The Influence of Leadership Behaviors Based on the Path-Goal Theory towards Employees' Satisfaction in a Developing Nation. A Study in the Telecommunication Sector in N'djamena, Chad

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Abstract--*The Telecom industry has an important role to play in the performance of a country's economy. This study is then aimed to investigate and get a clearer view of the relationships that exist between the four leadership behaviours based on the path Goal Theory namely supportive, directive, participative and achievement-oriented with satisfaction of employees in the Telecom companies in Chad. To measure these relationships, a quantitative research based on survey approach was conducted. A sample size of 100 respondents were taken for the research. Convenience sampling was used to collect primary data. Questionnaires were sent by hand to collect cross sectional data. The data was analysed using Statistical Program for Social Sciences (SPSS) Version 20. The results revealed that supportive leadership is the preferred leadership style. However, directive leadership had an insignificant relationship with employee's satisfaction. This study will provide a better understanding to leaders on the appropriate leadership behaviour that will improve employee satisfaction. To the best of the researcher's knowledge, this is the first study of its kind in Chad to examine the influence leadership behaviours based on the Path-Goal theory towards employees' satisfaction in the telecommunication sector in n' Djamena.*

Keywords*-- Telecom companies, Statistical Program for Social Sciences(SPSS) Version 20.*

I. INTRODUCTION

Chad is a developing nation and like most developing nations, Chad has a high unemployment rate, at about 68.2% of the total labor force. Chad per capita GDP has grown from about $497 in 2001/02 (which was less than half of the average in Sub-Saharan Africa) to almost $823 in 2017 (The World Bank, 2019). Chad's mobile sector is still developing and is growing fast because of the competition between the two foreign-owned networks namely Bharti Airtel (formerly Zain), and Millicom (Tigo). These two main operators in the Telecom industry are the main providers of voice service (40.2%), and data services (18%) (Export.gov, 2017) in the whole territory, and cover more than 96% of the market (Deloitte, 2016). Mobile sector is a key contributor to the country's economy and in 2015 this sector generated market revenue of US$ 300 million (XAF 117 billion) This is equivalent to 2.7 % of the country's GDP. Airtel and Tigo have also improved coverage to 85% of Chad's population which is predominantly

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living in the rural areas (Deloitte, 2016).However, the economic difficulties faced by these two companies in the country has adversely affected customer spending and consequently, on the revenue of the two operators. This challenge faced by the companies however has a direct impact on the performance and satisfaction of employees (Lancastar, 2018).

Employees' satisfaction directly the organization company's performance (Meneghel et al. 2016). Dissatisfaction will reduce the sense of belonging to the company (Gil, Llorens, and Torrente 2015). This will result in employees working less conscientiously, with lower level of commitment (Babalola 2016; Pham and Pham 2016). This affects the company's future growth, competitiveness and development (Huang, Huang, and Tzeng 2016). Therefore, organizational leaders have an important role to play in improving employee's satisfaction and performance. Effective leaders will set the direction and vision of the organization and thereafter gain the commitment and trust of the followers. This also leads to higher level of motivation and performance (Abbas and Asghar, 2010).

There are many approaches on leadership. One of the situation leadership approach is the Path-Goal Theory of Leadership. The leadership approach encompasses traits approach, behavioural approach and the contingency or situational approach. The Path Goal Theory of Leadership states that a leader's effectiveness is related to the employee's motivation (House and Mitchell, 1974). The employee's motivation and satisfaction will increase when the leaders choose the right leadership approach, clarifies the goals and remove obstacles (House and Mitchell, 1974).

There are four different leadership approaches included in the Path Goal Theory of Leadership. The four approaches include the supportive, directive, participative and achievement-oriented leadership styles or approaches. The leadership style that is effective and can improve the motivation and satisfaction of employees is dependent on two categories of situational factors. The two situational factors are the employee's characteristics and the work environment demand (House and Mitchell, 1974. Through the assessment of the employee's characteristics and work environment, leaders apply the right style of leadership that affect the motivation and job satisfaction of their subordinates and pave the way for achieving the organization goals (Alanazi, Alharthey and AmranRasli, 2013). The Path-Goal Theory is strongly linked to improving motivation and job satisfaction and it provides an understanding on how leaders can motivate employees and what it takes to remove obstacles and achieve goals Grimm, 2017).

