

Supervisor Phubbing: The moderating role of Leader-Member-Exchange and mediating role of Organization-Based Self-Esteem in predicting negative online employees' behavior



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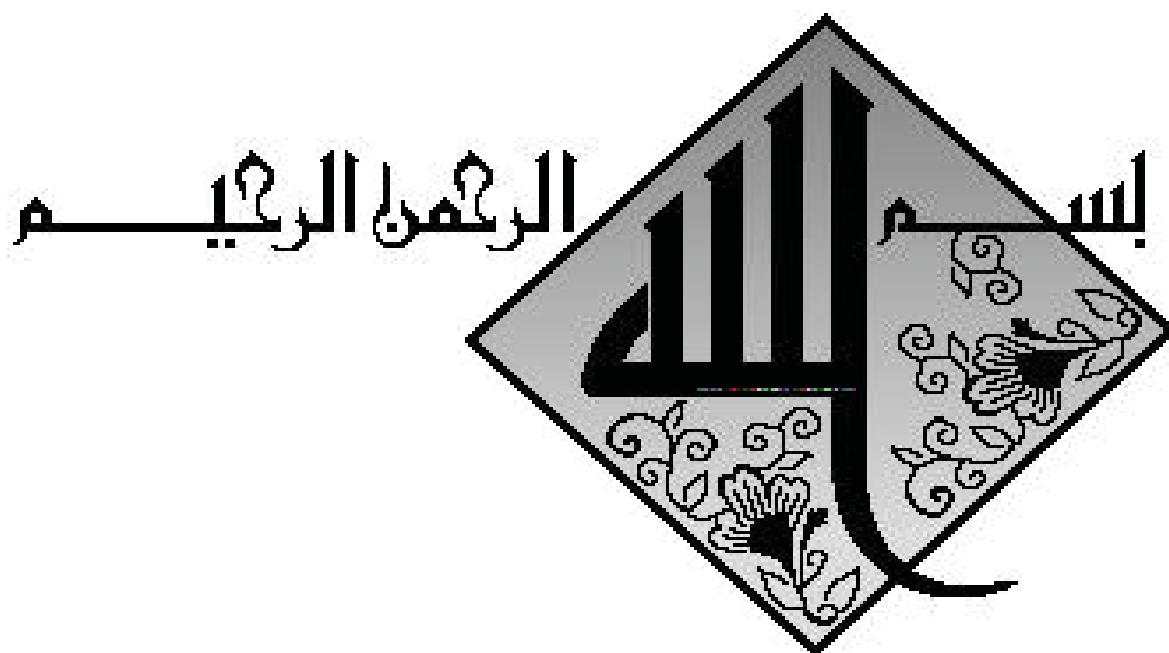
A Thesis submitted in fulfillment of the Requirements for the award of the degree of Master of Philosophy (Management Sciences)

Department of Management Studies

BAHRIA BUSINESS SCHOOL

BAHRIA UNIVERSITY, ISLAMABAD

October 2021



With Name of

اللَّهُمَّ

*Most Merciful and Compassionate the Most Gracious and Beneficent Most kind
and Generous*

Dedication

*I would like to devote this
accomplishment
to my adored and caring parents,
and
to compassionate Supervisor Dr. Shazia Rehman Khan
with her care and support
I was able to fulfill the necessities of
thesis.*

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Acknowledgment

The Thesis outline **“Supervisor Phubbing: The moderating role of Leader-Member-Exchange and mediating role of Organization-Based Self-Esteem in predicting negative online employees’ behavior”**. This thesis was based on research and I have finished this under the assistance of Dr. Shazia Rehman, my faculty guide.

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ABSTRACT

Present research is designed in order to investigate impact of the Supervisor phubbing that eventually leads to cyber loafing behavior (negative online behavior of employee) in Telecom service provider twin cities of Pakistan. Mainly, this research used the Leader-member-exchange theory to investigate the impact and LMX act as moderator whereas OBSE act as mediator.

It was an Explanatory and Descriptive research mainly focus on primary data and total respondents were 293 basically who were presently working in Telecom companies across twin cities of Pakistan. According to results, Supervisor phubbing has revealed the positive significant effect going on cyber loafing. Similarly OBSE as a mediator and Leader member exchange as a moderator, both has shown the positive support through positive significant impact on the cyber loafing behavior of employees. It is impossible to cover the all various aspects in one study therefore this present research has few limitations but it recommended to examine a more than one moderator/mediation and suggested variable in context of Pakistan as well as other third-world countries.

This research also brings those factors that contribute on the way to protect organizations who are suffering from phubbing. Furthermore, this study helps in revealing the insights that how employees perceived as well as how they react to supervisor phubbing. Besides this study also contribute to extend research on supervisor phubbing and its limitations provide opportunities for further research.

Keywords: *Supervisor Phubbing, Organization-based-self-esteem, Leader Member Exchange, Cyber Loafing.*

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LIST OF SYMBOLS/ABBREVIATIONS

SP - Supervisor Phubbing

OBSE - Organization-based self-esteem

LMX - Leader Member Exchange

CL - Cyber Loafing