

# **RESEARCH THESIS**

## Assessing the Human Resource Practices Contributing to Employee Turnover in Telecommunication Sector



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May Allah bless them all with everlasting joy and happiness.

## **Dedication**

*This thesis is dedicated to my beloved parents and teachers for being ultimate role models in my life and for their constant support and inspiration regarding my mission.*

## **Abstract**

This dissertation explores the relationship between the selected Human Resource Practices and Employee Turnover. The factors of Organizational Commitment and Supervisory Support function as mediating and moderating variables respectively. The investigation into the conceptual model, through multiple analysis and tests revealed that the selected Human Resource Practices had a significant association with Employee Turnover. Organizational Commitment mediated the relationship between the Human Resource Practices and Employee Turnover. The role of Supervisory Support as a moderator was also found to be significant between Human Resource Practices and Employee Turnover. The factors highlighted in this study are few important organizational aspects, contributing to workers transferring to other organizations. As a result, companies in telecommunication industry are encouraged to improve these factors so that number of employees' switching to other workplaces can be reduced. This way the talented employees can be retained and organizations can continue to operate seamlessly. It is imperative for organizations to save the Employee Turnover costs that they have to endure. An increased scope of research by including more telecommunication companies from other regions will present a more reliable picture into this menacing issue.

## Table of Contents

<b>Chapter 1:</b>	<b>Introduction</b>	<b>1</b>
1.1	Introduction	1
1.2	Problem Statement	4
1.3	Research Questions	4
1.4	Study Objectives	5
1.5	Significance of study	5
<b>Chapter 2:</b>	<b>Literature Review</b>	<b>7</b>
2.1	Employee Turnover	7
2.2	Human Resource Practices	11
2.3	Organizational Commitment	14
2.4	Supervisory Support	18
2.5	Global trends of Employee Turnover in 2018	21
2.6	Conceptual Framework	23
2.7	Hypothesis	26
<b>Chapter 3:</b>	<b>Methodology</b>	<b>27</b>
3.1	Population	27
3.2	Sampling Technique	27
3.3	Sample Size	28
3.4	Statistical Tests and Procedures	28
3.5	Instruments and Scales	30
<b>Chapter 4:</b>	<b>Data Analysis</b>	<b>32</b>
4.1	Demographic Characteristics of Respondents	32
4.2	Results of Data Analysis	34
<b>Chapter 5:</b>	<b>Discussion</b>	<b>40</b>
5.1	Findings	40
5.2	Conclusion	44
5.3	Recommendations	45
5.4	Limitations	48
5.5	Future Research	49

<b>References</b>	<b>51</b>
<b>Appendices</b>	<b>57</b>
<b>Appendix A: Questionnaire</b>	<b>57</b>



## List of Tables

<b><u>Table</u></b>		<b><u>Page</u></b>
<b>2.1</b>	<b>Comparison of Employee Turnover between USA and Canada</b>	<b>22</b>
<b>4.1</b>	<b>Demographic characteristics of the respondents</b>	<b>32</b>
<b>4.2</b>	<b>Results of Confirmatory Factor Analysis</b>	<b>35</b>
<b>4.3</b>	<b>Cronbach Alpha values</b>	<b>36</b>
<b>4.4</b>	<b>Results of Correlation Analysis</b>	<b>37</b>
<b>4.5</b>	<b>Mediation analysis results between CB and ET</b>	<b>37</b>
<b>4.6</b>	<b>Mediation analysis results between CGO and ET</b>	<b>38</b>
<b>4.7</b>	<b>Mediation analysis results between WE and ET</b>	<b>39</b>
<b>5.1</b>	<b>Results of proposed hypothesis</b>	<b>43</b>

## List of Figures

<u>Figure</u>		<u>Page</u>
2.1	Conceptual Framework	26
4.1	CFA model	35

## **List of Abbreviations**

<b><u>Term</u></b>	<b><u>Abbreviation</u></b>
<b>Human Resource</b>	<b>HR</b>
<b>Information Technology</b>	<b>IT</b>
<b>Pakistan Telecommunication Company Limited</b>	<b>PTCL</b>
<b>Structural Equation Modellings</b>	<b>SEM</b>
<b>Statistical Package for the Social Sciences</b>	<b>SPSS</b>
<b>Standard Deviation</b>	<b>SD</b>
<b>Compensation &amp; Benefits</b>	<b>CB</b>
<b>Career Growth Opportunities</b>	<b>CGO</b>
<b>Work Environment</b>	<b>WE</b>
<b>Organizational Commitment</b>	<b>OC</b>
<b>Supervisory Support</b>	<b>SS</b>
<b>Employee Turnover</b>	<b>ET</b>
<b>Confirmatory Factor Analysis</b>	<b>CFA</b>
<b>Chi Square/degree of freedom</b>	<b>CMIN/df</b>
<b>Comparative Fit Index</b>	<b>CFI</b>
<b>Goodness of Fit Index</b>	<b>GFI</b>
<b>Adjusted Goodness of Fit Index</b>	<b>AGFI</b>
<b>Root Means Square Error of Approximation</b>	<b>RMSEA</b>
<b>Normal Fit Index</b>	<b>NFI</b>
<b>Tucker-Lewis Index</b>	<b>TLI</b>