Therefore, organizational leaders play a critical role in the motivation of employees and performance of organisations. Employees are the backbone of the organization competitive advantage. They are the most precious and important asset that a company can get among all the assets. In addition, job satisfaction is a part of employee life satisfaction (Neog and Barua, 2014). Several researchers found that the improvement of job satisfaction leads to improved performance and reduction of turnover of the workforce. Researchers and scholars have studied various leadership styles and the effectiveness and outcomes of different leadership styles used by leaders. However, a key question left largely unanswered, is the preferred leadership style that can improve job satisfaction of employees in a developing country like Chad. Thereis a paucity of research on the relationships between leadership styles and

employee motivation in the telecommunications sector in Chad. This suggests the need to investigate further the nature of the relationship between these leadership behaviours and employees' satisfaction in a developing country.Therefore, the purpose of this research was to identify the leadership styles associated with employee job satisfaction in a developing country. More specifically, this study empirically tested the relationships between the four leadership behaviours stated in the Path-Goal Theory namely supportive, directive, participative and achievement-oriented leadership behaviours towards job satisfaction of employees in the telecom sector in Chad.

II.   LITERATURE REVIEW

Job satisfaction

There are several motivational theories that support the crucial role of job satisfaction. Researchers have found that Maslow's hierarchy of need theory as being central to job satisfaction. Furthermore, another researcher, Morrell (2004) stated the most well-known process theories, expectancy theory and equity theory as being part of job satisfaction (Hu, Yang and Islam, 2010). Job satisfaction refers to the positive emotions that are derived from the pleasure an employee derives from the job. This positive emotional state is reached when an employee needs and outcomes are achieved in relation to their involvement in work, satisfaction with work, and commitment to work (Odubuker, 2016). In other words, job satisfaction is referred to as the degree to which employees are satisfied and love their jobs. Some researchers and scholars agree that job satisfaction is a multidimensional notion that encompasses both external and internal factors. The internal aspect affecting job satisfaction is one's personality traits such as the ability to communicate and relate with supervisors and high-level managers that is seen as the qualitative aspects of the job. The external factors are contingent and depends on the surrounding environment that includes payment, promotion, job security, leadership, and how an employee is valued in the organization (Hussain et al., 2016). Therefore, job satisfaction includes several internal and external factors that encompass the work environment and the job itself. However, employees have perception of different constructs or factors that may satisfy or dissatisfy them. For employees, some factors or dimensions of the job may satisfy them while some others may not. As stated by Malik (2013), employees can be satisfied by the leaders or peers and job satisfaction can change with circumstances and time. The presence of respect and rapport between superiors and employees can be a s a strong factor that predicts job satisfaction experienced by subordinates (Maharjan, 2012; Noordin, 2009). Other researchers highlighted that low role conflict and leadership support are also positive predictors of job satisfaction and lower turnover intention (Aziri, 2011; Olorunsola, 2012). Therefore, effective leadership is a job-related factor which has influence on different dimensions of work that affects employees' motivation and performance, behaviour and other general well-being (Belias and Koustelios, 2014).

Path Goal Theory of Situational Leadership.

According the Path goal Theory of Leadership, leaders in organizations are effective because of their influence on the employee's motivation, ability to perform and job satisfaction (House and Mitchell, 1974). According to the Path Goal Theory, an organization leader motivates employees to a certain level where the employee attains the goals and clarifies the path towards the goals (House and Mitchell, 1974). According to the

Path-goal Theory, an organization leader's leadership behaviour is satisfying to employees to the extent that the employees see such behaviour as a source of satisfaction.

According to the path Goal Theory of Leadership, the supportive leader can lead employees who are not confident about their work to higher level of self-confidence and satisfaction. Supportive leadership style is effective when tasks are repetitive, structured, or stressful, dissatisfying, formal authority is weak and it focuses on building relationship and provides psychological support to followers (Yang and Vincent, 2016; Malik, 2013). According to Sree and Gunaseelan (2016), a psychological contract will be created between employees and the organization, when leaders support the need of employees and maintain a good relationship with them. This will subsequently affect subordinates' attitudes and influence their behaviour.The directive leadership style is viewed as more autocratic, and manipulative. Due to the authoritative nature or style of the leader, employees may be less likely to accept management's value or vision if they are set apart from the decision-making process (Dolatabadi and Safa, 2011). However, directive leadership style may be relevant in certain situations and fitsin situations where task isambiguous or complex, formal authority is strong, and the work group provides job satisfaction (Wachira, Tanui and Kalai, 2016).In participative leadership approach, the employees can participate in decision-making, and they are more likely to be more committed to those decisions (Dolatabadi and Safa, 2011). Leaders using the participative style make joint decisions with subordinates or at least consider their ideas in decision-making. The participation of employees will increase the quality of decisions, contributes to employees' quality of life and they see themselves valued, promote their motivation, and in addition, increases their satisfaction (Bell and Mjoli, 2013). The achievement-oriented approach of leadership sets goals that are clear and challenging for employees. The leader establishes a high standard of excellence for workers and seeks continuous improvement from them. In addition, when setting the goals, the leader shows a high level of confidence in workers (Northouse, 2013). With the use of achievement-oriented leadership behaviour, organization leaders seek to ensure that employees complete work on time and this is more useful for team members who struggle to put their efforts together and manage their time in completing a task (Anzalone 2017). Therefore, the preferred leadership style depends on the employee characteristics and the work environment.

