

Abstract

This study is about the employee performance, staff training and their impact on the customer service quality in employee's perspective. The employee performance is the output level of each employees in the workplace. The staff training indicates training and development of the employees in term of making more them more efficient and effective. The customer service quality is the quality of services provided to the customers as per their expectation. The theme of this study is to investigate the impact of the employee performance, staff training on the customer service quality in banking sector of Pakistan. The banking sector of Pakistan is considered as the leading sector in service industry. By getting the primary data from questionnaire through 150 different employees in banking sector, the result indicates that the better employee performance, and regular training of the employees increases the service quality to the customers and vice versa.

Key Words:

Employee Performance (EP)

Staff Training (ST)

Customer Service Quality (CSQ)

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