

Major: HRM

S. No. 12

**"POSITIVE IMPACT OF ROLE CLARITY AND PERSON WORKPLACE
FIT ON EMPLOYEE PERFORMANCE IN TELECOM SECTOR OF
PAKISTAN"**



By:

IRUM SHABBIR

01-221161-053

Supervisor:

Dr. SARWAR ZAHID

Department of Management Sciences

Bahria University Islamabad

Spring 2017

FINAL PROJECT/THESIS APPROVAL SHEET

Viva-Voice Examination

Date / /

Viva Date

Topic of Research: POSITIVE IMPACT OF ROLE CLARITY AND PERSON
WORKPLACE FIT ON EMPLOYEE PERFORMANCE IN TELECOM SECTOR OF PAKISTAN

Names of Student(s): IRUM SHABBIR (01-221161-053)

Class: MBA

Approved by:

Dr. Sarwar Zahid

Supervisor

Captin Zahid Majeed

Examiner-I

Dr. Shahid Nawaz

Examiner-II

Dr. Sarwar Zahid

Research Coordinator

Dr. Muhammad Ali Saeed

Head of Department - Management Sciences

TABLE OF CONTENTS

Department of Management Science	1
Department of Management Sciences	3
<i>ACKNOWLEDGEMENT</i>	8
<i>ABSTRACT</i>	9
CHAPTER: 1	10
1. INTRODUCTION	10
1.1 Background.....	10
1.1.1 Abilities	13
1.1.2 Interests.....	14
1.1.3 Culture	14
1.1.4 Partners or colleagues.....	15
1.1.5 Role clarity:.....	15
1.1.6 Efficiency and effectiveness	16
1.2 Identification of Gap:.....	20
1.3 Problem Statement:	21
1.4 Research Questions:.....	21
1.5 Objectives of the Study:	22
1.6 Significance of the Study:	22
CHAPTER 2	22
<i>2.1 LITERATURE REVIEW:</i>	22
2.1.1 Employees Performance:	25
2.1.2 Employee’s performance in workplace:.....	31
2.1.3 Individual Organizational Fit and Worker Performance Link	34
2.1.4 Relationship Between Role Ambiguity And Role Performance.....	36
2.1.5 Investigating the role ambiguity and employee performance connection.....	45
2.1.6 Role Clarity:	48

2.1.7 Linkages between Role Clarity and Perceived Work Satisfaction and employee performance	49
2.1.8 Individual Organization Fit:	55
2.1.9 Person-Organization Fit has constructive effect on employee performance.	58
2.2 <i>Theoretical Framework</i>	60
2.2.1 Dependent variable:	60
2.2.2 Independent variables:.....	60
2.3 Proposed Hypotheses:.....	60
CHAPTER: 3	61
3.1 Research Methodology	61
3.1.1 Unit of Analysis:.....	61
3.2 Sample	61
3.3 Data collection.....	62
3.4 Pilot test.....	62
3.5 Validity and reliability	62
3.5.1 Validity.....	62
3.5.2 Reliability	63
3.6 Technique	63
3.7 Time Frame.....	63
3.8 Instruments and measures.....	63
3.9 Procedure	64
Chapter 4	65
Results & Discussion	65
4.1 Reliability Analysis	65
Table 4.2 Frequency Distribution	67
4.3 Correlation.....	69
4.4 Regression Analysis	70
CHAPTER: 5	72
5.1 CONCLUSION & RECOMMENDATIONS.....	72

5.1.2 Recommendations..... 73
BIBLIOGRAPHY..... 74

ACKNOWLEDGEMENT

All thanks to Allah almighty, the most beneficent and ever merciful who blessed us with the power & capabilities and remained contented on all intricacies found during the successful completion of this thesis.

I feel myself indebted and highly grateful to honorable teacher who is my supervisor Mr. Sarwar Zahid for guiding and supporting me throughout the thesis work. He delivered experienced knowledge and taught technicalities of work to enhance and polish my skills under a qualitative supervision.

In the end, I especially thanks to my family for supporting me during the thesis work. As my parents provided me all possible amenities for my studies and cooperated with me to complete everything on time.