Relationship between supportive leadership and job satisfaction

Supportive leadership is derived from the path-goal theory that states.Based on this style of leadership, leaders and supervisors who practice supportivebehaviour, increase their relationships with employees and this will subsequently have an impact on lower turnover intention and higher job satisfaction (Sökmen, Bitmiş and Üner, 2015). Supportive leadership places more value to the employees and their needs, and such behaviour increase the employees' commitment and their satisfaction (Bell and Mjoli, 2013). Furthermore, some researchers have found that talented employees may have various reasons to join a company, but how long they last, and their level of productivity depends highly on the relationship with their immediate supervisors/managers. Researchers have shown that leaders and managers who have friendly staff relationship have a direct impact on the level of job satisfaction of employees (Neog and Barua, 2014). Another study by Newton and Maierhofer (2005) found that higher perception

of supportive leadership would predict a more favourable level of employees' well-being. An increase in employee well-being leads to employees' job satisfaction. The following hypothesis was developed for testing:

H1: There is a significant relationship between supportive leadership behaviour and job satisfaction.

Relationship between directive leadership and job satisfaction

Past research has shown that directive leadership style does not contribute or improve subordinates' job satisfaction. According also toYun et al. (2007), the directive leadership style is negatively associated to workers' job satisfaction. The outcomes of past research done have shown that there is no positive effect of directive leadership on job satisfaction.A study by Okumbe (2001) revealed that subordinates who are under directive leadership are not active because they must comply with the rules, plan, guidance and standards. Other studies have also revealed that directive leadership style tend to have a negative relationship with satisfaction (Negron, 2008; Leana, 2013; Wachira, Tanui and Kalai, 2016). However, directive leadership style can be appropriate in situations with inexperienced or freshly hired workers and in situations that need immediate action (Wachira, Tanui and Kalai, 2016). According to Martin (2012), directive style is most effective style with employees who are unsure about the task they have to do or when there are some uncertainties within the working environment. This can be explained by the fact that directive leadership gives clarifications to subordinates about their tasks and reduces ambiguity in the workplace. Furthermore, according to Martin (2012), directive leadership set a clear relationship between efforts and reward, and thus, the expectancy that effort leads to a valued outcome. The following hypothesis was developed for testing:

H2: There is a significant relationship between directive leadership behaviour and job satisfaction.

Relationship between participative leadership and job satisfaction

Many researchers came out with the result that there is a need to apply participative leadership style in order to generate more commitment from employees. As stated by Bell and Mjoli (2013), the participative leadership style providemore value to the employeesand increase employees' commitment and job satisfaction. Moreover, it has been argued that employees feel more respected and valued by their leaders when they are given opportunities to participate. The participation will help them to satisfy their higher order needs also known as self-dependency or even self-expression (Iqbal, Anwar and Haider, 2015). Participative leadership style helps the subordinates to use their voices and be part of the management. This will encourage them to be committed to the organization, which ultimately promote their job satisfaction. In addition, according to many researchers, empowered employees create a high level of motivation and job satisfaction. When participation in decision-making is given to them, they feel more responsible and independent; leading to increased performance (Ghaffari et al., 2017). However, some past results indicated that high participative leadership had a negative impact on employees' acceptance of their leader and job satisfaction when they prefer self-control and autonomy (Awan, Zaidi and Bigger, 2008). The following hypothesis was developed:

H3: There is a significant direct relationship between participative leadership behaviour and job satisfaction.

