

EFFECTS OF INTERPERSONAL CONFLICTS AND JOB SATISFACTION ON EMPLOYEES PERFORMANCE: A STUDY IN BANKING SECTOR IN KARACHI PAKISTAN

BY

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Dedication

I dedicate my research work to my parents especially to my father SHAKIR ALI who supported me in each and every part of difficulty and gives me strength. Without my father support I won't complete this thesis my parents encourage me every time and without their encouragement and endless support it won't be completed.

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Abstract

Purpose:

The purpose of this research is to identify the intensity of interpersonal conflicts between employees and job satisfaction level among employees in the banking industry of Karachi. The banking sector plays a vital role in underpinning the economic development of a country. This study attempts to evaluate interpersonal conflicts and job satisfaction of employees in different banks. It focuses on the conflicts between employees and its impact and outcome in the form of employee's performance within the banks. It also investigates the impacts of banking type, work experience, age, and differences on the attitudes toward employee's performance. This research highlights some of these problems and presents a picture of level of interpersonal conflict among employees of banks. It also identifies unique issue of job satisfaction and interpersonal conflict in the banks.

Methodology & Design:

The research for this study is quantitative in nature and descriptive in which the result were calculated to find out the opinion of people through close ended questionnaire the main objective is to quantitatively analyze the interpersonal conflict and its relationship with employee performance. Explanatory research is used in which existing phenomena with respect to knowledge base is define.

Findings:

This research is done to identify the impact of interpersonal conflicts and job satisfaction on employee's performance in banking industry of Karachi. The conceptual framework made in this study is based on three variables. In which two independent variable which are interpersonal conflict and job satisfaction and one dependent variable which is employee performance. All the statistical work is done to check the significance of these factors on employee performance and the results shows that both variables are significant and effects employee's performance.

Limitations:

In this research interpersonal conflicts and job satisfaction are two variables which are directly affecting employees performance there can be other variables as well which can be the part of interpersonal conflict. The study has some other limitations as well which may include resource and time constraint in data collection, data is collected from limited people in banking sector in Karachi within limited time frame of 1 months.

Recommendations:

Employees should not be treated unfair just because of some interpersonal conflicts as it de motivate employees and they will tell others also about it which will destroy organization goodwill. Conflict is not a solution of any problem so if any conflict arises between any individual of the organization managers should show some courtesy and do counseling of them instead of firing employees

Keywords :

Interpersonal conflict, job satisfaction & dissatisfaction, employee performance

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