PERCEIVED SOCIAL SUPPORT AND WORK-LIFE BALANCE AMONG WOMEN AT THE COMMERCIAL BANKS IN BANGLADESH: THE MODERATING IMPACT OF WORK-LIFE POLICIES

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UNIVERSITI SAINS ISLAM MALAYSIA
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AUTHOR DECLARATION

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged.

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ABSTRAK

Sokongan sosial yang dilihat adalah sumbunya kritis bagi individu untuk keseimbangan kerja-kehidupan yang lebih baik. Walaupun mendapat sokongan sosial dan keseimbangan kerja-kehidupan secara luas telah menarik perhatian ahli akademik dan pengamal akademik, hubungan antara dua konsep ini masih belum dikaji secara meluas, meluas, khususnya dalam sektor perkhidmatan perbankan negara yang sedang membangun. Tambahan pula, daptan kajian lepas berkenaan sumbunya sokongan sosial dilihat memudahkan kerja dilihat berbeza-beza. Oleh itu, kajian ini meneliti impak sumbunya sokongan sosial yang dirasakan terhadap keseimbangan kerja-kehidupan dalam industry perbankan, untuk mengkaji sumbunya sokongan sosial yang dilihat memudahkan keseimbangan kehidupan. Berdasarkan kajian literature menyeluruh mengenai sokongan sosial dan keseimbangan kerja-kehidupan, definisi yang sahih telah dirumuskan untuk kedua-dua konsep, dan kemudian, kerangka konseptual telah dibagunkan untuk mengkaji hubungan antara pembolehubah. Data yang diperolehi bagi kajian ini adalah daripada pekerja bank wanita yang bekerja di 39 bank di terletak di Dhaka dan Chittagong digunakan untuk menguji kesan sumbunya sokongan sosial yang dilihat daripada keseimbangan kerja-kehidupan. Sejumlah 588 jawapan dikumpulkan menggunakan teknik pensampelan bertujuan. 29 soal selidik yang tidak lengkap telah dihapuskan, meninggalkan 559 mclumbalas akhir yang diwakili oleh 91%. Data dianalisis dengan menggunakan statistik deskriptif, analisis faktor, dan regresi berganda dan model regresi hierarki. Hasil analisis deskriptif menunjukkan bahawa skor pembolehubah adalah antara 3.26 hingga 3.94 dan skor kebolehpercayaan bervariasi daripada 0.737 hingga 0.851 yang menunjuk nberlaku konsistensi dalaman. Hasil analisa faktor menunjukkan statistik yang jelas tentang kepelbagaian dimensi dari segi sokongan sosial yang dibina selari dengan kajian terdahulu. Hasil regresi berganda menegaskan bahawa sumbunya sokongan sosial yang dirasakan seperti sokongan tempat kerja, sokongan penyeliaan, sokongan emosi penyelia, sokongan emosi rakan sekerja, dan sokongan keluarga dapat memperbaiki keseimbangan kerja-kehidupan namun sokongan instrumental rakan sekerja tidak. Walau bagaimanapun, keputusan regresi hierarki menunjukkan bahawa dasar kehidupan kerja hanya menunjukkan kesan yang sedarhana antara sokongan keluarga yang dirasakan dan keseimbangan kerja-kehidupan tetapi tidak bagi hubungan antara sokongan tempat kerja yang dirasakan dengan keseimbangan kerja-kehidupan, sokongan emosi penyelia-dengan keseimbangan kerja-kehidupan, sokongan penyelia dengan keseimbangan kerja-kehidupan, sokongan emosi rakan sekerja dengan keseimbangan kerja-kehidupan, sokongan pekerja dan keseimbangan kerja-kehidupan. Oleh itu, keputusan ini membantu pengurusan bank bagi memperuntukkan sumbunya dalam menyediakan sokongan sosial yang diperlukan dalam membantu keseimbangan pekerja serta merangka dasar untuk meningkatkan ketersediaan sokongan untuk keseimbangan yang lebih baik. Akhirnya, kajian ini akan lebih bermakna sekiranya ia diuji dengan satu set data alternatif yang selari berbanding yang.
ABSTRACT

Perceived social support is a critical resource for individuals for a greater work-life balance. Although perceived social support and work-life balance have widely attracted the attention of both academics and practitioners, the link between these two concepts has not been widely studied yet in literature, especially in banking service sector in developing country perspective. Additionally, there is contradictory evidence on which perceived social support sources facilitate work-life balance. Thus, this study examines the impact of perceived social support sources on work-life balance in the banking industry, in order to examine which perceived social support sources facilitate work-life balance. Based on the extensive review of the literature on perceived social support and work-life balance, valid and reliable definitions were formulated for both concepts, and then, a conceptual framework was developed to investigate the links between the research variables of interest. Specifically, on this study, data was obtained from female bank employees employed in the 39 commercial banks located in Dhaka and Chittagong in order to test the impact of perceived social support sources on work-life balance. A total of 588 responses were collected employing purposive sampling technique. 29 incomplete questionnaires were eliminated, leaving 559 useable responses and yielding a response rate of 91%. Data were analyzed using descriptive statistics, exploratory factor analysis, and multiple regression and hierarchical regression modeling. The results of descriptive analysis indicate that mean scores of all the variables range from 3.26 to 3.94 and reliability scores varied from 0.737 to 0.851 indicating internal consistency of dimensions. The results of exploratory factor analysis provide solid statistical evidence on the multidimensionality of the perceived social support construct in line with previous studies. The multiple regression result affirms that perceived social support sources such as perceived workplace support, perceived supervisory instrumental support, perceived supervisory emotional support, perceived coworker emotional support, and perceived family support directly improve the work-life balance but the perceived coworker instrumental support does not. However, the hierarchical regression result indicates that work-life policies only moderate the relationship between perceived family support and work-life balance but not the relationships between perceived workplace support and work-life balance, perceived supervisory emotional support and work-life balance, perceived supervisory instrumental support and work-life balance, perceived co-worker emotional support and work-life balance, perceived co-worker instrumental support and work-life balance. Therefore, these results help bank management to allocate resources to provide necessary social supports that facilitate employee work-life balance as well as to formulate policies to increase the availability of supports for a greater balance. Finally, this study would benefit if the relationships are tested with an alternative data set than cross-sectional ones. This study suffered from a limitation common to survey research.
الملخص