Relationship between achievement-oriented leadership and job satisfaction

According to Robinson (2014), achievement-oriented leadership style brings out organizational commitment among employees. This refers to the degree of identification and participation that employees have with their organization's mission, goals and values. This commitment is directly linked to their satisfaction as they feel satisfied when they complete their work in the organization (Lumbasi, K'Aol and Oumaq, 2016). In addition, achievement-oriented style helps followers to feel that their efforts will result in more effective performance that will be rewarded. This will increase their job satisfaction in the organization because the employees know that their efforts are being valued and recognized (Northouse, 2016). Northouse (2016) supported his point of view by stating that achievement-oriented leadership behaviour cultivates the workers' feeling of self-confidence and job satisfaction by holding them to a gold standard and placing the confidence in their abilities to rise to emerging challenges. However, Friedman (2013) stated that achievement-oriented leadership can lead to a lack of employees' innovation, creativity and autonomy; resulting in them having low morale within the organization. The organization productivity could deteriorate because of employees get frustrated when forced to work under very strict deadlines imposed by leaders and excessive task-orientation. Friedman (2013) argued that the lack of creativity due to the excessive task-orientation can have a negative effect on the company's products, as it tends to reduce innovation (Oni, 2017). Moreover, it creates a fear of breaking the rules among employees and this leads to lack of motivation and creativity. This will lead to creative employees to leave the organization to find other opportunities (Rüzgar, 2018). The following hypothesis was developed for testing:

H4: There is a significant direct relationship between achievement-oriented leadership behaviour and job satisfaction.

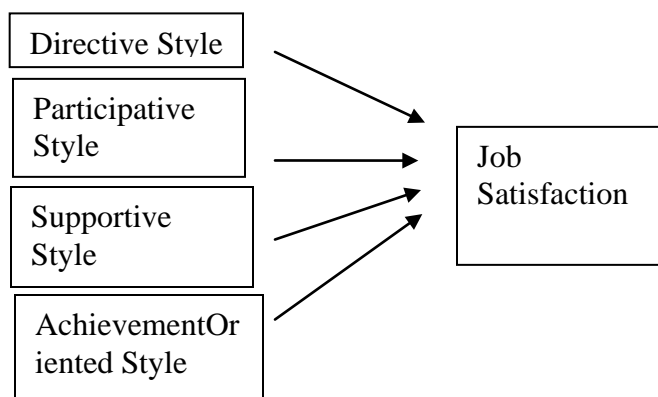The research framework shown below was adopted for this study.

Figure1 : Research Framework

Source : Conceptual Framework developed by researcher

III. METHODOLOGY

Research Design

This study was a quantitative study that collected cross sectional data form the target population. In this study, the target population were employees engaged in the telecommunications sector in Chad. A self-administered questionnaire was developed specifically for this study. The questionnaire was distributed to the target population by hand. Participation in the survey was entirely voluntary and total privacy and confidentiality was assured. The participants were assured that there will be no harm arising from their participation. The sample size was 100 and 100 good responses were received from the respondents. In this cross-sectional study, the data was analysed using Statistical Program for Social Sciences (SPSS). Multiple regression (with the leadership style variables as independent variables and satisfaction as the dependent variable) were performed to determine the extent to which these variables predicted significance of the relationships.

Sampling and data collection

The target population were employees in the telecommunications sector in Chad. This study used non-probability sampling. As explained by Saunders, et. al (2012), this method of sampling has a wide range of alternative techniques to select sample, and non-probability sampling seemed to be the most suitable and cheapest technique for data collection. The sample size needed to represent the population was calculated based on the formula by Krejcie and Morgan (1970). Based on this formula, the sample size should be 385 respondents. Tabachnick and Fidell (2013) proposed a formula "50 + 8m" where "m" is the number of variables that are used to calculate the sample size. Based on this formula, the appropriate sample size for this study was 82 respondents. The target sample size was 100 respondents. Data was collected by using self-administered questionnaires. The questionnaires were administered by using the direct distribute and collect method. The questions were adopted from past studies and a 5-point Likert scale was used. Convenience sampling method was used. After a time period of two months, a total of 100 respondents were finally received for further analysis.

Data Analysis

According to Sekaran (2003), there are three objectives in data analysis that include getting a feel for the data, testing the reliability and goodness of the data collected, and testing the hypotheses developed for the research to come out with a final result. How good the scales are, how well the coding is done and how accurately the data is entered by the researcher is through getting a feel of data. All the respondents' details were keyed into the Statistical Package for the Social Science (SPSS). The SPSS was used to analyse and test the hypothesis of this study. Descriptive statistics were generated to give more insight on the respondents and the normality of data and distribution was checked.

