

The effect of training and development and  
performance appraisal upon employee's job  
satisfaction in ptcl



Submitted by:

NomanahRehman

01-122081-081

Submitted To: Miss:

SaminaChaudhary

## **Abstract**

This report has been generated to assess relation between Training and Appraisal systems with employee Job satisfaction at Pakistan Telecommunication Limited (PTCL).

The basic Idea for choosing this topic is to apply the traditional and modern training methods and appraisal exercises to actual work place. A sample from company employees was selected to collect detailed information regarding how and what the employees relate to greater Job satisfaction. After introduction first section of this report provides details regarding available and chosen research methodologies and their significance. Key considerations regarding research have also been discussed so that substantiality of research regarding the topic can be assessed.

In the next section Questions of the questionnaire have been analyzed in terms of the response and the reason for adding the question to the questionnaire. Following section discusses Training Development and Performance appraisal concepts in detail so that purpose and scope of the report can be understood and appreciated.

In the final part of the report conclusion is followed by few recommendations so that knowledge, observations and assessment can be used to benefit of an organization through raising productivity and achieving greater job satisfaction for the workers.

## Table of contents

|  |            |
|--|------------|
| <b>Acknowledgement</b> .....                                   | <b>iii</b> |
| <b>Dedication</b> .....  | <b>.iv</b> |
| <b>Abstract</b> .....  | <b>v</b>   |
| <br>   |            |
| <b>Chapter-1</b> .....   | <b>1</b>   |
| <b>Introduction</b> .....                                      | <b>1</b>   |
| 1.1 Aims and Objectives.....                                   | 3          |
| 1.2 Background.....  | 3          |
| 1.3 Importance/Rational of the Study.....                      | 4          |
| 1.4 Problem Statement.....                                     | 4          |
| 1.5 Theoretical Framework.....                                 | 5          |
| 1.6 Statement of Hypothesis .....                              | 5          |
| <br>   |            |
| <b>Chapter-2</b> .....   | <b>7</b>   |
| <b>Literature Review</b> .....                                 | <b>7</b>   |
| 2.1. Maslow's Hierarchy of Needs Pyramid.....                  | 7          |
| 2.1.1 <b>Physiological Needs</b> .....                         | <b>7</b>   |
| 2.1.2 safety Needs.....  | 7          |
| 2.1.3 Needs to Belong.....                                     | 8          |
| 2.1.4 Esteem Needs.....  | 8          |
| 2.1.5 Self Actualization.....                                  | 8          |
| 2.2 Hertzberg's Theory.....                                    | 9          |
| 2.3 job Satisfaction.....                                      | 10         |
| 2.4 Performance Appraisal.....                                 | 11         |
| 2.5 Advantages and Disadvantages of Performance appraisal..... | 13         |
| 2.6 Employee Training and development.....                     | 15         |

|   |           |
|---|-----------|
| 2.7 Training Method.....                  | 17        |
| <b>Chapter-3.....</b>                     | <b>20</b> |
| <b>Research Methodology.....</b>          | <b>20</b> |
| <b>3.1 Industrial Overview.....</b>       | <b>20</b> |
| 3.1.1 Historical Background.....          | 20        |
| 3.1.2 Present Situation of PTCL.....      | 22        |
| 3.1.3 PTCL product categories.....        | 25        |
| <b>3.2 Research Methodology.....</b>      | <b>27</b> |
| 3.2.1 Study Organization.....             | 27        |
| 3.2.2 Research Approach.....              | 28        |
| 3.2.3 Source of Data.....                 | 29        |
| 3.2.4 Data Collection Method.....         | 29        |
| 3.2.5 Questionnaire.....                  | 30        |
| 3.2.6 Reliability of Data.....            | 30        |
| 3.2.7 Sample Size.....                    | 32        |
| 3.2.8 Sampling Methods.....               | 32        |
| 3.2.9 Limitations of the Study.....       | 33        |
| <b>Chapter-4.....</b>                     | <b>34</b> |
| <b>Discussion and Results.....</b>        | <b>34</b> |
| <b>Chapter-5.....</b>                     | <b>56</b> |
| <b>Conclusion and Recommendation.....</b> | <b>56</b> |
| Conclusion.....                           | 60        |
| Recommendations for PTCL.....             | 61        |