

# **PERCEIVED IMPACT OF OUTSOURCING ON ORGANIZATIONAL PERFORMANCE IN CONSTRUCTION INDUSTRY AT KARACHI**

**By**

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requirements for the MBA Degree



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**MBA Thesis**  
**2<sup>nd</sup> Half-Semester Progress Report & Thesis**  
**Approval Statement**

**SUPERVISOR-STUDENT MEETING RECORD**

S. No	Date	Place of Meeting	Topic Discussed	Signature of Student
5.	10-04-19	Supervisor's Office	Pilot testing of questionnaire, Data collection & Sampling technique.	<i>M Aslam</i>
6.	24-04-19	Supervisor's Office	Data analysis discussed.	<i>M Aslam</i>
7.	05-05-19	Supervisor's Office	Final thesis discussed and submitted.	<i>M Aslam</i>

**APPROVAL FOR EXAMINATION**

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It is certified that the above candidate's thesis has been completed to my entire satisfaction and, to my belief; its standard is appropriate and suitable for submission for examination. I have also conducted plagiarism test of the thesis under consideration using HEC prescribed software and found similarity index at 17 % 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.

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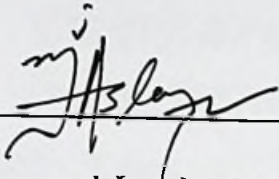
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**Declaration of Authentication**

I, hereby, declare that no portion of the work referred to in this thesis has been submitted in support of any application for another degree or qualification of this university or any other institution of learning.

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## PERCEIVED IMPACT OF OUTSOURCING ON ORGANIZATIONAL PERFORMANCE IN CONSTRUCTION INDUSTRY AT KARACHI

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## DEDICATION

I dedicate my thesis to my family members and colleagues who encouraged and supported me throughout this research work.

## **ACKNOWLEDGEMENT**

Firstly, I am so thankful to ALMIGHTY ALLAH for His countless blessings. He is the most beneficent and the most merciful. I would have not been able to complete this thesis without His agreement.

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I am also very thankful to managerial employees of companies of construction industry at Karachi for their co-operation in providing data for my thesis.

My family members and colleagues supported me through out the completion of this thesis, my sincere gratitude to all of them.

## ABSTRACT

### **Purpose:**

The purpose of this study is to analyse the perceived impact of outsourcing services including construction works like Electrical, Heating/Ventilating/Airconditioning, Transportation and Civil on organizational performance in construction industry at Karachi.

### **Methodology:**

This research is explanatory in nature based on deductive approach. The data was collected with the help of a research instrument i.e. a questionnaire from a sample of 155 employees of the construction industry. Out of 155 questionnaires, 150 questionnaires were received duly completed in all respects. Quantitative data was collected on a Likert scale ranging from 1 to 5 which was further analysed through statistical tools correlation and regression analysis by using SPSS, version 23.

### **Findings:**

The results have revealed a significant relationship between outsourcing services and organizational performance in the construction industry. As per findings of this study, the impact of outsourcing of Heating/Ventilating/Air-conditioning services is not significant on organizational performance, whereas other outsourced services like Electrical, Transportation and Civil works have significant positive impact on organizational performance.

### **Practical Implications:**

The findings of this research are likely to help the management of construction industry. Other organizations of construction industry may also benefit from the results of this study. Academia and other industries, which avail outsourced facilities from local or foreign vendors, may also benefit from the results of this study.

### **Keywords:**

Outsourcing Electrical services, Heating/Ventilating/Airconditioning services, Civil works, Transportation services, Organizational Performance.

## TABLE OF CONTENTS

<u>Title/Topic</u>	<u>Page No</u>
Title Page	i
Approval Form	ii
Declaration	iii
Plagiarism Report	iv
Dedication	v
Acknowledgement	vi
List of Figures	vii
List of Tables	viii
Abstract	ix
Table of Contents	x
<b>Chapter - 1: Introduction</b>	<b>1</b>
1.1 Background of Study	1
1.2 Problem Statement	2
1.3 Research Questions	3
1.4 Research Objectives	3
1.5 Scope of Research	3
1.6 Research Limitations	4
1.7 Organization of Thesis	4
<b>Chapter - 2: Literature Review</b>	<b>6</b>
2.1 Importance of Organizational Performance	6
2.2 Outsourcing	7
2.3 Trends of Outsourcing in Construction Industry	7
2.4 Challenges of Outsourcing in Construction Industry	8
2.5 Outsourcing Requirements	10
2.5.1 Cost Effectiveness	10
2.5.2 Completion Timeline	10



2.5.3	Risk Mitigation	11
2.5.4	Quality Improvement	11
2.5.5	Technology Adoption	12
2.6	Outsourcing Factors in Construction Industry	12
2.6.1	Outsourcing of Electrical Services	13
2.6.2	Outsourcing of Heating, Ventilating & Air-conditioning Services	14
2.6.3	Outsourcing of Transportation Services	14
2.6.4	Outsourcing of Civil Works	15
2.7	Theoretical Framework	16
2.8	Research Hypotheses	17
<b>Chapter - 3: Research Methodology</b>		18
3.1	Research Type and Approach	18
3.2	Target Population and Sample Size	18
3.3	Sampling Technique	19
3.4	Research Instrument	19
3.5	Method of Data Collection	20
3.6	Data Treatment	20
3.7	Pilot Testing	20
<b>Chapter - 4: Analysis</b>		21
4.1	Respondents' Demographics	21
4.2	Reliability Analysis	24
4.2.1	Cornbach's Alpha for Outsourcing of Electrical Services	24
4.2.2	Cornbach's Alpha for Outsourcing of Heating/Ventilating/Air-Conditioning Services	25
4.2.3	Cornbach's Alpha for Outsourcing of Transportation Services	25
4.2.4	Cornbach's Alpha for Outsourcing of Civil Works	25
4.2.5	Cornbach's Alpha for Organizational Performance	26
4.3	Correlation Test	26
4.4	Regression Analysis	28

4.4.1	Model Summary	28
4.4.2	ANOVA	29
4.4.3	Co-efficients Test	29
4.5	Hypotheses Results Summary	30
<b>Chapter - 5: Critical Debate</b>		31
5.1	Outsourcing of Electrical Services	31
5.2	Outsourcing of Heating/Ventilating/Air-conditioning Services	32
5.3	Outsourcing of Transportation Services	32
5.4	Outsourcing of Civil Works	33
<b>Chapter - 6: Conclusion and Recommendations</b>		34
6.1	Conclusion	34
6.2	Recommendations	34
6.3	Future Research Proposals	36
<b>References</b>		37
<b>Appendix 'I': Survey Questionnaire</b>		42