Results

In this study, most of the participants were males (62%) whereas only 38% of the sample was represented by females. A majority of the were between the age of 31-40 years old, representing 44%, followed by the

employees who were between 20-30 years old (43%). The others were above 41 years old. Most people worked between 6-15 years (60%). The others worked for less than 6 years.

Multiple regression testing was done to test the hypothesis. Table 1 below shows the values that reflect the model fit and the estimation of the regression model. (Hair, et al., 2010). The R value of .796 indicates that the correlation between the independent and dependent variables is high. The coefficient of determination (R square) is .633 which means that 63 percent of the variance in the dependent variable (performance) was being explained by the four different leadership styles. The Adjusted R Square of .618 value gives the most useful measure of the success of this model and we can say that it accounted for 68% of the variance in the criterion variable even after considering the number of predictor variables in the model.

Table 1 Overall Model Fit

Multiple R	.796
Coefficient of Determination (R square)	.633
Adjusted R square	.618
F Change	41.020
Sig F Change	.000

The standardized Beta coefficient in table 2 reveals the direction and significance or strength of relationship between the dependent and independent variables (Hair et al., 2010). The results show that only three styles of leadership had a positive and significant impact on job satisfaction of employees. The supportive leadership style had the strongest and most significant relationship with job satisfaction of employees in the telecommunications sector in Chad. A standardized regression value of .487 indicates that supportive leadership had the highest impact on job satisfaction. As expected, directive leadership had an insignificant relationship with job satisfaction. Participative and action-oriented leadership styles had a low but significant impact on job satisfaction of employees. Therefore, the results showed that hypothesis H1, H3 and H4 were accepted. Hypothesis H2 was rejected.

Table2: Variables entered in the Regression Model

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Supportive	.485	.098	.487	4.974	.000
Directive	.011	.116	.007	.095	.925
Participative	.343	.134	.239	2.558	.012
AchièvementOriented	.227	.112	.164	2.107	.047

Reliability test was carried to identify consistency of data. It is measured through the Cronbach alpha coefficient that ideally should be above .6. as stated by Nunnally and Bernstein (1994), the value of the Cronbach alpha reliability coefficient should be 0.6 or higher. The closer the value is to 1, the more reliable are the variables studied.

Table 3: Reliability

Variables of the study	No of Items	Cronbach Alpha
Supportive Leadership	6	.923
Directive Leadership	6	.586
Participative Leadership	6	.682
Achievement-oriented	6	.822
Job Satisfaction	6	.924

For directive leadership a Cronbach Alpha value of .586 was close to .6. The questionnaires were checked, and all questionnaires were retained. The outliers were also examined.

IV. DISCUSSION AND CONCLUSION

Question one: is there a relationship between supportive leadership and job satisfaction?

The results of this research showed that supportive leadership had a strong and significant relationship with the dependent variable i.e. job satisfaction. This result supports the findings of the study by Sökmen, Bitmiş and Üner (2015). This shows that supportive leadership contributes towards the satisfaction of employees' preferences and needs by creating a psychological and friendly supportive work environment. Employees are influenced by the supportive behavioral leadership adopted by their leaders and supervisors. Similarly, as stated by Sökmen, Bitmiş and Üner, (2015), supportive leaders increase their relationship with the employees and increase job satisfaction and performance. The performance of employees is highly affected by the level of stress. As stated by Sree and Gunaseelan (2016), when employees receive support from their leader, this stress level decreases and performance increases. In conclusion, supportive leadership behavior had the strongest and direct impact on employees' job satisfaction.

Question two: is there a relationship between directive leadership and job satisfaction?

The results of this study showed that directive leadership behaviour had no significant impact on the satisfaction of the employees. The question is why the employees does not prefer directive leadership. The employees may not be happy because as stated by Okumbe (2001), they have to follow particular rules, work plans, guidance and standards. Similarly, another research by Yun et al. (2007), also found that directive leadership does not affect employees' job satisfaction. As stated by other researchers (Negron, 2008; & Leana, 2013), directive

leadership style may only have positive impact on subordinates with difficult and unstructured tasks with some ambiguities.

Question three: is there a relationship between participative leadership and job satisfaction?

