables. The dependent variable will depending on the independent variables.

1.7 Definition of Terms

Community Involvement

Conceptual Definition :

Community involvement in terms of religious activity can be defined as a practice where the member can interact with each other. They may be shared their belief and help others view a stressful personal situations in a less-stressing religious frame (Rainville, 2018). In addition, Ramos, Brauchli, Bauer, Wehner, and Hämmig (2015), said work within the organization without being paid for the benefit of the individual and community.

Operational Definition :

In this study, the community involvement will be measured by their attendance to religious activity, listening to religious services, how often they pray and how community involvement help them in life.

Work Life Balance Satisfaction

Conceptual Definition :

Work life balance is an individual perception of how well his or her roles are balanced (Haar, Russo, Suñe, & Ollier-Malaterre, 2014)

Operational Definition :

In this study, the operational definition of work-life balance will be measured by their satisfaction to their work life, the conditions of their work life and if their work life is close to their ideal.

Spiritual Competence

Conceptual Definition

According to Hodge (2018), spiritual competence can be define as individual competence that deals with spirituality and religion.

Operational Definition :

In this study, spiritual competence will be measured based on their spirituality and religion. They will be asked about how does by attending religious activities can foster respect, valued and empathetic understanding towards religious and spiritual culture.

1.8 Significance Of Study

The most important thing about this study is to show that other than family, there are also other things that can contribute to work-life balance. HR should know about this to advise their employee to contribute to community involvement so that the employee will feel more satisfied with their life and give back to the community. According to Ramos, Brauchli, Bauer, Wehner, and Hämmig (2015), the positive emotion when an individual does volunteerism will lead to a sense of balance, decrease conflict and increase enrichment among domains. When the employees did not have conflict, they tend to do work effectively and become more productive.

Other than that, it is important on how we see a problem as it will impact the outcome (Hodge, 2016). If we see it positively, then we can probably solve it easier without affecting other people. So, by knowing about spirituality competence, the employees can see and perceived their conflict as less stressful. This study also can help HR to handle their employee to have better respect and understand other employees who have different religions and beliefs. Thus, the employee will work more efficiently and help each other without being selfish and the employees and organization productivity will increase. This study can contribute to HR by helping them to study their employees' ways to find the meaning from any work that they do.

1.9 Summary

This chapter have discussed about the important part of this study which are the background of the study, problem statement, research objectives, research hypothesis, significance of study and the definition of term. Next chapter will discussed about the literature that related to this study.

LITERATURE REVIEW

2.1 Introduction

In this chapter, it will review about the literature review that related to religious activity and employees life satisfaction. This chapter will discuss about empirical, theoretical and practical discussion. This chapter will give a fact to support this study.

2.2 Discussion of issues related to topic

In the USA, rather than any other group of non-profit organizations, the faith community is the one that provides more welfare services to people (Heist & Cnaan, 2016). These field activities include human rights, quality of life or subjective well-being, etc. Faith-based NGOs functioning from the standpoint of faith. They also emphasize charity where they willing to spend their time, attention resources in abundance.

According to Woodberry and Shah (2004), cited by Heist and Cnaan (2016), since the 19th century, volunteers and paid missionaries have been sent by American Protestant denominations to spread their knowledge worldwide. Many religious employees and volunteers doing this over years to evangelize the natives. This mission is also done to spread their religious messages and provide healthcare services to other people.

In Malaysia, there are a few of ethnics and each ethnic have their own non-profit religious organization. The non-profit organization is usually formed under a society association or charitable corporation. The non-profit organization provides public welfare, social mission and deliver public benefit. They usually get the fund from their members, government, an individual and private donation (Rafien, Noor, Ab Hasan & Othman, 2013)

Spiritual competency can be viewed as a subset of cultural competency that deals with spirituality and faith, specifically the spiritual worldviews that workers have created for themselves. According to Canda & Furman (2010), Oxhandler, Parrish, Torres, & Achenbaum, (2015) and Sheridan (2009) that cited by Hodge (2018), most of social workers having a little spiritual instruction during their careers. This finding shows that there is a need to help the workers to conform the profession ethical mandates.

