

**EFFECT OF EMPLOYEE-LINE MANAGER  
RELATIONSHIP AND TRUST IN SENIOR  
MANAGEMENT ON EMPLOYEE ORGANIZATIONAL  
COMMITMENT: BANKING INDUSTRY**

**By**

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## **DEDICATION**

I would like to dedicate this entire research work and this whole MBA program to my family especially to my parents as they always motivated me whenever I felt low in terms of confidence because of their blessings I was able to do this work.

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## **ABSTRACT**

### **Purpose**

The sole purpose of this research is to highlight the impact of variables with reference to banking industry of Karachi, Pakistan. This study is examined through social exchange theory in order to know the employee perception regarding how line manager relationship and trust in senior management are related to employee organizational commitment

### **Methodology & Design**

Close ended questions were used to get responses of the personnel of banking industry. Questionnaires were sent to different banks to get their responses through Google forms. This research is of quantitative in nature. The sampling technique used is Simple Random Sampling and the sample size is set to 300 banking industry employees. Descriptive analysis, reliability test, correlation and multiple regression tests were run by using SPSS tools for study.

### **Findings**

Our results showed that there is positive and significant relationship of line-manager relationship and trust in senior management on employee organizational commitment

### **Limitations**

The research is limited to banking industry of Karachi Pakistan.

A small sample of 300 people were selected due to limited time and resources

It might be possible that employees of banks have not given sincere feedback due to their busy schedule

### **Recommendations**

The management should have the clear vision to work for the wellbeing of the employees working in banks and plays an important role for achieving organizational goals.

Supervisor must avoid using any negative sentence for employees or using any unethical words.

Open and promote two-way communication between employees and higher management.

Organization should support the climate of trust and openness to create the healthy environment for better work conditions and increased level of commitment.

These factors should be highly practiced by every organization and be strengthened so that employees are more devoted towards their work and organization and should not think of leaving.

As well as they should give feedback on how well employees are performing in their work. Most of senior management make sensible decisions for this organization and they would not be prepared to gain advantage by deceiving the workers.

To maintain a strong relationship further, it is suggested to conduct events such as annual trips, annual sports meet, provide sufficient resources & better working environment, and create friendly working conditions to increase commitment.

**Keywords:** Employee Commitment; Line Manager Relationship; Trust in Senior Management; Employer-Employee Relations

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