

Factors Affecting Employee's Effectiveness at Job in Banking Sectors of Pakistan

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Abstract : Jobs in the banking sector in Pakistan are perceived as very tough, due to which employee turnover is very high. However, the managerial role is very important in influencing employees' attitudes toward their turnout. This paper explores the manager's role in influencing employees' effectiveness on the job. The paper adopted a pragmatic approach by combining both qualitative and quantitative data. The study employed an exploratory sequential strategy under a mixed-method research design. Qualitative data was analyzed using thematic analysis. Five major themes, such as the manager's attitude towards employees, his leadership style, listening to employee's personal problems, provision of personal loans without interest and future career prospects, emerged as key factors increasing employee's effectiveness in the banking sector. The quantitative data revealed that a manager's attitude, leadership style, availability to listen to employees' personal problems, and future career prospects and listening to employee's personal problems are strongly associated with employees' effectiveness at the job. However, personal loan without interest was noted as having no significant association with employee's effectiveness at the job. The study concludes manager's role is more important in the effectiveness of the employees at their job in the banking sector. It is suggested that managers should have a positive attitude towards employees and give time to listening to employee's problems, even personal ones.

Keywords : banking sector, employee's effectiveness, manager's role, leadership style

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