

THE IMPACT OF OUTSOURCING ON LABOR-MANAGEMENT RELATIONS:

(A STUDY OF DIAMOND BANK PLC, ONITSHA)

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**A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD OF A BACHELOR OF SCIENCE B.Sc IN
SOCIOLOGY**

JULY, 2016

CERTIFICATION

This is to certify that this research project was done by OKORO ELIZABETH EBERECHI with Registration Number: 2012374026 of the Department of Sociology and has not been replicated in any form elsewhere.

OKORO ELIZABETH EBERECHI

APPROVAL

This Research Project has been approved as satisfying the requirement for the award of Bachelor of Science (B.Sc) in Sociology, by the Department of Sociology, Chukwuemeka Odumegwu Ojukwu University, Igbariam Campus.

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External Examiner

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Date

DEDICATION

With humility, reverence, joy, and gratitude, I dedicate this work to God Almighty for his faithfulness and to my parents Mr. Jonathan Okoro Uzoagba and Mrs. Evelyn Okoro who has been of great help and encouragement in my education. Thank you for being there every step of the way. Jehovah did it for me!

ACKNOWLEDGEMENT

I could not have achieved this without God's grace and mercy in my life. If every part of my body has a voice, it still could not be enough to express my gratitude to God Almighty. All I can humbly say is thank you Jehovah! Thank you Jesus!

Next on my ladder of gratitude, I deeply appreciate the love, care, prayers and advice from my parents Mr. Jonathan Okoro Uzoagba and Mrs. Evelyn Okoro. They are my source of encouragement and for without their efforts, I would not be here. I must not also fail to appreciate my siblings, you are all wonderful. Special thanks and love to my buddy Ifenna Aliba, for being there for me always, you rock!

I owe my supervisor, Mr. Charles .C. Onwuka a lot of gratitude for his guidance, supervision and patience. I also want to appreciate the efforts of Prof. V.I. Okeke, Prof. Obasi-Oko and Prof. L.C. Okere for laying the foundation of Sociology in me.

Also, my gratification would be incomplete if I fail to acknowledge my close friends as well as other lecturers in the department of Sociology.

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ABSTRACT

The present study focused on the impact of outsourcing on labour-management relations in the banking sector, with reference to Diamond bank plc, Onitsha. The study was designed to explore

the human relations aspect of outsourcing, as a result of which the Social Exchange theory was applied as the theoretical framework for this study. The research seeks to ascertain if outsourcing has any impact on labour and management relations, investigate whether outsourcing leads to conflict in the bank as well as discuss the effect of outsourcing on workers performance and organizational growth. This research made use of Chi-square Goodness-of-Fit statistical tool to test the hypotheses generated from this research in order to access the impact of outsourcing on labour-management relations, work performance and industrial conflict in the bank. A sample size of ninety-six was chosen for this study through the use Taro Yarmane's formula, out of which, seventy-seven participants including managers, direct employees and outsourced staff responded to the questionnaires distributed for the purpose of this study. The research findings points to three main conclusions. First, outsourcing does not have any impact on labour-management relations. Secondly, outsourcing does not have a significant effect of workers' performance and organizational growth. Lastly, outsourcing does not contribute to industrial conflict within diamond bank.