The influence of work-life balance on job satisfaction among freelancers in Malaysia

Student Name: DONG XINXIN

Student ID: 1100601716

Hebei Vocational College of Politics and Law

Limkokwing University of Creative Technology (LUCT)

Abstract

The work-life balance is a satisfactory degree of participation between the various roles in the life of an individual. Statement of a problem nowadays the freelancers in Malaysia are facing issues with their job satisfaction which relate to their work-life balance due to issues that poses a great risk to the well-being of workers, their success, efficiency and productivity within freelancer organisation. Employees of many freelancers in Malaysia are having trouble trying to align overload work obligations with their social lives. On the other hand, employee compensation and inability to achieve that can result in low job satisfaction for most adults are the most significant areas of life. The study objectives the correlation of work-life balance and overload of work was determined in Malaysia with the satisfaction of the work of freelancer workers and the correlation between work-life balance and working hours for job satisfaction among freelancers. Furthermore, the association between work-life balance and employee reward for freelancers in Malaysia is determined. As approach descriptive statistics, including compilation and review methods and procedures, were used (receive and process data), through studies design, populations, sampling framework, methods, and investigation tools, ethical considerations, processing of data, data quality management and analysis.

Keywords: Work-life-balance, Work overload, Working hour, Employee reward, Job satisfaction, freelancer.

1.0 Introduction

Currently, job satisfaction is seen as a success of work who also regard it as one of the core issues in organisational growth. The definition of job satisfaction and its effect on work and life balance is more than just a matter of interest. The performance, productivity and survival of all organisations are decisively determined by employees. It is necessary to understand the motivation and the degree to which the organisation and other contextual variables are fulfilled. The employee can help further to the success of the company, who can maintain a balance between private and professional life and has a high level of satisfaction. The satisfaction of work, and work and life balance can be determined by a variety of factors, which can include social factors, psychological factors, the work environment, the nature of work, job satisfaction, family history, home and life schedules (Bailyn, Drago & Kochan, 2016). In the 1970s, scholars and academics began trying to combine work and personal lives and find the best way and balance work. The balance of work-life is highly competitive and workers feel that due to higher job demands, they are unable to manage their personal lives and families. They face difficulties in fulfilling family responsibilities and their impact on productivity that must be understood to recruit employees and make them productive within their organisations (Krishnan & Loon, 2018).

The topic of workplace stratification gains global attention and is a central subject in addressing the effects of job satisfaction on the balance of work-life. Companies also realise that people need equal time and commitment work and their lives, and if done correctly, the productivity of employees can be increased. And people need to balance their work responsibilities and individual living commitments. And they are known. Employers can achieve a high level of job satisfaction by giving them a flexible working climate, as well as enhancing their self-esteem and a lower sales figure (Lockwood 2003). Researchers recognised that research on the equilibrium of work-life was needed in the 1980s and 1990s as compensation policies for workers' families were emerging. Women, particularly those who have children at home, are encouraged to work during this time. The balance of work-life has evolved into both genders and has concentrated on all facets of personal life other than work. There are recently rules, laws, regulations, and methods for handling the life of people, and function and organisation that meet the needs and demands of employees. Organizations enable individuals to devote more and more time to their interests with family members other than work (Kanter, 1977). The work-life balance issue affects organisations, on which the organisation's attention is based to boost their efficiency and it is evident to managers of human resource that they should search for ways to achieve proper work-life balance and prepare for successful implementation. Continuation of job patterns and retention of valuable information workers is a matter of concern to all employers.

The work-life balance is an acceptable level of participation between the different roles in an individual's life. The balance of working life is usually linked to balance or an overall sense of peace in life. Although the definitions and interpretations vary Working-life harmony research involves the study of the ability of individuals to fulfil the diverse requirements of life simultaneously. The juggling of life and work in the past was considered to be fair and time-free, but in recent times the idea was taken for granted and expanded to

include additional elements (Greenhaus, 2013). The objective of the work-life balance is to ensure that the quality of life of an employee is maintained on an effective basis. Working-life balance provides a good and creative employee as inequalities remain unhappy and unhappy in the work-life balance. They researched and found that they are more susceptible to depressive feelings, depression, lower motivation, pessimism, exhaustion and sleep disruptions, considering imbalances in both men and women in work and mental health issues (Hossain et al., 2018).

