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“Impact of Supporting staff behavior and Organizational Culture on Employee Retention, with work environment as a moderating variable.”



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Table of Contents

Abstract:.....	9
Chapter 1.....	11
Introduction.....	11
1. Introduction.....	11
1.1. Background.....	11
1.2. Research Gap.....	13
1.3. Research Gap Analysis.....	13
1.4. Problem Statement.....	14
1.5. Research Questions.....	15
1.6. Research objective.....	15
1.7. Significance of the Study.....	16
1.8. Rationale.....	16
1.9. Scope of the study.....	17
1.10. Structure of thesis.....	18
1. Chapter One:.....	18
2. Chapter Two:.....	18
3. Chapter Three:.....	18
4. Chapter Four:.....	18
5. Chapter Five:.....	18
Chapter 2.....	19
Literature Review.....	19
2. Introduction.....	19
2.1. Employee Retention.....	19
2.2. Supporting Staff behavior.....	24
2.3. Organizational Culture.....	25

2.4.	Work Environment.....	27
2.5.	Research framework	28
2.5.1.	Social Exchange Theory	29
Chapter 3	31
Research Methodology	31
3.	Introduction.....	31
3.1.	Research Philosophy.....	31
3.2.	Research Design.....	32
3.3.	Research Approach	32
3.4.	Research Strategy.....	33
3.5.	Sampling	34
3.5.1.	Sample.....	34
3.5.2.	Sample Size.....	35
3.5.3.	Sampling technique.....	35
3.6.	Time horizon.....	35
3.7	Instrument	36
3.8.	Unit of Analysis	37
3.9.	Measurement.....	37
3.9.1	Scale.....	38
Chapter 4	40
Analysis and results	40
4.	Introduction.....	40
4.1.	Descriptive statistics	40
4.2.	Reliability Analysis.....	45
4.3.	Correlations.....	46
4.4.	Regression Analysis.....	47

4.4. Findings.....	49
Chapter 5.....	51
Discussion and Conclusion.....	51
5.1. Conclusion	51
5.2. Discussion	52
5.3 Contribution	52
5.4 Limitation	53
5.6 Future Research	54
6. References.....	56
7. Questionnaire	62

List of Tables

Table 1 Frequency Distribution	40
Table 2 Gender Distribution	41
Table 3 Age group	42
Table 4 Departments	43
Table 5 Work experience	44
Table 6 Cronbach's Alpha.....	45
Table 7 Correlations.....	46
Table 8 Model Summary	47
Table 9 ANOVA.....	47
Table 10 Coefficients	48
Table 11 Decisions.....	49
Table 12 Decisions.....	51
Figure 1 Theoretical Framework	30
Figure 2 Gender	41
Figure 3 Age	42
Figure 4 Departments.....	43
Figure 5 Year of Experience with current company.....	45

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Abstract:

The purpose of this thesis is to identify the impact of Supporting Staff behavior and Organizational culture on the employee retention in the food industry of Pakistan. It also offers an overview of how Supervisors and Peer behavior impact the retention of the worker in the organization. Initially, the literature related to the field and the factors affecting employee retention were reviewed, and through that, the three important factors that can enhance the Employee retention are selected. This will help me in limiting my focus of research to only these factors/Variables, however, as per other previous researches, the Behavior of Supervisor and Subordinate (Employees don't quit their companies, they quit their bosses') is not much discussed in the factors of Employee retention, so this research will consider it as an additional independent factor.

Design/methodology/Approach: This study concentrates on managers and workers of the company. This study employed the descriptive survey design. The data used for this study was primary data which was collected through the administration of questionnaires. An online survey was conducted, and the data was collected from 400 respondents. Participants were the employees of the food industry of Pakistan. Regression and Cronbach's Alpha technique was used to test validity and reliability of the items.

Findings: The findings of the study showed that: first, The Supporting staff positively affects employee retention, second, the Organizational culture significantly influenced employee retention, third, the relation between organization culture, supporting staff and Employee retention was moderated by work environment in this study.

Research limitations/Implications: Based on the overall research, there are few implications and suggestions for the shareholders of the Organization, especially for the Human Resource department, who are in the main role to handle Employee retention and to create a support work environment and organizational culture.

Practical Implication: This paper provides advice to HR (Human Resource) administrators that they should extend their support to the work atmosphere, the support of managers and training and development in order to establish stronger ties with employees and to minimize their risk of leaving the company.

Future Research: This research was performed in a specific country and also in a particular sector of the manufacturing sector, which restricts generalization. The probability of prejudice against their organization and the presumption that respondents know about their organization are further limitations.

Keywords: Employee retention, Organizational Culture, Work Environment, Supporting Staff, food service Industry