

IMPACT OF EMPLOYEE TREATMENT AND ORGANIZATIONAL COMMITMENT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN HOTEL INDUSTRY OF PAKISTAN

By

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MBA Thesis 2nd Half-Semester Progress Report & Thesis Approval Statement

Supervisor – Student Meeting Record

S#	Date	Place of Meeting	Topic Discussed	Signature of Student
1	13-4-2018	F10	Literature Review	
2	28-4-2018	F10	Research Methodology	
3	24-5-2018	F10	Analysis	

APPROVAL FOR EXAMINATION

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Abstract

Purpose

The purpose of this paper is to verify a research model that investigates the relationship between employee treatment (Independent variable) and organizational citizenship behavior (dependent variable). And also identify the relationship between organizational commitment (Independent variable) and organizational citizenship behavior (dependent variable).

Methodology & Design

Based on data from sample of 152 Fu Hui Li Yaqoi Duan Yanhong (2014), from the employees of hotel of Karachi to check the validity, reliability and hypothesized relationships through SPSS. The sampling technique was used is cross sectional. Data was collected through online surveys and visit to different hotels of Karachi. Deductive approach has been used.

Findings

Hypothesis was studied in detail and was statistically proved with two main constructs of organizational citizenship behavior and organizational commitment for employee treatment. Had a positive relationship between employee treatment and organizational citizenship behavior, and also had strong relationship between employee treatment and organizational commitment.

Limitations

Results increased our understanding regarding the impact of employee treatment on organizational commitment and organizational citizenship behavior. Also research will conduct in other areas of human resources. Data will also collect from manufacturing industries or any other bank. As this concern with the area of service industry.

Recommendation

Employees should focus on dimension of organizational citizenship behavior. Further this research conducted in other areas of Pakistan. Employees should focus on hotel competitiveness and hotel productivity because they are main assets of organization.

Keywords:

Employee treatment, Organizational commitment, organizational citizenship behavior.

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