2.3 Discussion of related theory

In this study, I will use the bottom-up spillover theory. Bottom-up spillover theory means the effect from one subordinate life aspect to superordinate ones. This can be seen specifically from family, leisure, job, and health which is a life domain to overall life (Lee & Sirgy, 2018). the life experiences will spill vertically from the bottom which is the most concrete cognition to the top which is the most abstract cognition (Diener 2009; Sirgy 2012; Lee & Sirgy 2018).

The concrete level of life events has a positive and negative effect that can influence the overall life domain satisfaction. For example, a life event where an employee was promoted to a higher level at work usually has a positive effect that can influence the satisfaction in work-life and can lead to a bigger satisfaction which is a satisfaction to life in general. How an individual view their satisfaction toward their life domain like work life, spiritual life, etc will determine how they see their life in general (Lee & Sirgy, 2018).

2.4 Discussion of past similar finding

In a study of Busy Yet Socially Engaged: Volunteering, Work-Life Balance, and Health in the Working Population by Ramos, Brauchli, Bauer, Wehner, and Hämmig (2015), they find that volunteering can be linked with a greater sense of work-life balance and can contribute to better

health. They also find that by volunteering, individual levels of burnout and stress will decrease and their level of psychological, emotional, and social well-being will be increased.

In another study, Prakash (2018), said that rather than just family, there is also another aspect of life that important for individuals to achieve work-life balance. In the list of the non-work domain that was chosen by both gender, volunteering work and community activities are the least and second least preferred of non-work aspect that important to work-life balance along with other choices which are family, friend, leisure activities, personal care, and hobbies. Despite that, all these non-work aspects can still contribute to work-life balance.

According to Ramos, Brauchli, Bauer, Wehner, and Hämmig (2015), they suggested future research to study about different life domains like volunteering and their impact on work-life balance. In another hand, Prakash (2018) has suggested a future study to look at the non-work domain and work-life balance in other cities.

An employee who has spirituality at the workplace can understand the process of exchanging energy with others. Organizations' that put concern about employees' spirituality will improve the organization performance and profitability. Individuals who practice spirituality will have an increase in work effort and positive job-related attitude by enhancing social exchange that will result in work-life balance.

According to a number of reports, spirituality is a resource that can also be operationalized to promote well-being and wellness. Individuals that are dealing with issues tend to turn to spirituality to help them cope with their problem (Pargament, 2007). According to Boorstin & Schlachter (2000) and Newport (2012) cited by Hodge (2018), spirituality was an agent that trusted by many people to help them address their problem.

Spiritual competence can play a crucial role for individual professionals to enhance their satisfaction, confidence, and health to maintain a work-life balance. It is expected for spiritual competence and work-life balance to be a buffer to the employee for facing a future challenge (Jena & Prakash, 2014). They suggested for future researchers to study about spiritual competence and work-life balance.

2.5 Summary

This chapter has discussed about the literature review that relating to this research. Next chapter will cover the methodology used to conduct this study.

METHODOLOGY

3.1 Introduction

This chapter is about methodology, it will give a clear explanation about how this study will be conducted. This chapter will cover research design, population and sample, instrument and pilot study. Other than that, the validity and reliability, ethics and data collection and analysis procedure will also be cover in this chapter.

3.2 Research Design

There are two types of research design that researchers usually use which are qualitative and quantitative research design. To understand concepts, experience or opinion researcher usually use qualitative studies. The qualitative study includes collecting data and analyzing non-numerical data like video, text, and audio (Bhandari, 2020).

On the other hand, a quantitative research design is a systematic investigation using statistical and numerical data. According to Watson (2015), the quantitative study involves measurement and analyze the relationship between variables. So, this study will use a quantitative research design as this study want to investigate the relationship between community involvement and work-life balance satisfaction.

3.3 Population, Sample and Location

The population is an entire community, objects, and institution that has the same characteristic required by the researcher. There are two types of a population which is target population and accessible population. Target population can be defined as those to who the researcher wants to generalize in the study while the accessible population is the part of the