

**THE EFFECT OF JOB STRESS AND
MULTIPLE ROLE CONFLICT ON EMPLOYEE
RELATIONSHIP CONFLICT: A MEDIATION
AND MODERATION ANALYSIS OF
EMPLOYEE ORIENTATION CASE OF
BANKING INDUSTRY IN PAKISTAN**

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APPROVAL FOR EXAMINATION

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Abstract

Purpose

The key objective of this research is to analyze the impact of job stress on employee relationship conflicts.

Methodology & Design

This is quantitative research based on data collection through questionnaire. Approach of this research is deductive. Here, area of focus is service industry i.e. banking industry. The scope of the study is limited to Commercial banks branches as data will be collected from front line staff. Questionnaire will be sent out to 324 employees, included scale for job stress, employee relationship conflicts, multiple role conflicts and employee orientation.

Findings

We found that job stress, multiple role conflicts and employee relationship conflicts have significant relationship but our moderator, employee orientation, has weak relationship to this model.

Limitations

This is a clear definition of how the outcome measure will be investigated and any other methods are not within the scope of research and their exclusion may be a limitation of the study. The scope of the study has placed a constraint on the sample size to be used and the time frame to conduct this research as part of our MBA program.

Recommendations

To reduce employee relationship conflicts, it is essential to reduce multiple role conflicts and job stress by using team coaching and teambuilding activities, giving training in conflict resolution techniques, providing the best and sufficient resources to fulfill the job and also assign tasks as per their assigned job so that they couldn't be confused about their work related assignments.

Key words

Job stress, multiple role conflicts, Employee relationship conflicts, Employee orientation

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