## IMPACT OF INTRINSIC AND EXTRINSIC REWARD ON EMPLOYEE JOB SATISFACTION: A STUDY OF PRIVATE BANKS OF PAKISTAN

## By SYED M. ASAD ABBAS 30948

A thesis presented to the Department of Management Sciences, Bahria University Karachi Campus, in partial fulfillment of the requirements of the MBA degree



**FALL, 2017** 

**Bahria University Karachi Campus** 

## Acknowledgement

Firstly I would like to thank Almighty Allah who gives me the knowledge and courage to work properly.

This paper was supervised by Mr. Saad Ahmed. I would like to thank him because he guided me in every step and under his guidance I was able to complete this research. Without his help it was very difficult to conduct this research.

I would like to thank to all the respondents who gave their important time and filled the entire questionnaire with proper attention. They helped me to get the accurate data.

Moreover I would like to thank my dissertation course teacher Mr. Raja Rubnawaz who guided me in selecting my topic and helped me in every situation during this thesis work.

Our course coordinator Mr. Kaleem Ahmed Ghias is an honorable personality who stand by my side as a mentor and helped me a lot, I am very thankful to him as well.

I would also like to thank our respected Head of the Department who give me this opportunity to work in this research paper.

**Abstract** 

**Purpose** 

Employees are basic pillar for any organization so it is very important point for organization to

understand the intrinsic and extrinsic reward's impact on their employee's satisfaction level. The

aim of this research is to analyze the impact of rewards that are extrinsic and intrinsic on job

satisfaction of employees.

Methodology

It was a quantitative research and an explanatory study. Closed ended questionnaire based on

likert scale were used to gather data. The banking sector of Karachi was focused in this and

particularly top 3 private banks and sample size was 356 respondents who work in top 3 banks of

Pakistan.

Conclusion

This result of this research shows that intrinsic and extrinsic reward effect immensely in

satisfaction of the employees. It concludes that the employees felt that both of these factors are

important for their job satisfaction. Satisfied workers are the real assets for any organization they

can produce more and are more loyal with the organization. The study recommends that the

organization must focus on continual improvement in their compensation and benefits plan and

they should take few steps to acknowledge their employee efforts. If the employees are satisfied

then company can achieve their goals and objectives.

Keywords: Job satisfaction, Intrinsic rewards, extrinsic rewards and banking sector.

## **Table of Contents**

Abstract	
Chapter 1	7
ntroduction	7
1.1. Research Problem	17
Problem Statement	17
1.2. Research Question	18
1.3. Objectives of the study	
1.4. Limitations	18
1.5. Scope	18
1.6. Assumptions	19
Chapter 2	20
Literature Review	20
2.1. Theoretical Framework	35
2.2 Uynothores	35
3.1 Design of Research	36
3.2 Population	
3 3 Sample	37
3.3.2. Sampling Techniques	37
3.4 Instrument	37
Chapter 4	38
Data Analysis	38
D C1	38
4.1. Respondent Profile  4.2. Reliability  4.3. T-Test	40
4.3. T-Test	41
4.4. Regression Analysis	42
	45
5.2 Future area of Study	46
REICICIOS	
Annevire A	50
Ouestionnaire	50