

“THE EFFECT OF SERVANT LEADERSHIP ON EMPLOYEE WORK ENGAGEMENT AND JOB SATISFACTION IN ORGANIZATIONS”

BY

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A thesis submitted to the Department of Management Sciences,
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requirements
for MBA Degree



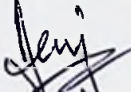
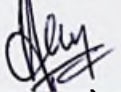

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MBA Thesis 2nd Half-Semester Progress Report & Thesis Approval Statement

Supervisor – Student Meeting Record

S#	Date	Place of Meeting	Topic Discussed	Signature of Student
1.	12-10-19	PGP-LAB	Methodology	
2.	23-10-19	PGP-LAB	Analysis	
3.	02-11-19	PGP-LAB	Result discussion	

APPROVAL FOR EXAMINATION

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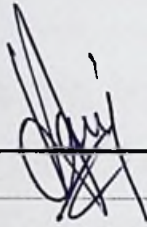
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DEDICATION

First and foremost this study is dedicated to the Almighty Allah, who has held my hand through thick and thin. He has guided me through many things without me knowing and realizing. I shall always be thankful to Him for everything that he has given me without me asking, for things He has given me which I asked for and for the things He did not give me because they were not better for me.

Then this study report is without a doubt dedicated to my mother, without her support I would have be here and be who I am today. She inspired me and gave me the immense strength to persevere through all the hardships that I may have faced academically or in my personal life. She has taught me to believe in myself and has been an unending source of unconditional love and support.

This study is also dedicated to family, friends and teachers who helped me in conducting this research and ending this study.

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ABSTRACT

Purpose

The main aim of this particular research is to help in determining whether servant leadership, job satisfaction and work engagement have a relation with each other or not. As well as help in understanding the degree to which it effects employees and companies. It also examines the ways through which companies can help increase worker satisfaction and increase work engagement to create mutually beneficial conditions for both the parties.

Methodology & Design

The analysis done for this study was quantitative by nature, the collection of data was done through questionnaires which were distributed via Google Questionnaire. The Questionnaire was distributed amongst various individuals who work for different organizations with in Pakistan. The data that was collected was analyzed through the help of SPSS. The sample size that was used for this study was of 250 respondents from the entire population. Tools such as Chronbach Alpha for reliability and Regression were used to better analyze the data.

Findings

The study focuses on some factors such as better communication, colleague interaction, work environment, climate, conditions, leadership styles, and promotion opportunities as things that effect job satisfaction. It also sheds a light on how much research has been conducted regarding the servant leadership theory and how much attention has been paid to it over the decade. The results statistically states that servant leadership has a positive and direct relationship with work engagement and job satisfaction. This study also discusses in detail the factors which increase job satisfaction such as increased salary also effect the motivations levels of employees hence effecting work engagement and

employee job satisfaction. In accordance with the study, the respondents were mainly from the later part of the youth, who mainly have less experience and more expectations in terms of salaries. The reasons shown due to which workers may not be happy with their jobs such as not getting enough feedback for their performance, not having good relationships with their supervisors, not having working hours flexibility, not having support within the organization and psychological constraints can all effect the mental mind frame and the moods of employees.

Limitations

This study unfortunately primarily and more so, focuses on the independent variable which is Servant Leadership. It does not focus on the subject in its entirety. For example, it does not also focus on the factors that may be contributing towards the employee engagement and work satisfaction. Factors such as; friendly colleagues, cultural diversity and inspiration. This is due to the fact that the study needed to be balanced and focused on both the variable being empirically tested, which was a necessary part. Moreover, there was a huge lack of extensive frameworks and qualitative knowledge and data being available in the servant leadership and how it effects employee work engagement and job satisfaction area.

The phenomenon is still rapidly evolving and knowledge and best practices are continuously being challenged for improved benchmarks. Furthermore the lack of empirical data from international as well as domestic researches pushed to seek primary methods of data collection which were under time and resource constraints. Therefore primary data was collected electronically.

Keywords

Employees, Followers, Leaders, Organizational Behavior, Work Engagement, Employee Work Engagement, Work Satisfaction, Employee Work Satisfaction, Servant Leadership, Leadership, Ethical Behavior in organizations.

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