يعتبر الدعم الاجتماعي المدرك لدى النّباحتين مصدرًاًاًاًاًا للموارد للأفراد لتفادي توازن أكثر بين العمل والحياة. ولأن هذا الدعم الاجتماعي المدرك والتنوّع في العمل والحياة قد اجنبت اتباع كثير من الأكاديميين والممارسين على نطاق واسع، فإن العلاقة بين هذين المفهومين لم يتم دراستها على حسب معرفتنا حتى الآن، وخاصة في مجال الخدمات المصرفية في منظور الدولة النامية. إضافة إلى ذلك، هناك أدلة متناقضة على أي من مصادر الدعم الاجتماعي المدرك تساهم في توازن العمل والحياة.

هكذا، تبحث هذه الدراسة تأثير مصادر الدعم الاجتماعي المدرك على توازن بين العمل والحياة في الصناعة المصرفية، من أجل دراسة أي مصادر الدعم الاجتماعي المتساوية تساهم في توازن الحياة والعمل واستنادًا إلى المراجع الواسعة للأدبيات حول الدعم الاجتماعي المتوازن والتنوّع بين العمل والحياة، تم صياغة تعريفات صحيحة وموضوعية لما لكل من المفهومين، تم تطوير إطار مفاهيمي للتحقيق في الروابط بين متغيرات البحث ذات أهمية. واستخدمت البيانات التي تم الحصول عليها من المواقع المتواجدة في 39 مصرفًا تجارياً في دكا وزينغغون لاختبارات أثر مصادر نظام الدعم الاجتماعي المدرك على التوازن بين العمل والحياة. تم جمع ما مجموعه 868 رداً باستخدام تقنية أحد العين المطلوب. تم استبعاد 39 استبانة غير مكتمل، تاركًا 599 استبانات قابلة للاستخدام وتحقيقها معدل استخدام 91%.

وتم تحليل البيانات باستخدام الإحصاء الوصفي، خليلاً لعوامل الاستقلالية عمومًا تحليل استكشافي، والاختراد المتعدد والمقدمة الهرمية للأخبار. تشير نتائج التحليل الوصفي إلى أن متوسط الدرجات لجميع المتغيرات تراوح بين 3.26 و3.94 وتنباين درجات المؤّثرة من 0.727 إلى 0.851. مما يشير إلى الانسجام الداخلي للدّاعم. وتتوفر نتائج تحليل العوامل الاستقلالية دليلاً إحصائيًا قويًا على الأبعاد المتعددة لبناء الدعم الاجتماعي المتّصورة معيّنًا مع الدراسات السابقة. تؤكد نتيجة الأخبار المتعدد على أن مصادر الدعم الاجتماعي المدرك مثل الدعم المدرك لمكن العمل والدعم المدرك الإضافي المتّصورة والمقدمة والدعم الفاعلي الإضافي البصري الواضح والدعم الفاعلي المتّصورة لزمن العمل والدعم المدرك لمكن دعمًا بشكل مباشر من التوازن بين العمل والحياة، ولكن الدعم المفيد لزمن العمل لا أثر له، ومع ذلك، تشير نتائج الاختبار الهرمي إلى أن بيانات الحياة العملية لتؤدي إلى إدخال العلاقة بين دعم الأسرة المدرك والتنوّع في مكان العمل، والتنوّع بين مكان العمل، والدعم الفاعلي الفاعلي المدرك الإضافي البصري الواضح، الدعم الفاعلي بالإشراز الإداري، الدعم الفاعلي المدرك بين مكان العمل، والدعم الفاعلي المدرك بين مكان العمل، والدعم الفاعلي بين مكان العمل، والدعم الفاعلي المدرك بين مكان العمل، والدعم الفاعلي بين مكان العمل، والدعم الفاعلي المدرك بين مكان العمل، والدعم الفاعلي بين مكان العمل، والدعم الفاعلي المدرك بين مكان العمل.

وذلك، تساعد هذه النتائج إدارة البنك على تحضير المواد لتوفر الدعم الاجتماعي الضروري الذي
يسهل على التوازن بين العمل والحياة للعاملين بالإضافة إلى صياغة السياسات لزيادة توافر الدعم لتوازن أكبر.
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<td>WLB</td>
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<tr>
<td>ILO</td>
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<td>MDG</td>
<td>Millennium Development Goals</td>
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<td>UN</td>
<td>The United Nations</td>
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<td>BBS</td>
<td>Bangladesh Bureau of Statistics</td>
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<td>PCB</td>
<td>Private Commercial Banks</td>
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<td>Profit-Loss Sharing</td>
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<td>Organization for Economic Cooperation and Development</td>
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