

EFFECT OF OUTSOURCING ON EMPLOYEE SATISFACTION AT STATE BANK OF PAKISTAN, KARACHI

By

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Supervisor-Student Meeting Record

	Date	Place of Meeting	Topic Discussed	Signature of Student
5	10th July 2017	Supervisor's office	Hypothesis, factors of learning environment.	
6	17th July 2017	Supervisor's office	Data Collection Methods	
7	22nd July	Supervisor's office	Critical Debate, Recommendations.	

Declaration of Authentication

I, hereby, declare that no portion of the work referred to in this thesis has been submitted in support of any application for another degree or qualification of this university or any other institution of learning.

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Abstract

Purpose

The purpose of this research was to find out the effect of outsourcing on Employee satisfaction at State Bank of Pakistan Karachi. Outsourcing of services is an emerging factor among businesses these days. The aim of this study was to find out its positive or negative effect on employees using these outsourced services and level of satisfaction towards these operations.

Methodology/sample

The research, being explanatory in nature, involved quantitative data, which was collected through a questionnaire. The population size was 425 employees. This data was collected from a sample of 120 employees working at Grade 1, Grade 2, Grade 3 and Grade 4 in different departments of State Bank of Pakistan Karachi.. To analyze the data collected, Regression and Correlation tests were applied.

Findings

The investigation and analysis results have been revealed that outsourced services including Janitorial services , operation and maintenance of lifts, operation and maintenance of DGs and lastly operation and maintenance of PA Systems are not up to the required level of satisfaction of employees of State Bank of Pakistan Karachi . However, operation and maintenance of ACs are matching the satisfactory level of employees using this outsourced service.

Practical Implications

The findings/results of this research are likely to help the management of State Bank of Pakistan Karachi about effectiveness of outsourced vendors and also about its weaknesses. These can be improved by taking regular feedback from employees of State Bank of Pakistan Karachi in order to find out the low level of satisfaction from few of the outsourced although management is trying at its fullest potential to provide complete satisfaction to its valuable employees. Other organizations may also benefit from this study. Future scholars may conduct further studies to study the effect of outsourcing on employee satisfaction.

Keywords

Outsourcing, Employee Satisfaction, Janitorial Services Operation and maintenance of PA Systems operation and maintenance of DGs, operation and maintenance of Lifts and operation and maintenance of ACs.

List of Abbreviations:

Following is the list of abbreviations which are used in the content of the research:

Janitorial Services: **JS**

Employee Satisfaction: **ES**

Operation and maintenance of Public Address Systems operation: **OMPA Systems**

Operation and maintenance of Diesel Generators: **OMDGs**

Operation and maintenance of Lifts: **OML**

Operation and maintenance of Air Conditioner System: **OMACs**

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