As the quantity of associations develop and the quantity of freelancers increments in Malaysia, HR administration should concoct a proficient and powerful WLB strategy to fulfill all freelancer which should prompt a superior execution and employment satisfaction. A few associations actualize adaptable work courses of action, for example, on location childcare and working from home or enabling freelancer to telecommute (Kelly, Moen and Tranby 2011). Also, these executions would bolster the requirements of freelancer to have additional time with their families and their own life.

1.1 Problem Statement

Nowadays the freelancers in Malaysia are facing issues with their job satisfaction which relate to their work-life balance due to issues that poses a great risk to the well-being of workers, their success, efficiency and productivity within freelancer organisation. Employees of many freelancers in Malaysia are having trouble trying to align overload work obligations with their social lives. On the other hand, employee compensation and inability to achieve that can result in low job satisfaction for most adults are the most significant areas of life. Even worldwide, the modern economy and related social shifts, such as technological growth and a growing number of families, have placed pressure on the co-ordination between finance, family and work (Hasan & Teng, 2017).

The employee's attitudes towards the organisation and happiness in the workforce are influenced by a balance of work-life that hurts employees' performance, particularly certain steady changes in freelancers. The backlog of courts, poor attitudes towards work and a poor interpersonal relationship is evident (Wei & Teng, 2018).

This study will investigate the influences of job satisfaction and how it impacts work-life balance among Malaysia freelancers.

1.2 Research Objectives

RO1: To determine the correlation of work-life balance and work overload on job satisfaction among freelancers in Malaysia

RO2: To determine the correlation of work-life balance and working hours on job satisfaction among freelancers in Malaysia

RO3: To determine the correlation of work-life balance and employee reward on job satisfaction among freelancers in Malaysia

RO4: To determine the correlation of work-life balance (work-overload, working hours, employee reward) and job satisfaction among freelancers in Malaysia

2.0 Literature Review

Many changes in the ventures and workspaces have changed and influenced the work and individual lives. These progressions have ascended as of late because of huge quantities of working individuals and the passage of more ladies in the work force. Women used to deal with their families and youngsters and men used to work. Be that as it may, these days most ladies work and offer their obligations with men in various associations and at various employment levels(Voydanoff,2014). For instance, a working lady needs to both satisfy her obligations as a spouse, a mother and a girl in the family, and furthermore deal with her obligations and duties at her work. The Malaysian government urges ladies to work in various parts and regions. Likewise, numerous ladies have moved on from various colleges and are holding degrees which additionally help them to discover an occupation and work in various organizations(Kelly, Moen and Tranby 2011).

This chapter reviews the words of other researchers in Malaysia on the impact of the balance of working lives on the satisfaction of freelancers. This chapter covers theoretical context empirically performed study reviews and literature review summaries and research gaps were determined. A detailed overview of the previous research work related to the thesis is included in this chapter. It is a comprehensive synthesis and critical evaluation of the individual variables and their interconnections, as shown by previous empirical research that has been documented or published. A literature review also serves as a foundation for the thesis' methodological, experimental, and theoretical sections.

2.1 Work-life Balance

Work life balance typically is defined as a form of interred conflict in which the role pressures from the work and family domains are mutually incompatible in some respect. That is, participation in the work (family) role is made more difficult by virtue of participation in the family (work) role" (Goh,Ilies and Wilson, 2015). This interrole conflict can take two directions (Aycan and Korabik, 2017). The work role can interfere with the family role (WIF), or the family role can interfere with the work role (FIW). Research has shown these concepts to be related (the meta- analysis by Mesmer-Magnus & Viswesvaran, 2015, found a weighted mean observed correlation between WIF and FIW). Nevertheless, Mesmer-Magnus and Viswesvaran (2015) concluded that "despite some overlap, the two measures have sufficient unique variance to warrant independent examinations" (p. 228). Differential correlation patterns of WIF and FIW with outcomes have been found in longitudinal studies as well (Bray ,Hinde, Kaiser, Mills, Karuntzos, Genadek and Hurtado,2017)Another reason for considering both directions of work-lifeis that the prevalence of interrole conflicts is reported to be different, with WIF being more prevalent than FIW (Zhao, Zhang and Foley, 2017). It therefore is important to differentiate between WIF and FIW so that the possibly different mechanisms underlying these interrole conflicts can be determined.

