

THE IMPACT OF MANAGEMENT CONTROL ON WORKERS' PERFORMANCE IN BANKING SECTOR OF KARACHI

By

**REBAM ASLAM
54634**

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Supervisor – Student Meeting Record

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APPROVAL FOR EXAMINATION

Candidate's Name: Rebam Aslam Registration No.: 54634
Thesis Title: THE IMPACT OF MANAGEMENT CONTROL ON WORKERS' PERFORMANCE IN BANKING SECTOR OF KARACHI.

I hereby certify that the above candidate's thesis has been completed to my satisfaction and, to my belief, its standard is appropriate for submission for examination. I have also conducted plagiarism test of this thesis using HEC prescribed software and found similarity index at ___ that is within the permissible limit set by the HEC for the MBA thesis. I have also found the thesis in a format recognized by the Department of Management Sciences.

Supervisor's Signature: Date: 04-07-2019

Supervisor's Name: M. Faraz

HoD's Signature: Date: 4 July 2019

Dedication

Wholeheartedly this study is dedicated to my beloved parents, they have always been my source of inspiration and strengthen me when I thought of giving up and gave me strength to reach for the stars and to chase my dreams, for the love and support throughout my life and they continually provide their spiritual, moral, emotional and financial support.

I would like to pay thanks to my supervisor for his support and guidance throughout this study and the confidence that he has built on me.

To my brothers, sisters, friends, relative, mentor and classmates who helped me out by sharing their words of advice and encouragement to finish this study.

And Lastly, I dedicated this report to my grandmother. Thank you for the guidance, power of mind, strength, protection and skills that she had put efforts in development. All of these I offer to them.

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Abstract

Purpose: Using motivation crowding and self-determination theories, the study has aimed to examine the role of management control systems on employee performance in the private banks of Karachi, Pakistan.

Methodology: Total 274 responses were collected from the private banks of Karachi, Pakistan using five-point Likert scale questionnaire and convenience sampling technique. However, PLS-SEM using SmartPLS version 3.2.8 has been employed for data analysis including PLS algorithm, PLS bootstrapping and PLS blindfolding.

Findings: The results have shown that action controls and cultural controls have significantly positive impact on performance while personal controls and results controls have no relationship with performance. However, action control has most influence on performance followed by cultural control.

Limitations: First, the study focuses upon the organizations of Karachi, Pakistan only, which restricts the context of the study. Secondly, the sample size of the study is limited and cannot be generalized. Thirdly, the study restricted to the context of Pakistan. Moreover, the considered firms for analysis are also limited due to the lack of approach and time.

Implications:

Bank managers have to work on the development of their controls over the employees of the company. Managers should also develop some of their controls over the results that are generated by their employees. Bank managers have to develop certain policies and set procedures in order to focus on the generated results.

Keywords: *Action control, cultural control, result control, personal control, private banks, Pakistan.*

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