

**THE MODERATING EFFECT OF ORGANIZATION
TRUST AND WORKING CONDITIONS ON THE
RELATIONSHIP BETWEEN WORKLOAD
WORKING HOURS AND THE JOB
SATISFACTION OF EMPLOYEES IN BANKS OF
KARACHI, PAKISTAN**

BY

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Dedication

I dedicate my dissertation work to my parents, family members and my teacher. A special feeling of gratitude to my loving parents for encouraging me towards achievement. I also dedicate this dissertation to my siblings who has supported me throughout the process. I will appreciate all they have done specially to develop my research skill; I will always appreciate all they have done.

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Abstract

Purpose The purpose of this study is to examine the moderating role of organisation trust and working conditions on the relationship between workload working hours and job satisfaction of employees in the banks of Karachi, Pakistan.

Methodology & Design This study is quantitative in nature in which the empirical results are calculated to find out the clear opinion from the data collection through the questionnaire. The study used the reliability analysis to find out the significance among variables. Data was collected from 400 employees working in various banks of Karachi, Pakistan.

Findings The results reveal that workload working hours has no relationship with job satisfaction of employees, so other factors may do so. However, working conditions and organization trust moderate the relationship between both.

Limitations The study was limited to Karachi only and time constraint restricted the number of respondents. Online forms were used so people had internet connectivity issue which delayed the responses.

Recommendations Other factors that can influence job satisfaction can be explored too. Cities outside Karachi should be approached to evaluate job satisfaction of bankers there while longitudinal study can be conducted to have in-depth information on the research.

Keywords *Job satisfaction, working conditions, workload working hours, organization trust*

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