



Department of Management Science

Importance of Interpersonal Skills for Managers in Employee Job Satisfaction and Retention

Research Thesis

Submitted by

Rahat Ali

Under the Supervision of

Nasir Mehmood

(Associate Professor)

ABSTRACT

Today, competitive business market environment employee's interpersonal skill plays an important role for success of organization. Human resource management department is always looking for the causes and reasons and all those factors which contribute towards the employee job satisfaction and help them retaining the best employees. Manager's relationship with their employees and the role of interpersonal skills lead towards the job satisfaction and ultimately help organizations retaining best employees. Type of this study is correlation based on survey questionnaires data collected from commercial banks employees for determine their skills leading towards job satisfaction and retention. This research study is about the importance of interpersonal skills for managers in employee job satisfaction and employees retention working in the organization. Organization employees always feels happy, safe and secure if organizations are playing the role of justice with them especially, in paying them salaries, outsource model and contract of jobs, safety and health issues, rewards and benefits, and promotions.

Key words: Culture, Job satisfaction, Employee retention, Interpersonal skills, employee attitude and behavior, employee interest and monetary rewards.

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