

**The effect of job stress on job burnout with moderating role of
workplace bullying in telecom sector of Pakistan.**



M-PHIL. (MANAGEMENT SCIENCES)

NIDA GHAZANFAR

(01-229182-005.)

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Bahria University, Islamabad**

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Abstract

The purpose of this research is to understand the effect of job stress on job burnout with moderating role of workplace bullying in telecom sector of Pakistan. The telecom sector is observed in this research as it is one of the streamlined and profitable sectors in Pakistan and the research is carried out in telecom sector to analyze what are the factors that affect job stress and job burnout with moderating role of workplace bullying. Mostly, we think that job stress is caused due to workplace bullying. In this situation people tend to quit from their jobs. The real challenge for HR nowadays is to train their employees. Organizations should make policies, rules and regulations to prevent workplace bullying. This study gives the detailed understanding of variables to define the effect of job stress on job burnout with moderating role of workplace bullying in telecom sector of Pakistan. The methodology is based on quantitative research which represents the effect of job stress on job burnout with moderating role of workplace bullying through questionnaire. The questionnaire is aimed at self-assessment by the employees filling the survey forms. The dependent variable is job burnout and independent variable is job stress and moderating variable is workplace bullying. Result shows that there is a positive relationship between job stress and job burnout. Whereas workplace bullying as a moderator has negative affect on independent (job stress) and dependent variable (job burnout). According to this study, job stress has different dimensions whereas workplace bullying as different. Job stress can be caused due to work load or family work conflict. Workplace bullying affect job stress and job burnout independently but there is a weak relationship between them as a moderator.

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