2.2 Job satisfaction

Employment satisfaction is characterized as the freelancer's states of mind, sentiments and conduct towards his/her association. Over 10 years a few freelancers in various nations have considered and inspected job satisfaction somehow. Likewise, they connected it with various components. For instance, Elton Mayo of Harvard Business School discovered solid confirmation that individuals work for purposes other than

pay(Riaz and Ramay,2010).. Be that as it may, Maslow's progression of need's hypothesis connected inspiration to work satisfaction. His hypothesis clarifies the principle five needs of individuals' lives should be fulfilled which are physiological, wellbeing, social, confidence and self- realization. Concerning Edwin. of Affat Theory (1976) he found that individuals are distinctive in their activity satisfaction. What makes a freelancer extremely fulfilled? Possibly he/she is less fulfilled than another specialist, it relies upon their advantage and position (Patrick and Sonia 2012). In this specific examination, the discourse will be predominantly in the accompanying five variables which impact work satisfaction: pay, advancement, chief style, colleagues and undertakings. In an unexpected way, Frederick Herzberg portrayed two principle factors identified with work satisfaction: inspiration and cleanliness. He additionally said that Hygiene factors incorporate pay, supervisory practices, parts of organization strategy, and work conditions (Patrick and Sonia,2012).

2.3 Work-Life Balance and Job Satisfaction

Guest (2002) pointed out that managing working life has always been a challenge for the qualities and relationships of those involved in the quality of working life. A workplace satisfaction standard, which is an external factor in job satisfaction, has been taken away from the working life term. It aimed to give an employee quality of life and preserve the productivity level of an employee at work. The level of employee satisfaction increases for a variety of reasons, and when employees celebrate they feel encouraged. Established business trends such as organisational systemic improvements, career diversity and working women employed in companies increase the demand for employee work-life equilibria. Organizations should provide work and life balance programmes to their employees so that better performances are in tasks efficiency and contribution to effective organisations (Parvin & Kabir, 2011).

The balance between work and life affects the attitudes of the working people towards their organizations and lives. Gayathri and Ramakrishnan (2013) have found several factors determining how happy and unhappy people are. These include working conditions, significant productivity in supervision, occupational pay systems, grades and seniors, age groups, marital status, and years of experience. In Pakistan, Nadeem and Abbas (2009) investigated the connection between working life and job satisfaction. Results show that tension at work, work-to-work interfaces and employment disputes are negatively linked to tension. Overloading jobs does not affect job satisfaction. There is a positive correlation between work freedom and job satisfaction.

2.4 Freelancers Employees

Freelancing also involves employees who are unable to find full-time jobs, and not full-time employees in some industries such as journalism, who rely primarily on job contracts. Freelancers are also students who want to finish in the semester. In interviews and freelancer websites, freelancer lists priorities and flexibility as advantages. Unpaid disadvantages like other seasonal work can be insecure occupations. Websites, books, forums, and independent groups offer guidance on a steady way to operate and preserve it. Apart from the lack of security of jobs, many freelancers often report the constant troubles with employers who do not pay on schedule and the option of long stretches without work.

Also, freelancers do not earn compensation for jobs, such as a pension, sick leave, paid vacation or health insurance, a significant difficulty for freelancers who have no universal health care in countries as the US (Kazi et al., 2014).

There are a few things that could effect on the freelancers' satisfaction either from work or from his/her own life. For instance, great adaptable working courses of action, for example, work from home, strategic scheduling and occupation advantages can empower freelancer to appreciate the work and his/her own life. Furthermore, females are accounted for to want to work in an association or workspace where they are offered work life balance benefits and when given these advantages report a more elevated amount of job satisfaction (López Bóo, Madrigal and Pagés, 2010). As it was examined in the writing survey, job satisfaction can be affected by numerous things, for example, working from home and work life balance arrangements. Moreover, a few investigations have discovered that working from home expanded job satisfaction (Morganson, Major Oborn, Verive and Heelan, 2010) Moreover, individuals with a private office game plan that enables them to have protection demonstrate higher job satisfaction.

2.5 Operating conditions and co-workers

View of decency are critical determinants of individuals' conduct and responses to work (Lumley, et al 2011). As indicated by (Joo and Park, (2010), representative inspiration and authoritative culture are influenced by how a worker's needs and destinations are coordinated with the necessities and goals of the association, work– life adjust rehearses and physical workplace. Work satisfies a person's social factor require. Along these lines, having well disposed and strong associates prompts expanded employment satisfaction (Griffith- Kranenburg, 2013). As indicated by Back, lee and Abbot 2011), a representative's associates, the gatherings they have a place with, and the way of life to which an individual is uncovered all can possibly impact work satisfaction. Particular occupation attributes prompt positive mental states, for example, encountering the weightiness of work, sentiments of obligation and information about the results of work, which thusly prompt satisfaction with the activity (Guest, 2011). Self-rule offers ascend to sentiments of obligation.

