

THE IMPACT OF SELF-EFFICACY UPON WORKPLACE PERFORMANCE IN THE BANKING SECTOR OF PAKISTAN

BY

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Supervisor – Student Meeting Record

S#	Date	Place of Meeting	Topic Discussed	Signature of Student
1	March	Online	Literature review	
2	April	Online	Literature review	
3	may	Online	Questionnaire	

APPROVAL FOR EXAMINATION

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Thesis Title:

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: _____

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17-03-2021

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Date: _____

Dedication

I would like to dedicate this research proposal to my parents and my sister and brothers for their unlimited understanding in allowing me pursue this MBA program and for their prayers and support.

The second most important, I would like to dedicate this to my friends for always supporting and encouraging me to perform better.

Acknowledgement

In the Name of Allah, the Most Merciful, the Most Compassionate all praise be to Allah, the Lord of the worlds; and prayers and peace be upon Mohamed His servant and messenger. First and foremost, I must acknowledge my limitless thanks to Allah, the Ever-Magnificent; the Ever-Thankful, for His helps and blessings. I am totally sure that this work would have never become truth, without His guidance. I owe a deep debt of gratitude to my university for giving us an opportunity to complete this work. I am grateful to some people, who worked hard with me from the beginning till the completion of the present research particularly my supervisor Sir Shair, who has been always generous during all phases of the research. I would like to take this opportunity to say warm thanks to all my beloved friends, who have been so supportive along the way of doing my thesis. I also would like to express my wholehearted thanks to my family for their generous support they provided me throughout my entire life and particularly through the process of pursuing the master degree. Because of their unconditional love and prayers, I have the chance to complete this thesis.

Abstract

Purpose:

This research is upon “The Impact of Self-Efficacy upon the Workplace Performance in the banking Sector of Pakistan”; explores the theoretical and conceptual framework and determine the indicators which are directly involve in self-efficacy. This study has focused on the employee’s performance in the banking sector of Pakistan and how their workplace performance relationships can be used for progressive outcomes. The study is basically about the perception of employees working in banking sector of Pakistan. Employees are unknown about impact of emotional and social competence could have for successfully attainment of goals. This leads to the requirement of self-efficacy function in the automotive context by analysing its different indicators. So, the structure of this dissertation involves different variables of self-efficacy at workplace.

Methodology & Design:

The questionnaire method had employed to gather data. All the gathered data is cross-sectional data. Data collection had been provided by different bank divisions situated in the city of Karachi. The data for the study was gathered from the front-line workers working in the industry. Then the quantitative data was analyzed and evaluated by using SPSS software, as this software is more convenient to use. Data had been collected by 200 employees of banks.

Findings:

The results of this research reveals the fact that self efficacy has a direct effect on employees performance and the goals they set for themselves. Self-efficacy influences employee’s perception and experience when they are in different working tasks. Self-efficacy has two indicators which are vicarious experience and verbal persuasion, similarly workplace performance has two indicators which are training and development and goals setting. This research has identified all these aspects and its effects on employee’s performance and how they can boost up their productivity and capabilities with the help of these variables.

Recommendations:

This study also suggests that employee's level of self efficacy in challenging jobs can be increased with the help of role modelling, mentoring, and monitoring, observing, and guided experiences. In fact, every group leader must be chosen on the basis of those skills which have high level of efficacy, so employees can perceive him as their role model and start working like him. In that way self efficacy can be increased with professional evaluation

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