



**THE IMPACT OF TRAINING AND  
DEVELOPMENT PRACTICES ON EMPLOYEES'  
JOB SATISFACTION AT PAKISTAN  
INTERNATIONAL AIRLINE**

A Thesis submitted to Department of Management Sciences in  
partial fulfillment of the requirement for the MBA degree

**Student Name: AYESHA ARIF**

**Student ID: 16330**

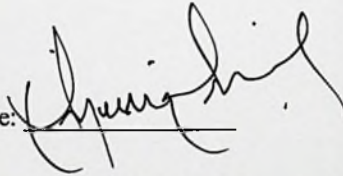
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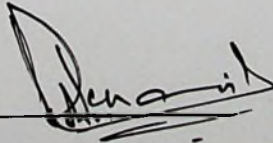
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**Certificate of Supervisor**

I, Dr. Rafique Ahmed Khan being the Supervisor of the above student, certify that the research work of the student has been completed to my satisfaction and that the thesis is in a format recognized by the department and is in accordance with the rules of the University. The thesis is appropriate for examination.

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## **Abstract**

**Purpose:** *This research study attempts to highlight and discuss the importance of training and development practices and their impact on the job satisfaction of employees. In this research study, an effort has been made to identify the relationship between training & development and job satisfaction of employees because it is one of the critical function of human resource management to bring out the best in employees through training and developing them. So the purpose is to analyze practices of training and development at Pakistan International Airline and find out how it leads to job satisfaction of employees.*

**Methodology:** *This is a research study following the mechanism of explanatory research by using qualitative and quantitative data in which primary data is being collected with the help of questionnaires and interviews with employees and secondary data is being collected from the sources of journals, articles and books. The sample of different cadres, ages and qualifications of employees was selected and analysis of their responses was done using correlation and regression analysis tools on software SPSS.*

**Findings:** *The study has found that effective training and development and job rotation can lead to career development of employee causing job satisfaction and a significant correlation has been found between dependent and independent variables. Some loopholes were identified in the existing training and development practices for which some remedial measures have been recommended.*

**Practical Implications:** *The conclusive discussion of this research study will help Pakistan International Airline in improvisation its training and development practices and viewing it as an investment for future. There will be a clarification of the relationship among training and development and job satisfaction which is primary to perform better job and accomplishing tasks extraordinarily.*

**Keywords:** *Training & Development, Job Rotation, Career Development, Job Satisfaction, Employee Retention*

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