3.0 Theoretical Framework

This section addresses the different hypotheses used to inform the research on the impact on employee satisfaction of the job balance.
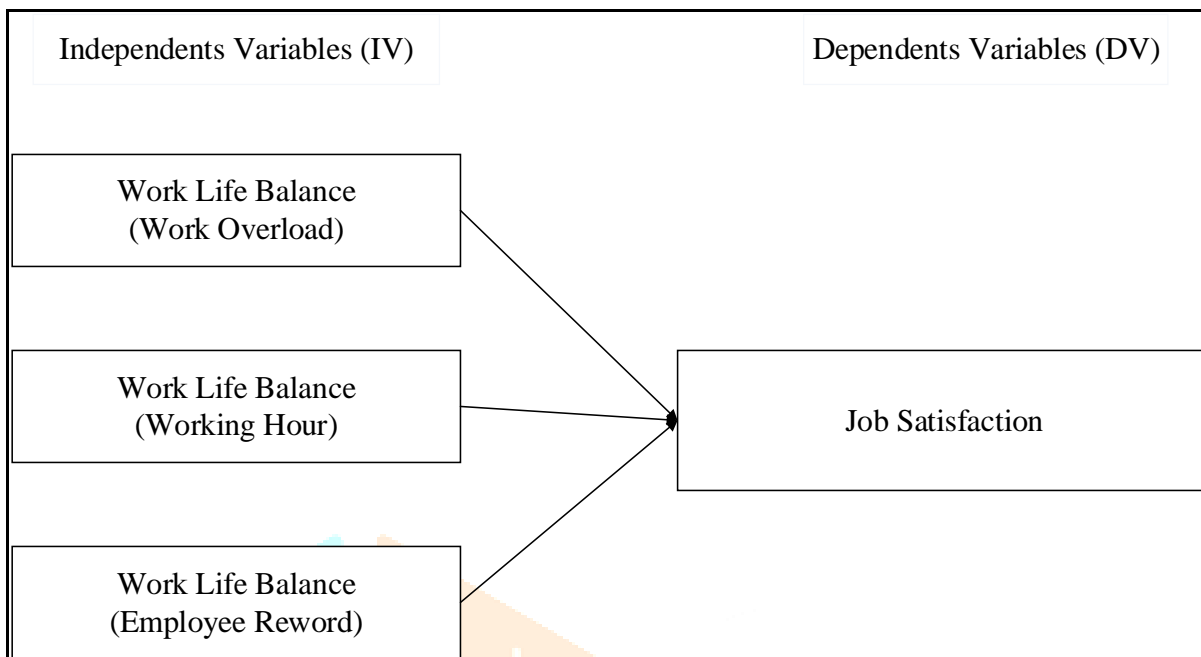

Figure1: Conceptual Framework

4.0 Recommendation

Work-life balance and career satisfaction must be discussed to establish efficient retention approaches. This study suggests that the Ministry of Work pay careful attention to organisational processes and procedures. Such processes may include the implementation of professional development initiatives focused on providing workers with the skills they need to navigate obstacles associated with their work and the development of self-effectiveness and other skills that will improve their job efficiency. The study recommends that the Malaysian management and corporate leaders of the freelancer consider the development of expanded formal and informal chances for employees to work together with their peers.

Therefore, like any other research on the similar topics, the following research has also developed some recommendations that can help the freelancers in attaining their desired work life balance with job satisfaction. The results obtained from current research highlight the fact that the freelancer's organization in Malaysia should implement such working policies that can support freelancers in performing their other social activities of life.

Further, it is also recommended that the freelancers must develop their work chart form their supervisors so that they can easily manage time for their work activities in a manner that they can easily perform their other life related duties in efficient manner. This can be done by developing the work life plan by the supervisors. This plan will also help the supervisors in making plans for increasing the pay or giving promotion to the freelancers in their work so that they remain satisfied from their job.

5.0 Future Scope

The Future Scope on Work-life balance programs or policies should be implemented into industry practice to ensure on the engagement of the employees and to tap the best talent in the market. It is also in line with current trend of working preference where most of the employees are moving into a more balanced between life and working style.

