

**“IMPACT OF STRESS, EMPLOYEE
ENGAGEMENT & PERSONALITY TRAITS ON
SERVICE EMPLOYEE’S JOB PERFORMANCE:
EMPIRICAL FINDINGS FROM SERVICE
SECTOR OF PAKISTAN”**

By

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



FALL, 2018

Bahria University Karachi Campus



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 th November 2018	F-10	Chapter 1 – 3	<i>Umer</i>
2	19 th November 2018	F-10	Chapter 4 – 6	<i>Umer</i>
3	23 rd November 2018	F-10	Chapter 4 – 6	<i>Umer</i>

APPROVAL FOR EXAMINATION

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Date: _____

Acknowledgement

I am grateful to Allah for providing me with good health and wellbeing that was necessary to complete this study. I'm also thankful to my thesis supervisor Sir Mumtaz Khan for his support and guidance. May Allah bless him with health and wellbeing.

Abstract

Purpose

The main purpose of this research is to identify the effects of stress, personality traits & employee engagement on an individual's performance in the service sector organizations. Such as banks, hospitals and hotels in the context of Pakistan.

Methodology & Design

This study comprised of a sample size of 151 respondents from the service sector of Pakistan. Our primary data was collected from three sub-sectors which were Banking, Hotels and Hospitals. Questionnaire was sent through Google Forms to 229 different employees. Out of which the first 151 replies were considered for the purpose of this study. For the purpose of this study front line employees were considered from HBL, UBL, MCB, Amjad Medical Hospital, Aga Khan Lab, Clinic & Regent Plaza Hotel. Analysis on the data collected was done on SPSS

Findings

The research found that there is no relation of stress and employee engagement on job performance, though our findings revealed that personality traits do affect the job performance of a front-line employee in the service sector of Pakistan.

Limitations

Due to shortage of time the sample size is very limited. Only replies that were sent in the time frame approved by the researcher was accepted.

Keywords

Employee Engagement, Job Stress, Job Performance, Service Organization, Big Five Personality Traits

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