

**Work-Life Conflict and Its Role in Emotional Exhaustion Amongst Mobile  
Telecommunication Employees of Islamabad**



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## TABLE OF CONTENTS

Work-Life Conflict and Its Role in Emotional Exhaustion Amongst Mobile Telecommunication Employees of Islamabad .....	i
Department of Management Sciences .....	i
FINAL PROJECT/THESIS APPROVAL SHEET.....	iii
DECLARATION OF AUTHENTICATION.....	iv
ABSTRACT.....	ix
CHAPTER – 1 .....	1
<b><u>1.1 INTRODUCTION.....</u></b>	<b><u>1</u></b>
<b><u>1.2 LAYOUT OF THE RESEARCH .....</u></b>	<b><u>3</u></b>
<b><u>1.3 PROBLEM STATEMENT .....</u></b>	<b><u>4</u></b>
<b><u>1.4 RESEARCH OBJECTIVES .....</u></b>	<b><u>6</u></b>
<b><u>1.5 RESEARCH INITIATING QUESTION.....</u></b>	<b><u>6</u></b>
<b><u>1.6 SIGNIFICANCE OF THE STUDY.....</u></b>	<b><u>7</u></b>
CHAPTER – 2 .....	9
<b><u>2.1 LITERATURE REVIEW.....</u></b>	<b><u>9</u></b>
<b><u>2.2 WORK-LIFE CONFLICT (WLC).....</u></b>	<b><u>11</u></b>
2.2.1 The Essence of Work-Life Conflict.....	11
2.2.2 The Reasons of Work & Life Conflict .....	12
2.2.3 The Damaging Consequences of Work-Life Conflict.....	13
2.2.4 Emotional Labour .....	14
<b><u>2.3 EMOTIONAL LABOR CONSEQUENCES.....</u></b>	<b><u>16</u></b>
<b><u>2.4 ORGANIZATIONAL SUPPORT (FAMILY FRIENDLY PRACTICES &amp; POLICIES) .....</u></b>	<b><u>16</u></b>
2.4.1 Marital Happiness.....	17
<b><u>2.5 THE BALANCE OF WORK-LIFE AND DEMOGRAPHICS .....</u></b>	<b><u>18</u></b>
2.5.1 The Characteristics of Emotional Exhaustion .....	19
2.5.2 The Contributory Factors Towards Emotional Exhaustion.....	20
2.5.3 A Summary of the Work Demands Related to Work-Life Conflict.....	20
CHAPTER – 3 .....	22
<b><u>3.1 CONCEPTUAL FRAMEWORK.....</u></b>	<b><u>22</u></b>
<b><u>3.2 RESEARCH HYPOTHESES .....</u></b>	<b><u>23</u></b>
CHAPTER – 4 .....	24
<b><u>4.1 RESEARCH DESIGN .....</u></b>	<b><u>24</u></b>
<b><u>4.2 NATURE OF STUDY.....</u></b>	<b><u>24</u></b>

4.2.1	Sample Size .....	24
4.2.2	Research Instrument .....	25
4.2.3	Data Analyses Method And Techniques .....	25
<b>CHAPTER – 5 .....</b>		<b>26</b>
<b><u>5.1</u></b>	<b><u>INTRODUCTION.....</u></b>	<b><u>26</u></b>
<b><u>5.2</u></b>	<b><u>RESPONSE RATE .....</u></b>	<b><u>26</u></b>
5.2.1	Gender of Respondents.....	26
5.2.2	Age of Respondents.....	27
5.2.3	Work – Life Questions.....	28
<b><u>5.3</u></b>	<b><u>WORK LIFE QUESTIONNAIRE .....</u></b>	<b><u>29</u></b>
<b><u>5.4</u></b>	<b><u>CORRELATIONS .....</u></b>	<b><u>49</u></b>
5.4.1	Work- Life Conflict & Role overburden .....	49
5.4.2	Work- Life Conflict & Emotional Labour.....	49
5.4.3	Work- Life Conflict & Organizational Support.....	50
5.4.4	Work- Life Conflict & Marital Happiness.....	51
5.4.5	Work- Life Conflict & Emotional Exhaustion .....	51
<b><u>5.5</u></b>	<b><u>CHARTS (WORK LIFE CONFLICT).....</u></b>	<b><u>54</u></b>
<b><u>5.6</u></b>	<b><u>CORRELATION ANALYSIS .....</u></b>	<b><u>55</u></b>
<b><u>5.7</u></b>	<b><u>SCALE RELIABILITY ANALYSIS .....</u></b>	<b><u>56</u></b>
<b><u>5.8</u></b>	<b><u>ANALYSIS OF THE RESULTS OF HYPOTHESES.....</u></b>	<b><u>56</u></b>
5.8.1	Results of Hypothesis 1 .....	57
5.8.2	Results of Hypothesis 2 .....	57
5.8.3	Results of Hypothesis 3 .....	57
5.8.4	Results of Hypothesis 4 .....	57
5.8.5	Results of Hypothesis 5 .....	57
<b><u>5.9</u></b>	<b><u>SUMMARY OF THE HYPOTHESES .....</u></b>	<b><u>58</u></b>
<b>CHAPTER – 6 .....</b>		<b>59</b>
<b><u>6.1</u></b>	<b><u>INTRODUCTION.....</u></b>	<b><u>59</u></b>
<b><u>6.2</u></b>	<b><u>LIMITATIONS AND RECOMMENDATIONS FOR FUTURE RESEARCH</u></b>	<b><u>60</u></b>
<b>QUESTIONNAIRE .....</b>		<b>62</b>
<b>BIBLIOGRAPHY .....</b>		<b>65</b>

