

IMPACT OF TRANSFORMATIONAL LEADERSHIP ON  
ORGANIZATIONAL PERFORMANCE: THE CASE OF SERVICE SECTORS  
IN TWIN CITIES OF PAKISTAN

*By*

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I certify that the research work presented in this thesis is to the best of my knowledge my own, All sources used and any help received in the preparation of this dissertation have been acknowledged. I hereby declare that I have not submitted this material, either in whole or in part, for any other degree at this or any other institution.

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## **DEDICATION**

To *my parents* for their efforts and support for my studies

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## **ABSTRACT**

This study analyzes the impact of transformational leadership on organizational performance through the dynamic capabilities of mediating variables such as organizational knowledge, learning and innovation. The present study analyzes these impacts empirically, basing the analysis on a sample size of 300 employees working in the service sectors in twin cities of Pakistan i.e. Islamabad and Rawalpindi. The service sectors include telecom, banking and health sectors. The empirical findings partially support that (1) organizational innovation has a mediating impact in relationship between transformational leadership and organizational performance; (2) organizational performance is mediated positively by organizational innovation; and (3) organizational knowledge has a positive relationship with organizational learning.

# TABLE OF CONTENTS

List of Table.....	ix
List of Figures.....	x
CHAPTER 1 INTRODUCTION.....	1
1.1 Background of the Study.....	1
1.2 Problem Statement.....	5
1.3 Objective of the Study.....	6
1.4 Research Questions.....	7
1.5 Significance of the Study.....	7
1.6 Definitions of the Key Terms.....	8
1.7 Structure of Thesis.....	10
CHAPTER 2 LITERATURE REVIEW.....	12
2.1 Transformational Leadership.....	12
2.2 Impact of Transformational Leadership on Organizational Knowledge.....	15
2.3 Impact of Transformational Leadership on Organizational Learning.....	16
2.4 Impact of Transformational Leadership on Organizational Innovation.....	18
2.5 Link between Organizational Knowledge, Learning and Innovation.....	21
2.6 Impact of Organizational Knowledge, Learning and Innovation on Performance.....	22
2.7 Theoretical Framework.....	25
2.8 Summary.....	28
CHAPTER 3 METHODOLOGY.....	29
3.1 The Research Design.....	29
3.2 Unit of Analysis.....	30
3.3 Population and Sector Selection.....	30
3.4 Sampling Method.....	31

3.5	Data Collection and Instrument.....	32
3.6	Outliers Detection .....	34
3.7	Methods and Data Analysis .....	35
3.8	Summary .....	35
CHAPTER 4 RESULTS AND ANALYSIS.....		37
4.1	Instrument, Sample and Reliability.....	37
4.2	Descriptive Statistics .....	39
4.3	Inferential Statistics.....	42
4.4.1	Pilot Testing by Factor analysis Procedures: .....	43
4.4.2	Model Testing.....	47
4.4	Model Fit Summery .....	48
4.5	Structural Equations Modeling and Hypotheses Testing .....	51
CHAPTER 5 DISCUSSION AND CONCLUSION .....		55
5.1	Introduction .....	55
5.2	Context and Motivation.....	56
5.3	Discussions of Findings .....	57
5.4	Findings.....	60
5.5	Contribution .....	61
5.6	Implications .....	63
5.7	LIMITATIONAND FUTURE RESEARCH .....	65
REFERENCES .....		67
Appendix I Questionnaire .....		75



## LIST OF TABLE

Table 3.1: Measuring instrument .....	33
Table 4.1: Reliability Analysis in Pilot Testing.....	38
Table 4.2: Gender.....	39
Table 4.3: Age.....	40
Table 4.4: Education .....	41
Table 4.5: Sector .....	42
Table 4.6: Correlations Matrix.....	42
Table 4.7: KMO and Bartlett's Test .....	44
Table 4.8: Component Matrix Table.....	45
Table 4.9: Model Fit .....	50
Table 4.10 Regression Weights .....	54

**LIST OF FIGURES**

Figure 4.1: Confirmatory Factor Analysis .....47

Figure 4.2: Results of CFA and Model Testing.....48