

JOB CRAFTING: IMPACT ON PERFORMANCE AND SATISFACTION OF EMPLOYEES IN AUDIT FIRMS

By

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
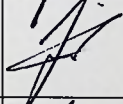
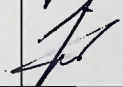
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I hereby certify that the above candidate's thesis has been completed to my satisfaction and, to my belief, its standard is appropriate for submission for examination. I have also conducted plagiarism test of this thesis using HEC prescribed software and found similarity index at _____ that is within the permissible limit set by the HEC for the MBA thesis. I have also found the thesis in a format recognized by the Department of Management Sciences.

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ABSTRACT

Job crafting is a way in which one shows its perception towards their job and highlight the changes they make to bring positive changes in their job task, job performance, job satisfaction and scope of their job. It helps employees creating meaningfulness in their jobs using three job crafting techniques all having different dimensions: task, relational and cognitive. Task crafting consist as to how an employee look towards the duties assigned to him, expanding or contracting the scope of the duties or by simply adding or cutting them down from his job. Second relational crafting where job crafters can limit or exceed the boundaries of their interactions with their counterparts at the job. Finally, the third one is cognitive crafting where employee shows its own perception towards their assigned job, what they feel about the task they carry out and how vital role they are playing in achieving their organizational goals. The objective and main idea of this study is to determine the impact and criticality of job crafting on the satisfaction and performance of employees in Audit firms. Task crafting and relationship crafting were used as an independent variable whereas satisfaction of employees was used as mediating variable. The result shows that overall job crafting has an impact on the performance and satisfaction of employees and further shows that task crafting along with relational crafting are vital estimator of Job satisfaction and performance. Comes about demonstrate that work withdrawal among representatives from review firms in Pakistan and the resultant propensity these representatives need to create turnover expectations cause concern. 57% of difference in work engagement and 21% of fluctuation in turnover goal among representatives from review firms are controlled by adapting systems (work creating), individual assets (proactive identity) and employment assets (important work). As needs be, the specialist proposes a scope of human asset administration ranges that may frame the support of mediations to upgrade the substance and setting of occupations among review firms.