

**"Impact of Training of Soft Skills of Employees
on Organizational performance"**

A study of Telecom Sector



By:

Erum Iqbal (01-221141-007)

Supervisor

Zahid Majeed

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Department of Management Sciences (GS)

Bahria University Islamabad

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Abstract

Workforce training and development is that one significant factor that assists individuals at work to improve and therefore develop organizations performance. This piece of study shows that it is possible only through training and development that employees learn the required and advanced skills and technology at work which ultimately has a positive impact on organizations performance. Hence it can be said that this research is basically all about training and development, its need, training methods, employee performance, communication skills required for positive word of mouth and reputation of the organization. The approach followed in this research was a quantitative one which went successful with the help of questionnaires developed. These questionnaires were circulated among workforce of telecom sector. Data has been collected from primary as well as secondary source. The data is checked through statistical software to explore the relationship between training and development on employee's performance which has an ultimate effect on organizational performance. This research has two variables, Dependent and independent variables.. Five telecommunication companies were selected for this study including Mobilink, Ufone, Warid and Zong. Eighty questionnaires were distributed for the collection of data. Descriptive statistical tools were applied on the questionnaire to check the reliability and consistency. The main aim was to see whether the training and development of employees has an impact on organizations performance. Gathered information was analyzed and discussed.

The conclusions reveal that training and organizational performance are directly proportional. Frequency distribution was used for the individual results of the study. Relevant literatures were also studied about the topic. This study ends with conclusion and recommendations.

Key words: Training and development, Interpersonal skills, Employee's performance, Organizational performance.