

UNIVERSITY OF MANAGEMENT AND TECHNOLOGY



Effect of abusive supervision on employee turnover intention: the mediating role of  
psychological contract breach

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by

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## **DECLARATION**

I proclaim that this thesis has been composed solely by myself and has not been acquiesced hitherto for any other degree. I also state that data analysis and interpretations is the upshot of my own independent work. Further more, I took care to certify that my work is original and has not been taken from the sources except cited and acknowledge within the text.

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## ABSTRACT

Retention of skilled healthcare professionals has turned into a task for organizations in Pakistan. Particularly, employees who undergo oppressive supervisory style tend to react with negative workplace attitudes and behaviors. Delving in to past record bears out that abusive supervision is related to turnover intention. However, the mechanisms that can explain this relationship must be known in order to understand this phenomenon. Drawing on the theory of psychological contract, the function of psychological contract breach as a mediating mechanism in the association of abusive supervisory leadership style and turnover intention has been examined. In a cross-sectional field study, data were obtained from 400 healthcare professionals, including nurses and administration staff, employed in one public and two private hospitals of Lahore. Results revealed that abusive supervision is associated to turnover intention among these healthcare professionals, and psychological contract breach mediated this association. Theoretical and practical implications are conversed.

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## **CHAPTER I**

### **INTRODUCTION**

#### 1.1 Chapter overview

This section provides a general idea of background of research and discusses why abusive supervision is important to study. This chapter also reflects the purpose of study and significance. The gap is discussed which helped in formulating the objectives and research questions.

