

# **IMPACT OF STAFF TURNOVER ON OPERATIONAL EFFICIENCY AT ENGINEERING DEPARTMENT IN PARTICULAR AND PIA IN GENERAL**

**By**

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## MBA Thesis

### 2<sup>nd</sup> Half-semester Progress Report & Thesis Approval


#### Supervisor-Student Meeting Record

No.	Date	Place of Meeting	Topic Discussed	Signature of Student
5	17 <sup>th</sup> Aug. 2015	Bahia University	Introduction and Literature Review	Minam Asad
6	10 <sup>th</sup> Sept. 2015	Bahia University	Findings and Research Methodology	Minam Asad
7	13 <sup>th</sup> Oct. 2015	Bahia University	Recommendations and Conclusion	Minam Asad

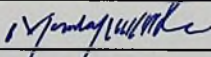
#### APPROVAL FOR EXAMINATION

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I hereby certify that the above candidate's thesis has been completed to my satisfaction and, to my belief, its standard is appropriate for submission for examination. I have also conducted plagiarism test of this thesis using HEC prescribed software and found similarity index at 9% that is within the permissible limit set by the HEC for the MBA thesis. I have also found the thesis in a format recognized by the Department of Management Sciences.

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## ABSTRACT

**Purpose-** The purpose of the study is to identify the impact of staff turnover on operational efficiency at engineering department in particular and PIA in general. High staff turnover rate may jeopardize efforts to attain organizational objectives. Staff turnover is a vital issue in an organization especially in the airline industry. It mainly causes operational inefficiency. Every organization needs to focus on how to change employees mind from job dissatisfaction to job satisfaction to retain him. High staff turnover and high absenteeism causes low productivity and efficiency.

**Methodology/sample-** The effective research method that has been used for this study report includes the questionnaire that were filled by all the required respondents. The sample size of this research is 80. The hypothesis testing results showed that there is a significant impact of staff turnover on delays, accidents and incidents.

**Findings-** Pearson correlation test is applied to derive the results and the findings conclude that due to high staff turnover PIA has to suffer from operational hiccups causing delays, accidents and incidents. According to the survey conducted, it was found that the main causes which lead to employee turnover in PIA include lack of opportunities, no recognition and low salary.

**Practical Implications-** Main outcome of this research study can be served as the major guideline that can further improve the effectiveness and efficiency of the organization by following the recommendations for retaining the qualified employee. Employee turnover is an independent variable whereas operational efficiency is a dependent variable.

**Keywords:** Staff turnover, operating efficiency

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CHAPTER 1: INTRODUCTION: