<table>
<thead>
<tr>
<th><strong>Dr. John D. Theodore</strong></th>
<th><strong>Prof. Moji Moatamedi</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>American Military University</td>
<td>Honorary Vice Chair</td>
</tr>
<tr>
<td>JDT Management Consultants, President.</td>
<td>Ph.D., at The University of Sheffield,</td>
</tr>
<tr>
<td>D.B.A., Business Economy</td>
<td>MBA, Manchester Business School</td>
</tr>
<tr>
<td>University of South Africa</td>
<td>University of Manchester</td>
</tr>
<tr>
<td>Ph.D. Aristotelian University</td>
<td>UK</td>
</tr>
<tr>
<td>Business Administration</td>
<td></td>
</tr>
<tr>
<td>Ph.D. Administration, University of Kansas</td>
<td></td>
</tr>
<tr>
<td>USA</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Dr. R. Allen Shoaf</strong></th>
<th><strong>Professor Maura Sheehan</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>B.A., M.A., Ph.D. Cornell University</td>
<td>Professor, International Management</td>
</tr>
<tr>
<td>Cornell University, Teaching Assistant in the English Department,</td>
<td>Director, International Centre for Management &amp; Governance Research (ICMGR)</td>
</tr>
<tr>
<td>University of Florida, US</td>
<td>Ph.D. in Economics</td>
</tr>
<tr>
<td></td>
<td>UK</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Dr. Mehdi Taghian</strong></th>
<th><strong>Dr. Carl Freedman</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Lecturer</td>
<td>B.A., M.A., Ph.D. in English, Yale University</td>
</tr>
<tr>
<td>Faculty of Business and Law</td>
<td>Professor of English, Louisiana State University, US</td>
</tr>
<tr>
<td>BL Deakin Business School</td>
<td></td>
</tr>
<tr>
<td>Melbourne Burwood Campus</td>
<td></td>
</tr>
<tr>
<td>Australia</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Dr. Agni Aliu</strong></th>
<th><strong>Dr. Tsutomu Harada</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ph.D. in Public Administration, South East European University, Tetovo, RM</td>
<td>Professor of Industrial Economics</td>
</tr>
<tr>
<td>South East European University, Tetovo, RM</td>
<td>Ph.D., Stanford University, Doctor of Business Administration, Kobe University</td>
</tr>
<tr>
<td>Asociater profesor South East European University, Tetovo, Macedonia</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Dr. Wing-Keung Won</strong></th>
<th><strong>Dr. Xiaohong He</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ph.D., University of Wisconsin-Madison, Department of Finance and Big Data Research Center, Asia University, Taiwan</td>
<td>Professor of International Business</td>
</tr>
<tr>
<td></td>
<td>University of Quinnipiac</td>
</tr>
<tr>
<td></td>
<td>BS, Jilin Institute of Technology; MA, MS, Ph.D., (University of Texas-Dallas)</td>
</tr>
<tr>
<td>Name</td>
<td>Department</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td><strong>Dr. Carlos García Pont</strong></td>
<td>Associate Professor of Marketing</td>
</tr>
<tr>
<td></td>
<td>Doctor of Philosophy (Management),</td>
</tr>
<tr>
<td></td>
<td>Master in Business Administration, ISEE, University of Navarra</td>
</tr>
<tr>
<td></td>
<td>Degree in Industrial Engineering,</td>
</tr>
<tr>
<td></td>
<td>Web: iese.edu/aplicaciones/faculty/facultyDetail.asp</td>
</tr>
<tr>
<td><strong>Dr. Bassey Benjamin Esu</strong></td>
<td>Lecturer, Department of Marketing, University of Calabar</td>
</tr>
<tr>
<td></td>
<td>Development Department</td>
</tr>
<tr>
<td><strong>Dr. Ivona Vrdoljak Raguz</strong></td>
<td>University of Dubrovnik,</td>
</tr>
<tr>
<td></td>
<td>Economics,</td>
</tr>
<tr>
<td><strong>Dr. Charles A. Rarick</strong></td>
<td>Ph.D.</td>
</tr>
<tr>
<td></td>
<td>College of Business</td>
</tr>
<tr>
<td></td>
<td>Purdue University Northwest</td>
</tr>
<tr>
<td></td>
<td>Hammond, Indiana US</td>
</tr>
<tr>
<td><strong>Dr. Albrecht Classen</strong></td>
<td>M.A. (Staatsexamen), Ph.D. University of Virginia,</td>
</tr>
<tr>
<td></td>
<td>German</td>
</tr>
<tr>
<td><strong>Dr. Söhneke M. Bartram</strong></td>
<td>Department of Accounting and Finance</td>
</tr>
<tr>
<td></td>
<td>Ph.D. (WHU Koblenz)</td>
</tr>
<tr>
<td><strong>Dr. Dodi Irawanto</strong></td>
<td>Ph.D., M.Com, B.Econ Hons.</td>
</tr>
<tr>
<td></td>
<td>Faculty of Economics and Business</td>
</tr>
<tr>
<td></td>
<td>Malang, Indonesia</td>
</tr>
<tr>
<td><strong>Dr. Yongbing Jiao</strong></td>
<td>Ph.D. of Marketing</td>
</tr>
<tr>
<td></td>
<td>Ningbo University of Technology</td>
</tr>
<tr>
<td><strong>Yue-Jun Zhang</strong></td>
<td>Business School</td>
</tr>
<tr>
<td></td>
<td>Center for Resource and Environmental Management</td>
</tr>
<tr>
<td></td>
<td>Hunan University, China</td>
</tr>
<tr>
<td><strong>Dr. Brandon S. Shaw</strong></td>
<td>B.A., M.S., Ph.D., Biokinetics</td>
</tr>
<tr>
<td></td>
<td>University of Johannesburg, South Africa</td>
</tr>
</tbody>
</table>
i. Copyright Notice
ii. Editorial Board Members
iii. Chief Author and Dean
iv. Contents of the Issue

1. The Nexus between Mentoring Dimensions and Organizational Commitment of Academic Staff in Selected Private Universities in South-West Nigeria. 1-28
3. Organizational Culture, Government Regulations and Corporate Competitiveness of Merged Deposit Money Banks in Nigeria. 37-45
5. Manpower Planning - Theoretical Perspectives of Utility Theory and Models. 61-70

v. Fellows
vi. Auxiliary Memberships
vii. Preferred Author Guidelines
viii. Index
The Nexus between Mentoring Dimensions and Organizational Commitment of Academic Staff in Selected Private Universities in South-West Nigeria

By Valerie A. Onyia, Olalekan U. Asikhia, Grace O. Makinde & Olive U. Egbuta

Babcock University

Abstract - Effective mentorship aids employee retention by enhancing organisational commitment. Using the responses of 315 academic staff and in-depth interviews of professors and junior lecturers of six selected private universities in South-West Nigeria, this study explored mentoring as an emerging form of leadership development programs and its concomitant relationship with employee outcomes with a view to making veritable recommendations for its adoption to build skills and human capacity in Nigerian universities. Despite the various forms of mentoring, it focused on workplace/organisational mentoring. The two main types of mentoring discussed were formal and informal mentoring. Correlation analysis was used to analyse the hypothesis which was supported. Findings revealed that mentoring dimensions had a significant weak positive relationship with employee commitment (r=0.121, 0.150, 0.159, 0.188, 0.203, p<0.05, N=315). The qualitative findings indicated that mentoring to a large extent positively affects employees’ organisational commitment.

Keywords: employees’ behavioural outcomes; mentoring; nigeria; organisational commitment; retention.

GJMBR-A Classification: JEL Code: M10
The Nexus between Mentoring Dimensions and Organizational Commitment of Academic Staff in Selected Private Universities in South-West Nigeria

Valerie A. Onyia, Olalekan U. Asikhia, Grace O. Makinde & Olive U. Egbuta

Abstract- Effective mentorship aids employee retention by enhancing organisational commitment. Using the responses of 315 academic staff and in-depth interviews of professors and junior lecturers of six selected private universities in South-West Nigeria, this study explored mentoring as an emerging form of leadership development programs and its concomitant relationship with employee outcomes with a view to making veritable recommendations for its adoption to build skills and human capacity in Nigerian universities. Despite the various forms of mentoring, it focused on workplace/organisational mentoring. The two main types of mentoring discussed were formal and informal mentoring. Correlation analysis was used to analyse the hypothesis which was supported. Findings revealed that mentoring dimensions had a significant weak positive relationship with employee commitment (r=0.121, 0.150, 0.159, 0.188, 0.203, p< 0.05, N=315). The qualitative findings indicated that mentoring to a large extent positively affects employees’ organisational commitment. Finally, implications for future research were mentioned. While mentoring relationships have a positive impact on each of the dimensions of commitment, affective commitment is most influenced. It was recommended that every university should put in place structures that would support mentoring and align it with faculty’s promotion.

Keywords: employees’ behavioural outcomes; mentoring; nigeria; organisational commitment; retention.

I. Introduction

The academic scene worldwide keep striving for success and continuously engage in healthy competition. In order to remain relevant, universities need to acquire and utilize her human resources effectively.

Human resources (HR) practitioners should pay special attention to all the core functions of human resource management because this affects organisations culturally, economically and socially and determines the attainment of its goals and objectives. Employees are important assets in any organisation. They play significant roles in the success of any enterprise and their influence cannot be underestimated. Therefore, equipping them with leadership development practices like mentoring becomes imperative to improving their performance for dealing with the challenges inherent in the global work environment and also to ensure the going concern of most business organisations.

Mentoring is critical and imperative especially in the 21st century workforce. However, human resource (HR) practitioners are only just beginning to understand the relevance and challenges of mentoring practices in developing nations and how the HR strategy can be aligned with the business strategy (McKevitt & Marshall, 2015). Mentoring is not a new concept in academic circles especially in the West and some African countries. There is growing concern about raising academic standards and a desire for Nigerian universities to compete favourably with their counterparts in other parts of the world. The management of the institutions are therefore under increased pressure to create opportunities for professional guidance and development of their academic staff to avert a slide in academic performance. A method that helps to maintain good academic standards and performance is through mentoring (Okurame, 2008). The impact of tertiary education in Nigeria cannot be overemphasized as universities aid the reduction in illiteracy, discrimination and unemployment. The performance of lecturers in Nigerian academia is significant to the enhancement of the educational sector in Nigeria. In South western Nigeria, private universities play a major role in promoting private sector development and stimulating the intellectual acumen of employable graduates. A change in the educational sector with the implementation of mentoring programs in Nigerian academia will impact Nigeria positively in that practically all sectors will gain maximally in terms of sales growth, profitability and market share because academics will be able to make the town and gown linkages by conducting ground-breaking research that leads to organisational development and ultimately the development of the Nigerian economy (Okurame, 2012).

Additionally, mentoring is effective and produces positive outcomes for both parties if it “fulfils...
the need to belong” (Baumeister & Leary, 1995) i.e. the need to develop and maintain positive interpersonal relationships with people through affiliation and acceptance from others (Allen & Eby, 2010). Mentoring in academia is crucial for career advancement, heightened self-confidence of staff, and for providing an increased sense of belonging.

Mentoring relationships can be informal or formal. Informal mentoring relationships are those which evolve naturally from shared admiration, aspiration, values and interests. The formal types are those created to ensure that more employees have the opportunity to reap the benefits of the relationship. They are formed through a planned matching or assignment of mentors and protégés (the younger and less experienced partner in the union) by the organization (Allen, Eby, O’Brien & Lentz, 2008).

Research on mentoring universally has increased and it has created more room for a thorough review of the literature. The intent of this paper is to clarify what mentoring is and if it is really associated with and affects employees’ behavioural outcomes like employee commitment in Nigerian private universities, thus providing conceptual clarity on the relationship between the variables. This study is important because it has implications for employee retention. Mentoring is a best practice leadership development programme while commitment is what employers hope to gain from employees by treating them as unique resources of competitive advantage. It also provides a framework for rethinking, understanding and examining mentoring relationships.

II. Literature Review

a) The concept of Mentorship

Mentoring is the “traditional relationship between a senior, more experienced person (the mentor) and a junior or less experienced person (the protégé/mentee) for the purpose of teaching the junior employee about his or her job, of introducing the junior employee to contacts, to orient the employee to the industry and the organization, and to address social and personal issues that may arise on the job” (Allen, Eby, O’Brien & Lentz, 2008, p.2).

Retrospectively, mentoring is prevalent in everyday life and mentor-protégé relationships can be found in nearly all professions (Allen, Eby, Chao, & Bauer, 2017; Adair, 2006). Some examples are in Science (Sigmund Freud mentored Carl Jung), Literature (Gertrude Stein mentored Ernest Hemingway) and Entertainment (Whitney Houston mentored Beyoncé Knowles) etc. Organisational mentoring’s origin is attributed to researchers like Levinson (1978), Kram (1985) and more recently Allen, Eby, Chao, & Bauer (2017). Allen, Eby, Poteet, Lentz & Lima (2004) examined mentoring’s effects on protégé outcomes.

Very few studies (Okurame & Balogun, 2005; Okurame, 2008) in Nigeria have examined mentoring’s effects on positive outcomes. Thus, this study contributes to the literature by comparing results from academia in selected private universities in Nigeria.

Furthermore, mentoring also has different forms like youth mentoring and student-faculty mentoring (Scandura & Pellegrini, 2010). Perhaps this may have led to the lack of consensus on the definition of mentoring. However, for the intended research, the focus will be on organisational mentoring whereby more experienced employees help less experienced employees/protégés aimed at the personal and professional growth of protégés (Allen & Eby, 2010; Jackson & Parry, 2011).

Multiple definitions of mentoring exists (see Bozeman & Feeney, 2007, for a brief review) although most are based on Kram’s (1985) discussion of mentoring as involving an intense relationship between two people where a more experienced person (the mentor) helps the junior person (the protégé) by providing advice about career development issues as well as personal (psychosocial) support. We utilized the definition offered by Bozeman and Feeney (2007) whereby mentoring “is a process for the informal transmission of knowledge, social capital, and psychosocial support perceived by the recipient as relevant to work, career, or professional development” (p. 731). Mentoring involves informal communication, usually face-to-face occurring over time “between someone perceived to have greater relevant knowledge, wisdom, or experience (the mentor) and a person who is perceived to have less (the protégé)” (p. 731). A mentor is often seen by his or her protégé as a resource person or counselor whose perspectives and judgment are trusted and valued. Mentoring has been linked with beneficial employee outcomes such as affective organisational commitment, job involvement, and lower employee turnover intention (e.g., Allen, Eby, Poteet, Lentz, & Lima, 2004; Kammeyer-Mueller & Judge, 2008). Additionally, organisational mentors usually provide career-related and psychosocial support (Kram, 1985) to protégés. Mentoring is usually conceptualized with three components namely career-mentoring, psychosocial mentoring and role modelling but we expand theoretical and conceptual discourse to include pedagogy and continuous organisational learning as components of mentoring.

Furthermore, formal developmental relationships are respected forms of on-the-job experience utilized for learning (Janssen, Tahitu, Van Vuuren, & de Jong, 2018). Consistent with the social learning theory which posits that people in a social setting learn from one another via observation, imitation, and modelling (Bandura, 1977), the majority of formal mentoring programs allocate a junior manager to learn and observe from a senior manager. Mentoring is informal
whereby relationships develop naturally or spontaneously without outside assistance (Hu, Wang, Wang, Chen, & Jiang, 2016). Evidence indicates that the development of these relationships depends on the mentor’s willingness to provide mentoring, the amount of mentoring assistance provided to proteges, the mentor’s and protégé’s personality and lastly, the protégé’s ability and willingness to learn (Dougherty, Turban & Haggard, 2010).

**Figure 1:** Phases of the mentoring relationship (Adopted from Kram, 1983)

These phases are not necessarily mutually-exclusive. Some findings have shown that although there are differences in protégé outcomes in each phase, some phases possess similar protégé outcomes. For instance, as discussed later, although psychosocial mentoring functions occur predominantly in the initiation phase, it is not restricted to only that phase (Dougherty, Turban & Haggard, 2010). Levinson (1978) and Kram (1985) were among the first researchers to explore mentoring relationships (MRs) in the context of adult development in organisational settings. They understood MRs at work as a distinctive relationship between individuals, a learning partnership, a process defined by the types of support provided by the mentor to the protégé with the ultimate goal being the protégé’s growth and development, a reciprocal yet asymmetrical relationship and lastly, a dynamic relationship (Eby, Rhodes & Allen, 2010). This conceptualisation implies that support, learning by doing and reflection are core factors of the relationship between the mentor and the protégé. It also buttresses Benjamin Franklin’s quote- “Tell me and I forget, teach me and I may remember, involve me and I learn”.

**b) Mentoring dimensions**

Mentoring has been conceptualized by several authors (Allen, Eby, Poteet, Lentz, & Lima, 2004; Bozeman and Feeney, 2007; Kammeyer-Mueller & Judge, 2008) to include majorly career mentoring, psychosocial mentoring and role modelling. It is common for scholars to view mentoring as a senior employee in an organisation directing a younger employee. Beyond this, however, mentoring could be viewed in terms of reverse mentoring where the younger employee teaches and directs a senior colleague or peer-to-peer mentoring where employees on the same rank cohesively provide advice and support to each other. Also, we believe mentoring employees in a typical work setting can receive mentoring in different form and this served as an impetus for developing dimensions of mentoring which include career mentoring, psychosocial mentoring, role modelling, pedagogy and continuous organisational learning.

**c) Career mentoring**

Career mentoring, or career-related support, involves coaching, sponsorship, exposure, and protection of the lesser skilled protégé (Hall, Walkington, Shanahan, Ackley & Stewart, 2018). Career mentoring
behaviors involve task-related aspects of work and are often positively linked to more objective measures of success (Van Vianen, Rosenauer, Homan, Horstmeier & Voelpel, 2018). Benefits of career mentoring include extrinsic success factors such as compensation, promotion, and career mobility. There exists a strong link between career mentoring activities and positive employee outcomes (Kammeyer-Mueller & Judge, 2008), including affective organizational commitment, job involvement, and reduced turnover intention. Individuals with high levels of job involvement tend to find career mentoring appealing and seek out such relationships. IT employees appear to face problems acquiring or benefiting from career mentoring due to work exhaustion, time and resource constraints, and high stress levels (Reid, Allen, Riemenschneider & Armstrong, 2008).

d) Psychosocial mentoring

Psychosocial mentoring, or psychosocial support, addresses “those aspects of the relationship that enhance an individual’s sense of competence, identity, and effectiveness in a professional role” (Kram, 1985, p. 32). The benefits associated with psychosocial mentoring include affective outcomes such as affective organizational commitment or job involvement (e.g., Williams, 2017; Allen et al., 2004; Reid et al., 2008). Psychosocial mentoring includes intrinsic functions such as role modeling, acceptance, counseling, and friendship (Kammeyer-Mueller & Judge, 2008). Because mentors provide their protégés with psychosocial support and opportunities for development, they contribute to the general satisfaction of protégés above and beyond the extrinsic rewards they can secure for their protégés (Woo, 2017).

e) Role Modelling

This involves a mentee or younger employee looking to a senior employee as an example to be imitated. A mentor with referent power can impart appropriate behaviour patterns, attitudes, and values to protégés; thus, the mentor can efficiently lead the protégé to adapt to the organization and be seen as a role model to the mentee. A role model is a person who inspires someone else in some professional or personal way and serves as an example to that person (Onyia, 2008).

When the role model is also the individual’s mentor, he or she is someone whom the protégé admires or looks up to, a person the protégé would like to be more like. The mentor has reached a level of accomplishment in a role that the protégé aspires to with qualities and attributes that the mentee wishes to acquire. When people assume the role of mentor, they know that they will be role models, whether they like it or not. It will be their behavior that people will watch and emulate. It is their leadership qualities that they will study and want to duplicate. This puts tremendous pressure on you as a mentor to be a good role model. After all, your mentee will hear about how you interacted with someone or how confident you seemed in a specific situation (Ayodeji & Adebayo, 2015).

f) Pedagogy

Mentoring, as pedagogy, results in enhancing effectiveness of workers in ensuring the transformation of workers into professionals by teaching proteges the requisite skills needed to do the job (Hobson & Malderez, 2013). Pedagogy is derived from paidagogos, a Greek word meaning teacher of children. Various authors have offered various definitions of pedagogy. Alexander (2008) has another definition that suggests that pedagogy requires discourse. He argues that pedagogy is the act of teaching as a discourse involving interaction with students, and not a mere monologue. Pedagogy is what one needs to know, and the skills one needs to possess in order to make and justify the many different kinds of decisions within a teaching setting. Hall (2015) suggested that pedagogy is a joint activity in which the learner has an active role. This is in line with Jones-Walker (2016) description of pedagogy as any conscious activity by one person (the teacher) designed to enhance the learning of another (the learner).

g) Continuous organizational learning

This is the ability to continually develop and improve one’s skills and knowledge in order to perform effectively and adapt to changes in the workplace. Dixon (2017) defined organizational learning (OL) as the process of improving actions through better knowledge and understanding. It is especially manifest in the ideal form of learning organizations that link learning to competitive advantage of firms. Organizational learning is a process by which an organization sustains and develops its dynamic capability through cognitive and behavioural change or improvement (Akinici & Sadler-Smith, 2018). Given that the primary goal of mentoring is to help protégés function independently, mentoring seems to have a natural overlap with self-regulation, or individuals’ self-generated cognitions, affects, and behaviors that are systematically oriented toward attainment of their goals (Sitzmann and Ely, 2011; Zimmerman, 1998).

h) Theoretical background of mentoring

Traditional theoretical perspectives conceived of mentoring as occurring in one-to-one mentor–protégé interactions (dyads) and through informal contacts (Shanks, 2017). Mentoring has been classically viewed as a means of fostering protégés’ acquisition of knowledge and skills to be used in trades and professions. Contemporary theories of mentoring share some commonalities with theories of learning, self-regulation, adult development, organizational behavior, leadership, and systems operation (Ragins, 2010).
Mentoring theory claims that the mentor is able to help the protégé develop a sense of competence, confidence and self-esteem through the provision of psychological support (Day & Allen, 2004). This view is clarified by the principles of social learning theory. According to Bandura (1977) “Learning would be laborious, not to mention hazardous, if people had to rely solely on the effects of their own actions to inform them what to do. Fortunately, most human behavior is learned observationally through modeling: from observing others, one forms an idea of how new behaviours are performed, and on later occasions this coded information serves as a guide for action” (p. 22).

Simply put, the process of mentoring is facilitated by the protégé observing and modeling the behaviour of the mentor in the relevant social context. Carafarella (1999) further express the relevance of the social learning theory in reference to mentoring by stating “Social learning theories contribute to adult learning by highlighting the importance of social context and explicating the process of modeling and mentoring” (p. 139). In the same vein, the social cognitive theory supports the understanding of the mentoring theory. It states that knowledge can be enhanced by a close identification between the observer and the model as obtains between a protégé and a mentor. With adequate identification a connection that enables imitation is initiated. Bandura (1989) explains that behaviour, cognition and personal factors interact to produce the desired behaviour. The mentoring relationship is thus a reflection of how observation, imitation and identification of the mentor by the protégé are directed expertly to bring about a change in attitude, outlook and values in the protégé.

i) Mentoring in Nigeria

Mentoring is an old concept in Nigeria with it being conceptualised under the ‘master/apprenticeship system’ (Okurame, 2011). In a study conducted among pink, white and blue collar workers (Okurame, 2011), they concede that mentoring involves someone acting as a role model to influence and guide someone else to make better choices in life both career-wise and other aspects. In the Nigerian context, traditional mentoring’s ethos between an older (mentor) and younger (mentee/protégé) employee although holds conceptual and procedural salience for mentoring, does not fully reflect the nature of MRs in Nigeria. It may be reverse mentoring (Murphy, 2012) where the younger employee is the mentor and the older employee is the protégé. To this end, Okurame (2011, p.39) defines mentoring as “a close, developmental relationship between two people in which a partner willingly avails him/herself of the full range of superior experience, knowledge, skills or status of the other partner in all spheres of human endeavour.” Mentoring has become essential in light of human resource issues like poor job performance where excellence should be exuded; and the ability of present employees to be included in the succession planning process of most organisations.

Also, Okurame and Balogun (2005) argue compellingly that the Nigerian banking industry is met with employees moving often from one bank to another for career advancement. The more successful employees’ careers are, the more employees are willing to meet performance standards and to be committed to their organisation. Therefore, management have sought to implement formal mentoring programmes to help solve this performance deficit. However, informal mentoring rather than formal is more predominant in Nigeria because the MR easily develops over time especially when the employee’s commitment to his/her career within the organisation is high.

Despite the afore-mentioned, informal MRs in Nigeria are also stimulated by similarity in ethnic background and ‘institutional affiliation’ (Okurame, 2011) i.e. the MR is likely to be more productive and successful if both parties are from the same tribe or university. Drawing on Hofstede’s (1994) cultural dimensions, Nigeria has a high power distance compared to Britain and this affects the development of close personal relationships which therefore raises implications for MNCs. Another difference from the UK is where Nigeria especially in academia respects the elderly’s wisdom and uses retired mentors. Despite these differences, in UK, mentoring works easier in hastening the development of local nationals to take over from expatriates (Clutterbuck, 2004) compared to Nigeria.

Additionally, slightly different from the West, psychosocial functions with emphasis on role-modelling initially emerges before career-related functions. This is so because Nigerians value loyalty and need to generate trust and friendship first with their mentor before the career-development function emerges.

Still, mentoring faces problems such as reluctance of mentors to assume the role due to time constraints, inadequate empirical research on mentoring in Nigerian organisations, thereby leading to issues of generalizing Western research findings to the Nigerian context. Also, mentoring outcomes can be negative or perceived as inequality amongst non-mentored employees (Okurame, 2011). For example, both parties exploiting the relationship for their own selfish gains outside of what is to be achieved or an instance of backstabbing amongst each other or from non-mentored employees. Also, if the MR is not successful, it may adversely affect the succession-planning mechanism which leads to decreased organisational effectiveness in the organisation (Clutterbuck, 2004).

Conclusively, MRs in most organisations are not usually formally constituted. However, informal MRs thrive because of the informal work environment created among employees. These relationships develop
more in a protégés hierarchical line of responsibility with mentoring dyads made up of same and cross-gender mix.

j) Organisational commitment

Organisational commitment is a three-dimensional construct which refers to identification with an employing organisation, the cost associated with leaving the organisation and feelings of obligation to remain with the organisation. It has three constituents namely: Affective, continuance and normative commitment (Meyer & Allen, 1991).

Affective commitment is “an employee’s emotional attachment to, identification with, and involvement in the organization” while continuance commitment is “an awareness of the costs associated with leaving the organization” and lastly, normative commitment “reflects a feeling of obligation to continue employment (Meyer & Allen, 1991, p.67). Organisational commitment is important because high levels of commitment lead to several favourable organizational outcomes. It reflects the extent to which employees identify with an organisation and is committed to its goals. It is an important construct because it may be used to predict employees’ performance, absenteeism and other behaviours (Craig, Allen, Reid, Riemenschneider & Armstrong, 2013).

Affective commitment is related to decentralization of decision making and formalization of policy and procedures. Individuals’ affective commitment to their organisation is firstly based on identification with the desire to establish a rewarding relationship with an organisation. Secondly, through internalisation, this refers to congruent goals and values held by individuals and the organisation. The antecedents of affective commitment generally fall into four categories: personal characteristics, structural characteristics (organisational), job-related characteristics and work experiences. Members of an organisation who are committed on an affective level stay with the organisation because they view their personal employment relationship as congruent to the goals and values of the organization.

Normative commitment develops when an organisation provides the employee with rewards in advance (paying college tuition) or incurs significant costs in providing employment (head hunting fees or the costs associated with job training). Recognition of these investment causes employees to feel an obligation to reciprocate by committing themselves to the organisation until the debt has been repaid. Employees who have a strong normative commitment remain in the organisation because they ought to (Allen & Meyer, 2008).

Continuance commitment is increased when they believe that the company is doing its best to prevent layoffs. It refers to an awareness of the costs associated with leaving the organisation. The potential costs of leaving an organisation include the threat of wasting the time and effort spent acquiring non-transferable skills, losing attractive benefits, giving up seniority-based privileges, or having to uproot family and disrupt personal relationships. Apart from the costs involved in leaving the organisation, continuance commitment will also develop as a function of a lack of alternative employment opportunities, employees whose primary link to the organisation is based on continuance commitment remain because the need to. Accrued investments and poor employment alternatives tend to force individuals to maintain their line of action and are responsible for these individuals to maintain their line of action and are responsible for these individuals being committed because they need to. This implies that individuals stay in the organisation, because they are lured by other accumulated investments which they could lose, such as pension plans, seniority or organisation specific skills. An employee’s continuance commitment is gauged by his/ her assessment of whether the costs of leaving the organisation are greater than the costs of staying. The antecedents of continuance commitment include anything that increases the perceived cost of leaving the organisation, the antecedents are side bets or investments and the availability of alternatives (Meyer & Allen, 2011). It is calculative in nature because of the individual’s perception or weighing of costs and risks associated with leaving the current organisation.

k) Behavioural implications of mentoring

Mentoring has received widespread empirical studies (Hall, Walkington, Shanahan, Ackley & Stewart, 2018; Allen et al., 2008) perhaps because academics and practitioners value its practical implications for organisational success. Mentoring can be largely linked to employees’ behavioural outcomes like employee commitment, job satisfaction, employee performance, intent to leave an organisation and skill development. Mentoring has a positive relationship with employee commitment if protégés have gained subjective and objective benefits like higher incomes and promotion rates (Ramaswami and Dreher, 2010), thus leading to increased organizational commitment. Mentors have gained higher organisational power and personal satisfaction and organisations themselves have reported improved employee motivation, better communication, reduced turnover and retention of talented employees in their succession planning process (Arora & Rangnekar, 2015). However, mentoring’s negative relationship with commitment occurs when the mentoring programmes are not structured appropriately or are not perceived as effective. Sometimes there are dysfunctional mentoring relations like instances of abuse of power, aggressiveness or provoking diversity issues which can
then lead to mentoring having a negative impact on commitment (Scandura & Pellegrini, 2010).

Moreover, McKevitt & Marshall (2015) found that mentees are more committed when mentors on the programme liked and respected them and gave them the opportunity to interact. Most importantly, for mentoring to aid commitment, best practice/effective mentoring is when mentoring programmes state its objectives and intended outcomes which will guide decisions (regarding participants and processes) about the program’s structure. Bear & Hwang (2017) found that common mentoring objectives include aiding succession planning, improving employees' skills, and increasing workplace diversity. Still, even with objectives, mentoring’s success depends on answers to questions like these: Who participates in the program? Do the mentors have the KSAs (Knowledge, skills and abilities)? How similar are both parties' skill sets and job roles? What is their motivation and why are they interested? Are protégés selected randomly or are they volunteers? Are protégés allowed to make decisions? How is mentoring program monitored and evaluated?

I) Conceptual model for mentoring dimensions

The researchers’ conceptual model below is inductive and deductive in nature and is recommended to aid the mentorship process:

The mentee has to identify their specific needs and determine the most efficient way to get it from their mentor as seen below.

### Figure 2: Researcher’s conceptual model for mentorship (2019)

<table>
<thead>
<tr>
<th>Human resource practitioners should provide ways to meet mentee’s identified needs in a collective and efficient manner.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career-related support</td>
</tr>
<tr>
<td>Psychosocial support</td>
</tr>
<tr>
<td>Role modelling</td>
</tr>
<tr>
<td>Pedagogy</td>
</tr>
<tr>
<td>Continuous organisational learning</td>
</tr>
<tr>
<td>Institutional sponsorship</td>
</tr>
<tr>
<td>Access to networks</td>
</tr>
<tr>
<td>Project-specific feedback</td>
</tr>
</tbody>
</table>

### III. Research Methodology

We used descriptive and cross-sectional survey research design. We used this because it focuses on vital facts, beliefs, opinions, demographic information, attitudes, motives and behaviors of respondents giving responses to the research instrument. In addition, the survey research design is perceived as authoritative by people in general and is both comparatively easy to explain and to understand (Saunders, Lewis & Thornhill, 2012). Several studies (Pfund, House, Spencer, Asquith, Carney, Masters & Fleming, 2013; Turban, Moake, Wu & Cheung, 2017) have used cross-sectional surveys to establish the effect of mentoring on employee organisational commitment because surveys using questionnaires allow for the collection of standardized data from a sizeable population in a highly economical way, allowing easy comparison.

a) Setting and sample

The target population that was used in this study included the teaching or academic staff of six selected private universities in South-West Nigeria (Achiever’s University, Ondo state, Caleb University,
Lagos state, Covenant University, Ogun state, Crawford University, Ogun state, Lead City University, Oyo state and Redeemer’s University, Osun state) with a total population of 1678 academic staff with a retrieved sample size of 315 academic staff (response rate of 19%). These academic staff were chosen as they work on a regular basis and are likely to be more informed and therefore are in a better position to answer the research questions than non-regular staff to respond meaningfully to the questions. The selection of the six private universities across five states was done on the basis that each of them had been in operation for a period of at least 10 years and above. I used 10 years as a baseline in that each of them had been in operation for a period of 10 years or above, after which the copies of the questionnaire were randomly administered to teaching and non-teaching staff of the universities. Only Ekiti state although makes up part of the states in South West Nigeria was not chosen because Afe Babalola University- the only private university in the state did not meet the 10 years of existence criterion.

The sampling unit was the academic staff of the selected private universities, who were surveyed because they are regular employees who have information about the existence or lack thereof of mentoring programmes. For the interviews, professors who should serve as mentors were surveyed so as to garner information about how much support they provide to junior lecturers and how mentoring can increase human resource development which in turn would improve organisational development.

Mixed sampling technique was used for the study. Precisely, multistage sampling, stratified, purposive and simple random sampling techniques were implemented. Multistage sampling was used because it divides large populations into stages to make the sampling process more practical and because it is the most appropriate for a large scale survey.

Six private universities were selected from the 14 universities in South West Nigeria which are at least 10 years old. Six private universities were used in order to give equal opportunity to each state to be represented. All the private universities were stratified in number of years of their existence and six universities was chosen through purposive sampling from those that are 10 years and above, after which the copies of the questionnaire were randomly administered to teaching staff that are on a regular employment status. This was to ensure that every element of the population has an equal chance of being selected in order to avoid bias in the selection of respondents. Stratified sampling was used because it ensures each subgroup within the population receives proper representation within the sample.

For the semi-structured interviews, purposive sampling was used to select six head of departments and mentees each from different departments in the universities who could give an in-depth understanding of mentoring and the implications for employees. Purposive sampling was used because it allows the researcher use their discretion or judgement to pick the participants who are best suited to answer their research questions, thus selection is based on people with experience and perspectives on mentoring to give in-depth knowledge (Anderson, 2013). The primary data were collected through the use of the questionnaire and semi-structured interviews.

b) Procedures

A pilot study of 10 participants excluded from the study was also conducted in order to test the efficacy of the questions. Factual (e.g. Are you involved in formal/informal/no mentoring?) and subjective (e.g. Was it effective?) questions were asked. Also, the pilot study aided the preliminary analysis of issues to ascertain whether or not respondents tend to answer questions in different ways (Bryman and Bell, 2011).

For the interviews, after permission was granted, they were recorded and notes were taken. Before starting each interview, interviewees were assured of anonymity and confidentiality of their responses. Each interview lasted approximately 45 minutes and the same questions were asked to all respondents from the universities. Interviewees (professors and junior lecturers) were probed when needed so as to clarify and explore issues further.

c) Measures

The questionnaire was abridged based on Noe’s (1988) 15-item Mentoring Functions questionnaire and Mowday et al.’s (1979) 15-item plus Allen and Meyer’s (1990) 24-item organisational commitment questionnaires with the former measuring mentoring while the latter questionnaires measured organisational commitment. These instruments were used as they are the most widely used measures for each variable and have been proved to have reliability, convergent validity and internal consistency.

Regarding mentoring, 6 items were developed to assess how high or low protégés received mentoring support (E.g. Mentees’ career progression) while 15 items were developed to assess the protégé’s level of organisational commitment with 13 items focusing on affective commitment (e.g. loyalty towards organisation) and the last two focused on continuance and normative commitment respectively. Affective commitment had more items because it has been proved to be more valuable for organisations in helping them gain competitive advantage and promoting the adoption of their values through mentoring (Payne and Huffman, 2005). Nevertheless in order to measure the new scale’s reliability, Cronbach’s Alpha reliability test was applied. The amount of time spent with mentors and the gender composition of the mentoring dyad were also determined.

Regarding the semi-structured interviews, although abridged, questions were asked based on
previous questions used by qualitative researchers (Allen et al., 1997) and based on the literature review and research questions. Permission to use existing questions was granted to the researcher by Allen. Although there were standard questions, they were designed in a way that allowed the researcher to probe when necessary. Questions asked sought to get information related to each major content area of the study but other questions emerged during the interviews and replaced a few ones. Also, at the onset, demographic information was also collected.

d) Data analysis

The information collected from copies of the questionnaire were collated, scored and computed in percentages with the use of statistical software called Statistical Package for Social Sciences (SPSS) version 21. The results obtained from the questionnaire administered were subjected to various descriptive statistical tests such as frequency counts and simple percentages. The qualitative data collected from interviews were recorded, transcribed and analysed using thematic content analysis.

The target respondents in the study were academic staff working in six selected private universities in South-West, Nigeria. A total number of four hundred and seven (407) copies of the questionnaire were administered, three hundred and fifteen (315) were filled, returned and considered usable, which represents 77.39% response rate. Correlation analysis was used to express the relationship between the two variables, and estimated the value of the dependent variable (Y) based on a selected value of the independent variable (X), (Fornell and Cha, 1994). For the purpose of this paper, it was used to determine the relationship between the independent variable-mentoring and the dependent variable – organisational commitment. The parameters used to measure mentoring were the mentoring functions, while those used to measure OC were affective, normative and continuance commitment. The p-value was then utilized to see if the results were statistically significant. To be significant, the sig. value needs to be 0.05 or smaller. In this study, the sig. value was 0.02, which indicates the rate at which respondents gave answers as regards the mentoring and organisational commitment questions. The likert scale encourages respondents to use all points of the scale (Bryman, 2012). Through this, their level of agreement to whether they perceive that their mentor was providing psychosocial and career-related support was found.

For the qualitative data, thematic content analysis specifically template analysis was used. After the transcription, we organised the data into manageable form using NVivo and Word. Descriptive and analytic codes were developed and from them, themes were created based on the researcher’s intuition and literature review. Several predetermined and emergent themes were identified including the interviewee’s experience as a mentor or protégé, the mentoring relationship, mentoring’s relationship with organisational commitment, self-motivation, satisfaction with reward schemes and employee involvement. Participants believed mentoring to be important and have a positive relationship with organisational commitment but several experienced significant difficulty with establishing productive relationships.

IV. Results

Based on the demographical data, respondents reported having at least one mentor with 13.7% and 86.3% respondents reporting that they were involved in formal and informal mentoring respectively. There were 167 female and 148 male respondents. Respondents’ highest educational qualification were B Sc, 36(11.4%), M Sc 49(15.6%) and PhD 219 (69.5%). This suggested that an appreciable number of the respondents sampled have at least an undergraduate education. Additionally, 90.6% of respondents reported receiving career-related support while 9.4% of respondents reported receiving psychosocial support from their mentors.

a) Research Objective, Research Question and Research Hypothesis, Analysis and Discussion

Objective: Investigate the relationship of mentoring dimensions and employee commitment in selected private universities in South-West Nigeria.

Research question: What relationship does mentoring dimensions have with employee commitment in selected private universities in South-West Nigeria?

To achieve this, the respondents were asked to indicate how high or how low they perceived the statements in relation to career-related support, psychosocial support, role modeling, pedagogy, continuous organisational learning and employee commitment of selected private universities in South-West Nigeria. The responses were on a six-point Likert scale (6=Very High, 5=High, 4=Moderately High, 3=Moderately Low, 2=Low and 1=Very Low). The research findings for the study variables showed the
resultant frequencies, percentages, means and standard deviations of the variables. They are presented as follows:

**Table 1: Descriptive Statistics on Career-related support**

<table>
<thead>
<tr>
<th></th>
<th>Very High</th>
<th>High</th>
<th>Moderately High</th>
<th>Moderately Low</th>
<th>Low</th>
<th>Very Low</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentee Career Progression</td>
<td>19.4%</td>
<td>30.2%</td>
<td>29.2%</td>
<td>4.1%</td>
<td>0.3%</td>
<td>0.3%</td>
<td>16.5%</td>
</tr>
<tr>
<td>Coordination of Professional Goals</td>
<td>17.5%</td>
<td>33.3%</td>
<td>28.9%</td>
<td>2.5%</td>
<td>0.6%</td>
<td>1.0%</td>
<td>16.2%</td>
</tr>
<tr>
<td>Aids Achievements of Career Aspirations</td>
<td>21.9%</td>
<td>28.6%</td>
<td>29.8%</td>
<td>2.5%</td>
<td>1.0%</td>
<td>0.0%</td>
<td>16.2%</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Table 2: Descriptive Statistics on Psychosocial support**

<table>
<thead>
<tr>
<th></th>
<th>Very High</th>
<th>High</th>
<th>Moderately High</th>
<th>Moderately Low</th>
<th>Low</th>
<th>Very Low</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharing of Personal Problems</td>
<td>9.2</td>
<td>25.7</td>
<td>29.2%</td>
<td>10.8</td>
<td>4.1</td>
<td>4.1</td>
<td>16.8</td>
</tr>
<tr>
<td>Receives Counselling</td>
<td>1.9</td>
<td>18.1</td>
<td>31.4%</td>
<td>26.3</td>
<td>3.5</td>
<td>1.3</td>
<td>17.5</td>
</tr>
<tr>
<td>Friendly and Maintains Strict Confidentiality</td>
<td>1.9</td>
<td>24.1</td>
<td>32.7%</td>
<td>21.3</td>
<td>1.3</td>
<td>1.3</td>
<td>17.5</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Source:** Field Survey, 2019
### Table 3: Descriptive Statistics on Role Modeling

<table>
<thead>
<tr>
<th></th>
<th>Very High</th>
<th>High</th>
<th>Moderately High</th>
<th>Moderately Low</th>
<th>Low</th>
<th>Very Low</th>
<th>Missing</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>% Row N</td>
<td>% Row N</td>
<td>% Row N</td>
<td>% Row N</td>
<td>% Row N</td>
<td>% Row N</td>
<td>Mean</td>
<td>Standard Deviation</td>
</tr>
<tr>
<td>Imitation of Mentor</td>
<td>10.8</td>
<td>35.9</td>
<td>28.9</td>
<td>5.1</td>
<td>1.9</td>
<td>0.3</td>
<td>17.1</td>
<td>3.79</td>
</tr>
<tr>
<td>Leadership Impartation</td>
<td>15.9</td>
<td>31.1</td>
<td>24.8</td>
<td>9.8</td>
<td>1.0</td>
<td>0.3</td>
<td>17.1</td>
<td>3.82</td>
</tr>
<tr>
<td>Behavioural Appropriateness of Mentor</td>
<td>14.0</td>
<td>36.5</td>
<td>26.0</td>
<td>5.1</td>
<td>0.6</td>
<td>0.6</td>
<td>17.1</td>
<td>3.88</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.8275</td>
</tr>
</tbody>
</table>

*Source: Field Survey, 2019*

### Table 4: Descriptive Statistics on Pedagogy

<table>
<thead>
<tr>
<th></th>
<th>Very High</th>
<th>High</th>
<th>Moderately High</th>
<th>Moderately Low</th>
<th>Low</th>
<th>Very Low</th>
<th>Missing</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Row N %</td>
<td>Row N</td>
<td>Row N %</td>
<td>Row N %</td>
<td>Row N</td>
<td>Row N %</td>
<td>N %</td>
<td></td>
</tr>
<tr>
<td>Provision of Good Working Knowledge of Job Assignment</td>
<td>13.0</td>
<td>34.3</td>
<td>25.1</td>
<td>9.2</td>
<td>0.6</td>
<td>0.6</td>
<td>17.1</td>
<td>3.79</td>
</tr>
<tr>
<td>Teaching of Requisite Skills</td>
<td>11.1</td>
<td>32.1</td>
<td>28.3</td>
<td>8.6</td>
<td>2.5</td>
<td>0.6</td>
<td>16.8</td>
<td>3.71</td>
</tr>
<tr>
<td>Demonstration of Integration of Organisational Strategy With Role Alignment</td>
<td>11.4</td>
<td>31.1</td>
<td>26.7</td>
<td>8.9</td>
<td>1.3</td>
<td>3.5</td>
<td>17.1</td>
<td>3.63</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.7143</td>
</tr>
</tbody>
</table>

*Source: Field Survey, 2019*
### Table 5: Descriptive Statistics on Continuous Organizational Learning

<table>
<thead>
<tr>
<th>Affective Commitment</th>
<th>Very High</th>
<th>High</th>
<th>Moderately High</th>
<th>Moderately Low</th>
<th>Low</th>
<th>Very Low</th>
<th>Missing</th>
<th>Total</th>
<th>Mean</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talent Management</td>
<td>8.3</td>
<td>23.5</td>
<td>33.7</td>
<td>10.2</td>
<td>2.9</td>
<td>4.1</td>
<td>17.5</td>
<td>3.42</td>
<td>1.90</td>
<td></td>
</tr>
<tr>
<td>Growth In Knowledge About Grant Writing</td>
<td>3.5</td>
<td>10.2</td>
<td>25.5</td>
<td>26.8</td>
<td>12.4</td>
<td>5.1</td>
<td>16.6</td>
<td>2.84</td>
<td>1.67</td>
<td></td>
</tr>
<tr>
<td>Novel Idea Development</td>
<td>2.5</td>
<td>8.6</td>
<td>28.9</td>
<td>34.9</td>
<td>5.7</td>
<td>2.5</td>
<td>16.8</td>
<td>2.92</td>
<td>1.59</td>
<td></td>
</tr>
<tr>
<td>Learning Aligns With Personal Goal Achievement Like Receiving Grants</td>
<td>2.9</td>
<td>9.8</td>
<td>30.2</td>
<td>27.9</td>
<td>8.3</td>
<td>4.8</td>
<td>16.2</td>
<td>2.92</td>
<td>1.64</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.0687</td>
<td>1.74567</td>
<td></td>
</tr>
</tbody>
</table>

*Source: Field Survey, 2019*

### Table 6: Descriptive Statistics on Employee commitment

<table>
<thead>
<tr>
<th>Affective Commitment</th>
<th>Very High</th>
<th>High</th>
<th>Moderately High</th>
<th>Moderately Low</th>
<th>Low</th>
<th>Very Low</th>
<th>Missing</th>
<th>Total</th>
<th>Mean</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exertion of Efforts Beyond Expectations</td>
<td>11.1</td>
<td>41.6</td>
<td>41.9</td>
<td>3.2</td>
<td>0.0</td>
<td>0.3</td>
<td>1.9</td>
<td>4.52</td>
<td>0.98</td>
<td></td>
</tr>
<tr>
<td>Publicizing your Organisation</td>
<td>13.3</td>
<td>45.1</td>
<td>34.6</td>
<td>3.2</td>
<td>1.0</td>
<td>1.0</td>
<td>1.9</td>
<td>4.56</td>
<td>1.06</td>
<td></td>
</tr>
<tr>
<td>Loyalty Towards your Organization</td>
<td>20.6</td>
<td>44.4</td>
<td>30.8</td>
<td>2.2</td>
<td>0.3</td>
<td>0.3</td>
<td>1.3</td>
<td>4.77</td>
<td>0.97</td>
<td></td>
</tr>
<tr>
<td>Acceptance of Job Assignments</td>
<td>18.1</td>
<td>44.4</td>
<td>32.7</td>
<td>1.9</td>
<td>1.3</td>
<td>0.3</td>
<td>1.3</td>
<td>4.70</td>
<td>0.99</td>
<td></td>
</tr>
<tr>
<td>Alignment of Personal Values With Organization Value</td>
<td>15.9</td>
<td>41.3</td>
<td>36.2</td>
<td>2.5</td>
<td>1.3</td>
<td>1.3</td>
<td>1.6</td>
<td>4.58</td>
<td>1.08</td>
<td></td>
</tr>
<tr>
<td>Sense of Pride About Organization</td>
<td>20.0</td>
<td>45.4</td>
<td>28.3</td>
<td>3.2</td>
<td>1.0</td>
<td>1.0</td>
<td>1.3</td>
<td>4.72</td>
<td>1.05</td>
<td></td>
</tr>
<tr>
<td>Possibility of Working Elsewhere</td>
<td>21.0</td>
<td>35.9</td>
<td>27.3</td>
<td>7.9</td>
<td>4.1</td>
<td>1.3</td>
<td>2.5</td>
<td>4.48</td>
<td>1.32</td>
<td></td>
</tr>
<tr>
<td>Organizational-Led Performance</td>
<td>21.0</td>
<td>39.5</td>
<td>27.4</td>
<td>3.8</td>
<td>3.2</td>
<td>2.5</td>
<td>2.5</td>
<td>4.54</td>
<td>1.33</td>
<td></td>
</tr>
</tbody>
</table>
Relating results in table 1, 2, 3, 4, 5 and 6 together, the mentoring dimensions (career-related support, psychosocial support, role modelling, pedagogy, continuous organisational learning) have differing patterns of increase with employee commitment as it relates to affective, continuance and normative commitment of selected private universities in South-West Nigeria. Our findings reveal that the universities surveyed that have informal or formal mentoring have provided career-related support to mentees as most of them tended towards “moderately high” in their responses. Also, the findings show a moderate representation of the academic staff surveyed have received psychosocial support. Additionally, role modelling and pedagogy showed a moderately high representation by the respondents. Continuous organisational learning was also revealed to have a moderately low representation by respondents. Our findings suggest that mentoring dimensions may or may not have a relationship with employee commitment of selected private universities in South-West Nigeria. This provided an answer to research question one and enabled the researcher to achieve the objective one of this study.

Hypothesis: Mentoring dimensions has no significant relationship with employee commitment in selected private universities in South-West Nigeria.

In order to test the hypothesis, correlation analysis was conducted using employee commitment as the dependent variable, and the five mentoring dimensions: career-related support, psychosocial support, role modelling, pedagogy and continuous organisational learning as the independent variables. Table 7 presents the correlation results.
Table 7: Correlation results for Hypothesis

<table>
<thead>
<tr>
<th></th>
<th>Career related support</th>
<th>Psychological Support</th>
<th>Role Modelling</th>
<th>Pedagogy / training</th>
<th>Continuous Organizational Learning</th>
<th>Employee commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career related support</td>
<td>Pearson Correlation</td>
<td>1</td>
<td>.823**</td>
<td>.820**</td>
<td>.789**</td>
<td>.720**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td></td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
</tr>
<tr>
<td>Psychosocial Support</td>
<td>Pearson Correlation</td>
<td>.823**</td>
<td>1</td>
<td>.858**</td>
<td>.829**</td>
<td>.756**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td></td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
</tr>
<tr>
<td>Role Modelling</td>
<td>Pearson Correlation</td>
<td>.820**</td>
<td>.858**</td>
<td>1</td>
<td>.931**</td>
<td>.802**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td></td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
</tr>
<tr>
<td>Pedagogy / training</td>
<td>Pearson Correlation</td>
<td>.789**</td>
<td>.829**</td>
<td>.931**</td>
<td>1</td>
<td>.809**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td></td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
</tr>
<tr>
<td>Continuous Organizational Learning</td>
<td>Pearson Correlation</td>
<td>.720**</td>
<td>.756**</td>
<td>.802**</td>
<td>.809**</td>
<td>1</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td></td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
</tr>
<tr>
<td>Employee commitment</td>
<td>Pearson Correlation</td>
<td>.121*</td>
<td>.150**</td>
<td>.159**</td>
<td>.188**</td>
<td>.203**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.032</td>
<td>.008</td>
<td>.005</td>
<td>.001</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td></td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
<td>315</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Source: Field Survey, 2019
The relationship between mentoring dimensions (as measured by career-related support, psychosocial support, role modelling, pedagogy and continuous organisational learning) and employee commitment (as it relates to affective, continuance and normative commitment) was investigated in selected private universities in South-West Nigeria using Pearson product-moment correlation coefficient. We performed preliminary analyses to ensure no violation of the assumptions of multicollinearity amongst the explanatory variables. There was a weak, positive correlation between employee commitment and mentoring dimensions with a correlation coefficient of 0.121, 0.150, 0.159, 0.188, 0.203 respectively, which implies that employee commitment may improve a little with the presence of mentoring dimensions (career-related support, psychosocial support, role modelling, pedagogy and continuous organisational learning) in the selected private universities in South-West Nigeria. The p value shows a high level of statistical significance (P<0.05) which led to the rejection of the null hypothesis.

V. DISCUSSIONS

The results of the correlation analysis for the relationship with mentoring dimensions and employee commitment of selected private universities in South-West Nigeria provided an overall significant view. The combination of the independent variables was statistically significant in showing that a relationship exists with employee commitment of the selected private universities. As in previous research (Hall, Walkington, Shanahan, Ackley & Stewart, 2018; Payne and Huffman, 2005), the correlation analysis found that mentoring dimensions was positively related to employee commitment in selected private universities in South-West Nigeria. The contrasting results in the different dimensions of mentoring may be explained by the variables used in the correlation analysis and the differences between the contextual factors like organisational culture and policies in the different universities.

Conceptually, Kohlmeyer, Parker & Sincich (2017) noted that research has indicated that robust mentoring helps people with their career advancement and satisfaction, supports faculty retention and contributes to academic productivity. There is no single right way of establishing mentoring systems to acquire such benefits, but the approach taken must be appropriate for the specific circumstance. Cifti, Erturk, Doganalp & Kiziloglu (2017) however offer some basic principles that can be applied to any situation. The first principle is that the mentor needs to act and be impartial and independent of management. Secondly, the purpose of the mentoring relationship needs to be agreed to and reviewed by both parties.

Our findings give credence to the theoretical assumption of the self-regulated learning theory. It emphasizes the need for the mentee to function independently of the mentor in enhancing their personal growth and development and improve their commitment on the job. The mentoring relationship is invariably beneficial to the employee or the mentee and it strengthens personal goal achievement and eventually organisational goal achievement.

Overall, the relationship between the two variables validates the fact that mentoring is to a certain extent a necessity for building and maintaining the loyalty of employees in the selected private universities in the educational sector in Nigeria. Hartmann et al., (2013) and Okurame (2008a) support this fact. In their studies, they discovered that effective mentoring will improve employees’ commitment. According to Allen and Eby (2010), the lifetime value of committed employees can be enormous. This further stresses the importance of winning employees’ loyalty and the fact that this can be achieved through effective mentoring relationships.

Furthermore, mentoring has a positive relationship with employee commitment if protégés have gained subjective and objective benefits like higher incomes and promotion rates (Ramaswami and Dreher, 2010), thus leading to increased OC. Mentors have gained higher organisational power and personal satisfaction and organisations themselves have reported improved employee motivation, better communication, reduced turnover and retention of talented employees in their succession planning process (Arora & Rangnekar, 2015). However, mentoring’s negative relationship with commitment occurs when the mentoring programmes are not structured appropriately or are not perceived as effective. Sometimes there are dysfunctional mentoring relations like instances of abuse of power, aggressiveness or provoking diversity issues which can then lead to mentoring having a negative impact on commitment (Scandura & Pellegrini, 2010). Our qualitative findings as revealed by the mentees and mentors who were asked questions as to how mentoring dimensions is related with employee commitment are seen below: As regards career-related support, all of the interviewees both mentees and mentors agreed that there is a relationship between career-related support and employee commitment. A professor said: “of course, mentoring people enables me stay committed, because I become better by making others better and seeing them progress gives me joy.

Mentoring is valuable for transmitting employee commitment because mentors provide invaluable information on the mission and philosophies and career pathways in the organisation (Fleig-Palmer, 2009). Interviewees from all the selected private universities supported this argument and had several comments on
how mentoring encouraged organisational commitment. Responses from a mentor and mentee:

“Looking back, mentoring has definitely increased my commitment to Covenant University to a large extent because I feel a deeper sense of belonging…[xxx] I am not so sure about my commitment in the past year but in previous years, my commitment was higher. Presently, I will say mentoring has just maintained it.”

“To be honest, I am more committed…I know more because of my mentor’s teachings, which has helped me move the organisation forward. However, this commitment is only for as long as I am here because I have a timeline I am working with…”

Although these responses explain mentoring’s link with organisational commitment, an interviewee from Redeemer’s University reported that despite mentoring, some employees serving as proteges/mentees in academia do not feel committed because of the hoarding of knowledge by experienced academics and the stringent nature of policies regarding career-advancement promotion and reward opportunities. This is why they all preferred the informal nature of mentoring in their university. Making mentoring formal in their opinions brings more rigidity into the sector, a notion supported by Okurame (2011). Accordingly, one interviewee from Lead City University said simply that “scrap the formal process and mentoring will be effective in improving the commitment of my team…”

However, all the interviewees selected agreed that mentoring dimensions has (to a large extent) a positive relationship with organisational commitment.

Regarding the effectiveness of mentoring, almost all the interviewees except one from Achiever’s University did not believe that the mentoring received was effective. The interviewees said that the factors that affect the effectiveness are conflicting priorities, inadequate time and poor feedback from both parties. Also, they all agreed that although they have people they speak to informally, the formal process with one final year makes it difficult for them to build and maintain substantial mentoring relationships. Consistent with Clutterbuck (2004), two interviewees agreed that a timetable and clear-cut mentoring objectives may help improve mentoring’s effectiveness in universities. Another said an informal process will be better.

Conversely, a mentee in Redeemer’s University, the factors that affect the effectiveness are lack of seriousness and interest from both parties and management. A mentor suggested this to resolve the problem:

“A combination of formal and informal mentoring is good whereby a probationary period allows mentees to choose the mentors they gravitate towards and are compatible with (informal)… Thus, management did not force the relationship but such relationship will be measured during performance evaluation thereby making it formal… Here, a mentoring slot in the performance evaluation form will measure the effectiveness of the mentoring relationship against the performance indicators that management have… This then somewhat reduces the rigidity of the mentoring process… Through this, the mentoring relationship is beneficial to the mentor because the mentor is credited for being involved in people development and thus motivated to make the most out of the mentoring relationship. However, this may lead to mentors pressurizing mentees by bombarding them with work. I give some of my junior lecturers my work to do and they do it without complaining”

Notwithstanding, the informal process of mentees choosing their mentors may have an issue if mentees have an affinity with a particular mentor. However, there can now be for e.g. a formal timetable to ensure order and fairness. Additionally, all interviewees from both companies reported that if mentoring was effective, it will definitely increase their employee commitment.

An emergent theme as to what inspires employee commitment is self-motivation. Intrinsic and extrinsic motivation generally involves persistence, direction and energy. Specifically intrinsic motivation can be seen as a propellant for employee commitment. Gagné et al., (2008) suggest that motivation influences and is related to employee commitment. This is true because for example, many Google employees seem intrinsically motivated and their commitment to Google comes from within despite all the perks of being a google employee. Some employees may identify with mentoring and see it as a process that increases their organisational commitment based on its perceived meaning and because they identify with mentoring’s value whilst keeping their personal goals in mind whereas others may be committed to their organisation based on what stems from within. Take for example, responses from mentors and mentees respectively on what inspires their employee commitment:

“I feel loyal not necessarily because of mentoring but because I am self-motivated and whatever company I find myself in, I always try my hardest to give my all to such and such company in order to remain self-fulfilled and leave a good legacy…”

“For sure, through mentoring, I have learned more and mastered some skills but [xxxxx]…whether mentoring exists or not, I have personal goals I intend to achieve. So, I will remain committed as long as I don’t lose sight of achieving my goals”.

These responses imply that self-motivation usually gained intrinsically is one of the bases through which employee commitment develops. People will usually feel attached to an organisation if and when they
feel like it or want to. Thus, it can be said that self-motivation begets good job performance which usually begets good rewards leading to increased job satisfaction and ultimately, employee commitment.

VI. Implications

While it has been noted that the issue of mentoring has not been reconceptualised in contemporary times, the article indicated that mentoring is a viable tool for developing skills and leadership in different workplaces and it has behavioural implications for employees. Therefore, human resource directors, practitioners and the entire management of several organisations should develop mentoring programs and evaluate them properly in order to lead to desirable employee outcomes like commitment, job satisfaction, performance and skill development. Organisations will benefit from this study so as to help them develop formal structures, policies and procedures for mentoring to increase employee commitment, job satisfaction, employee performance, skill development and reduce employees’ intent to leave.

This article will also enable various sectors to proactively respond to changes within the work environment more effectively as well as enable them implement better business strategy that aligns with Human Resources (HR) strategy. Furthermore, this article will enable the government in policy making with regards to mentoring across all industries to give a mandate that mentoring programs be adequately structured in their systems to track career progression and improve employee performance.

It is also helpful to human resource managers to properly implement human resource development practices by integrating individual, career and organization development roles in order to achieve maximum productivity, quality, opportunity and fulfilment of employees as they work to accomplish organizational goals.

Furthermore, for successful departmental mentoring programs in organisations, human resource managers should assign a departmental mentoring committee. Human resource managers should also initiate and model difficult conversations. There should also be alternative and additional mechanisms for mentoring programs’ evaluation and assessment. Human resource practitioners should also designate the service mentor to monitor the cumulative total of service requests and should advise when or how to say “no”. Furthermore, feedback loops must be built in every semester with consistent, clear, and meaningful annual evaluation. Finally, achievements should be recognized and success celebrated. Lastly, it will enable the society to be more informed about the tenets of mentoring literature and also provide them with more conceptual knowledge with regards to mentoring and employees’ behavioural outcomes in both the public and private sectors. We recommended the following:

i. Management of universities needs to invest more in mentoring, training and employee retention schemes in host-country environment to improve employees’ organisational commitment.

ii. Every university should put in place structures that would support mentoring and align it with faculty’s promotion in terms of attaching key performance indicators to the performance appraisal system. Mentees’ career and personal development can be attached to the promotion criteria for a professorial rank.

iii. The management of universities should make some policy reformations as regards increasing the timeline of the mentoring relationship because proteges/mentees find it hard to gain substantial psychosocial support within one academic year.

iv. The human resources department needs to evaluate the success of the existent informal mentoring and should ensure that it has strategies in place to eliminate the preconceived notions of employees seeking to advance their careers elsewhere after working for some years with them.

VII. Directions for Future Research

The development of the five-component conceptualization of mentoring intended to give a summary of mentoring research to date. It is clear that there are gaps in the mentoring literature yet to be filled. Identification of these gaps should give a direction for further researchers. To begin with, there should be more causal effects and relationship studies with mentoring and other employee outcome variables. Further studies should also be carried out comparatively to ensure robustness and specificity of the relationship between mentoring components and employees’ behavioural outcomes. The moderating effect of organisational culture could also be examined. Further studies can also consider including other models linking the mentoring components using quantitative methods like structural equation modelling.

Also, for the advancement of this study, future research might adopt an experimental or longitudinal research design (i.e. creating scenarios for each of the mentoring dimensions). This would help in drawing a better conclusion as the environment can be controlled and future researchers would be able to observe any differences in organisational commitment as it relates to mentoring.

References Références Referencias

and Organizational Learning. *British Journal of Management.*


## Appendix 1

Mentoring Dimensions and Organisational Commitment of Selected Private Universities in South-West Nigeria. Please answer the following by ticking the one you consider most appropriate among the alternatives.

### Section A: Demographics

1. Please place a check mark beside your gender.  
   - Male  
   - Female

2. Please check the age range which best fits your age.  
   - 21-29  
   - 30-39  
   - 40-49  
   - 50-59  
   - 60 and above

3. Check the category that closely fits with your current job title.  
   - Lecturer  
   - Supervisor  
   - Other (please specify): ....................

4. Please place a check beside your ethnic background.  
   - Igbo  
   - Yoruba  
   - Hausa  
   - Other

5. Please indicate the approximate number of years you have worked in your current role.  
   - < 3  
   - 3-7  
   - 8-10  
   - 11-13  
   - 14-16  
   - 16+

6. Please indicate the approximate number of years you have worked in your current organization.  
   - < 3  
   - 3-7  
   - 8-10  
   - 11-13  
   - 14-16  
   - 16+

7. Please place a check beside the size of your organization.  
   - Fewer than 500  
   - More than 500

8. Please place a check mark beside the industry that best matches the industry you currently work.  
   - Academia  
   - Others  
   - Teaching/ lecturing  
   - Finance  
   - Accounting  
   - Human resources  
   - Others

9. Please place a check mark beside the specialty area that best matches the area in which you currently work.  
   - Bachelors  
   - Masters  
   - PhD/Doctorate

10. Please place a check to indicate your educational level. (Please check all that apply).

### Section B: Mentoring

For Mentoring \(X\), the following sub variables (Career-related mentoring, psychosocial mentoring, role modelling, pedagogy, continuous organizational learning) will be used. For employee outcomes \(Y\), employee commitment, job satisfaction, intent to leave, employee performance and skill development were used as sub variables.

Please indicate the type of mentoring you received at your current organization by selecting the appropriate number listed. **IF YOU SELECT NON-MENTORING IN QUESTION 1, PLEASE PROCEED TO THE NEXT SECTION C.**

<table>
<thead>
<tr>
<th>Item</th>
<th>Informal Mentoring (1)</th>
<th>Formal Mentoring (2)</th>
<th>Non-Mentoring (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.</td>
<td>As a protégé I was/ am involved with</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Career-related support (1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Psychosocial support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Role modelling</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Continuous</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

© 2019 Global Journals
### The Nexus between Mentoring Dimensions and Organizational Commitment of Academic Staff in Selected Private Universities in South-West Nigeria

<table>
<thead>
<tr>
<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
<th>(5)</th>
</tr>
</thead>
</table>

12. What was/is the most important help given to you by your mentor

For the next three items, please rate how high or low you receive **CAREER-RELATED SUPPORT** from your mentor based on the following indices on a six likert scale from Very High (VH)- Very Low (VL):

<table>
<thead>
<tr>
<th>Items</th>
<th>Very High (VH),</th>
<th>High (H),</th>
<th>Moderately High (MH),</th>
<th>High (H),</th>
<th>Moderately Low (ML),</th>
<th>Low (L),</th>
<th>Very Low (VL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>13. Mentee’s career progression</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Co-ordination of professional goals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Aids achievements of career aspirations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For the next three items, please rate how high or low you receive **PSYCHOSOCIAL SUPPORT** from your mentor based on the following indices on a six likert scale from Very High (VH)- Very Low (VL):

<table>
<thead>
<tr>
<th>Item</th>
<th>Very High (VH),</th>
<th>High (H),</th>
<th>Moderately High (MH),</th>
<th>Moderately Low (ML),</th>
<th>Low (L),</th>
<th>Very Low (VL)</th>
</tr>
</thead>
</table>

© 2019 Global Journals
<table>
<thead>
<tr>
<th>Item</th>
<th>Very High (VH)</th>
<th>High (H)</th>
<th>Moderately High (MH)</th>
<th>Moderately Low (ML)</th>
<th>Low (L)</th>
</tr>
</thead>
<tbody>
<tr>
<td>16. Sharing of personal problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Receives counselling</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Friendly and maintains strict confidentiality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For the next three items, how would you rate the following in relation to <strong>ROLE MODELLING</strong> based on the following indices on a six likert scale from Very High (VH)- Very Low (VL)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Imitation of mentor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Leadership impartation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. Behavioural appropriateness of mentor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For the next three items, how would you rate the following in relation to <strong>PEDAGOGY (TRAINING)</strong> based on the following indices on a six likert scale from Very High (VH)- Very Low (VL)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Very High (VH)</td>
<td>High (H)</td>
<td>Moderately High (MH)</td>
<td>Moderately Low (ML)</td>
<td>Low (L)</td>
</tr>
<tr>
<td>22.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Very High (VH)</td>
<td>High (H)</td>
<td>Moderately High (MH)</td>
<td>Moderately Low (ML)</td>
<td>Low</td>
</tr>
<tr>
<td>---------------------------------------------------------------------</td>
<td>----------------</td>
<td>---------</td>
<td>----------------------</td>
<td>---------------------</td>
<td>-----</td>
</tr>
<tr>
<td>22. Provision of good working knowledge of job assignment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. Teaching of requisite skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. Demonstration of integration of organisational strategy with role alignment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For the next three items, how would you rate the following in relation to **CONTINUOUS ORGANIZATIONAL LEARNING** based on the following indices on a six likert scale from Very High (VH)- Very Low (VL)
25. Talent management

26. Growth in knowledge about grant writing

27. Novel idea development

28. Learning aligns with personal goal achievement like receiving grants.

For the next two items please indicate your level of agreement with each statement by selecting the appropriate number listed.

<table>
<thead>
<tr>
<th>Items</th>
<th>Strongly Agree (SA)</th>
<th>Agree (A)</th>
<th>Partially Agree (PA)</th>
<th>Disagree (D)</th>
<th>Partially Disagree (PD)</th>
<th>Strongly Disagree (SD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>29. The formal mentoring I receive (d) is/was effective.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
30. The informal mentoring I receive (d) is/was effective.

31. The gender of my mentor is

32. My mentor is

33. My mentor and I meet
**Section C: Employee Commitment**

How would you rate the following in relation to your Employee Commitment towards your organization based on the following indices on a six likert scale from Very High (VH) - Very Low (VL)

<table>
<thead>
<tr>
<th>Items</th>
<th>Very High (VH),</th>
<th>High (H),</th>
<th>Moderately High (MH),</th>
<th>Moderately Low (ML),</th>
<th>Low (L),</th>
<th>Very Low (VL),</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affective commitment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34. Exertion of efforts beyond expectations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35. Publicizing your organization</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>36. Loyalty towards organization</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>37. Acceptance of job assignments</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>38. Alignment of personal values with organizational values</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>39. Sense of pride about organization</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>40. Possibility of working elsewhere</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>41. Organizational-led performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continuance commitment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>42. Likelihood of leaving</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>43. Happiness about choice of job</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>44. Benefits from staying in this organisation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45. Reputation of organisation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Normative commitment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>46. Fear of quitting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>47. Negative consequences of leaving the organisation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>48. Sense of obligation to remain</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Appendix 2**

**Mentoring Interview Proforma**

**Preliminary Information for Interviewer**
- Explain to interviewee that this information is confidential and all responses will remain anonymous.
- Tell candidate to relax and respond as honestly as possible to the questions.
- Maintain as much eye contact as possible with the interviewee. Smile often. Use non-verbals (e.g., nodding) to encourage and draw-out responses from the interviewee.
- Thank interviewee at beginning and end of interview.

**Part I: Background Information**

(Note to interviewer: If candidate hesitates before answering these questions, simply explain that these are for record-keeping purposes only and will not be used to identify responses. If further resistance is encountered, skip those items that are considered offensive.)
- Gender:
- What is your age?
- What is your ethnic background? Igbo, Hausa, Yoruba, Other (please specify:_________________)
- What is the highest level of education you have obtained? (Interviewer: Circle one) BSc , Masters, PhD
- What is your current job title?
- How long have you worked in this job? Years:______ Months:______
- How long have you worked for this organization? Years:______ Months:______
Part II: Experience as a Protégé

(Note to interviewer: Please recite the following before proceeding with this section. If interviewee has not been a protégé, then skip this section)

"Before we talk about your role as a mentor, I’d like to gather some of your experiences as a protégé. Therefore, the next few questions will focus on your experience as a protégé."

- During your career, has there ever been an individual who has taken a personal interest in you and who has guided, sponsored, or otherwise had a positive and significant influence on your professional career development? In other words, have you ever had a mentor? How many have you had?
- Was it formal or informal mentoring?
- Was it career-related or psychosocial support or both?
- Let’s focus on your most recent mentor for a moment. Using a 6-point scale, with 0 meaning “None” and 5 meaning “Extraordinary Degree of Influence”, indicate the amount of positive influence or benefit that the mentor had on your professional development and organizational commitment. Why do you say this?
- What were some of the benefits of being mentored by this individual?
- Were there any disadvantages to being involved in this relationship?
- Did your experience as a protégé influence your decision to become a mentor? How?
- Did your experience as a protégé help you prepare for the role of mentor? How?

Part III: Experience as a Mentor

(Note to interviewer: Please recite the following before proceeding with this section)

“Now I’d like to ask several questions that focus on your experience as a mentor.”

- How many protégés have you mentored?
- How can you describe the reasons why you have served as a mentor to others?
- Of the reasons you just listed, please rank order the five most important.
- What did you do to prepare yourself for serving as a mentor?
- What do you perceive are the advantages to serving as a mentor? That is, what do you believe mentors stand to gain by mentoring others?
- What benefits did you personally realize as a result of serving as a mentor?
- What negative consequences did you personally realize as a result of serving as a mentor?
- What are some of the organizational factors that serve to facilitate your ability to mentor others?
- What are some of the organizational factors that inhibit or constrain your ability to mentor others?
- What characteristics do you think the ideal mentor should possess?

Part IV: The Protégé

(Note to interviewer: Please recite the following before proceeding with this section)

“Now I’d like to ask several questions that focus on your perceptions of the protégé.”

- Think about the mentoring relationships you have had with your protégés. In general, describe how this relationship was initiated. Who first approached who? Did you perceive that the protégé needed help?
- What factors attracted you to the individual that you mentored?
- What characteristics do you think make-up the ideal protégé?
- Would you consider mentoring a junior employee who had low performance/who was struggling? Why or why not?

Part V: The Mentoring Relationship

(Note to interviewer: Please recite the following before proceeding with this section)

“Now I’d like to ask several questions that focus on your general perceptions of relationships in which you have served as a mentor.”

- Think about your most successful mentoring relationship. What were the factors that made it such a success?
• How did this successful mentoring relationship end?
• Have you been involved in any mentoring relationships that were not successful? If yes, please indicate why you think the relationship was not successful. What were the factors that made it unsuccessful?
• How did this unsuccessful mentoring relationship end?
• Do you still keep in touch with your former protégé(s)? If yes, what is the nature of your current relationship?
• What do you think both mentors and protégés can do to make the most out of a mentoring relationship?

Part V: Mentoring and organisational commitment
• Please describe how your mentoring relationship has increased your commitment. Please provide as many specific examples as possible of things your mentor did, qualities of your mentor, ways you interacted, or key situations that made the relationship not work well for you.
• Does the gender of your mentor influence the mentoring received and thus your level of employee commitment?
• What would make mentoring effective in organizations?
• If formal mentoring was effective, would it increase your commitment?
How Artificial Intelligence Can Help Project Managers

By Maria Munir
North China University

Abstract- In this research work, it has been analysed that how artificial intelligence can help the project managers to manage the work. AI research is basically defined as the research that is done on different intelligence agents. It is a device that helps in perceiving the environment and helps in taking such actions that increases the chance to attain the goals. The artificial intelligence is now used within different fields. One of its finest applications is in the field of project management. Project Management AI is basically a system that can administer different projects without many resources. It does not require more input or cost. Through using the power of artificial intelligence, the tasks can be done automatically. AI also helps in making decisions associated with the projects and it helps in identifying the skills and capabilities of team members involved within a project. Project Management AI helps in fostering a safer environment. It also helps in delivering untiring vigilance and objectivity. Moreover, Project Management AI is used for the development of an eco-system for managing the knowledge. Artificial intelligence provides assistance to project managers in many ways.

Keywords: project managers, artificial intelligence, ecosystem, foster.

GJMBR-A Classification: JEL Code: M10
How Artificial Intelligence Can Help Project Managers

Maria Munir

Abstract: In this research work, it has been analysed that how artificial intelligence can help the project managers to manage the work. AI research is basically defined as the research that is done on different intelligence agents. It is a device that helps in perceiving the environment and helps in taking such actions that increases the chance to attain the goals. The artificial intelligence is now used within different fields. One of its finest applications is in the field of project management. Project Management AI is basically a system that can administer different projects without many resources. It does not require more input or cost. Through using the power of artificial intelligence, the tasks can be done automatically. AI also helps in making decisions associated with the projects and it helps in identifying the skills and capabilities of team members involved within a project. Project Management AI helps in fostering a safer environment. It also helps in delivering unflawing vigilance and objectivity. Moreover, Project Management AI is used for the development of an eco-system for managing the knowledge. Artificial intelligence provides assistance to project managers in many ways. It provides number of tools such as Chatbots, Stratejos, ZiveBox, Rescoper, ClickUp, Clarizen and PolyOne. All of these tools prove to be helpful for the project managers to handle different tasks like through providing assistance to managers to make up the team and to assign the projects to particular team members. These tools also provide assistance to project managers to manage the deadlines in an effective way. The use of Artificial intelligence provides number of benefits to the project managers. The very important benefit is the support, as the pressure and burden over the project manager gets decremented by making the use of machines. Moreover, use of AI also provides more accurate results to the project managers. The tasks that are done using AI tend to be free of errors and mistakes. Along with it, the AI also provides project managers with the insights and strategies. For instance, it alerts the project managers to take some additional or alternative steps for handling the complicated projects. AI does not only assist the project managers to handle the tasks, but it also increases the productivity of project managers at individual level. AI helps the project managers to eliminate information bias. It increases the productivity of project managers by making them more creative and to have more emotional intelligence.

Keywords: project managers, artificial intelligence, ecosystem, foster.

I. Introduction

Computing technology tends to make the life easier for all of the individuals, it also adds up more convenience to all types of processes that else may need human effort and time. Through artificial intelligence (AI) that involves the capabilities of decision-making and machine learning generally ascribed to humans, this is particularly the next step of evolution and underway (a Collaborative et al., 2018). The use of AI has been made to change the mundane and repetitive tasks, particularly in different assembly line processes. The development of AI has been done for different objectives like for management of cybersecurity concerns, diagnosis of medical conditions and in order to track the wildlife. However, the major counterpoint to the revolution of AI is the fear that one day AI can even surpass the contributions of humans within the workforce. It can even take such jobs that the individuals perform. AI will surely take over most of the time-taking tasks; this will allow the workers to get free and to do some other important tasks that cannot be managed by computers. When it comes to project management and artificial management, more of the advancements have been made and still much other advancement is on the way. Now AI is getting entered into the community of practice of project management and individuals tend to have more interest in the given topic. AI is used within different fields; the major field is the field of project management. There are number of ways in which AI helps project managers (Chou et al., 2015). The common description of AI is basically intelligence that the machines show. From the perspective of project management, the machine can actually copy the cognitive functions linked with the project manager’s minds like problem solving and decision making. The AI principles are being used in search engines and speech recognition system like Siri and Google Search. Self-driven cars make the use of concepts of AI as do the simulation exercises of military and networks of content delivery. Now the computers can defeat most of the individuals in strategic games like chess. The overall objective of AI is to develop such machinery and computers that can work in the best possible way. This needs the usage of optimization strategies, computational intelligence and statistical methods. According to Bond and Gasser (2014), the programming for such strategies of AI does not only need the interpretation of technology but it also involves the interpretation of neuroscience, linguistics and psychology. The question related to the AI’s usage is whether project manager’s mind can be defined precisely so that its simulation can be done with the help
of the techniques as given above. This can be accomplished in some time and there is more hope due to the use of faster computers, enhancement in technology of machine learning and use of cloud computing. In the given research, it will be analyzed that how AI helps project managers. It is important to analyze this particular topic because of the reason that now it is an age of advancement, now more of the developments have been done in the field of project management. As the project managers perform very important tasks, therefore the tasks of project managers should be done in an efficient way. Within the technological era, some techniques have been designed that can help the project managers (Ziuziaoski et al., 2014). Therefore, in this research, the attempt has been made to analyse the assistance provided to project managers by AI. In the given research, there are six sections. In the first section it has been analysed that what basically project management AI is. It has been analysed through identifying that how Artificial intelligence provides assistance in the field of project management. In Section II, a general observation has been made that how AI helps the project managers. In Section III, different tools have been analysed that can provide assistance to project managers. In Section IV, it has been identified that what are the associated benefits of using the tools for project management. In Section V, the outcomes of the assistance have been analysed like how the help of AI can increase the productivity of project managers. In Section VI, some of the risks associated with the use of AI in project management have been analysed.

II. Literature Review

Project Management AI

Project management AI is basically an integrated system that can do the administration of projects without needing the input. Through the artificial intelligence power, the tasks cannot be automated, but will infer different insights for making the recommendations to process, to make decisions related to project and to unveil the insights of team (Cappelli et al., 2018). For instance, there will be technology or there will be a particular technology in the future that will have the capability for matching the right kind of resource to the appropriate role. HR managers are making more efforts. Through AI, now project managers can learn the cadence of output of team members and can even do the assignment of regular work dependent on the ability of individuals. It can also help in creating an ecosystem for the management of knowledge. When an employee leaves the organisation, the one takes discrete figure of non-transferable interpretation of role. According to Conforto et al. (2016), the AI for project management can be used for aggregating the workplace behavioral patterns and it also does the centralization of knowledge of worker for making improvement in the quality and consistency.

a) Create an Ecosystem for Knowledge-Management

The project management AI can also be used for aggregating different workplace behavioral patterns and it is used for centralizing the knowledge of worker to make improvement in quality and consistency (Cappelli et al., 2018). It also helps in making prevention from reinventing something, when some changes are seen. However, this function is still more theoretical, but it will become affordable and available to the businesses present at enterprise-level in the coming year.

b) Foster a Safe Environment

For projects that own different conditions of working, AI can do the detection of invisible warning signs that affect the likelihood of accident while doing projects. For instance, a construction project management Artificial Intelligence could see the performance of equipment, unsafe environment at work, can employee different facial expressions for predicting performance, quality of air and can alert the parties for preventing some accidents (Costantino et al., 2015).

c) Deliver Untiring Objectivity and Vigilance

While project managers can cause more fatigue when identifying the deliverable for quality and accuracy, the systems of AI does not get tired and it does not make any excuses or compromises as it get burned out over the project. However, there is no such system that does the integration of all of such features. However, project managers will mainly encounter the job-altering AI advantages of project management (Charniak et al., 2014). There are not large numbers of tools of project management associated with Artificial intelligence; it is an industry that has been seen as slower to get into the umbrella of artificial intelligence and machine learning.

III. Methodology

The research methods that have been used for conducting this study have been described here. The major rationale behind choosing the particular methods of research is given in this chapter. Along with it, this chapter also gives detailed description of methods of research that have been used therefore this research can be replicated in an effective manner.
a) Research Methods

There are two kinds of research methods. These two kinds of research methods are termed as qualitative research and quantitative research method. In quantitative method of research, numerical data is used for doing mathematical analysis. On the other hand, qualitative method of research includes expressions, words and opinions. The qualitative method of research has been used in the current research for analysing that how AI helps project managers. According to Mackey and Gass (2015), the qualitative research methods are used for doing exploratory research. The major reason behind making the use of qualitative method of research is that through using such method, the interpretation of motivations, opinions and reasons become possible. It assists in solving the problem and also assists to develop the hypotheses or ideas for quantitative study. It is seen more involved for detailed interpretation of issue of hypotheses or ideas for quantitative study. It is seen more involved for detailed interpretation of issue of research with other significant trends in ideas and perspectives. The research has used this particular method, as it assisted in capturing expressive information like values, motivation, underlying conducts, feelings and beliefs that were not possible through using qualitative methods of research.

b) Data Collection- Secondary

The data that does not own any prior collection and is utilized for the first time is termed as the primary data. However, data that some other investigator or researcher has already collected is termed as secondary data. Secondary data collection method has been chosen for the current research. According to Silverman (2016), the most common data collection method is secondary method of data collection. It involves such data that is collected already through others. According to Silverman (2016), secondary data collection methods are used in order to do the research with lower costs. For this research primary data has not been used as it is very expensive as every team member or researcher is then required to start the research from the scratch, choosing the participants, doing search and getting materials (Ledford and Gast, 2018). Therefore, because of this, secondary data collection method has been used in order to analyse that how AI helps project managers.

c) Sources of Secondary Data

There are different resources present to access the data required for literature review. However, the current research is dependent over peer view journals and other books.

i. Journal articles

The collection of opinions, ideas and thoughts done by different authors in order to analyse the issues of research is termed as journal articles. Journal articles help in increasing knowledge related to the given topic. Journal articles also increase the knowledge related to different ideas of various authors (Ledford and Gast, 2018). Therefore, for this research, journal articles have been used.

ii. Books

Through books, deep thinking and active reading is promoted. Books give more knowledge that assist individuals in doing analysis (Silverman, 2016). Therefore, for the given research, different books have been read and referred.

iii. Research procedure

According to Makar et al. (2015), this research initiates with the planning of review that has been done for collecting secondary data. In the planning stage, dependent on objective, the review protocol has been developed where decision is made that how data collection should be done. Different research papers have been used too.

IV. Analysis

Tools Provided by AI to Project Managers

There are different tools that are provided by Artificial Intelligence, project managers can use these tools for getting more assistance.

a) Chatbots

The most prominent work that has been done in the field of artificial intelligence is Chatbots (Danyasz et al., 2018). For instance, Redbooth and Cisco Spark made the team with Api.ai platform for creating a bot of messaging that helped in asking team members different things like ‘What is urgent?, ‘Show that what the team is working on?’ and ‘What is happening at this day?’.

b) Strategies

There is another tool that project managers can use for assistance like Strategies. Strategies gives a same function to development team of Agile software as integration of Slack. These similar types of Siri-like tools can become even more prevalent in the coming years.

c) Zivebox

There are some heavier software platforms for project management with the functionality of AI as the backend of systems. There is a digital workforce tool termed as ZiveBox, this tool owns more of the features related to project management, ZiveBox makes the use of AI for determining that in what time period the task will be completed. It also helps in analysing the productivity of every member of team and it helps in sorting through the communication databases at enterprise-level (Flick, 2015).

d) Rescoper

There is another tool named as Rescoper. The given platform assists in handling the tedious management parts so that the team stays more targeted
over the outcomes. The given platform tells that what the AI-based software should do. The project management software changes the point of view of users so that it gets tailored for the particular settings of permissions (Kyriklidi and Dounias, 2016). It helps in scheduling the tasks dependent on duration of tasks and workload. It also gives alerts for if the system thinks that the project will run into some trouble or if it will be handled within the given budget.

e) Clickup
There is another tool ClickUp. This is basically a Project Management tool that has just come to the market. This tool is mainly one-of-type in the software industry and is mainly used in project management. In accordance with Giesne (2015), the algorithms used in ClickUp help in predicting the best member of team for some particular task and helps in assigning the tasks then. It helps in tagging users in comments dependent on the contexts that are more relevant. It also helps in visualizing updates and notifications. It also helps in predicting such deadlines that cannot be met. It also helps in making correct time estimates of specific tasks. As ClickUp has actually leaded the charge, more of the software for project management is sure to get rise with robust functionality of AI.

f) Polydone
There is another tool Polydone, this tool is already seen as more effective. According to Ferreira et al. (2015), in the coming future, some extra machine learning and AI features will be added to this particular tool. The objective will be the automation of budget and time in an accurate manner.

g) Clarizen
AI owns the power for giving improved and new tools that can provide more advantages to the organizations in different manners and the project managers won’t even have to wait in such cases. Through different products such as cloud-based management software project of Clarizen, the processes of business can be automated. The tracking and sharing of the data can be done. Moreover, the information can be accessed for making different decisions in customized workflows and even in real workplace for suiting the requirements (Glukhov et al., 2015). When it comes to the concept of project management and AI, the only thing is 'gain'.

V. Findings

Assistance to Project Managers
There are some of the AI applications that can help project managers in the coming future. The development in some of the competing constraints and usage of traditional constraints will make the analysis of tradeoff more complicated. The use of concepts of AI will make the project managers life way easier than ever before. It was used to be taken for granted that constraints and assumptions provided to the individuals at project’s onset remains more intact in the entire project life-cycle (Kloosowski and Gola, 2016). Today, it is known that this is not true and the tracking of all constraints and assumptions can be done in the entire life-cycle. AI provides assistance in this particular area. Executives particularly don’t know that when the ones can intervene within a project. Today, most of the organizations make use of crises dashboards. Through looking at the crisis dashboards over the computers, the Executives can just see the projects that are facing different problems and that which of the metrics is not in the acceptable range and the ones can even identify the degree to which the project is critical. The practices of AI can tell about some immediate actions that the project managers should take and at what time (Kerzner, 2018). It results into decreasing the response time to some of the conditions that are out-of-tolerance level. Management basically does not identify that how much more work can be done or should be in the queue to be done without making an overburden over labor force. The addition of projects is basically done within queue with less regard for the required technology, skill level of the required forces and availability of resources. Practices of AI could permit the development of projects’ portfolio that owns the best chance for increasing the value of business that an organization can get while identifying the effective practices for resource management. However, there are still some of the software algorithms for this; the optimization practices for project scheduling are still identified as the manual activity using error and trial strategies.

According to Kerzner (2018), effective practices of AI can make the optimization of schedules even more effective through identifying all of the future and current projects going on in the organisation rather than just considering some particular projects. More often, more pressure is made over the project managers for making rapid decisions dependent on the intuition rather than through step-by-step deduction utilized by computer. Nothing is generally just false or true, as the assumptions should be made. Basically, with more availability of information, lesser number of assumptions is made. Through sufficient database related to the particular information, the tools of AI can perform problem solving and reasoning dependent on the partial or incomplete information. Through the use of AI, future can be seen and it can also give the options that can increase the decision’s value. When more information is given to tools of Artificial Intelligence, then the outcome value becomes greater (Makar et al., 2015). That is why, the initial point should be the consolidation of intellectual property of project management and the tools of AI should get the information access.
VI. Advantages of the Tools Provided to Project Managers by AI

a) Support

The use of AI is made for the automation purposes by project managers for setting alerts and for managing the flow of work and to handle some repeatable procedures. The AI future includes the provision of support to the workforce through tracking some of the complicated approaches of workflows of project for spotting wasted time and for the evaluation of performance. According to Schwarz and Sánchez (2015), it also allows the quantification of results and it helps in doing analysis in an easier way. This information assists project managers in decision making processes that results into making more improvements in the future projects.

b) Accuracy

The entry of data is identified as notoriously patchy when it comes to the concept of project management. While some of the employees give minute details related to the time and tasks, others are identified as relatively less diligent. Artificial intelligence can be used in order to give more assistance dependent on the given data and it makes the users enough able to give more preside data (Ledford and Gast, 2018). This accuracy can assist the project managers to make avoidance from some of the costly setbacks.

c) Insight and Strategy

Computer technology has been seen more dependent over the automation and crunching and other repetitive tasks, but when referring to the idea of project management and artificial intelligence, individuals are seen balking to allow the machinery for taking over some of the complicated tasks. The project managers now get alerts when the due dates come closer, and it also permit the project managers to make up a team for the particular projects or to determine the tasks that can be assigned to the employees at daily basis (Vanhoucke et al., 2016). This is mainly identified as the course set for AI. These abilities of software and machine are seen to collate the data for the purpose of anticipation. There are different programs that are present in order to test different prototypes. Through the use of AI, the developers of software can run different tests over prototypes before the actual release of the prototypes. It can even help the project managers to decrease the total number of errors and to fines the experience of user prior to any launch.

VII. Increased Productivity of Project Managers

AI helps project managers to become more productive that what the ones actually are.

a) Eliminate Information Bias

Humans tend to be more emotional, and individuals let the personal biases and feelings to affect the decision even when the ones refer to numbers. Artificial Intelligence does own opinions. The results that are acquired by making the use of AI tend to be more accurate without human error or personal biasness.

b) Use Emotional Intelligence

Project managers often bogged down because of numbers and often ignore the management at human-side. Managers are required to manage and to leave the number-crunching for Artificial Intelligence, which can be sorted with the help of large amount of data. It helps in finding patterns better and faster as compared to humans. For instance, Watson of IBM can read around 22 million of text pages within 3 seconds (Wu et al., 2014). Now the focus can be regained over the human approaches of PM, such as the identification of appropriate and right kind of staffers for particular project. It helps in identifying tasks for each and every project and helps to monitor the actual progress. The numbers affect such decisions. However, some of the subjective considerations such as interpersonal links among different members are team are identified as being more significant (Vanhoucke et al., 2016). A project can look good in terms of finance; however it tends to be disaster when it gets stacked with such individuals who cannot do working with one another in an effective way. The most important thing is the emotional intelligence. AI provides the freedom for redirecting the energy and time required for the given significant considerations.

c) Be Creative

It should be identified that how and where Artificial Intelligence can assist the business and where the one needs to get in as an innovative manager of project. Artificial Intelligence is greater at making prediction of future outcome and trends when there is more data to work with. However, such predictions do not prove to be helpful when it can be used a little. For instance, identification of monthly profitability can be more accurate (Willems and Vanhoucke, 2015). This is the point where the project managers get the opportunity. Project managers use the resources for planning the future, which may even include more creativity. Through AI, individuals get the assistance which the ones need without the expense to hire full-time employee. This human-centric solutions result into underscoring the significant role of project managers.

The personal computers’ ubiquity within the organisation has made the job of every individual easier and quicker. Instead of report writing over notepad and final copy typing over typewriter; now everything is done over Word or Google Drive (Walker, 2016). The similar is true for project management and AI. AI is such tool that
helps in the management of project and helps in doing it more effectively and efficiently.

VIII. Limitations and Future Research

The major limitation of this research is that it has not identified some of the risks that are associated with the research topic. It can be stated that AI provides more assistance to project manager, but on the same side, it also owns some major risks for project managers. Now-a-days the machines have transformed into more agile objects and are seen enough able to get adapted in the real time without even getting programmed particularly for some work (Wenger, 2014). According to Ziuziaoski et al. (2014), the machines have now been trained to deliver faster results, to do the analysis of larger sets of data and to provide accurate answers when compared with human beings. The outcome is that the good paying jobs of project management are getting replaced with the machines. Project managers most often do report that failures are seen within the projects because of breakdown of communication, therefore there seems the need to have some systems that can communicate with one another in an effective way through the use of AI. This can then be communicated further to the users [16]. Despite of large number of benefits, there also exists fear related to the use of AI within the organisation. The associated risks of use of AI for project managers have been discussed in this research. In the future research, the risks associated with the use of AI for project managers will be discussed in detail.

IX. Conclusion

In the end, it can be concluded that now this is the era of technological advancements. More of the technological advancements have been made within every field that has changed the lives of individuals. Now-a-days, the big data and data science are very common terms. Both of these involve the use of AI, so basically AI provides the backend. Artificial intelligence is basically a device that helps to make some perception related to the environment and it assists in taking such actions that can lead to the attainment of actual goals. The artificial intelligence is now used within various fields. Its applications are not confined to only one particular field. However, within the field of project management, there is broader use of AI. The Project management AI is basically a system that helps in doing the administration of different projects. It helps to handle various projects and through using the available resources. Project management AI helps in fostering a safer environment. Along with it, the use of project management AI is done for developing an eco-system that basically helps in doing the management of knowledge. AI provides greater assistance to project managers in different ways. It helps in doing different tasks using different tools. There are different tools available for the project managers like Chatbots, Strategios, ZiveBox, Rescoper, ClickUp, Clarizen and Polydone. Chatbots help in identifying urgent tasks and the tasks that needs to be done currently and such other things. Strategios helps in developing agile models. Zivebox helps in identifying that in what particular time period, the task will get completed. The tool Rescoper helps the project managers to handle the tedious management parts. It also gives system alerts to the project managers and identify for if the project will be done within the given deadline or not. Clickup tool helps in predicting the total number of team members appropriate for the given project. Polyden tool helps in managing the time and budget of projects. The tool Clarizen allows easier sharing and tracking of data. The project managers have got more support, accuracy, insight and strategy by making the use of AI for projects. Moreover, it has also increased the productivity of project managers at individual levels. As the AI tools have assisted the project managers to become more emotionally intelligence, creative and to eliminate information bias. However, there are also some of the risks associated with it, as because of the incremented use of AI within the field of project management, there will be a time where there will be no need of project managers and machines will replace it. In the future research, these risks will be analysed.

References Références Referencias

This page is intentionally left blank
Organizational Culture, Government Regulations and Corporate Competitiveness of Merged Deposit Money Banks in Nigeria

By Akhamiokhor, S., Asikhia, O. U., Kabuoh, M. N. & Makinde, B

Babcock University

Abstract- The Nigerian banking sector is germane to the growth of the nation’s economy and several reforms over the years have orchestrated merger and acquisition. The marriage of convenience occasioned by the banking consolidation exercise of 2005 by the Central Bank of Nigeria (CBN) led to dilution of ownership and fusing together banks with different goals, objectives and ideology. These have led to rebranding, cultural disharmony, and uncompetitive behaviours which were considered not suitable for the new direction. Cross-sectional research design was adopted and primary data collated. The research instrument was validated and reliability was carried out using the Cronbach alpha analysis. A sample size of four hundred and seventy three (473) was determined using Roasoft sample size calculator. The result revealed that organizational culture significantly affected the corporate competitiveness of the surveyed banks. The study variables organizational culture (B = 0.929, R² = 0.619, p < 0.05, F(1,455) = 738.509), government regulations (B = 0.710, R² = 0.691, p < 0.05, F(1,454) = 106.413).

Keywords: organizational culture, government regulations, corporate competitiveness, merged money deposit banks, central bank of nigeria.

GJMBR-A Classification: JEL Code: M10

Strictly as per the compliance and regulations of:

© 2019. Akhamiokhor, S., Asikhia, O. U., Kabuoh, M. N. & Makinde, B. This is a research/review paper, distributed under the terms of the Creative Commons Attribution-Noncommercial 3.0 Unported License http://creativecommons.org/licenses/by-nc/3.0/, permitting all non-commercial use, distribution, and reproduction in any medium, provided the original work is properly cited.
Organizational Culture, Government Regulations and Corporate Competitiveness of Merged Deposit Money Banks in Nigeria

Akhamiokhor, S.°, Asikhia, O. U. °, Kabuoh, M. N. ° & Makinde, B. °

Abstract- The Nigerian banking sector is germane to the growth of the nation’s economy and several reforms over the years have orchestrated merger and acquisition. The marriage of convenience occasioned by the banking consolidation exercise of 2005 by the Central Bank of Nigeria (CBN) led to dilution of ownership and fusing together banks with different goals, objectives and ideology. These have led to rebranding, cultural disharmony, and uncompetitive behaviours which were considered not suitable for the new direction. Cross-sectional research design was adopted and primary data collated. The research instrument was validated and reliability was carried out using the Cronbach alpha analysis. A sample size of four hundred and seventy three (473) was determined using Raosoft sample size calculator. The result revealed that organizational culture significantly affected the corporate competitiveness of the surveyed banks. The study variables organizational culture (B =0.929, R2 = 0.619, p < 0.05, F (1,455) = 738.509), government regulations (B =0.710, R2 = 0.691, p < 0.05, F (1,454) = 106.413). This study concludes that an organization’s culture as influenced by government is vital in the discussion of corporate competitiveness of merged red organizations. The study recommends that the regulatory bodies should in future take into cognizance the cultural differences in bringing together banks with different ideology (culture) together.

Keywords: organizational culture, government regulations, corporate competitiveness, merged money deposit banks, central bank of Nigeria.

1. Introduction

The Nigerian banking sector is germane to the growth of the nation’s economy and reforms were implemented to strengthen its service delivery over the years. The outcomes of the reforms have led to marriage of convenience occasioned by the banking consolidation exercise of 2005 by the Central Bank of Nigeria (CBN). The reforms technically targeted dilution of ownership, recapitalization, consolidation through which and fusing together of banks with different goals, objectives and ideology occurred. The effect of the aforementioned was evident in corporate governance issues change of ownership internal operational crisis in the banking industry. The crises have led to rebranding and rightsizing of staff considered not suitable for the new direction.

Organizational culture constitutes a set of beliefs/values and social anthropology have seen it as a framework for understanding behaviors, team orientation, innovativeness, quality of service (Kotter & Heskett, 1992; Vacile & Nicolescu, 2016). The bundle of values (Schein, 1985) assist leadership in goal setting, expected behavior, correction, and rewards which motivate committed workers to a common set of core values, belief and assumptions (Chilla, Kibet, & Douglas, 2014; Denison, 1984). Thus, organizational culture consists of values (Schein, 1985), beliefs (Hofstede, 2002), and assumptions affecting thoughts and behavior of people in an organization (Hitka, Vetvarkova, Balazova & Danihelova, 2015). The assumption from the foregoing scholars is that organizational culture influences the processes, outcomes and direction of individuals and organisations to enhance their significance and relevancy (Hafit, Asmuni, Idris & Wahat, 2015). Organisations with strong corporate culture are presumed to be more successful than those with weak corporate culture (Stacho, Stachová, 2013; Vacile & Nicolescu, 2016), this situation...
is more amplified by the Nigerian banking system mergers of 2005.

Banks’ competitiveness emerges from different sources and several reasons could explain why some could achieve success and others failure. Some scholars (Hofstede 2002; & Porter, 2008 Schein, 1985) see this from misalignment of their organisational culture with the internal and external environmental factors as observed by Odiakoose (2018). The lapses associated with merged banks ‘organisational culture in Nigeria include conflicting interest of organisational executives (Maseko, 2017; Vacile & Nicolescu, 2016) and weak integration in focus of the newly formed banks. This observation has led to managerial ineptness, liability of newness, poor commitment, unexpected internal strife and crisis, which in some cases have abruptly terminated existence due to insider abuses, poor quality services and weak supervisory structures (Flores, 2013).

The conventional frightening uncertainty that confront newly merged banks is organisational change which Kotter and Hesckett (1992) demonstrate as instigator of fear, anxiety and discontent. This is evident in the number of inter and intra-organisation conflict that breeds team disorientation, weak integration, poor service delivery that create negative image for the banks (Kercini, 2013). Although, many merged banks in Nigeria have organisational culture, they do not possess organisational dynamic capabilities that organisational culture provides. The culture of such merged banks was created without infusing cultural capability that is needed to leap-frog during transition of merger. This does not enable employee’s innovation, staff involvement, and openness to change, teamwork, morale, customer service and trust making such banks competitively not ready and unsustainable in Nigeria (Hafit, Asmuni, Idris & Wahat, 2015).

However, events has shown over time, that though the top three banks in terms of share capital after the mergers were (Union, Intercontinental and UBA), the reverse is the case as at December 2016 (Zenith, GTB and First bank) using the same indices. This cursory observation prompted the need to investigate how merged banks could achieve competitiveness through their organizational culture. The work is structured thus; introduction, literature review, methodology, presentation of findings, conclusion and recommendation.

II. Literature Review

a) Organisational Culture

Organizational culture consists of values, beliefs and standards affecting thoughts and behavior of people in an organization (Hilka, Vetrakova, Balazova & Danihelova, 2015). Park, Ribeire and Schulte (2004) defined organizational culture as the shared, basic assumptions that an organization learns while coping with the environment and solving problems of external adaptation and internal integration that are taught to new members as the correct way to solve those problems. Organizational culture influences all the processes and outcomes related to individuals and the overall organization that enhances its significance (Hafit, Asmuni, Idris & Wahat, 2015). Organisations with good corporate culture are usually more successful than organisations with lack of corporate culture inasmuch employees appreciate the same values and standards of behavior (Stacho & Stachova, 2013).

b) Corporate Competitiveness

Competitiveness is a location’s unit cost level, driving companies’ ability to compete successfully on global markets (Ketels, 2016). In other words, competitiveness is a firm’s capability to contest favorably among other competing firms and become successful in local and international markets. Further, Competitiveness is a location’s productivity level, driving the standard of living the individuals in that location can sustain (Aiginger, 2015). Porter (1990) defines competitiveness as the ability of a given firm to successfully compete in a given business environment. Similarly, Lall (2001) defines firm competitiveness as the ability of a firm to do better than benchmark companies in terms of profitability, sales, or market share. Further, Buckley, Pass and Prescott (1988) consider competitiveness to be synonymous with a firm’s long-run profit performance, its ability to compensate employees and generate superior returns for shareholders. In line with these definitions, this study will focus on the financial performance of a firm to measure its competitiveness. In general, the existence of good financial performance suggests that the firm is doing better in terms of competitiveness since profitable opportunities result in higher production and sales (Elif, 2016).

Corporate competitiveness can be defined as the ability of a firm to design, produce and market products greater than those offered by competitors (Ambastha & Momaya, 2004). Corporate competitiveness is described as the strength of an organization in comparison with its competitors (Carayannis & Campbell, 2012). Villanova, Zinkhan and Hyman(2000) describes corporate competitiveness as the capacity of an organization to innovate key internal and external relationship for reputation and strategic assets. For an organization to achieve corporate competitiveness, the organization/entrepreneur must be able to manage its internal firm factors, external environment and the influence of the entrepreneur/ organization itself (Porter & Ketels, 2003).

C) Government Regulation

Government regulations on banks are known as financial regulations which are the laws that have been
put in place by the state to govern financial institutions (Agborndakaw, 2010). The Financial Times (n. d.) have a similar definition and describe regulations as laws that govern the activities of all financial institutions. Agborndakaw (2010) says that these regulations aim at maintaining orderly markets, licensing the providers of financial services, enforcing applicable laws as well as prosecuting cases of market misconduct, protecting clients and investors and promoting the stability of the financial system. These regulations are promulgated by government regulators as well as international groups.

A nation regulates the banking sector to stabilize the financial and to ensure monetary control, money supply and stability of prices, equal competition and pro-consumer competition in the market for financial services (Szspringer 2001). The literatures (Santos 2001; Matthews & Thompson 2007; Llewellyn 1999) mention two basic reasons underlying the introduction of banking regulations namely: the need to ensure that both particular financial institutions and the whole financial system are sound and safe and the need to protect customers (mainly depositors). The main issue within structural regulations is the provision of a so-called safety network to protect the banking system (or, generally speaking, the financial system) against crises or, should they materialize anyhow, to manage them and moderate their impacts, and to reduce systemic risk. However, the introduction of banking regulations brings on at least two types of distortions (Freixas & Rochet, 2007) the availability of a safety system may encourage bank managers to get involved in riskier operations and if some types of banking business are not regulated, the government may decide to introduce banking regulations for reasons other than the safety and soundness of the sector, e.g. some form of direct taxes (for instance obligatory reserve) or an obligation that banks subsidy some of their products.

Implementing financial regulations is a major challenge for many countries especially the EMEs but in the long run they contribute to the strengthening of banking systems (Sinha, Kumar & Dhal 2011). Some aspects of regulation can be oriented towards these countries achieving their development objectives without having to sacrifice prudent regulation and financial sector stability considerations. In other to find out if regulations influence the growth of commercial banks or not, Sinha et al. (2011) further state that there is a lack of unanimity among economists on how relevant finance is to the growth of an economy. Typically, one would expect regulations to improve efficiency and lower any risk of a financial crisis. Many critics have argued that regulations interfere with the efficiency of the market while those advocating for regulation like Sinha et al (2011), have argued that if regulations are well designed and managed then they can make markets more efficient and equitable in terms of their outcomes.

Mwega (2014) concluded that regulations in the financial sector have strengthened the banking sector over the last ten years, in terms of customer service, products offered, profitability and stability. Gudmundsson, Kisinguh & Odongo (2013) found that there is a positive relationship between capital regulation and the improved performance of banks and financial stability. The various studies show that there is a lack of clarity on what the true impact of regulations is. Therefore, the study hypothesized that: Government regulation has no significant moderating effects on the relationship between organisational culture components and corporate competitiveness of selected merged deposit money banks in Nigeria.

In order to ascertain the relationship between regulation and the financial performance of commercial banks, Vianney (2013) and Barth, Caprio and Levine (2002) affirm that regulations have no impact on the financial performance of financial institutions. Furthermore, there is a negative association between restricting the activities of a bank and its performance and stability as compared to when banks could freely diversify into other financial activities. Contrary to this, studies have indicated that, regulations have led to an increase in profitability, there is a positive relationship supporting the evidence that capital regulation does improve the performance of banks and financial stability. The regulations lead to increase in the value of loans outstanding, total assets, profit and shareholders’ equity of banks. Hence regulations do have a positive impact on the profitability of commercial banks. There is also a positive relationship between corporate governance, the stability and good performance of a bank (Mwega, 2014; Gudmundsson, Kisinguh & Odongo, 2013; Mureithi, 2012; Otieno, 2012).

Many research that relate organisational culture and company’s competitive performance (CCP) have been conducted in developed countries. The results are mixed and inconclusive (i.e. positive, negative and no relationships) (Booth & Hamer, 2009; Naranjo-Valencia et al., 2016; Rose et al., 2008). According to (Rose et al., 2008), the strength of the relationship between organisational culture and CCP is different between cultures. The organisational culture in the developed countries is advanced and better than the ones in the developing countries. The scarcity of research that has been conducted in developing countries has motivated the researcher to look deeper into the relationship between organisational culture and CCP in developing countries. One of the previous works on the relationship between organisational culture and CCP was undertaken by Gordon and DiTomaso (1992) which showed that the strength of culture and its adaptability
but not stability is likely to predict the companies’ performance in the short term. Further research by O’Connor (1995) showed that organisational culture plays an important role in deciding the adequacy of budget involvement in reducing role ambiguity. Subsequently, Ogbonna and Harris (2000) affirmed that the relationship between the four culture dimensions and performance is not consistent. Specifically, the competitive and innovative cultural traits were reflected in performance. The competitive and innovative cultures, which are critical to the external situations, have a positive effect on performance. This finding provides some support for the argument that the organisational culture is vital to sustainable competitive advantages. However, the culture should be flexible with the external predicaments.

Furthermore, the community and bureaucratic cultures are directly reflected with the companies’ performance. The negative relationship between the bureaucratic culture and performance also suggests that bureaucratization decrease the short-term profitability and hinder the long-term growth, which effects the survival of the company. Meanwhile, trying to investigate how organisational culture became common, and how it influences real organisations, Sadri and Lees (2001) posit that effective culture should be appropriate with the employee values and be harmonious with the environment in which the company works. Additionally, the authors recommended that organisation must evaluate and classify their organisational culture in order to consider the effect of that culture in their employees’ productivity and morale. Finally, they argued that organisations form their cultures to their benefits in enhancing their employees’ experience at the workplace and enhance their own returns. Similarly, Flamholtz (2001) argued that there is a statistically important link between organisational culture corporate competitiveness. The author concluded that the organisational culture is important to the success of the management and the profitability in the company. Similarly, Ojo (2010) argued that the organisational culture plays a significant role in the companies’ public performance. This is because the organisational culture positively influences the level of employee’s commitment to the aims of the company.

III. Methodology

The paper adopted a quantitative approach with emphasis on using the descriptive survey design. This design was considered in order to investigate the relationships that exist among variables of the research. A sample size of four hundred and seventy three (473) was determined using Roasoft sample size calculator. The research instrument was adapted from existing studies with six-point scale that solicited responses from strongly agreed to strongly disagreed. The research instrument was validated and reliability was carried out using the Cronbach alpha analysis. Data were collected after the reliability of the questionnaire established and out of the four hundred and seventy three (473) distributed, 458 copies were retrieved and judged usable. Data was analyzed by inferential statistics (regression analysis) using the Statistical Package for Social Sciences (SPSS).

IV. Data Presentation, Analysis and Findings

Four hundred and seventy three questionnaires were distributed to employees. Four hundred and fifty eight copies of questionnaire were retrieved indicating a ninety-six point eight response rate. Table 1 shows the demographic and descriptive distribution of respondents.
### Table 1: Demographic and Descriptive Distribution of Respondents

<table>
<thead>
<tr>
<th>Variable</th>
<th>Information</th>
<th>Frequency (N)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Demographic and Personal Information</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
<td>257</td>
<td>56.1</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>201</td>
<td>43.9</td>
</tr>
<tr>
<td>Age</td>
<td>Below 25 years</td>
<td>50</td>
<td>10.9</td>
</tr>
<tr>
<td></td>
<td>25-30 years</td>
<td>124</td>
<td>27.1</td>
</tr>
<tr>
<td></td>
<td>31-35 years</td>
<td>132</td>
<td>28.8</td>
</tr>
<tr>
<td></td>
<td>36-40 years</td>
<td>70</td>
<td>15.3</td>
</tr>
<tr>
<td></td>
<td>41-45 years</td>
<td>66</td>
<td>14.4</td>
</tr>
<tr>
<td></td>
<td>46-60 years</td>
<td>16</td>
<td>3.5</td>
</tr>
<tr>
<td><strong>Educational Qualification</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>OND/NCE</td>
<td>55</td>
<td>12.0</td>
</tr>
<tr>
<td></td>
<td>BSc/HND</td>
<td>246</td>
<td>53.7</td>
</tr>
<tr>
<td></td>
<td>MSc/MBA</td>
<td>131</td>
<td>28.6</td>
</tr>
<tr>
<td></td>
<td>OTHERS</td>
<td>26</td>
<td>5.7</td>
</tr>
<tr>
<td><strong>Job Rank</strong></td>
<td>Top Management</td>
<td>79</td>
<td>17.3</td>
</tr>
<tr>
<td></td>
<td>Middle Management</td>
<td>285</td>
<td>62.2</td>
</tr>
<tr>
<td></td>
<td>Lower Management</td>
<td>94</td>
<td>20.5</td>
</tr>
<tr>
<td><strong>Length of Service</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Below 5 Years</td>
<td>129</td>
<td>28.1</td>
</tr>
<tr>
<td></td>
<td>6-15 Years</td>
<td>238</td>
<td>52.0</td>
</tr>
<tr>
<td></td>
<td>16-25 Years</td>
<td>66</td>
<td>14.4</td>
</tr>
<tr>
<td></td>
<td>26-35 Years</td>
<td>25</td>
<td>5.5</td>
</tr>
</tbody>
</table>

From Table 1, the paper revealed that majority of the respondents are male (56.1%), are between the ages of 31-35 years (28.8%), possess BSc/HND certificates (53.7%), were middle management employees (62.2%) and have spent between 6-15 years in the banks (52.0%).

The thrust of the paper was to establish the power of organizational culture on competitiveness and the moderating role of government regulations among merged banks. Table 2 illustrates the regression summary of the moderating effect of government regulations on the relationship between organizational culture and corporate competitiveness in the selected merged deposit money banks in Nigeria. The results in Table 3 and 4 show three stages of the analysis. The first stage is the direct effect of organizational culture and corporate competitiveness which showed a significant result ($p<0.05$, $R^2=0.619$). The $R^2$ shows that about 61.9% of the variance in corporate competitiveness is as a result of changes in the organizational culture while the remaining 38.1% is as a result of other factors not captured in the model. Also the second stage is the direct effect of government regulation on corporate competitiveness which showed a significant result ($p<0.05$, $R^2=0.691$) and also shows that about 69.1% of the variance in corporate competitiveness is as a result of changes in the government regulation.

However, the third stage which involved the interaction between government regulation and organizational culture on corporate competitiveness showed an insignificant result ($p>0.05$, $R^2=0.692$). The $R^2$ after the interaction changed from 0.691 to 0.692 which showed a difference of 0.001 which is highly insignificant. Therefore, government regulation does not significantly moderate the relationship between organizational culture and corporate competitiveness, instead organizational culture does affect competitiveness.
V. Discussion

Having measured the moderating effect of government regulation on the relationship between organizational culture components and corporate competitiveness, the results of hypothesis seven test were in agreement with the findings of Poskiene (2006) note that the study of politics and public administration has for many years been intimately concerned with the question of what features are the most sensible and illuminating for comparing one state with another. They contend that typically the key features identified are structural, functional, and cultural. The first two categories encompass how the apparatus of the state is organized, the nature of the political system and approaches to governance and accountability.

Some research works that relate organizational culture and company’s competitive performance (CCP) have been conducted in developed countries. The results are mixed and inconclusive (i.e. positive, negative and no relationships) (Booth & Hamer, 2009; Naranjo-Valencia et al., 2016; Rose et al., 2008). According to Rose et al., (2008), that the strength of the relationship between organizational culture and CCP is different between cultures. The organizational culture in the developed countries is advance and is better than the ones in the developing countries. The scarcity of research that has been conducted in developing countries has motivated the researcher to look deeper into the relationship between organizational culture and CCP in developing countries.

One of the previous works on the relationship between organizational culture and CCP was undertaken by Gordon and Ditomaso (2012) which showed that the strength of culture and its adaptability but not stability is likely to predict the companies’ performance in the short term. Further research by O’Connor (1995) showed that organizational culture plays an important role in deciding the adequacy of budget involvement in reducing role ambiguity. Subsequently, Ogbonna and Harris (2000) affirmed that the relationship between the four culture dimensions and performance is not consistent. Specifically, the competitive and innovative cultural traits were immediately reflected in performance. The competitive and innovative cultures, which are critical to the external situations, have a positive effect on performance. This finding provides some support for the argument that the organizational culture is vital to sustainable competitive advantages. The culture should be flexible with the external predicaments.
However, the dominant administrative culture also represents a key distinguishing feature. They describe this as the expectations the staff of an organization have about what is normal and acceptable in that organization. The law is in the background rather than the foreground and civil servants are regarded as simply citizens who work for government organisations, not some special cadre with a higher mission to represent the 'state'. Of course in practice the administrative cultures of states evolve. Many states have shifted away from a highly legalistic form, but towards something other than a straightforward public interest model. The Netherlands, Finland and Sweden all fall into this third category.

The legal underpinnings of the administrative system are considerably less significant in each of these countries than they were in the past but the notion of state remains important a final point of consideration with regard to administrative cultures is perceptions with regard to reform. Pandit (2000) comment that 'a good deal of the rhetoric associated with public management reform vividly contrasts the new with the old. The name given to the old – that against which the modern, reformed public sector organization stands out as superior – is usually something like 'traditional bureaucracy'. Certainly, there has been a widespread trend across OECD countries for several decades to introduce management techniques associated with the private sector, widely referred to as 'new public management.

However, as noted by Peter, Abeland Twesige (2000), 'concern has been raised that management techniques associated with new public management will conflict with the attitudes, values and culture within public sector organisations'. Pandit (2004) expand on this point when they comment that it is not that the negative features of the 'traditional model' are fantasies, with no basis in reality. However, it is a long and unjustified leap from there to the idea that governments are now able to move, without significant loss to a new, modern type of organization that avoids all of the problems of the past. They conclude that ‘each country is different (though there are some groups and patterns) and within each public domain, individual sectors have distinctive organizational cultures of their own. The idea of a single, and now totally obsolete, ancient regime is as implausible as the suggestion that there is now a global recipe which will reliably deliver ‘reinvented’ governments.

In order to ascertain the relationship between regulation and the financial performance of commercial banks, Vianney (2013) and Barth, Caprio and Levine (2002) affirm that regulations have no impact on the financial performance of financial institutions. Furthermore, there is a negative association between restricting the activities of a bank and its performance and stability as compared to when banks could freely diversify into other financial activities. Contrary to this, studies have indicated that, regulations have led to an increase in profitability, there is a positive relationship supporting the evidence that capital regulation does improve the performance of banks and financial stability. The regulations lead to increase in the value of loans outstanding, total assets, profit and shareholders’ equity of banks. Hence, regulations do have a positive impact on the profitability of commercial banks. There is also a positive relationship between corporate governance and the stability and good performance of a bank (Mwega, 2014; Gudmundsson, Kisinguh & Odongo, 2013; Mureithi, 2012; Otieno, 2012).

VI. Conclusion

The paper concludes by showing that an organizations culture as influenced by government is a significant factor to be considered in corporate competitiveness of the organization especially during mergers as shown by the Nigerian banking sector. This study adds more to the knowledge and understanding on organizational culture and corporate competitiveness. Drawing from the resource based theory; this study provides explanation for the existence of firm specific assets and capabilities that are important to the preparation of firm strategy and with organizational change that comes with mergers in the banks to achieve competitive advantage and sustainability. The dynamic capability theory shows that the organizational processes by which resources are utilized to create growth and adaptation within changing environments and permit the renewal and reconfiguration of a firm’s resources due to cultural change during mergers affects their competitiveness and growth. Also, positive or negative organizational culture during organisations merger can lead to sustainable competitive advantage if the resource base created is not imitated over a long period of time and the rent are sustained which thereby influences and organisations competitiveness. The theories have been used to explain specific areas of organizational culture and how they are indicators for corporate competitiveness.

The paper recommends that the CBN should in future take over ailing banks, manage them and sell to avoid bringing together banks with different ideology (culture). In some cases, the CBN should consider outright liquidation of some ailing banks as mergers only prolong the process of liquidation. In addition, in formulating policies, Government should ensure that they are in line with international practices to enable our banks to compete internationally. Corporate mergers though supposed to strengthen the banks fortunes and competitiveness if not well managed leads to weaknesses in the banks hence it is recommended that
strict ethics and guidelines be followed by banks during the freezing, change and unfreezing stages of the banks operations.

REFERENCES Références Referencias


This page is intentionally left blank
Mediating Role of Motivation between Satisfaction with Extrinsic Rewards and Organizational Citizenship Behavior among Rank and file Employees of the Business Process Outsourcing (BPO) Industry

By Ma. Kristina S. Caranto, Prellyn B. Medina, Ciarrah Mae G. Pabalan, Jimmy M. Ravago Jr. & Edmundo A. Salvacion

Abstract- This study purports to investigate the mediating role of motivation between satisfaction with extrinsic rewards and organizational citizenship behavior among rank and file employees of the Business Process Outsourcing (BPO) Industry. Researchers initiated this study to further know if said employees are motivated because of their satisfaction with extrinsic rewards that will lead them to manifest organizational citizenship behavior - going beyond their job descriptions for the betterment of their co-workers and for the success of their company despite being exposed to temporary job timelines, routinary work, and graveyard schedules. A total of 205 rank and file employees of BPO Industries in Ortigas, Makati and Quezon City were requested to answer a multi-aspect survey questionnaire.

Keywords: extrinsic rewards, job satisfaction, motivation, organizational citizenship behavior, business process outsourcing, call center.

GJMBR-A Classification: JEL Code: M19
Mediating Role of Motivation between Satisfaction with Extrinsic Rewards and Organizational Citizenship Behavior among Rank and file Employees of the Business Process Outsourcing (BPO) Industry


Abstract - This study purports to investigate the mediating role of motivation between satisfaction with extrinsic rewards and organizational citizenship behavior among rank and file employees of the Business Process Outsourcing (BPO) Industry. Researchers initiated this study to further know if said employees are motivated because of their satisfaction with extrinsic rewards that will lead them to manifest organizational citizenship behavior - going beyond their job descriptions for the betterment of their co-workers and for the success of their company despite being exposed to temporary job timelines, routinary work, and graveyard schedules. A total of 205 rank and file employees of BPO Industries in Ortigas, Makati and Quezon City were requested to answer a multi-aspect survey questionnaire. Using Partial Least Squares Regression (PLS) as quantitative approach, the findings show positive relationship between satisfaction with extrinsic rewards and motivation which results to employees manifesting organizational citizenship behavior. The findings bring informative insights for Human Resource practitioners on preparing proper extrinsic rewards to motivate employees in manifesting organizational citizenship behavior. Keywords: extrinsic rewards, job satisfaction, motivation, organizational citizenship behavior, business process outsourcing, call center.

I. Introduction

The Philippine economy accelerating is no longer a surprising forecast. It has no signs of slowing down because of the continuous development of the country’s two top earners of foreign exchange: overseas Filipino workers (OFWs) remittances and the Business Process Outsourcing (BPO) industry’s revenue (digitalmarkingphilippines.com). A survey conducted by META Group on Philippine Outsourcing proved that Philippines is a “bright spot” in Asia to start up outsourcing businesses (magellan-solutions.com) so when it comes to the most popular and most trusted countries for business process outsourcing services, Philippines has always been a top choice. Business Process Outsourcing (BPO) – Call Center industry in the Philippines has been growing steadily in the past few years. According to Contact Center Association of the Philippines, BPO companies are still the highest job generator in the country (ccap.ph, 2018). These internet-based job have given thousands of people who have the skills and experience to take charge of teams and manage end-to-end projects as a big opportunity for employment. It has also been an advantage that Filipinos are well-equipped for speaking in English in a very natural accent that makes it easier for foreign customers to understand (magellansolutions.com, 2017). Furthermore, the surge of foreign investors venturing in these industries have resulted to excellent client satisfaction and overall performance leading to great success of businesses (magellansolutions.com, 2018).

The growth of the BPO industry has contributed to the Philippines as it has now the largest market for call centers in Asia having 15.5% of the global market with an expectancy of 38.9 billion revenues in the next four (4) years. In fact, there were 1.3 million employed people in the BPO industry just last year and it is expected to grow up to 1.7 million through the coming years because of its minimum job qualifications Thus, a large population of BPO employees are into the contact center sub-sector because it attracts Filipino individuals for their job qualifications are easily met. (magellansolutions.com, 2018).

But what happens to BPO employees after getting in the company? Studies show that these employees consider their work as “toxic” and “robotic” for their job mainly centers on attending to different calls and demands of diverse customers through their computers and headsets (Schneider-Stickler, 2012). They pertain their work as “toxic” because of the high-stress working conditions and “robotic” because of the repetitive nature of work and how they are expected to control their spontaneous responses and emotions to the customers like “robots” (Fabros, 2009). Despite said
conditions, these BPO employees still perform what is expected from them and strictly follow their job descriptions and responsibilities which can possibly lead them to feel demotivated and unsatisfied because of their routine nature in work and chances are that they will lack in exhibiting organizational citizenship behavior (OCB). Dennis Organ (1988) described OCB as ‘discretionary behavior that effectively promotes the organization function’. It is also defined as “willingness of individuals in organizations to cooperate” by Chester Barnard (1938) and “innovative and spontaneous” behaviors of an individual in an organization by Daniel Katz (1964). Will extrinsic rewards offered by the company they are working for suffice as motivation for them and satisfy them to exhibit organizational citizenship behavior? Studies show that both extrinsic and intrinsic motivation affects an employee's commitment to organizational citizenship behavior. (Ahmed & Khan, 2016).

Hence researchers of this study seek to know how far do rank and file employees in the BPO industry go beyond their “robotic” routine of work to manifest OCB with the pay and rewards they bring home to their families. Researchers would also like to know if the employees are satisfied with said extrinsic rewards to provide some kind of motivation for them to practice going beyond their job descriptions for the betterment of their co-workers and of course, for the success of the company they are working for.

II. THEORETICAL BACKGROUND

a) Theoretical Framework

This study is anchored on Vroom’s Expectancy theory and Herzberg’s Two-factor Theory.

Vroom’s Expectancy Theory

This theory was established in 1964 by Victor H. Vroom which provides an explanation of why individuals choose one behavioral option over others. This theory gives the idea of why people are motivated to do something because they think their actions will lead to their desired outcome (Redmond, 2009). The theory also states that individuals have different set of goals and can be motivated if they believe that their desire to satisfy a need is strong enough to make the effort worthwhile. (Lawler, Porter, L., Vroom, 2009) Under this theory, three relationships are used as basis for motivation: effort-performance relationship, performance-reward relationship and reward-goal relationship. The effort-performance relationship means that exerting a certain amount of effort leads to having a certain level of performance. The performance-reward relationship states that having a certain level of performance will result to a specific organizational reward. Lastly, the reward-goal relationship pertains to the presence of rewards which is in sync to employees’ personal goals. According to Lunenburg (2011), employees exert higher level of effort and are motivated when these conditions are met. In the context of this study, BPO employees may gain motivation and provide more effort if rewards are present and of value for them as a condition to achieve their personal goals. Thus, it is also the manager’s role to create a relatively predictable environment from which an individual can calculate the probability of a particular outcome as they perform. Herzberg’s Two-factor Theory

Frederick Herzberg designed his well-known theory in 1959 (Yusoff, Kian, & Idris, 2013). The main foundation of this theory is that there are two set of factors, the hygiene and motivator, which guide employee behavior at work. The hygiene factors are extrinsic factors that prevent any dissatisfaction of employees but they do not lead to satisfaction. These factors are interpersonal relations, supervision and company policy, salary they are receiving. While motivator factors are intrinsic factors that increase job satisfaction among employees such as the job itself, achievement, recognition, responsibility and advancement. According to Ibrahim & Aslinda (2014), both extrinsic and intrinsic motivation develops and strengthens OCB. Thus, these factors affect an individual's job satisfaction and will most likely manifest OCB if said employees are motivated in work.

b) Literature Review

i. Satisfaction with Extrinsic Rewards

According to Brown et al. (2010), “the extrinsic rewards are tangible cash or non-cash based incentives being offered to the employees”. They could be in a form of benefits, awards, pay, compensation, honours, good working conditions, co-worker relations, better facilities, and better quality from the supervisor (Muogbo, 2013; Muogbo, 2013). These rewards can be expected or rewarded for accomplishments.

The BPO industry is popular in the Philippine population. Extrinsic rewards are highly appreciated by employees in the country for the industry is still a developing one. According to Munir, Lodhi, Sabir, & Khan (2016), employees have increased motivation level and improved performance when better extrinsic rewards are offered. As discussed in the study of Nick (2010), pay factors and satisfaction have a positive relation. The manner of payment is also strongly related to employee reward satisfaction and motivation. Common reasons for departure among employees are lack of bonus, work-life balance, lack of rewards and recognition and salary and remuneration.

H1: The higher the satisfaction with extrinsic rewards, the higher the motivation of the rank and file employees.

ii. Motivation

“Human motivation is an intricate and complex process that has been looked at from a variety of perspectives within the field of psychology, including but
not limited to: cognition (Locke & Latham, 1990; Bandura, 1991); growth (Piaget, 1952); humanism (Maslow, 1970); instinct (Freud, 1949); behaviorism (Skinner, 1971); and needs (Murray, 1938). According to Ahaji and Yusuf (2012), motivation is “the building of a desire within job holders to perform his job with highest level of effort and initiative”. Shanks, N.H (2012); Manzoor (2012) define motivation as “the performance or procedure of presenting an intention that origin a person to capture some accomplishment”.

In relating motivation and OCB, according to the study of Safaa Shaaban (2018), “it provides one answer in that employees who showed higher levels of motivation were found engaged and to translate to OCB. Motivation and OCB are related to each other.” As stated in the study of Ariani (2012); Davila & Finkelstein (2013), OCB is a motive based behavior, meaning OCB develops because of motivation.

iii. Organizational Citizenship Behavior

Bateman and Organ (1983) defines organizational citizenship behavior as a “set of discretionary workplace behaviours that exceed one’s basic job requirements. They are often described as behaviours that go beyond the call of duty”. It contributes to the overall effectiveness of the organization and is not compulsory as to the formal rewards system and on the part of the individual (Smith, Organ, and Near, 1983; Organ, 1988). Organizational citizenship behaviour shows initiative and is beneficial to any company.

This behaviour can be in form of different dimensions. The seven main dimensions of organizational citizenship behaviour are as follows: helping behaviour, sportsmanship, organizational loyalty, organizational compliance, individual initiative, civic virtue, and self-development (Podsakoff, MacKenzie, Paine, and Bachrach, 2000). As for instance, helping behavior may involve teaching what one knows that may be valued by teams from other department or showing initiative by helping on the tasks of others when one is free. According to Ahmed & Khan (2016), “over the years, there is a strong association between motivation and organizational citizenship behaviour.”

H2: The more motivated rank-and-file employees of BPO industries are, the more they can manifest OCB.

The Hypothesized Model

![Figure 1: The Hypothesized Model of the mediating role of Motivation between Satisfaction with Extrinsic Rewards and Organizational Citizenship Behavior among Rank and File Employees of the Business Process Outsourcing (BPO) Industry](image)

**III. Method**

a) Research design

Quantitative approach was applied in the study with the use of Partial Least Squares (PLS) Regression to present the impact of extrinsic rewards on motivation and organizational citizenship behavior. “The Partial Least Squares (PLS) approach to SEM offers an alternative to covariance-based SEM, which is especially suited for situations when data is not normally distributed” (Monecke and Leisch, 2012). There are three (3) latent variables with two (2) hypotheses in the hypothesized model, wherein satisfaction with extrinsic rewards is considered to be an exogenous variable, organizational citizenship behavior as an endogenous variable and motivation is the mediating variable.

b) Subjects and Study Site

The locus of the study are rank and file BPO employees specifically in Ortigas, Makati and Quezon City. These three (3) cities have been chosen because the population of BPO industries are innumerable. Convenience sampling was done in selecting respondents.

c) Data Measures

A five (5) part questionnaire was generated to determine the mediating role of motivation between

---

© 2019 Global Journals
satisfaction with extrinsic rewards and organizational citizenship behavior, namely:

**Robotfoto:** The first part of the questionnaire contains the demographic information of the respondents such as age, gender, highest educational attainment and job tenure.

**Extrinsic Rewards (ER):** The respondents were given (9) choices to choose the rewards that they are receiving in their workplace. They were also asked to specify rewards that are not included in the choices.

**Motivation:** Adapted from the study of Tremblay et al. (2009), with a cronbach alpha of 0.826, this consisted of eighteen (18) items and respondents were asked to indicate their level of agreement using a 6-point likert scale ranging from strongly agree (6) to strongly disagree (1). Statements such as “Because this is the type of work I chose to do to attain a certain lifestyle” and “Because this job is a part of my life” are asked from the respondents to determine their drive to perform their duties in the workplace.

**Satisfaction:** Adapted from the study of Musyoki (2012), the questionnaire consisted of eleven (11) questions with a cronbach alpha of 0.94 and were measured using a 6-point likert scale ranging from strongly agree (6) to strongly disagree (1). Statements such as “The rewards I receive from my employer are commensurate to my work hence my job satisfaction” and “My employer embraces new compensation trends in the market” are included to determine how well respondents are satisfied with the reward system in their workplace.

**Organizational Citizenship Behavior (OCB):** Adapted from the study of Podsakoff, MacKenzie, Moorman and Fetter (1990) with a cronbach alpha of 0.615, the questionnaire consisted of twenty-four (24) questions and were measured using a 6-point likert scale ranging from strongly agree (6) to strongly disagree (1). Statements such as “I help others who have heavy workloads” and “I attend meetings that are not mandatory, but are considered important” were asked from the respondents to determine how willing they are to go beyond their task performance.

d) **Data Collection Procedure and Ethical Consideration**

Before conducting the actual survey, pilot testing was done online and a total of 30 employees completed the survey. During the data gathering, letters of request were given first to the HR Department of BPO companies. Upon approval of said request from the organizations, the HR department disseminated the survey questionnaires to rank and file employees who were willing to participate. A total of 253 questionnaires were given to 6 different companies and it was done in a span of one (1) week. The researchers walked-in to different BPO companies in Ortigas, Makati, and in Quezon City to disseminate the survey questionnaires and they used their social media as platform to contact qualified employees.

Among the 253 questionnaires distributed, 205 or 81.03% usable questionnaires were collected and 81 of these were gathered from the online survey form. Surveys gathered from the pilot test were not included. For ethical considerations, data gathered is kept with utmost confidentiality.

e) **Data Analysis**

A quantitative study was made in order to analyze the mediating role motivation between satisfaction with extrinsic rewards and organizational citizenship behavior among rank and file employees of the Business Process Outsourcing (BPO) Industry. A Partial Least Squares Regression (PLS Regression) was utilized on SPSS for Windows version 20 and Warp PLS version 5.0.
### IV. Results

**Table 1:** Demographic Characteristic of Respondents (n = 205)

<table>
<thead>
<tr>
<th>Profile</th>
<th>No. of Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>93</td>
<td>45.4</td>
</tr>
<tr>
<td>Female</td>
<td>112</td>
<td>54.6</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 and below</td>
<td>5</td>
<td>2.4</td>
</tr>
<tr>
<td>21-25</td>
<td>80</td>
<td>39.0</td>
</tr>
<tr>
<td>26-30</td>
<td>63</td>
<td>30.7</td>
</tr>
<tr>
<td>31-35</td>
<td>39</td>
<td>19.0</td>
</tr>
<tr>
<td>36-40</td>
<td>11</td>
<td>5.4</td>
</tr>
<tr>
<td>41-45</td>
<td>3</td>
<td>1.5</td>
</tr>
<tr>
<td>46-50</td>
<td>3</td>
<td>1.5</td>
</tr>
<tr>
<td>51 and above</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td><strong>Educational Attainment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High School Grad</td>
<td>24</td>
<td>11.7</td>
</tr>
<tr>
<td>College Degree</td>
<td>176</td>
<td>85.9</td>
</tr>
<tr>
<td>Master's Degree</td>
<td>3</td>
<td>1.5</td>
</tr>
<tr>
<td>Ph.D</td>
<td>2</td>
<td>1.0</td>
</tr>
<tr>
<td><strong>Tenure</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 1 year</td>
<td>54</td>
<td>26.3</td>
</tr>
<tr>
<td>1-4 years</td>
<td>91</td>
<td>44.4</td>
</tr>
<tr>
<td>5-10 years</td>
<td>48</td>
<td>23.4</td>
</tr>
<tr>
<td>More than 10 years</td>
<td>12</td>
<td>5.9</td>
</tr>
</tbody>
</table>

**a) Demographic Characteristics of Respondents**

Table 1 depicts the demographic information of two hundred five (205) respondents who belong in the rank and file positions. More than half of the respondents were female (112 or 54.6%) and they were college degree holders (176 or 85.9%). Plurality of the total respondents were within the age range of 21 to 25 years old (80 or 39.0%), who were working in the company for one to four years (91 or 44.4%).

**Table 2:** Frequency of the Incentives that the Respondents received from their companies. (n = 205)

<table>
<thead>
<tr>
<th>Incentives</th>
<th>Yes</th>
<th>%</th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bonus</td>
<td>104</td>
<td>50.7</td>
<td>101</td>
<td>49.3</td>
</tr>
<tr>
<td>Medical Aid</td>
<td>158</td>
<td>77.1</td>
<td>47</td>
<td>22.9</td>
</tr>
<tr>
<td>Insurance</td>
<td>109</td>
<td>53.2</td>
<td>96</td>
<td>46.8</td>
</tr>
<tr>
<td>Paid Leave</td>
<td>167</td>
<td>81.5</td>
<td>38</td>
<td>18.5</td>
</tr>
<tr>
<td>Food Services/Meals</td>
<td>91</td>
<td>44.4</td>
<td>114</td>
<td>55.6</td>
</tr>
<tr>
<td>Rice Allowance</td>
<td>142</td>
<td>69.3</td>
<td>63</td>
<td>30.7</td>
</tr>
<tr>
<td>Transport Allowance</td>
<td>146</td>
<td>71.2</td>
<td>59</td>
<td>28.8</td>
</tr>
<tr>
<td>Clothing Allowance</td>
<td>84</td>
<td>41</td>
<td>121</td>
<td>59</td>
</tr>
<tr>
<td>Other Rewards</td>
<td>37</td>
<td>18</td>
<td>168</td>
<td>82</td>
</tr>
</tbody>
</table>
b) **Exploratory Factor Analysis of the Study Constructs**

To identify the underlying dimensions of the indicators of extrinsic reward, motivation, and organizational behavior, a factor analysis was executed using principal axis factoring method with varimax rotation (Tables 3.1-3.3). The sample of 205 respondents is sufficient enough for factor analysis to progress as indicated by Kaiser-Mayer Olkin (.83) measure of sampling adequacy. A reliability coefficient of .884 (Cronbach Alpha) was computed to estimate the factor dimensions’ reliability.

**Table 3.1: Exploratory Factor Analysis of Motivation as perceived by the BPO Employees**

<table>
<thead>
<tr>
<th>Motivation Dimension</th>
<th>Factor Loading</th>
<th>Eigen Value</th>
<th>% Variance</th>
<th>Cronbach Alpha</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Need for achievement</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because I derive much pleasure from learning new things.</td>
<td>7.10</td>
<td>39.43</td>
<td>0.88</td>
<td></td>
</tr>
<tr>
<td>Because I want to succeed at this job, if not I would be very ashamed of myself.</td>
<td>.55</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because I chose this type of work to attain my career goals.</td>
<td>.64</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because of the satisfaction I experience from taking on interesting challenges.</td>
<td>.66</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because I want to be very good at this work, otherwise I would be very disappointed.</td>
<td>.67</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because I want to be a “winner” in life.</td>
<td>.63</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because it is the type of work I have chosen to attain certain important objectives.</td>
<td>.65</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because of the satisfaction I experience when I am successful at doing difficult tasks.</td>
<td>.59</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because this type of work provides me with security.</td>
<td>.76</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Work Ethic</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because this is the type of work I chose to do to attain a certain lifestyle.</td>
<td>1.65</td>
<td>9.15</td>
<td>0.87</td>
<td></td>
</tr>
<tr>
<td>Because it has become a fundamental part of who I am.</td>
<td>.45</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because it is part of the way in which I have chosen to live my life.</td>
<td>.57</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because this job is a part of my life.</td>
<td>.73</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Interest in the pay</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Because of the income it provides me.</td>
<td>1.40</td>
<td>7.77</td>
<td>0.58</td>
<td></td>
</tr>
<tr>
<td>Because it allows me to earn money.</td>
<td>.84</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
|}
Table 3.1 shows Motivation as perceived by the BPO Employees. Factor 1, labeled as *Need for achievement*, refers to the level of need to accomplish tasks in work. Factor 2, labeled as *Work ethic*, refers to the set of values centered on importance of work and manifested by determination. Factor 3, labeled as *Interest in the pay*, refers to their income as their reason for working. The last factor, labeled as *Behavior towards demands*, pertains to their perception on the work demands and how they act due to them.

Table 3.2: Exploratory Factor Analysis of Organization Citizenship Behavior as practiced by the BPO Employees

<table>
<thead>
<tr>
<th>Organizational Citizenship Behavior</th>
<th>Factor Loading</th>
<th>Eigen Value</th>
<th>% Variance</th>
<th>Cronbach Alpha</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Behavior towards helping others</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I help others who have heavy workloads.</td>
<td>.695</td>
<td>.679</td>
<td></td>
<td>.877</td>
</tr>
<tr>
<td>I am always ready to lend a helping hand to those around me.</td>
<td>.872</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I help others who have been absent.</td>
<td>.668</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I willingly help others who have work related problems.</td>
<td>.690</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I help orient new people even though it is not required.</td>
<td>.614</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I believe in giving an honest day’s work for an honest day’s pay.</td>
<td>.581</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Attention to the work environment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I take steps to try to prevent problems with other workers.</td>
<td>.507</td>
<td>.530</td>
<td></td>
<td>.831</td>
</tr>
<tr>
<td>I am mindful of how my behavior affects other people’s jobs.</td>
<td>.505</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I keep abreast of changes in the organization.</td>
<td>.599</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I attend meetings that are not mandatory, but are considered important.</td>
<td>.567</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 3.2 shows OCB as practiced by the BPO Employees. Factor 1, labeled as Behavior towards helping others, refers to actions taken by an employee to help co-workers on their work. Factor 2, labeled as Attention to the work environment, refers to efforts made by an employee to keep a positive standing in the workplace. Factor 3, labeled as Self-awareness on complaining, refers to an employee’s knowledge of his or her own complaints. Factor 4, labeled as Conflict avoidance, pertains to the efforts of employees to avoiding conflicts. The last factor, labeled as Rules compliance, pertains to the employee’s compliance to rules regarding presence in work.
Table 3.3: Regression Weights of Underlying Dimensions of the Variable Indicators

<table>
<thead>
<tr>
<th>Underlying Dimension</th>
<th>Regression Weights</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reward Satisfaction</strong></td>
<td></td>
</tr>
<tr>
<td>The rewards I receive from my employer are commensurate to my work hence my job satisfaction.</td>
<td>0.77</td>
</tr>
<tr>
<td>The organizations pay is at par with other equivalent players in the market.</td>
<td>0.74</td>
</tr>
<tr>
<td>There is fairness and equity in the organization's compensation practices.</td>
<td>0.86</td>
</tr>
<tr>
<td>The promotion policy of my organization is fair and equitable.</td>
<td>0.80</td>
</tr>
<tr>
<td>Generally speaking, I am satisfied with the rewards offered by my organization.</td>
<td>0.84</td>
</tr>
<tr>
<td>My commitment to my employer is as a result of the appreciation demonstrated through the benefits I receive.</td>
<td>0.79</td>
</tr>
<tr>
<td>The rewards offered by my employer are comparable with what the market offers.</td>
<td>0.81</td>
</tr>
<tr>
<td>The incentive plans offered by my employer are adequate.</td>
<td>0.81</td>
</tr>
<tr>
<td>The retirement benefit scheme offered by my employer is satisfactory.</td>
<td>0.49</td>
</tr>
<tr>
<td>The medical scheme offered by my employer is comparable to what is in the market.</td>
<td>0.70</td>
</tr>
<tr>
<td>My employer embraces new compensation trends in the market.</td>
<td></td>
</tr>
<tr>
<td><strong>Motivation</strong></td>
<td></td>
</tr>
<tr>
<td>Need for Achievement</td>
<td>0.86</td>
</tr>
<tr>
<td>Person-Job fit</td>
<td>0.85</td>
</tr>
<tr>
<td>Interest in the pay</td>
<td>0.70</td>
</tr>
<tr>
<td>Behavior towards demands</td>
<td>0.50</td>
</tr>
<tr>
<td><strong>Organizational Citizenship Behavior</strong></td>
<td></td>
</tr>
<tr>
<td>Behavior towards helping others</td>
<td>0.80</td>
</tr>
<tr>
<td>Attention to the work environment</td>
<td>0.75</td>
</tr>
<tr>
<td>Self-awareness on complaining</td>
<td>0.72</td>
</tr>
<tr>
<td>Avoidance from conflict</td>
<td>0.63</td>
</tr>
<tr>
<td>Rules compliance</td>
<td>0.52</td>
</tr>
</tbody>
</table>

Table 3.3 presents underlying dimensions’ regression weights of the variable indicators. Satisfaction with extrinsic rewards is best manifested by the fairness and equity in the organization's compensation practices ($\beta = .86$) and the satisfaction with the rewards offered by the organization in general ($\beta = .84$). The need for achievement ($\beta = .86$) and Person-job fit ($\beta = .85$) best manifest motivation among BPO employees. Lastly, OCB is best manifested by Behavior towards helping others ($\beta = .80$) and Attention to the work environment ($\beta = .75$).
Table 4 shows, as compared to the hypothesized model, the acceptability of the emerging model, showing a model fit indices list. The emerging model has an APC = .520, ARS = .270 and AARS = .267 which are all significant at .001 level and they indicate good model fit of the data. The said model also shows an acceptable AFVIF = 1.440 which is less than 5 indicates that there are no other latent variables that overlap in the meaning of the existing latent variables. Sympon's paradox ratio (SPR = 1.000) is greater than .70 indicates that there are no instances where path coefficient and correlation associated with a pair of linked variables having different signs. R-squared contribution ratio (RSCR = 1.000) is greater than .90 which indicates that there are no negative R-squared contributions in a model.

The Emerging Model

![Diagram of the Emerging Model with dimensions](image)
Satisfaction with extrinsic rewards has a positive effect on motivation and OCB. This implies that satisfaction with extrinsic reward has a moderate impact on motivation which in turn could boost moderately the practice of the OCB of the employees. The emerging model confirmed the first hypothesis that the presence of satisfaction with extrinsic rewards increases motivation ($\beta=0.54$). The emerging model also established the second hypothesis which is the more motivated the rank-and-file employees of BPO industries are, the more they will manifest OCB. Motivation also moderately affects OCB ($\beta=0.50$). Relating to the emerging model, table 3.3 contains the regression weights ($\beta$ - coefficients) of the items that measures reward satisfaction, motivation and organizational citizenship behavior.

V. Discussion

The main purpose of this study is to know if satisfaction with extrinsic rewards provide motivation which leads to the practice of organizational citizenship behavior among rank and file employees of the BPO industry. The findings confirm the hypothesis in a moderate, not very strong yet positive, manner and that BPO employees could work beyond their job description.

First, satisfaction with extrinsic rewards may boost BPO employees’ motivation at work, with the weight of ($\beta=0.54$) based on the findings. It shows relation to previous findings of how satisfaction with extrinsic rewards increase motivation. Performance improves and motivation increases when extrinsic rewards are offered (Munir, Lodhi, Sabir, & Khan, 2016). Stated in the study of Nick (2010), employee reward satisfaction and motivation were strongly related to the manner of payment. Sara et al. (2004) said that money can’t be replaced as the significant motivator to employees and influence their behavior. Keeping employees satisfied with the offered extrinsic rewards have a positive moderate impact on motivation.

Second, the relationship between motivation and OCB signifies that if an employee has the desire to perform work for a reason, then he could manifest a performance of work that is beyond his job description. This confirms this study’s second hypothesis that the more motivated the rank and file employees of the BPO industry are, the more they could manifest organizational citizenship behavior ($\beta=0.50$). As stated in the study of Ahmed & Khan (2016), “over the years, there is a strong association between motivation and organizational citizenship behaviour.” This study’s findings is also parallel to the study of Shaaban (2018), which recognize that OCB is manifested by employees who displayed higher levels of motivation. The second hypothesis also supported by the study of Ariani (2012); Davila & Finkelstein (2013), that OCB is a behavior based on motive, affirming that OCB develops because of motivation. This shows initiative and the organization will benefit. Manifestation of OCB among these employees could have a strong impact to the organization, as explained in the study of Shaaban (2018) stating that OCB benefits as it could engage employees, increase their performance, and lessen employee redundancy.

The results show its relevance to Herzberg’s two-factor theory that help guide employee’s behavior at work. If extrinsic rewards or hygiene factors such as the salary they’re receiving are present, employees are more motivated to work and can lead to the manifestation of OCB. These factors prevent any dissatisfaction of employees at work and it also shows support to the claim of Ibrahim and Aslinda (2014), that extrinsic motivation develops and strengthens OCB in relevance to the theory. Thus, these factors affect an individual’s job satisfaction and is most likely to manifest OCB if said employees are motivated. Another theory is Vroom’s Expectancy Theory which states that the behavior of an employee is due to a goal or an expectation of a reward that motivates them to perform a certain level of effort. This study’s hypothesis that the higher the satisfaction with extrinsic rewards increases the BPO employees’ motivation which leads to the higher manifestation of OCB supports the theory.

The OCB questionnaire asks about the employees’ compliance, willingness to help, and attention to the work environment, which are related to OCB dimensions. Findings on OCB grants a KMO score of 0.862, showing the data is suited for factor analysis. These findings on the OCB questionnaire show that the rank-and-file BPO employees have the willingness to engage in OCB or do more outside their “robotic” routine.

HR practitioners may use this study as basis or reason to create a fair reward system for BPO companies. Employees being satisfied with extrinsic rewards increases motivation which may lead them to translate OCB in the organization. The HR practitioners could find this study as help to possibly make their employees perform beyond what’s expected from them. This study could help in other industries with similar setting like banking, healthcare, and other industries.

VI. Conclusion

The study attempted to test a model which would determine the impact of satisfaction with extrinsic rewards to the motivation of an employee to manifest organizational citizenship behavior (OCB). Seemingly, the results show that the higher the satisfaction with extrinsic rewards increases motivation and that the more motivated the rank and file employees of the BPO industry are, the more they could manifest OCB. Furthermore, researchers of this study seek to know
how far do rank and file employees in BPO industry go beyond their “robotic” routine of work to manifest OCB.

The researchers conducted this study with the goal to know if improved reward systems result to increased motivation leading to OCB manifestation. Following Vroom’s Expectancy Theory that the expectation of a reward pertains to a certain level of effort, HR practitioners could make employees generate OCB by having a proper reward system where employees are motivated to exert effort and achieve more tasks as they expect rewards corresponding with such conditions. Herzberg’s Two-factor theory states that there are two (2) set of factors, hygiene and motivator. Hygiene factors are extrinsic factors that prevent any dissatisfaction of employees. The results depicts that extrinsic rewards have a positive moderate impact to motivation, which supports the latter theory.

The “robotic” routine BPO employees experience could be less frequent through OCB as this study supports. Organizations should develop their employees to manifest OCB as it could help employees be initiative and have a performance where assisting each other is more frequent. OCB could be more appreciated in an industry where there is high demand in patience and effort in their work like the BPO industry.

This study was done with rank-and-file BPO employees coming only from three (3) different cities in the Philippines, the results of the study may not be appropriate to other industries and countries. Future researchers may acquire a larger sample size and they may also focus on using both intrinsic and extrinsic rewards in the same industry. They could also use these constructs in other fields for their research. These could help recognize the importance of a good rewards system and the benefits of performance of work beyond employees’ job description.

**References Références Referencias**


Manpower Planning - Theoretical Perspectives of Utility Theory and Models

By Arindam Chatterjee & Dr. Sriparna Guha

Abstract- Manpower Planning is an obvious and extremely critical function of some inter-related, explicit, operational, and functional Factors of an organization’s overall people resource attributes, methodology and strategic initiatives. In India, the employment, competence functions, manpower planning and execution decisions, models and implications of them at the micro and macro environments of the organizations have still some role to play. Manpower planning models have been evolved to cater situational necessities of the workforce and at the same time leaves the scope of in-depth review and analysis of their limitations and corrective aspects. The reflections of utility analysis and allied assessment of costbenefits also clarify the usage of alternative utility functions through systematic and logical approaches. The in-depth analysis and managerial perceptions on the analysis of outcomes have Significant roles in successful implementation of any manpower planning models in any given strategic corporate environment.

Keywords: manpower planning, decision making, strategic HRM models, utility analysis, cost-benefit.

GJMBR-A Classification: JEL Code: M10
Manpower Planning - Theoretical Perspectives of Utility Theory and Models

Arindam Chatterjee & Dr. Sriparna Guha

Abstract- Manpower Planning is an obvious and extremely critical function of some inter-related, explicit, operational, and functional Factors of an organization’s overall people resource attributes, methodology and strategic initiatives. In India, the employment, competence functions, manpower planning and execution decisions, models and implications of them at the micro and macr0 environments of the organizations have still some role to play. Manpower planning models have been evolved to cater situational necessities of the workforce and at the same time leaves the scope of in-depth review and analysis of their limitations and corrective aspects. The reflections of utility analysis and allied assessment of cost-benefits also clarify the usage of alternative utility functions through systematic and logical approaches. The in-depth analysis and managerial perceptions on the analysis of outcomes have Significant roles in successful implementation of any manpower planning models in any given strategic corporate environment.

Keywords: manpower planning, decision making, strategic HRM models, utility analysis, cost-benefit.

1. Introduction

Workforce planning, by far, historically attributed in the realm of manpower statistics and research functions which reflects the importance of correct meaning of each grade under preferred recruitment and transition patterns. Industrial literature-based innovation witnesses in the last few decades an explicit and comprehensive attention as a potential area for incremental strategic application and provide feedback with an intention to build up appropriate Manpower Planning contexts, forecasts, analysis, models, decisions, outcomes, viability and related planned investment figures which are not to put the procedures on the balance sheet but to use the same for further decision making and revision purposes. Key questions in this context could be whether decisions successfully and effectively contribute to the key functional and operational organizational objectives? Whether we can justify the investments in different manpower development programs namely knowledge, training, staffing, enhanced employee benefits and employee involvements by their returns? As labor costs may, sometimes, exceed half of total operating expenses (Milkovich & Boudreau, 1988), are the manpower assets being managed with the same accountability, prudence, rationality, importance and care as the machines, plants, financial, softwares and marketing resources? These questions produce a strong base of further research on the feasibility of different manpower models prepared in a different context and different stages of industrial development on varied manpower needs.

II. Objectives of the Study

1) The study has been performed to explore the literature available in this field of Utility analysis and the phases of its evolution with increasing facets of methodology, and outcome in theoretical perspectives by various researchers and Institutions at different levels.

2) The study further plunge into the impacts of utility analysis and corresponding efforts as a strategic tool of the management in order to find out the worthiness of different manpower planning measures for various cadre of manpower along with its investment arenas, variables and sources of information, authenticity of inputs and Cost-benefit analysis in terms of quantifiable outcomes at large. The study also tried to extend its scope in measuring the acceptability and awareness amongst the stakeholders of varied management levels.

3) The study also, tried to signify the reasons for rejection of the processes and the outcomes of the efforts made in respect of Human Capital Management, if any, for further improvements.

4) In another part of the study, we discuss the principles of few renowned Manpower Planning and Human Resource Models for reviewing the merits, and demerits and its overall implications concerning specific linkage with each other.

5) The study also tried to focus on deriving a common and unified model through alleviating the shortcomings and complexity of the dynamics of stakeholder’s functions, as far as possible, as a platform for different types of Industries to follow.

6) The scope further extends to merge the applicability of ‘Utility Analysis’ and ‘HRM Models’ to get a resultant of future-oriented, optimal and positive effort on Manpower management and development perspectives about validating the newly devised

Author a: Ph.D Student, Department of Business Management, MAKAUT. e-mail: a.hrm.chatterjee@gmail.com
Author b: Assistant Professor, School of Management Studies, Narula Institute of Technology.
Model professionally by engaging the key stakeholders as a part of the model itself.

a) Utility Theory and Analysis

Utility Analysis of decision making is the main contributor to much strategic workforce planning objectives. We generally justify manpower research and execution towards more knowledge, skills, re-defined employee benefits, training, PMS and promotion policies through their returns. Such labor costs may jump up to 50% of total operating costs of the company (Milkovich and Boudrean 1988), through, we do not manage the human resources with the same importance as the plant, machinery, and marketing resources. The manpower planning functions are regarded as a cost centre or as overhead items with little systemic attention devoted to the financial achievements contribution of workforce management and sustainability of corporate return on the same, is still a matter of debate in a widely read professional journal (Gow, 1985). Competitive IT and Management companies in India manage their workforce based on strategy-linked needs and different variables. In almost all the cases, HR Managers are required to justify the viability and extent of contribution as the workforce planning section is probably the steward for the said resource in both IT and Manufacturing Industries. The primary question could be asked from the top management to justify the outcome of a very costly executive development programme or to reduce 50% of the Manpower development programme as an important tool to reduce the overhead and some portions of recurring expenditure in quantitative terms. We may link the same for establishing the cost-benefit or designing a PMS logic software, process, investment of production for an execution of the same or against assignment of preparation of a competitive incentive and reward programme of low and high budget.

Utility analysis usually provides a new way of perception about manpower planning decisions, and it is considered by leading management scientists as a useful tool for corporate and strategic decisions regarding feasibility of implanting Manpower planning decisions and initiatives (Kendrick, 1984, Kopelman, 1986). The decision about other programme areas like finance, production, quality management, testing is not only based; on cost parameters, on the contrary, it’s linkage with direct revenue generation process. Management scientists in B. K. Dynamics study (1973, 1975) proposes a decision support framework that explicitly considers the costs and benefits of human resource decisions. It has effects on the modus operandi of workforce planning and functions in a more relevant, systematic and rational manner. More importantly, utility theory supports the decision making process even when the information is unavailable or uncertain or come out with usual choice or statistical analysis. Utility analysis could be difficult and detailed with interventions of sophisticated algebraic modules.

Apropos an idea on development of human capital through further investments, researchers have found the utility analysis very important and accordingly devised many calculations and method of deriving the utility of traditional HR functions such as productivity coefficients and human performance distribution for transcending them into monetary benefits in order to generate a quantitative output (Brogden 1949, Schmidt, Hunter, McKenzie & Muldrow, 1979, Cascio & Ramos, 1986, Raju, Burke & Normand, 1990, Raju, Cabrera & Lezotte, 1996). However, even after considerable attempts, the techniques found negatively affect decision perceptions. Latham and Whyte (1994) also found that Utility analysis is lowering the support system for intervention as and when influenced by managerial decision. Macan & Highhouse, 1994, Hazer & Highhouse, 1997, propose that utility information are relevant, though, managers may not accept the outcome of utility analysis unless being fully aware of the workflow and phase-wise distribution of functional aspects. Proper acceptance of the results of survey from low to moderate levels, though have a better effect on decision acceptance (Carson, Becker & Henderson, 1998); still, a low acceptance level is more prevalent. After that, Rauschenberger & Schmidt, (1987), and Cronshaw, (1997) proposed to involve managers in the utility analysis process to enhance their understanding on the process and acceptance on the results.

The first utility analysis model of Brogden-Cronbach-Gleser (B-C-G) focuses only on one "cohort" of labors using the Brogden-Cronbach-Gleser (B-C-G) utility model (Brogden, 1946a, 1946b, 1949; Brogden & Taylor, 1950; Cronbach & Gleser, 1965). The quantity of productivity of entire person-years incorporates by a selection process is equal to the size of the hired group multiplied by their average tenure. Most researches on utility analysis by psychologists usually compare various Standard Deviation measures. Schmidt, et al., (1979) have measured the results by surveying supervisors of job incumbents. Though both Cascio & Ramos, (1986). Boudreau have adopted comprehensive and difficult methods on behavioral anchors and found different calculation methods to produce different SDy values, though failed to offer higher accuracy or validity. Long-term research is going on to explore new perspectives on how such models affect actual managerial decisions (Boudreau, Dyer & Rynes, 1986) along with an integrated program for further up gradation of the cost-benefit and utility.
analysis for improvisation of next generation decision management tools, using computers and statistical software. Workforce managers may thereafter analyze, and submit their strategic decisions using variables, cost-benefit and utility concepts; participate in more positive and constructive communication with supervisors, line managers and top management for future goal setting by enhancing the productivity, competitiveness and teamwork.

For using utility analysis, infrequently, as a managerial decision making aid, the study primarily identifies intractable factors on the evolution of Utility analysis. Secondly, managers must remain assured and convinced of using this tool to generate accurate outcomes. Hence, the issues related to reliability and validity needs further discussion. It is pertinent to examine information, either included or excluded, in various functions and methods of utility, like standard deviation, labor turnover ratio, human performance measures, etc. Lastly, considering the human performance as assets, researches and methodologies on decision-making are reviewed considering a relation to managerial judgment and acceptance on investment in capital development of HRM.

A study conducted on utility analysis with specific reference to selection procedures (e.g., Cascio, 1991, Cascio & Ramos, 1986, Cascio & Sibley, 1979, Cronshaw, 1986, Cronshaw and Alexander, 1985, Schmidt, Hunter, Mckenzie, & Muldrow, 1979), wherein the researchers have identified on identical cost/benefit analysis to other workforce interventions, including appraisal feedback (Florin-Thuma & Boudreau, 1987, Landy, Farr, & Jacobs, 1982) recruitment (Boudreau & Rhynes, 1985) and turnover/attrition/layoff management (Boudreau & Berger, 1985, Cascio 1991). Such other studies with a large degree of precision to identify the financial return on investments designed to enhance employee productivity. However, few companies additionally use utility analysis in strategic decision making on the implementation of new HR Policies.

Utility theory is a fundamental aspect of decision making and cost-benefit analysis which is useful in determining the prospective areas of the same in organizational context. "a fundamental axiom is are formulated in a slightly different manner (Von Neumann and Morgenstern, 1947)." The theory is based on the likelihood of consequences of possible alternatives and decision makers' preference towards the same as well. It systematically considers all the relevant and available information for preference of the decision makers. Keeney, (1980) advocated for the utility theory and analysis as it helps the decision makers to evaluate alternatives through formulating and integrating judgment and preferences. Decision makers may, categorically exploit the knowledge, experience, judgmental skills for professional and individual decision making. Studies on the effects of participation on acceptance of strategic decisions, performance management systems and organizational development efforts (Roth, Segars & Wright, 1998) also examine what the objectives of the organization are and how managers try to achieve strategic objectives (Wright & McMahan, 1992). In modern days, Kaplan and Norton’s Balanced Scorecard (1992, 1996a, 1996b), also decomposes an organization's strategic intent into four main components, however, they specified only one of them in financial terms. Dyer, 1984; Schuler & Jackson, 1987a proposes to successfully pursue a particular strategy along with a specific set of manpower practices in line with strategy and overall HRM practices for incorporating a synergistic effect on firming the performance (Schuler & Jackson, 1987b; Gomez-Mejia & Balkin, 1992; Delery & Doty, 1996). It is found that the company’s business strategy must determine and become responsible for building the required capabilities (Yeung & Berman, 1997). The analysis has been done on the shortcomings while defining the main barriers in identification and assessment of the utility function, through it is really cumbersome to formulate the point of representation of Utility functions.
For evaluating the optimum benefit of utility based models, many studies used the generic, and available cost-benefit ratio in further investigations. The prime aspects in most of such analysis are the primary, secondary and tertiary assumptions, as the case may be. Additionally, to make the utility function based on aforesaid parameters, practical and meaningful, the utilization of the ratio based on costs to benefits shall also require more and substantial assumptions for the calculations. Fishburn (1965, 1970) and Keeney and Raiffa (1976) discussed an analytical representation using all costs and benefits and other measures using a utility function with specific arguments on costs and benefits incurred or supposed to be incurred against the contexts which are an assumption based, though not hypothetical in a real sense. The protocol of the analysis reflected on the measurement of quantitative utility, based on theoretical apprehensions, and a significant effort has been made to establish the same mathematically.
Figure 1.2: Components of Manpower and Personnel Planning
III. Manpower Planning Models

a) Harvard Model

It was postulated by Beer et al. (1984) at the School of Management, Harvard University. While formulating the model, to reflect on comprehensive solutions, the authors of the said model also coined it the micro and macro level model of HRM territory. This model acknowledges the involvement of community at large along with one/multiple stakeholders which include but not limited to a different group of employees and Government. We also discussed that the recognition of the legitimacy of aforesaid the existence of various stakeholders perceived about the model in a new way, and the same evolved as a neo-pluralist model and the same was emphasized specifically on human aspects along with soft sides of workforce planning.

Grinold and Marshall (1977) in the research work titled “Manpower Planning Models” Harvard model asserts to compete for as much as it entreats to include six crucial elements of Manpower planning like stakeholders, conditional parameters, manpower planning strategy options, HR results, permanent outcomes, and a review loop. The results go directly into the company and to the people who have a particular interest.

We have recorded above factors as the workforce strategy which shows staff-level influences; resource flows, reward system, etc. A utility-based analysis of the model depicts that the results and layout are deeply rooted in the people relations as an HRM tradition. We recognize the anticipatory influence of employees with a channel of human relations, engagement, and motivation alongside the development of a corporate culture under internal bonding, trust, and teamwork. The takeaway of the critical process outcomes renders a visible impact on a long term to very long term consequences, improved productivity outcome, organizational output, and effectiveness which will, in turn, explore and influence shareholder interests and relevant interim factors to make it a cycle. In light of utility analysis, the quantitative outcomes from such processes are soft as the process confers high congruence, exceptional commitment, engagement, competencies, etc. Harvard model’s philosophy stands on the belief of receiving competitive advantage through quality human resources by treating them as assets and not costs.
b) The Michigan/Matching Model

The Michigan model was developed by Fombrun, Tichy, and Devanna (1984) during their comprehensive research on Human Resource Models at the Michigan Business School. They also named this model a matching model of HRM. This model has been propounded as 'hard' aspects of Manpower planning and HRM because it emphasizes on considering employees as a blueprint of the organization’s business strategy. The Hard aspects of HRM focus on the usage of people as resources and as a factor on the competitive success of the organization. The Business and strategic HR areas should invariably be highly systemic and analytical as the objectives are an integral part of the business strategy, and, hence, becomes crux of this model (Evans and Lorange, 1989). The Michigan model acknowledges the primary area of importance for upgrading, motivating and awarding people, and emphasizes mostly on managing the human assets and optimally utilize them to achieve desired goals. Although empirical evidence have not generated any strong linkage of practicing consistent and systematic with hard HRM, still the studies by Truss et al., (1997) at large organizations where the employees were associated and managed towards business goals.

c) The Guest Model

David Guest propounded in 1987 which is a fusion of soft and hard aspects of Manpower planning and a combination of the following four functions:

- Strategic Integration
- Flexibility
• High Commitment
• Quality

In the Strategic integration aspect, the model tells about the integration of Manpower and other crucial HR strategies with overall business strategy, both in short and long run, to achieve desired goals and thus focuses on harder aspects of the HRM planning. This model also fosters Manpower planning as an effective part of the functional plans and shall have the potential to ensure the implementation of other related strategies in organizational context. Whereas, flexibility is purely concerned with the adaptability of the Policies, Management, employees and the entire organization to the changing business and works environment with inclusions of new cultures, challenges, and innovation. Flexibility can bear hard and soft aspects of HRM and shall be in numeric, functional, etc. The utility of labor requirements are the harder aspect of the Manpower planning where the inclusion of labor in a system is fully need-based and may often relate to exploitation. Flexibility, at times, concerned to achieve business objectives, though by treating employees or labors, as fairly as possible. High commitment denoted the cohesion of employee’s individual or collective outcomes with the objectives of the organization as a whole where a positive behavior and attitude helps the employees to explore their potential to the fullest and stretch them wholeheartedly to achieve the organization’s commitments. Lastly, this model believes in overall quality enhancement by preparing and delivering quality goods and services resulting in quality treatment to its manpower assets.

The Harvard model creates a basis for a critical analysis of comparative manpower planning and other HR aspects as it categorically classifies the inputs and outputs at the organizational and societal level. It also broadly recognizes the interest of stakeholders and the trade-offs between management and the labors/employees and widens the scope of influencers in strategic choices of management, the motivation of employees and situational issues of other stakeholders. Whereas, the Michigan model explicitly narrated the coherence of strategic guidelines internal to the environment and expresses it’s further coherence to the business strategy which is purely external to the environment. The Guest model, however, clearly focuses and chart out the inter-linkage, and maps of inputs and outputs of various Manpower and HRM functions with a thorough association with strategy, practice, impact, overview and outcome. It shows how the coherence of relevant HRM practices has higher impacts if applied properly and how it results in better individual performance in a given environment. The factors include commitment, quality, flexibility, productivity, innovation, conflict, turnover, etc. However, the guest model has not taken different inputs for situational constraints and stakeholders inclusion which may significantly change the outcome of financial, behavioural and performance areas, as the case may be. It should also take the dynamism of the environment and alternate functions into consideration for better justification. The Michigan model failed in its prescriptive nature, more or less, and focus on it’s driving forces along with four definite practices like selection, performance, appraisal, and reward. Unlike the Harvard model, it is failed to understand the situational factors of different stakeholder’s interest and thus the basis of strategic choices by various levels of decision alternatives from Management. It also pays less attention towards cost-benefit viability of the prescribed processes to be more realistic. The main weakness of the Harvard model was the absence of the basis for practical and theoretical measurement of coherence and relationships between situational inputs, effects, and outcomes at situational and individual levels, performance, and it’s indicators. In this context, we propose a new model in Indian context for Manpower planning and development where we take from individual and societal context by incorporating two-way utility analysis process, internal and external to the environment.
d) A New Model on Manpower Planning and Development

Figure 3.1: Newly Proposed Model of Manpower Planning and Development

IV. Conclusion

We consider systematic and cost-effective manpower and personnel planning as a crucial aspect in an organizational context and it is a significant problem in any large organization because of its poor understanding of real outcomes along with the lack of involvement of decision makers in the whole process. We can take lower acceptability and awareness on analytical perspectives of utility in the presence of various manpower planning models in a fast changing and dynamic environment as the other reasons. The consequences of the alternative policies selected are also significant. Most traditional manpower and personnel planning models have not carefully focused on those goals and outcomes are conceptual models at the best. The utilization of utility theory and analysis for structuring objectives and quantifying an objective function has much to offer for any need-based, situation-driven, non-prescriptive outcomes. However, for the potential advantages to be achieved, the research must be carefully and thoroughly conducted. The cost-benefit outcomes is sound and practical. The operational procedures of the analysis are available for delineating viability of a model, or it’s inputted through systemic and normative concepts. However, it is getting
increasingly difficult to utilize the resources, and its application requires substantial creativity to generate the desired outcome which is due to the complexity of the stakeholder’s problem statements, subject to shortcomings of the approach. Irrespective of the changing environment in the organizational context, if the variables remain predictive and responsive the input category, the output would be more accepted by the beneficiaries and thus will generate more involvement in the decision making and utility analysis process in India.

References Références Referencias

FELLOWS

FELLOWS OF ASSOCIATION OF RESEARCH SOCIETY IN BUSINESS (FARSB)

Global Journals Incorporate (USA) is accredited by Open Association of Research Society (OARS), U.S.A and in turn, awards “FARSB” title to individuals. The 'FARSB' title is accorded to a selected professional after the approval of the Editor-in-Chief/Editorial Board Members/Dean.

The “FARSB” is a dignified title which is accorded to a person’s name viz. Dr. John E. Hall, Ph.D., FARSBA or William Waldroff, M.S., FARSBA.

FARSB accrediting is an honor. It authenticates your research activities. After recognition as FARSB, you can add 'FARSB' title with your name as you use this recognition as additional suffix to your status. This will definitely enhance and add more value and repute to your name. You may use it on your professional Counseling Materials such as CV, Resume, and Visiting Card etc.

The following benefits can be availed by you only for next three years from the date of certification:

FARSB designated members are entitled to avail a 40% discount while publishing their research papers (of a single author) with Global Journals Incorporation (USA), if the same is accepted by Editorial Board/Peer Reviewers. If you are a main author or co-author in case of multiple authors, you will be entitled to avail discount of 10%.

Once FARSB title is accorded, the Fellow is authorized to organize a symposium/seminar/conference on behalf of Global Journal Incorporation (USA). The Fellow can also participate in conference/seminar/symposium organized by another institution as representative of Global Journal. In both the cases, it is mandatory for him to discuss with us and obtain our consent.

You may join as member of the Editorial Board of Global Journals Incorporation (USA) after successful completion of three years as Fellow and as Peer Reviewer. In addition, it is also desirable that you should organize seminar/symposium/conference at least once.

We shall provide you intimation regarding launching of e-version of journal of your stream time to time. This may be utilized in your library for the enrichment of knowledge of your students as well as it can also be helpful for the concerned faculty members.

© Copyright by Global Journals | Guidelines Handbook
As FARSBA, you will be given a renowned, secure and free professional email address with 100 GB of space e.g. johnhall@globaljournals.org. This will include Webmail, Spam Assassin, Email Forwarders, Auto-Responders, Email Delivery Route tracing, etc.

The FARSBA will be eligible for a free application of standardization of their researches. Standardization of research will be subject to acceptability within stipulated norms as the next step after publishing in a journal. We shall depute a team of specialized research professionals who will render their services for elevating your researches to next higher level, which is worldwide open standardization.

The FARSBA member can apply for grading and certification of standards of their educational and Institutional Degrees to Open Association of Research, Society U.S.A. Once you are designated as FARSBA, you may send us a scanned copy of all of your credentials. OARS will verify, grade and certify them. This will be based on your academic records, quality of research papers published by you, and some more criteria. After certification of all your credentials by OARS, they will be published on your Fellow Profile link on website https://associationofresearch.org which will be helpful to upgrade the dignity.

The FARSBA members can avail the benefits of free research podcasting in Global Research Radio with their research documents. After publishing the work, (including published elsewhere worldwide with proper authorization) you can upload your research paper with your recorded voice or you can utilize chargeable services of our professional RJs to record your paper in their voice on request.

The FARSBA member also entitled to get the benefits of free research podcasting of their research documents through video clips. We can also streamline your conference videos and display your slides/online slides and online research video clips at reasonable charges, on request.

The FARSBA can go through standards of OARS. You can also play vital role if you have any suggestions so that proper amendment can take place to improve the same for the benefit of entire research community.
The ‘MARSBA’ title is accorded to a selected professional after the approval of the Editor-in-Chief / Editorial Board Members/Dean. The “MARSBA” is a dignified ornament which is accorded to a person’s name viz. Dr. John E. Hall, Ph.D., MARSBA or William Walldroff, M.S., MARSBA.

MARSB accrediting is an honor. It authenticates your research activities. After becoming MARSBA, you can add ‘MARSBA’ title with your name as you use this recognition as additional suffix to your status. This will definitely enhance and add more value and repute to your name. You may use it on your professional Counseling Materials such as CV, Resume, Visiting Card and Name Plate etc.

The following benefits can be availed by you only for next three years from the date of certification.

MARSBA designated members are entitled to avail a 25% discount while publishing their research papers (of a single author) in Global Journals Inc., if the same is accepted by our Editorial Board and Peer Reviewers. If you are a main author or co-author of a group of authors, you will get discount of 10%.

As MARSBA, you will be given a renowned, secure and free professional email address with 30 GB of space e.g. johnhall@globaljournals.org. This will include Webmail, Spam Assassin, Email Forwarders, Auto-Responders, Email Delivery Route tracing, etc.

MEMBER OF ASSOCIATION OF RESEARCH SOCIETY IN BUSINESS (MARSBA)

The 'MARSBA' title is accorded to a selected professional after the approval of the Editor-in-Chief / Editorial Board Members/Dean.

The “MARSBA” is a dignified ornament which is accorded to a person’s name viz. Dr. John E. Hall, Ph.D., MARSBA or William Walldroff, M.S., MARSBA.

MARSB accrediting is an honor. It authenticates your research activities. After becoming MARSBA, you can add ‘MARSBA’ title with your name as you use this recognition as additional suffix to your status. This will definitely enhance and add more value and repute to your name. You may use it on your professional Counseling Materials such as CV, Resume, Visiting Card and Name Plate etc.

The following benefits can be availed by you only for next three years from the date of certification.

MARSBA designated members are entitled to avail a 25% discount while publishing their research papers (of a single author) in Global Journals Inc., if the same is accepted by our Editorial Board and Peer Reviewers. If you are a main author or co-author of a group of authors, you will get discount of 10%.

As MARSBA, you will be given a renowned, secure and free professional email address with 30 GB of space e.g. johnhall@globaljournals.org. This will include Webmail, Spam Assassin, Email Forwarders, Auto-Responders, Email Delivery Route tracing, etc.
We shall provide you intimation regarding launching of e-version of journal of your stream time to time. This may be utilized in your library for the enrichment of knowledge of your students as well as it can also be helpful for the concerned faculty members.

The MARSBA member can apply for approval, grading and certification of standards of their educational and Institutional Degrees to Open Association of Research, Society U.S.A.

Once you are designated as MARSBA, you may send us a scanned copy of all of your credentials. OARS will verify, grade and certify them. This will be based on your academic records, quality of research papers published by you, and some more criteria.

It is mandatory to read all terms and conditions carefully.
Institutional Fellow of Open Association of Research Society (USA)-OARS (USA)

Global Journals Incorporation (USA) is accredited by Open Association of Research Society, U.S.A (OARS) and in turn, affiliates research institutions as “Institutional Fellow of Open Association of Research Society” (IFOARS).

The “FARSC” is a dignified title which is accorded to a person’s name viz. Dr. John E. Hall, Ph.D., FARSC or William Walldroff, M.S., FARSC.

The IFOARS institution is entitled to form a Board comprised of one Chairperson and three to five board members preferably from different streams. The Board will be recognized as “Institutional Board of Open Association of Research Society”-(IBOARS).

The Institute will be entitled to following benefits:

The IBOARS can initially review research papers of their institute and recommend them to publish with respective journal of Global Journals. It can also review the papers of other institutions after obtaining our consent. The second review will be done by peer reviewer of Global Journals Incorporation (USA).

The Board is at liberty to appoint a peer reviewer with the approval of chairperson after consulting us.

The author fees of such paper may be waived off up to 40%.

The Global Journals Incorporation (USA) at its discretion can also refer double blind peer reviewed paper at their end to the board for the verification and to get recommendation for final stage of acceptance of publication.

The IBOARS can organize symposium/seminar/conference in their country on behalf of Global Journals Incorporation (USA)-OARS (USA). The terms and conditions can be discussed separately.

The Board can also play vital role by exploring and giving valuable suggestions regarding the Standards of “Open Association of Research Society, U.S.A (OARS)” so that proper amendment can take place for the benefit of entire research community. We shall provide details of particular standard only on receipt of request from the Board.

The board members can also join us as Individual Fellow with 40% discount on total fees applicable to Individual Fellow. They will be entitled to avail all the benefits as declared. Please visit Individual Fellow-sub menu of GlobalJournals.org to have more relevant details.
We shall provide you intimation regarding launching of e-version of journal of your stream time to time. This may be utilized in your library for the enrichment of knowledge of your students as well as it can also be helpful for the concerned faculty members.

After nomination of your institution as “Institutional Fellow” and constantly functioning successfully for one year, we can consider giving recognition to your institute to function as Regional/Zonal office on our behalf. The board can also take up the additional allied activities for betterment after our consultation.

The following entitlements are applicable to individual Fellows:

Open Association of Research Society, U.S.A (OARS) By-laws states that an individual Fellow may use the designations as applicable, or the corresponding initials. The Credentials of individual Fellow and Associate designations signify that the individual has gained knowledge of the fundamental concepts. One is magnanimous and proficient in an expertise course covering the professional code of conduct, and follows recognized standards of practice.

Open Association of Research Society (US)/ Global Journals Incorporation (USA), as described in Corporate Statements, are educational, research publishing and professional membership organizations. Achieving our individual Fellow or Associate status is based mainly on meeting stated educational research requirements.

Disbursement of 40% Royalty earned through Global Journals: Researcher = 50%, Peer Reviewer = 37.50%, Institution = 12.50% E.g. Out of 40%, the 20% benefit should be passed on to researcher, 15% benefit towards remuneration should be given to a reviewer and remaining 5% is to be retained by the institution.

We shall provide print version of 12 issues of any three journals [as per your requirement] out of our 38 journals worth $ 2376 USD.

Other:

The individual Fellow and Associate designations accredited by Open Association of Research Society (US) credentials signify guarantees following achievements:

- The professional accredited with Fellow honor, is entitled to various benefits viz. name, fame, honor, regular flow of income, secured bright future, social status etc.
In addition to above, if one is single author, then entitled to 40% discount on publishing research paper and can get 10% discount if one is co-author or main author among group of authors.

The Fellow can organize symposium/seminar/conference on behalf of Global Journals Incorporation (USA) and he/she can also attend the same organized by other institutes on behalf of Global Journals.

The Fellow can become member of Editorial Board Member after completing 3 yrs.

The Fellow can earn 60% of sales proceeds from the sale of reference/review books/literature/publishing of research paper.

Fellow can also join as paid peer reviewer and earn 15% remuneration of author charges and can also get an opportunity to join as member of the Editorial Board of Global Journals Incorporation (USA)

• This individual has learned the basic methods of applying those concepts and techniques to common challenging situations. This individual has further demonstrated an in-depth understanding of the application of suitable techniques to a particular area of research practice.

Note:

In future, if the board feels the necessity to change any board member, the same can be done with the consent of the chairperson along with anyone board member without our approval.

In case, the chairperson needs to be replaced then consent of 2/3rd board members are required and they are also required to jointly pass the resolution copy of which should be sent to us. In such case, it will be compulsory to obtain our approval before replacement.

In case of “Difference of Opinion [if any]” among the Board members, our decision will be final and binding to everyone.
We accept the manuscript submissions in any standard (generic) format. We typeset manuscripts using advanced typesetting tools like Adobe In Design, CorelDraw, TeXnicCenter, and TeXStudio. We usually recommend authors submit their research using any standard format they are comfortable with, and let Global Journals do the rest.

Alternatively, you can download our basic template from https://globaljournals.org/Template.zip

Authors should submit their complete paper/article, including text illustrations, graphics, conclusions, artwork, and tables. Authors who are not able to submit manuscript using the form above can email the manuscript department at submit@globaljournals.org or get in touch with chiefeditor@globaljournals.org if they wish to send the abstract before submission.

**BEFORE AND DURING SUBMISSION**

Authors must ensure the information provided during the submission of a paper is authentic. Please go through the following checklist before submitting:

1. Authors must go through the complete author guideline and understand and agree to Global Journals' ethics and code of conduct, along with author responsibilities.
2. Authors must accept the privacy policy, terms, and conditions of Global Journals.
3. Ensure corresponding author’s email address and postal address are accurate and reachable.
4. Manuscript to be submitted must include keywords, an abstract, a paper title, co-author(s’) names and details (email address, name, phone number, and institution), figures and illustrations in vector format including appropriate captions, tables, including titles and footnotes, a conclusion, results, acknowledgments and references.
5. Authors should submit paper in a ZIP archive if any supplementary files are required along with the paper.
6. Proper permissions must be acquired for the use of any copyrighted material.
7. Manuscript submitted must not have been submitted or published elsewhere and all authors must be aware of the submission.

**Declaration of Conflicts of Interest**

It is required for authors to declare all financial, institutional, and personal relationships with other individuals and organizations that could influence (bias) their research.

**POLICY ON PLAGIARISM**

Plagiarism is not acceptable in Global Journals submissions at all.

Plagiared content will not be considered for publication. We reserve the right to inform authors’ institutions about plagiarism detected either before or after publication. If plagiarism is identified, we will follow COPE guidelines:

Authors are solely responsible for all the plagiarism that is found. The author must not fabricate, falsify or plagiarize existing research data. The following, if copied, will be considered plagiarism:

- Words (language)
- Ideas
- Findings
- Writings
- Diagrams
- Graphs
- Illustrations
- Lectures
Authorship Policies

Global Journals follows the definition of authorship set up by the Open Association of Research Society, USA. According to its guidelines, authorship criteria must be based on:

1. Substantial contributions to the conception and acquisition of data, analysis, and interpretation of findings.
2. Drafting the paper and revising it critically regarding important academic content.
3. Final approval of the version of the paper to be published.

Changes in Authorship

The corresponding author should mention the name and complete details of all co-authors during submission and in manuscript. We support addition, rearrangement, manipulation, and deletions in authors list till the early view publication of the journal. We expect that corresponding author will notify all co-authors of submission. We follow COPE guidelines for changes in authorship.

Copyright

During submission of the manuscript, the author is confirming an exclusive license agreement with Global Journals which gives Global Journals the authority to reproduce, reuse, and republish authors’ research. We also believe in flexible copyright terms where copyright may remain with authors/employers/institutions as well. Contact your editor after acceptance to choose your copyright policy. You may follow this form for copyright transfers.

Appealing Decisions

Unless specified in the notification, the Editorial Board’s decision on publication of the paper is final and cannot be appealed before making the major change in the manuscript.

Acknowledgments

Contributors to the research other than authors credited should be mentioned in Acknowledgments. The source of funding for the research can be included. Suppliers of resources may be mentioned along with their addresses.

Declaration of funding sources

Global Journals is in partnership with various universities, laboratories, and other institutions worldwide in the research domain. Authors are requested to disclose their source of funding during every stage of their research, such as making analysis, performing laboratory operations, computing data, and using institutional resources, from writing an article to its submission. This will also help authors to get reimbursements by requesting an open access publication letter from Global Journals and submitting to the respective funding source.

Preparing your Manuscript

Authors can submit papers and articles in an acceptable file format: MS Word (doc, docx), LaTeX (.tex, .zip or .rar including all of your files), Adobe PDF (.pdf), rich text format (.rtf), simple text document (.txt), Open Document Text (.odt), and Apple Pages (.pages). Our professional layout editors will format the entire paper according to our official guidelines. This is one of the highlights of publishing with Global Journals—authors should not be concerned about the formatting of their paper. Global Journals accepts articles and manuscripts in every major language, be it Spanish, Chinese, Japanese, Portuguese, Russian, French, German, Dutch, Italian, Greek, or any other national language, but the title, subtitle, and abstract should be in English. This will facilitate indexing and the pre-peer review process.

The following is the official style and template developed for publication of a research paper. Authors are not required to follow this style during the submission of the paper. It is just for reference purposes.
**Manuscript Style Instruction (Optional)**

- Microsoft Word Document Setting Instructions.
- Font type of all text should be Swis721 Lt BT.
- Page size: 8.27” x 11””, left margin: 0.65, right margin: 0.65, bottom margin: 0.75.
- Paper title should be in one column of font size 24.
- Author name in font size of 11 in one column.
- Abstract: font size 9 with the word “Abstract” in bold italics.
- Main text: font size 10 with two justified columns.
- Two columns with equal column width of 3.38 and spacing of 0.2.
- First character must be three lines drop-capped.
- The paragraph before spacing of 1 pt and after of 0 pt.
- Line spacing of 1 pt.
- Large images must be in one column.
- The names of first main headings (Heading 1) must be in Roman font, capital letters, and font size of 10.
- The names of second main headings (Heading 2) must not include numbers and must be in italics with a font size of 10.

**Structure and Format of Manuscript**

The recommended size of an original research paper is under 15,000 words and review papers under 7,000 words. Research articles should be less than 10,000 words. Research papers are usually longer than review papers. Review papers are reports of significant research (typically less than 7,000 words, including tables, figures, and references)

A research paper must include:

a) A title which should be relevant to the theme of the paper.

b) A summary, known as an abstract (less than 150 words), containing the major results and conclusions.

c) Up to 10 keywords that precisely identify the paper’s subject, purpose, and focus.

d) An introduction, giving fundamental background objectives.

e) Resources and techniques with sufficient complete experimental details (wherever possible by reference) to permit repetition, sources of information must be given, and numerical methods must be specified by reference.

f) Results which should be presented concisely by well-designed tables and figures.

g) Suitable statistical data should also be given.

h) All data must have been gathered with attention to numerical detail in the planning stage.

Design has been recognized to be essential to experiments for a considerable time, and the editor has decided that any paper that appears not to have adequate numerical treatments of the data will be returned unrefereed.

i) Discussion should cover implications and consequences and not just recapitulate the results; conclusions should also be summarized.

j) There should be brief acknowledgments.

k) There ought to be references in the conventional format. Global Journals recommends APA format.

Authors should carefully consider the preparation of papers to ensure that they communicate effectively. Papers are much more likely to be accepted if they are carefully designed and laid out, contain few or no errors, are summarizing, and follow instructions. They will also be published with much fewer delays than those that require much technical and editorial correction.

The Editorial Board reserves the right to make literary corrections and suggestions to improve brevity.
It is necessary that authors take care in submitting a manuscript that is written in simple language and adheres to published guidelines.

All manuscripts submitted to Global Journals should include:

**Title**

The title page must carry an informative title that reflects the content, a running title (less than 45 characters together with spaces), names of the authors and co-authors, and the place(s) where the work was carried out.

**Author details**

The full postal address of any related author(s) must be specified.

**Abstract**

The abstract is the foundation of the research paper. It should be clear and concise and must contain the objective of the paper and inferences drawn. It is advised to not include big mathematical equations or complicated jargon.

Many researchers searching for information online will use search engines such as Google, Yahoo or others. By optimizing your paper for search engines, you will amplify the chance of someone finding it. In turn, this will make it more likely to be viewed and cited in further works. Global Journals has compiled these guidelines to facilitate you to maximize the web-friendliness of the most public part of your paper.

**Keywords**

A major lynchpin of research work for the writing of research papers is the keyword search, which one will employ to find both library and internet resources. Up to eleven keywords or very brief phrases have to be given to help data retrieval, mining, and indexing.

One must be persistent and creative in using keywords. An effective keyword search requires a strategy: planning of a list of possible keywords and phrases to try.

Choice of the main keywords is the first tool of writing a research paper. Research paper writing is an art. Keyword search should be as strategic as possible.

One should start brainstorming lists of potential keywords before even beginning searching. Think about the most important concepts related to research work. Ask, “What words would a source have to include to be truly valuable in a research paper?” Then consider synonyms for the important words.

It may take the discovery of only one important paper to steer in the right keyword direction because, in most databases, the keywords under which a research paper is abstracted are listed with the paper.

**Numerical Methods**

Numerical methods used should be transparent and, where appropriate, supported by references.

**Abbreviations**

Authors must list all the abbreviations used in the paper at the end of the paper or in a separate table before using them.

**Formulas and equations**

Authors are advised to submit any mathematical equation using either MathJax, KaTeX, or LaTeX, or in a very high-quality image.

**Tables, Figures, and Figure Legends**

Tables: Tables should be cautiously designed, uncrowned, and include only essential data. Each must have an Arabic number, e.g., Table 4, a self-explanatory caption, and be on a separate sheet. Authors must submit tables in an editable format and not as images. References to these tables (if any) must be mentioned accurately.
Figures

Figures are supposed to be submitted as separate files. Always include a citation in the text for each figure using Arabic numbers, e.g., Fig. 4. Artwork must be submitted online in vector electronic form or by emailing it.

**Preparation of Electronic Figures for Publication**

Although low-quality images are sufficient for review purposes, print publication requires high-quality images to prevent the final product being blurred or fuzzy. Submit (possibly by e-mail) EPS (line art) or TIFF (halftone/photographs) files only. MS PowerPoint and Word Graphics are unsuitable for printed pictures. Avoid using pixel-oriented software. Scans (TIFF only) should have a resolution of at least 350 dpi (halftone) or 700 to 1100 dpi (line drawings). Please give the data for figures in black and white or submit a Color Work Agreement form. EPS files must be saved with fonts embedded (and with a TIFF preview, if possible).

For scanned images, the scanning resolution at final image size ought to be as follows to ensure good reproduction: line art: >650 dpi; halftones (including gel photographs): >350 dpi; figures containing both halftone and line images: >650 dpi.

Color charges: Authors are advised to pay the full cost for the reproduction of their color artwork. Hence, please note that if there is color artwork in your manuscript when it is accepted for publication, we would require you to complete and return a Color Work Agreement form before your paper can be published. Also, you can email your editor to remove the color fee after acceptance of the paper.

**Tips for Writing a Good Quality Management Research Paper**

Techniques for writing a good quality management and business research paper:

1. **Choosing the topic:** In most cases, the topic is selected by the interests of the author, but it can also be suggested by the guides. You can have several topics, and then judge which you are most comfortable with. This may be done by asking several questions of yourself, like "Will I be able to carry out a search in this area? Will I find all necessary resources to accomplish the search? Will I be able to find all information in this field area?" If the answer to this type of question is "yes," then you ought to choose that topic. In most cases, you may have to conduct surveys and visit several places. Also, you might have to do a lot of work to find all the rises and falls of the various data on that subject. Sometimes, detailed information plays a vital role, instead of short information. Evaluators are human: The first thing to remember is that evaluators are also human beings. They are not only meant for rejecting a paper. They are here to evaluate your paper. So present your best aspect.

2. **Think like evaluators:** If you are in confusion or getting demotivated because your paper may not be accepted by the evaluators, then think, and try to evaluate your paper like an evaluator. Try to understand what an evaluator wants in your research paper, and you will automatically have your answer. Make blueprints of paper: The outline is the plan or framework that will help you to arrange your thoughts. It will make your paper logical. But remember that all points of your outline must be related to the topic you have chosen.

3. **Ask your guides:** If you are having any difficulty with your research, then do not hesitate to share your difficulty with your guide (if you have one). They will surely help you out and resolve your doubts. If you can't clarify what exactly you require for your work, then ask your supervisor to help you with an alternative. He or she might also provide you with a list of essential readings.

4. **Use of computer is recommended:** As you are doing research in the field of management and business then this point is quite obvious. Use right software: Always use good quality software packages. If you are not capable of judging good software, then you can lose the quality of your paper unknowingly. There are various programs available to help you which you can get through the internet.

5. **Use the internet for help:** An excellent start for your paper is using Google. It is a wondrous search engine, where you can have your doubts resolved. You may also read some answers for the frequent question of how to write your research paper or find a model research paper. You can download books from the internet. If you have all the required books, place importance on reading, selecting, and analyzing the specified information. Then sketch out your research paper. Use big pictures: You may use encyclopedias like Wikipedia to get pictures with the best resolution. At Global Journals, you should strictly follow here.
6. **Bookmarks are useful:** When you read any book or magazine, you generally use bookmarks, right? It is a good habit which helps to not lose your continuity. You should always use bookmarks while searching on the internet also, which will make your search easier.

7. **Revise what you wrote:** When you write anything, always read it, summarize it, and then finalize it.

8. **Make every effort:** Make every effort to mention what you are going to write in your paper. That means always have a good start. Try to mention everything in the introduction—what is the need for a particular research paper. Polish your work with good writing skills and always give an evaluator what he wants. Make backups: When you are going to do any important thing like making a research paper, you should always have backup copies of it either on your computer or on paper. This protects you from losing any portion of your important data.

9. **Produce good diagrams of your own:** Always try to include good charts or diagrams in your paper to improve quality. Using several unnecessary diagrams will degrade the quality of your paper by creating a hodgepodge. So always try to include diagrams which were made by you to improve the readability of your paper. Use of direct quotes: When you do research relevant to literature, history, or current affairs, then use of quotes becomes essential, but if the study is relevant to science, use of quotes is not preferable.

10. **Use proper verb tense:** Use proper verb tenses in your paper. Use past tense to present those events that have happened. Use present tense to indicate events that are going on. Use future tense to indicate events that will happen in the future. Use of wrong tenses will confuse the evaluator. Avoid sentences that are incomplete.

11. **Pick a good study spot:** Always try to pick a spot for your research which is quiet. Not every spot is good for studying.

12. **Know what you know:** Always try to know what you know by making objectives, otherwise you will be confused and unable to achieve your target.

13. **Use good grammar:** Always use good grammar and words that will have a positive impact on the evaluator; use of good vocabulary does not mean using tough words which the evaluator has to find in a dictionary. Do not fragment sentences. Eliminate one-word sentences. Do not ever use a big word when a smaller one would suffice. Verbs have to be in agreement with their subjects. In a research paper, do not start sentences with conjunctions or finish them with prepositions. When writing formally, it is advisable to never split an infinitive because someone will (wrongly) complain. Avoid clichés like a disease. Always shun irritating alliteration. Use language which is simple and straightforward. Put together a neat summary.

14. **Arrangement of information:** Each section of the main body should start with an opening sentence, and there should be a changeover at the end of the section. Give only valid and powerful arguments for your topic. You may also maintain your arguments with records.

15. **Never start at the last minute:** Always allow enough time for research work. Leaving everything to the last minute will degrade your paper and spoil your work.

16. **Multitasking in research is not good:** Doing several things at the same time is a bad habit in the case of research activity. Research is an area where everything has a particular time slot. Divide your research work into parts, and do a particular part in a particular time slot.

17. **Never copy others' work:** Never copy others’ work and give it your name because if the evaluator has seen it anywhere, you will be in trouble. Take proper rest and food: No matter how many hours you spend on your research activity, if you are not taking care of your health, then all your efforts will have been in vain. For quality research, take proper rest and food.

18. **Go to seminars:** Attend seminars if the topic is relevant to your research area. Utilize all your resources.

19. **Refresh your mind after intervals:** Try to give your mind a rest by listening to soft music or sleeping in intervals. This will also improve your memory. Acquire colleagues: Always try to acquire colleagues. No matter how sharp you are, if you acquire colleagues, they can give you ideas which will be helpful to your research.

20. **Think technically:** Always think technically. If anything happens, search for its reasons, benefits, and demerits. Think and then print: When you go to print your paper, check that tables are not split, headings are not detached from their descriptions, and page sequence is maintained.
21. Adding unnecessary information: Do not add unnecessary information like "I have used MS Excel to draw graphs." Irrelevant and inappropriate material is superfluous. Foreign terminology and phrases are not apropos. One should never take a broad view. Analogy is like feathers on a snake. Use words properly, regardless of how others use them. Remove quotations. Puns are for kids, not grunt readers. Never oversimplify: When adding material to your research paper, never go for oversimplification; this will definitely irritate the evaluator. Be specific. Never use rhythmic redundancies. Contractions shouldn't be used in a research paper. Comparisons are as terrible as clichés. Give up ampersands, abbreviations, and so on. Remove commas that are not necessary. Parenthetical words should be between brackets or commas. Understatement is always the best way to put forward earth-shaking thoughts. Give a detailed literary review.

22. Report concluded results: Use concluded results. From raw data, filter the results, and then conclude your studies based on measurements and observations taken. An appropriate number of decimal places should be used. Parenthetical remarks are prohibited here. Proofread carefully at the final stage. At the end, give an outline to your arguments. Spot perspectives of further study of the subject. Justify your conclusion at the bottom sufficiently, which will probably include examples.

23. Upon conclusion: Once you have concluded your research, the next most important step is to present your findings. Presentation is extremely important as it is the definite medium through which your research is going to be in print for the rest of the crowd. Care should be taken to categorize your thoughts well and present them in a logical and neat manner. A good quality research paper format is essential because it serves to highlight your research paper and bring to light all necessary aspects of your research.

Informal Guidelines of Research Paper Writing

Key points to remember:

- Submit all work in its final form.
- Write your paper in the form which is presented in the guidelines using the template.
- Please note the criteria peer reviewers will use for grading the final paper.

Final points:

One purpose of organizing a research paper is to let people interpret your efforts selectively. The journal requires the following sections, submitted in the order listed, with each section starting on a new page:

The introduction: This will be compiled from reference matter and reflect the design processes or outline of basis that directed you to make a study. As you carry out the process of study, the method and process section will be constructed like that. The results segment will show related statistics in nearly sequential order and direct reviewers to similar intellectual paths throughout the data that you gathered to carry out your study.

The discussion section:

This will provide understanding of the data and projections as to the implications of the results. The use of good quality references throughout the paper will give the effort trustworthiness by representing an alertness to prior workings.

Writing a research paper is not an easy job, no matter how trouble-free the actual research or concept. Practice, excellent preparation, and controlled record-keeping are the only means to make straightforward progression.

General style:

Specific editorial column necessities for compliance of a manuscript will always take over from directions in these general guidelines.

To make a paper clear: Adhere to recommended page limits.

Mistakes to avoid:

- Insertion of a title at the foot of a page with subsequent text on the next page.
- Separating a table, chart, or figure—confine each to a single page.
- Submitting a manuscript with pages out of sequence.
- In every section of your document, use standard writing style, including articles ("a" and "the").
- Keep paying attention to the topic of the paper.
• Use paragraphs to split each significant point (excluding the abstract).
• Align the primary line of each section.
• Present your points in sound order.
• Use present tense to report well-accepted matters.
• Use past tense to describe specific results.
• Do not use familiar wording; don't address the reviewer directly. Don't use slang or superlatives.
• Avoid use of extra pictures—including only those figures essential to presenting results.

Title page:
Choose a revealing title. It should be short and include the name(s) and address(es) of all authors. It should not have acronyms or abbreviations or exceed two printed lines.

Abstract: This summary should be two hundred words or less. It should clearly and briefly explain the key findings reported in the manuscript and must have precise statistics. It should not have acronyms or abbreviations. It should be logical in itself. Do not cite references at this point.

An abstract is a brief, distinct paragraph summary of finished work or work in development. In a minute or less, a reviewer can be taught the foundation behind the study, common approaches to the problem, relevant results, and significant conclusions or new questions.

Write your summary when your paper is completed because how can you write the summary of anything which is not yet written? Wealth of terminology is very essential in abstract. Use comprehensive sentences, and do not sacrifice readability for brevity; you can maintain it succinctly by phrasing sentences so that they provide more than a lone rationale. The author can at this moment go straight to shortening the outcome. Sum up the study with the subsequent elements in any summary. Try to limit the initial two items to no more than one line each.

Reason for writing the article—theory, overall issue, purpose.
• Fundamental goal.
• To-the-point depiction of the research.
• Consequences, including definite statistics—if the consequences are quantitative in nature, account for this; results of any numerical analysis should be reported. Significant conclusions or questions that emerge from the research.

Approach:
• Single section and succinct.
• An outline of the job done is always written in past tense.
• Concentrate on shortening results—limit background information to a verdict or two.
• Exact spelling, clarity of sentences and phrases, and appropriate reporting of quantities (proper units, important statistics) are just as significant in an abstract as they are anywhere else.

Introduction:
The introduction should "introduce" the manuscript. The reviewer should be presented with sufficient background information to be capable of comprehending and calculating the purpose of your study without having to refer to other works. The basis for the study should be offered. Give the most important references, but avoid making a comprehensive appraisal of the topic. Describe the problem visibly. If the problem is not acknowledged in a logical, reasonable way, the reviewer will give no attention to your results. Speak in common terms about techniques used to explain the problem, if needed, but do not present any particulars about the protocols here.

The following approach can create a valuable beginning:
• Explain the value (significance) of the study.
• Defend the model—why did you employ this particular system or method? What is its compensation? Remark upon its appropriateness from an abstract point of view as well as pointing out sensible reasons for using it.
• Present a justification. State your particular theory(ies) or aim(s), and describe the logic that led you to choose them.
• Briefly explain the study's tentative purpose and how it meets the declared objectives.

© Copyright by Global Journals | Guidelines Handbook
Approach:

Use past tense except for when referring to recognized facts. After all, the manuscript will be submitted after the entire job is done. Sort out your thoughts; manufacture one key point for every section. If you make the four points listed above, you will need at least four paragraphs. Present surrounding information only when it is necessary to support a situation. The reviewer does not desire to read everything you know about a topic. Shape the theory specifically—do not take a broad view.

As always, give awareness to spelling, simplicity, and correctness of sentences and phrases.

Procedures (methods and materials):

This part is supposed to be the easiest to carve if you have good skills. A soundly written procedures segment allows a capable scientist to replicate your results. Present precise information about your supplies. The suppliers and clarity of reagents can be helpful bits of information. Present methods in sequential order, but linked methodologies can be grouped as a segment. Be concise when relating the protocols. Attempt to give the least amount of information that would permit another capable scientist to replicate your outcome, but be cautious that vital information is integrated. The use of subheadings is suggested and ought to be synchronized with the results section.

When a technique is used that has been well-described in another section, mention the specific item describing the way, but draw the basic principle while stating the situation. The purpose is to show all particular resources and broad procedures so that another person may use some or all of the methods in one more study or referee the scientific value of your work. It is not to be a step-by-step report of the whole thing you did, nor is a methods section a set of orders.

Materials:

Materials may be reported in part of a section or else they may be recognized along with your measures.

Methods:

- Report the method and not the particulars of each process that engaged the same methodology.
- Describe the method entirely.
- To be succinct, present methods under headings dedicated to specific dealings or groups of measures.
- Simplify—detail how procedures were completed, not how they were performed on a particular day.
- If well-known procedures were used, account for the procedure by name, possibly with a reference, and that’s all.

Approach:

It is embarrassing to use vigorous voice when documenting methods without using first person, which would focus the reviewer’s interest on the researcher rather than the job. As a result, when writing up the methods, most authors use third person passive voice.

Use standard style in this and every other part of the paper—avoid familiar lists, and use full sentences.

What to keep away from:

- Resources and methods are not a set of information.
- Skip all descriptive information and surroundings—save it for the argument.
- Leave out information that is immaterial to a third party.

Results:

The principle of a results segment is to present and demonstrate your conclusion. Create this part as entirely objective details of the outcome, and save all understanding for the discussion.

The page length of this segment is set by the sum and types of data to be reported. Use statistics and tables, if suitable, to present consequences most efficiently.

You must clearly differentiate material which would usually be incorporated in a study editorial from any unprocessed data or additional appendix matter that would not be available. In fact, such matters should not be submitted at all except if requested by the instructor.
Content:

- Sum up your conclusions in text and demonstrate them, if suitable, with figures and tables.
- In the manuscript, explain each of your consequences, and point the reader to remarks that are most appropriate.
- Present a background, such as by describing the question that was addressed by creation of an exacting study.
- Explain results of control experiments and give remarks that are not accessible in a prescribed figure or table, if appropriate.
- Examine your data, then prepare the analyzed (transformed) data in the form of a figure (graph), table, or manuscript.

What to stay away from:

- Do not discuss or infer your outcome, report surrounding information, or try to explain anything.
- Do not include raw data or intermediate calculations in a research manuscript.
- Do not present similar data more than once.
- A manuscript should complement any figures or tables, not duplicate information.
- Never confuse figures with tables—there is a difference.

Approach:

As always, use past tense when you submit your results, and put the whole thing in a reasonable order.

Put figures and tables, appropriately numbered, in order at the end of the report.

If you desire, you may place your figures and tables properly within the text of your results section.

Figures and tables:

If you put figures and tables at the end of some details, make certain that they are visibly distinguished from any attached appendix materials, such as raw facts. Whatever the position, each table must be titled, numbered one after the other, and include a heading. All figures and tables must be divided from the text.

Discussion:

The discussion is expected to be the trickiest segment to write. A lot of papers submitted to the journal are discarded based on problems with the discussion. There is no rule for how long an argument should be.

Position your understanding of the outcome visibly to lead the reviewer through your conclusions, and then finish the paper with a summing up of the implications of the study. The purpose here is to offer an understanding of your results and support all of your conclusions, using facts from your research and generally accepted information, if suitable. The implication of results should be fully described.

Infer your data in the conversation in suitable depth. This means that when you clarify an observable fact, you must explain mechanisms that may account for the observation. If your results vary from your prospect, make clear why that may have happened. If your results agree, then explain the theory that the proof supported. It is never suitable to just state that the data approved the prospect, and let it drop at that. Make a decision as to whether each premise is supported or discarded or if you cannot make a conclusion with assurance. Do not just dismiss a study or part of a study as "uncertain."

Research papers are not acknowledged if the work is imperfect. Draw what conclusions you can based upon the results that you have, and take care of the study as a finished work.

- You may propose future guidelines, such as how an experiment might be personalized to accomplish a new idea.
- Give details of all of your remarks as much as possible, focusing on mechanisms.
- Make a decision as to whether the tentative design sufficiently addressed the theory and whether or not it was correctly restricted. Try to present substitute explanations if they are sensible alternatives.
- One piece of research will not counter an overall question, so maintain the large picture in mind. Where do you go next? The best studies unlock new avenues of study. What questions remain?
- Recommendations for detailed papers will offer supplementary suggestions.
Approach:
When you refer to information, differentiate data generated by your own studies from other available information. Present work done by specific persons (including you) in past tense.
Describe generally acknowledged facts and main beliefs in present tense.

The Administration Rules

Administration Rules to Be Strictly Followed before Submitting Your Research Paper to Global Journals Inc.

Please read the following rules and regulations carefully before submitting your research paper to Global Journals Inc. to avoid rejection.

Segment draft and final research paper: You have to strictly follow the template of a research paper, failing which your paper may get rejected. You are expected to write each part of the paper wholly on your own. The peer reviewers need to identify your own perspective of the concepts in your own terms. Please do not extract straight from any other source, and do not rephrase someone else's analysis. Do not allow anyone else to proofread your manuscript.

Written material: You may discuss this with your guides and key sources. Do not copy anyone else's paper, even if this is only imitation, otherwise it will be rejected on the grounds of plagiarism, which is illegal. Various methods to avoid plagiarism are strictly applied by us to every paper, and, if found guilty, you may be blacklisted, which could affect your career adversely. To guard yourself and others from possible illegal use, please do not permit anyone to use or even read your paper and file.
**CRITERION FOR GRADING A RESEARCH PAPER (COMPILATION)**

**BY GLOBAL JOURNALS**

Please note that following table is only a Grading of "Paper Compilation" and not on "Performed/Stated Research" whose grading solely depends on Individual Assigned Peer Reviewer and Editorial Board Member. These can be available only on request and after decision of Paper. This report will be the property of Global Journals.

<table>
<thead>
<tr>
<th>Topics</th>
<th>Grades</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Abstract</strong></td>
<td></td>
</tr>
<tr>
<td>A-B</td>
<td>Clear and concise with</td>
</tr>
<tr>
<td></td>
<td>appropriate content, Correct</td>
</tr>
<tr>
<td></td>
<td>format. 200 words or below</td>
</tr>
<tr>
<td>C-D</td>
<td>Unclear summary and no</td>
</tr>
<tr>
<td></td>
<td>specific data, Incorrect</td>
</tr>
<tr>
<td></td>
<td>form</td>
</tr>
<tr>
<td>E-F</td>
<td>No specific data with</td>
</tr>
<tr>
<td></td>
<td>ambiguous information</td>
</tr>
<tr>
<td></td>
<td>Above 200 words</td>
</tr>
<tr>
<td></td>
<td>Above 250 words</td>
</tr>
<tr>
<td><strong>Introduction</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Containing all background</td>
</tr>
<tr>
<td></td>
<td>details with clear goal and</td>
</tr>
<tr>
<td></td>
<td>appropriate details, flow</td>
</tr>
<tr>
<td></td>
<td>specification, no grammar</td>
</tr>
<tr>
<td></td>
<td>and spelling mistake, well</td>
</tr>
<tr>
<td></td>
<td>organized sentence and</td>
</tr>
<tr>
<td></td>
<td>paragraph, reference cited</td>
</tr>
<tr>
<td></td>
<td>Difficult to comprehend</td>
</tr>
<tr>
<td></td>
<td>with embarrassed text, too</td>
</tr>
<tr>
<td></td>
<td>much explanation but</td>
</tr>
<tr>
<td></td>
<td>completed</td>
</tr>
<tr>
<td></td>
<td>Out of place depth and</td>
</tr>
<tr>
<td></td>
<td>content, hazy format</td>
</tr>
<tr>
<td><strong>Methods and</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Procedures</strong></td>
<td>Clear and to the point with</td>
</tr>
<tr>
<td></td>
<td>well arranged paragraph,</td>
</tr>
<tr>
<td></td>
<td>precision and accuracy of</td>
</tr>
<tr>
<td></td>
<td>facts and figures, well</td>
</tr>
<tr>
<td></td>
<td>organized subheads</td>
</tr>
<tr>
<td></td>
<td>Well organized, Clear and</td>
</tr>
<tr>
<td></td>
<td>specific, Correct units</td>
</tr>
<tr>
<td></td>
<td>with precision, correct</td>
</tr>
<tr>
<td></td>
<td>data, well structuring of</td>
</tr>
<tr>
<td></td>
<td>paragraph, no grammar and</td>
</tr>
<tr>
<td></td>
<td>spelling mistake</td>
</tr>
<tr>
<td></td>
<td>Complete and embarrassed</td>
</tr>
<tr>
<td></td>
<td>text, difficult to</td>
</tr>
<tr>
<td></td>
<td>comprehend</td>
</tr>
<tr>
<td></td>
<td>Irregular format with</td>
</tr>
<tr>
<td></td>
<td>wrong facts and figures</td>
</tr>
<tr>
<td><strong>Result</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Well organized, meaningful</td>
</tr>
<tr>
<td></td>
<td>specification, sound</td>
</tr>
<tr>
<td></td>
<td>conclusion, logical and</td>
</tr>
<tr>
<td></td>
<td>concise explanation, highly</td>
</tr>
<tr>
<td></td>
<td>structured paragraph</td>
</tr>
<tr>
<td></td>
<td>reference cited</td>
</tr>
<tr>
<td></td>
<td>Wordy, unclear conclusion,</td>
</tr>
<tr>
<td></td>
<td>spurious</td>
</tr>
<tr>
<td></td>
<td>Conclusion is not cited,</td>
</tr>
<tr>
<td></td>
<td>unorganized, difficult to</td>
</tr>
<tr>
<td></td>
<td>comprehend</td>
</tr>
<tr>
<td><strong>Discussion</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Complete and correct format</td>
</tr>
<tr>
<td></td>
<td>beside the point, Incomplete</td>
</tr>
<tr>
<td></td>
<td>Wrong format and structuring</td>
</tr>
<tr>
<td><strong>References</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Complete and correct format</td>
</tr>
<tr>
<td></td>
<td>Beside the point, Incomplete</td>
</tr>
<tr>
<td></td>
<td>Wrong format and structuring</td>
</tr>
</tbody>
</table>

© Copyright by Global Journals  | Guidelines Handbook
### Index

<table>
<thead>
<tr>
<th>A</th>
<th>T</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abridged · 8, 9</td>
<td>Tussle, · 44</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>F</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatigue · 31</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>G</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Germane · 37</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>I</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Imperative · 1</td>
<td></td>
</tr>
<tr>
<td>Intricate · 49</td>
<td></td>
</tr>
<tr>
<td>Intrinsic · 4, 17, 48, 58, 59, 71</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>M</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentee · 2, 4, 5, 7, 15, 16</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>P</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevalent · 2, 32, 62</td>
<td></td>
</tr>
<tr>
<td>Protégé · 2, 3, 4, 5, 9, 19, 21, 28, 29</td>
<td></td>
</tr>
<tr>
<td>Pursue · 63</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>R</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reciprocal · 3</td>
<td></td>
</tr>
<tr>
<td>Referent · 4</td>
<td></td>
</tr>
<tr>
<td>Relevance · 1, 5, 57</td>
<td></td>
</tr>
<tr>
<td>Reluctance · 6</td>
<td></td>
</tr>
<tr>
<td>Remuneration · 49</td>
<td></td>
</tr>
<tr>
<td>Rigidity · 16</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>S</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Striving · 1</td>
<td></td>
</tr>
</tbody>
</table>