## LIST OF ALL FIGURES

Fig 1 .....	9
Fig 2 .....	10
Fig 3 .....	13
Fig 4 .....	22
Fig 5 .....	27
Fig 6 .....	28
Fig 7 .....	29
Fig 8 .....	30
Fig 9 .....	31
Fig 10 .....	32
Fig 11 .....	33
Fig 12 .....	34
Fig 13 .....	35
Fig 14 .....	36
Fig 15 .....	37
Fig 16 .....	38
Fig 17 .....	39
Fig 18 .....	40
Fig 19 .....	41
Fig 20 .....	42
Fig 21 .....	43
Fig 22 .....	44
Fig 23 .....	45
Fig 24 .....	46
Fig 25 .....	47
Fig 26 .....	48
Fig 27 .....	49
Fig 28 .....	54
Fig 29 .....	55

### LIST OF ALL TABLES

Table 1 .....	26
Table 2 .....	26
Table 3 .....	27
Table 4 .....	28
Table 5 .....	29
Table 6 .....	29
Table 7 .....	30
Table 8 .....	30
Table 9 .....	31
Table 10 .....	31
Table 11 .....	32
Table 12 .....	32
Table 13 .....	33
Table 14 .....	33
Table 15 .....	34
Table 16 .....	34
Table 17 .....	35
Table 18 .....	35

Table 19.....	36
Table 20.....	36
Table 21.....	37
Table 22.....	37
Table 23.....	38
Table 24.....	38
Table 25.....	39
Table 26.....	39
Table 27.....	40
Table 28.....	40
Table 29.....	41
Table 30.....	41
Table 31.....	42
Table 32.....	42
Table 33.....	43
Table 34.....	43
Table 35.....	44
Table 36.....	44
Table 37.....	45
Table 38.....	45
Table 39.....	46
Table 40.....	46
Table 41.....	47
Table 42.....	47
Table 43.....	48
Table 44.....	48
Table 45.....	49
Table 46.....	50
Table 47.....	50
Table 48.....	51
Table 49.....	51
Table 50.....	52
Table 51.....	53
Table 53.....	55
Table 54.....	56
Table 52.....	58

## ABSTRACT

Telecommunications is undoubtedly an important tool not only for business but for all domains in present era. It enables businesses to effectively communicate with customers and deliver high customer support standards. Mobile telecom allows businesses to implement more flexible work by enabling employees to work productively and efficiently from home.

The job of telecommunication is a technically high, pressure oriented, and intense labor-demanding profession in technology field. Quality telecom services is essential for running the activities of the people, hence it is essential for telecom employees to provide best quality service to the business community and to the society. The skilled and qualified employees are in short in telecom sector, is a problem, in almost all organizations. Lack of resources and, illegal tasks, emotional sorrow, low co-worker routine work and weak management are some of the challenges that employees in the telecom sector may experience daily. All these challenging issues can be related to the pattern of emotional exhaustion, which is particularly evident in workplaces that provide individuals a 24/7 top-quality service, such as telecom. Employees also leave this sector for better working conditions and pay to work overseas. This research deliberate on certain job demands like role overburden & emotional labor and family needs like marital satisfaction, This may affect the level of work-life conflict and employee emotional exhaustion. All of these variables have been identified as possible factors that would help to understand the reasons of conflict between work and life and the impact it has on employee emotional exhaustion. A self-developed and administered questionnaire was employed to collect (quantitative) data related to all the hypothesized variables that affect the variance of work-life conflict in telecom employees. Many important aspects of work-life conflicts were also came under discussion during informal meetings with some of the former telecom sector employees. SPSS software is used to test the proposed hypotheses to perform descriptive statistical analysis, correlation analysis and regression analysis on the data collected. The results of the present study indicate that Work Life Conflict has a positive relationship with the emotional exhaustion experienced by telecom employees.



**Keywords:**

WorkLifeConflict,organizational support,Roleoverburden,maritalhappiness,EmotionalLabor  
&emotionalexhaustion.