

THESIS ABSTRACT

Keywords: Work Life Balance, Work/family, Work/family Conflict, Work/life Balance: employee viewpoint, Work/life Balance: employer viewpoint, Family-friendly programs, Work/family culture, Flexible working programs.

Due to the current miserable political situation that faces each and every person, family and society in Palestine and due to the bad economic situation that is experienced by every territory in the West Bank, Gaza and Jerusalem which have a major influence on the productivity of the Palestinian Organizations, the researcher found it crucial to assume that introducing Work Life Balance (WLB) Programs to the Palestinian Organizations and especially the Private Sector will provide these organizations and companies with an excellent management tool in which they can survive in such unbearable circumstances.

Work Life Balance is defined as a state of equilibrium in which the demands of both a person's job and personal life are equal (Tomlins, 1999). Work Life Balance programs are vital elements in the process of developing and improving the mental and emotional environments in the Palestinian Organizations, as well in obtaining a real e-work environment in Palestine. The study in hand is a basic/fundamental study. This type of research is intended to

a descriptive study; it describes, and identifies the critical work and personal life issues among workers at JAWWAL Company. The researcher used various methods to collect the data, such as the review of the available and published literatures, which cover WLB genesis, origins, elements, features and benefits, as well as, the questionnaire which is the main instrument used to elicit data and information for analysis and to come up with the solutions, recommendations, and conclusions of the study. Informal interviews and discussions with employees at various managerial levels within the selected organization were also another source of data gathering in this study. The data that was collected through the survey instrument produced quantitative data.

The purpose of this study is to identify the critical work and personal life issues among workers in the Palestine Cellular Communication Ltd. (JAWWAL). The study also aims to provide managerial tools that would help any organization, employer or employee in the implementation processes of any Work/life Balance concept or program.

The data gathered is based on a sample of 205 employees at the selected organization (JAWWAL). The results of the study proved that the majority of the JAWWAL employees covered within the population are satisfied with their current job conditions and only few of them look for a change in their work schedules in order to balance their lives at both work and home. The study also

illustrated the fact that most of the employees experience difficulties in a way or another due to the political situation. It was obvious that the majority of responses bear in a way a conflict among the answers of the same respondent. Nevertheless, this study will provide the launching track or tool to seek a real implementation of WLB in the Palestinian organizations, which will lead to reimbursement to the Palestinian economic environment.