Researchers have supported that it is a need to apply participative leadership in an organization, in order to generate more from human capital. This is consistent with a study by Iqbal, Anwar and Haider (2015) which revealed that participative leadership has an important relationship with leader's outcome such as job satisfaction. This is what has been seen in this current study in the telecommunication sector in N'Djamena, where participants have shown that relationship between participative leadership style and job satisfaction. This relationship can be described by the fact that employees feel more valued and respected by their leaders when the opportunity is given to them to participate and this assist the employees to satisfy their higher order needs such as dependency or self-expression. Participative leadership has been shown in this study as a way improving employees' satisfaction because this style of leadership allows subordinates to voice their ideas or issues and encourage them to be committed to the organization. This ultimately promotes job satisfaction. As explained by Ghaffari et al. (2017), when participation in decision-making is given to employees, they feel more responsible and independent. This leads to an increase in their performance.

Question four: is there any relationship between achievement-oriented leadership and job satisfaction?

The results of this research showed that achievement-oriented leadership was significantly related to job satisfaction. This outcome could be supported by findings of Bell and Mjoli (2013) that have shown that this type of leadership brings out organizational commitment and job satisfaction. This is due to the higher degree of identification that employees have with their company's mission, values and goals. In fact, commitment comes only when employees are satisfied with their workplace environment and the behaviour of the leader. As shown in this research, the relationship that exists between achievement-oriented leadership and job satisfaction, leads to the followers to perceive that their efforts will result in effective performance. In this leadership style, the leader establishes a high standard of excellence for workers and seeks continuous improvement from them, by rewarding the most productive employees.

Implications of the Study

This study has been carried to find out any relationship that could exists between the four types of leadership behavior stated in the Path Goal Theory of Leadership and job satisfaction of employees in a developing country. This study has theoretical implications where it brings new ideas, elements and findings for future researches, and practical implications whereby leaders in organizations can understand better the preferred style of leadership. This study added to the existing knowledge on the types of leadership behaviorand provided further understanding on the influence of supportive, directive, participative and achievement-oriented leadership towards job satisfaction. Future researchers in this area as well as students will be able to extend their studies in this research.

From the practical viewpoint, organization leaders can understand the different types of leadership in their organization that can be effective to motivate employees and achieve goals. It is important to look at the

environment and know how subordinates can be satisfied so that the productivity of the organization increases. The expectancy theory provides an understanding to leaders in organizations that employees' attitude and satisfaction depend on what they are offered in the organization. Therefore, the leaders' behaviors may affect their motivation and satisfaction. They should select the appropriate leadership style. Based on this study, the most effective leadership style in Chad is the supportive leadership style. In addition, employees do not prefer the directive leadership style. Therefore, leaders should refrain from using directive leadership style. In brief, this study will help leaders to be more aware of how to implement each style of leadership based on the situation that include the employee characteristics and the work environment.

Conclusion, limitations and recommendations for future research

The objective of this study was to examine the relationship between supportive, directive, participative and achievement-oriented leadership towards job satisfaction in the telecommunication sector in N'Djamena. The findings of this research showed that supportive, participative and achievement-oriented leadership have a significant effect on employees' satisfaction. However, directive leadership behavior, did not show a significant impact on job satisfaction. Most importantly the relationship between supportive leadership and job satisfaction, was proven to be strongest. The results found in this study supported past studies that have proved the positive relationship between supportive, participative and achievement-oriented leadership style towards job satisfaction of employees. The overall research has been conducted successfully following the required analyses to assess the relationship between the various independent variables and the dependent variable in the research. With the results of this research, the leaders in the telecommunications sector in Chad will understand the impact of the different leadership styles. The paper's primary contribution is that it provides an understanding that most effective leadership style in a large business organisation in a developing country. This study is one of the few efforts to investigate the preferred leadership style in the telecommunications sector in Chad.

Every study has limitations. This study was done only in the telecommunications sector in Chad. Therefore, the results cannot be generalized due to differences in culture and employees' behaviors in other industries and countries. Furthermore, the sample size taken for the research was small. In addition to that, the study used self-administered questionnaires. The response depends on the honesty of the respondents. There can also be other mediators or moderators that can provide more data on the relationship between leadership styles and job satisfaction. The recommendations for future research in this area would be to explore other leadership styles such as servant leadership that could affect the satisfaction of employees. The research should be expanded to other industries or regions for better generalization. A qualitative study is recommended to get more detailed information from the respondents. Open ended questions can provide more detailed and in-depth information through additional probing questions. Conducting face to face interviews that could be done in the purpose of finding out more in-depth information. Larger number of respondents are recommended in future research. In addition, moderators such as age may provide more information.

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