

# The Relationship between Psychological Contract of Telecom Executives and the Working Environment: A Case of Citycell and Teletalk Companies in Bangladesh

Nazrul Islam  
Wahidul Habib

## Abstract

*This paper aims at identifying the relationships between the psychological contract of the employees and the working environment of Citycell and Teletalk companies in Bangladesh. Eighty executives from City Cell, a private company, and Teletalk, a government company, were interviewed with a structured questionnaire, in which thirteen items were used to identify the working environment and 16 items were used to explain the psychological contract. Factor analysis was conducted to identify the factors relating to psychological contract and the working environment. Results show that there are five factors of psychological contract - such as recommendation as career, company policy and procedures, respect for individual differences, satisfaction with recognition as an individual, and value and encouraged perspective of the employees. The five factors relating to the working environment are training, goals and strategies of the company, flexible programme, opportunity to interact with others, and supervision - style of the management. The relationships between working environment and psychological contract were identified by the Spearman's Rank Correlation analysis of the factors. Results show that there are 4 pairs of factors where significant correlations are present. The factor pairs are (i) respect for individual differences and goals and strategies of the company (ii) respect for individual differences and supervision style (iii) satisfaction with the recognition as an individual and training, and (iv) satisfaction with the recognition as an individual and goals and strategies of the company.*

**Keywords:** Psychological contract, Working environment, Respect for individual differences and goals, Strategies of the company

---

**Dr. Nazrul Islam**, Professor, Department of Business Administration, East West University, Dhaka, Bangladesh, Email: nazrulislam@ewubd.edu

**Md. Wahidul Habib**, Adjunct Faculty, Department of Business Administration, East West University, Dhaka, Bangladesh, Email: wh@ewubd.edu