

# **“The Impact of Psychological Contract and Job Satisfaction on Organizational Commitment and Intention to Leave”**



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2014

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## **Acknowledgement**

Start with the name of Allah, the Most Kind and the Most Generous, all my praises and thanks for Allah for giving me the strength and for His infinite blessing in completing this Thesis. I would like to thanks to my supervisor, Mr. Shahid Nawaz, for his supervision and endless support. His support and help of beneficial comments and recommendations throughout the thesis have contributed a lot to the success of this research. I would also like to extend my appreciation towards the research department head, Mr. KashirAsghar for his support and guidance in my thesis.

I would also like to thank my family, my mother and father gave me continuous support and love throughout my thesis.

My greatest appreciation goes to my best friends, Maryam EssamMuraj and Babar Hussainwho were always a big support in all my struggles and frustrations in my life and studies. Thanks toMaryam for being a great dependable person to whom I could always talk to about my problems and enthusiasms, for helping me think realistically and even for hearing my problems. Thank you Babar for your unconditional support, encouragement and love.

## **Dedication**

**I would like to dedicate this research thesis to my beloved parents, my best friend and to the love of my life.**

## **Abstract**

The research study is mainly concerned with the reasons behind the violation of psychological contract and its effect on employee attitudes in the hospitality industry of Pakistan. It identifies the attitude of employees in relative to organizational commitment and intention to leave.

Psychological contract and its violation are still fairly under-developed in the area of research and have not been explored in the Pakistani context. This study is important because it identifies the gap between employer– employee relationships that causes the violation of psychological contract.

The research context chosen for this study is the hospitality industry in the twin cities of Pakistan: Islamabad & Rawalpindi. The research study includes the employees of all management levels belonging to the top three hotels in Islamabad and Rawalpindi namely: Serena Hotel, Marriott Hotel and PC (Pearl Continental) Hotel. The research methodology designed for this research is based on the quantitative study.

The results of the survey discovered a positive relationship between psychological contract violation and intention to leave while on the other side having negative relationship with organizational commitment. The recommendations are given on how an organization can minimize insights of violation through human resource policies, strategies and procedures that raise open and honest communication with the employees for the purpose to reduce misunderstandings that may result in perceived violation of psychological contract.