

Majors: HUMAN RESOURCE MANAGEMENT

S. No. (12)

**IMPACT OF LEADER'S EMOTION MANAGEMENT ABILITY
ON EMPLOYEE JOB PERFORMANCE IN
TELECOMMUNICATION INDUSTRY OF PAKISTAN**



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Spring 2019

ACKNOWLEDGEMENT

First and foremost, I would like to thank Almighty ALLAH for His unconditional love towards me. I would like to express my heartfelt thanks to my supervisor, Dr. Arif Khattak, for the professional assistance, encouragement and guidance he has provided me over last few months. His consistent support has helped me a lot in accomplishing my bachelor's thesis in required time which was not possible without his encouragement and supportive suggestions. I would like to thank my family without whom I could not have even started my bachelor's program and do not stand a chance to accomplish it. Lastly, I owe a great debt of gratitude to my parents. With all sincerity and love, I thank my parents for standing by me through thick and thin of my life. Existence of my parents is the meaning of my life. I love them more than words can express.

ABSTRACT

This study was based on examining the impact of leader's emotion management ability on employee job performance with mediating role played by employee perception of job characteristics within telecommunication industry of Pakistan. In this study, the emphasis was mainly on identifying the influential relationship that exist amongst leader's emotion management ability, employee perceptions of job characteristics, and employee job performance within telecommunication industry of Pakistan. To prove the relationship between leader's emotion management ability (independent variable), employee perceptions of job characteristics (mediating variable), and employee job performance (dependent variable), a structured questionnaire has been used to collect data from the officials associated with the telecommunication industry of Pakistan. Based on the data collected from the respondents through structured questionnaire, several hypotheses tests were applied. Results of those hypotheses tests have clearly indicated that there exists significant relationship between leader's emotion management ability, employee perceptions of job characteristics, and employee job performance within telecommunication industry of Pakistan. Some statistical instruments such as descriptive frequencies, reliability, correlation, regression, ANOVA, and coefficients were used by the researcher to conduct this study. Finally, it can be said that leader's emotion management ability, employee perceptions of job characteristics, and employee job performance, tend to have strong relationship between them within telecommunication industry of Pakistan.

Key words: Emotion Management, Leader's Emotion Management Ability, Emotional Intelligence, Employee Perception of Job Characteristics, Employee Job Performance, etc.

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