The scope for this research study is a work-life balance on job satisfaction overloud among freelancer in Malaysia. This research focussed on the effect on the job satisfaction of freelancers in Malaysia on the work balance. The costs of formulating, implementing, tracking, assessing and sustaining work-life balance strategies within freelancer in Malaysia could be established for future study. Furthermore. After studying how work-life balance affects job satisfaction among freelancer workers in Malaysia, further research is needed in Malaysia, particularly as regards the impact of work-life balance in the satisfaction of employment in public institutions.

6.0 Conclusion

The study concludes that the relationship between work participation and job satisfaction in Malaysia is positive. The results of the study correspond to (Tang, 2011) that job involvement is linked to an individual's psychological association with the job or value of his / her image. It has a straightforward connexion to employee satisfaction and also impacts work efficiency, performance and unexplained absenteeism. The study concludes that in Malaysia a negative relationship exists between the conflict of job roles and satisfaction with self-employed citizens. The survey found that growing tensions in the position of the workforce would reduce job satisfaction. Cooper (2011) is satisfied that conflict arises when roles are not clearly described or properly defined. Conflict of work position was defined as the contradictory roles a person performs in an institution. Conflict of roles is the degree to which an individual has pressures in one role incompatible with pressures in another role.

Also, the study shows that in Malaysian freelancers there is a negative relationship between work stress and job satisfaction. These results are consistent with Paul (2012), who noted that inadequate lighting, emissions, high temperatures, noise and changing work involve stressful conditions. Workers with poor physical condition suffer from job stress caused by physiological and psychological damage. Bad conditions of physical labour have a detrimental effect on job satisfaction. About work position uncertainty, the study concludes that uncertainty about job satisfaction in freelancers in Malaysia has a negative relationship. The results are consistent with Feldman (2010), who found that uncertainty in positions harmed employees ' job satisfaction. Tasks are abundant when employees believe that their positions need them a lot more to work than their skill and time would afford. Too much work hurts job satisfaction in terms of quality and quantity. In the end the summary of chapter was developed that highlights the major happening with in the chapter and leads the research towards it end which can be the beginning of the numerous researches in future.

7.0 References

Rafnsdóttir, G. L., & Heijstra, T. M. (2013). Balancing work–family life in academia: The power of time. Gender, Work & Organization, 20(3), 283- 296.

Rama Devi, V., & Nagini, A. (2014). Work-life balance and burnout as predictors of job satisfaction in private banking sector

Ren, X., & Caudle, D. (2016). Walking the tightrope between work and non-work life: strategies employed by British and Chinese academics and their implications. Studies in Higher Education, 41(4), 599-618.

Fayyazi, M., & Aslani, F. (2015). The impact of work-life balance on employees' job satisfaction and turnover intention; the moderating role of continuance commitment. International Letters of Social and Humanistic Sciences, 51, 33-41.

Toffoletti, K., & Starr, K. (2016). Women Academics and Work–Life Balance: Gendered Discourses of Work and Care. Gender, Work & Organization, 23(5), 489-504.

Rafnsdóttir, G. L., & Stefánsson, A. S. (2014). Virtual work and work-life balance for managers. International Journal of Business and Management, 9(11), 1.

Liu, D., Mitchell, T. R., Lee, T. W., Holtom, B. C., & Hinkin, T. R. (2012). When employees are out of step with coworkers: How job satisfaction trajectory and dispersion influence individual-and unit-level voluntary turnover.

Kelly, E. L., Moen, P., & Tranby, E. (2011). Changing workplaces to reduce work- family conflict: Schedule control in a white-collar organization. American Sociological Review, 76(2), 265-290.

Griffith-Kranenburg, D. (2013). The effect of organizational culture and leadership style on organizational commitment within smes in Suriname, with job satisfaction as a mediator. FHR Lim A Po Institute for Social Studies– Maastricht School of Management.

Guest, D. E. (2011). Human resource management and performance: still searching for some answers. Human resource management journal, 21(1), 3-13.

Beauregard, T. A., & Henry, L. C. (2009). Making the link between work-life balance practices and organizational performance. *Human resource management review*, *19*(1), 9-22.

K. M. Noor, "Work-life balance and intention to leave among Academics in Malaysia public higher education institutions," International Journal of Business and Social Science, vol. 2, no. 11, pp. 240-248, 2011.