

**EFFECTIVENESS OF TRAINING AND DEVELOPMENT IN PUBLIC SECTOR
ORGANIZATIONS**

(A STUDY ON NATIONAL HIGHWAYS AND MOTORWAY POLICE)



Supervisor

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ABSTRACT

A public sector service organization is meant to render the services to the citizens of that country. These organizations need not to be essentially profitable, however it is obligation of the government to render best possible services to their citizen at the cost of the heavy taxes paid by the public. Therefore the quality of services need to be best. The services include the security, law enforcements, postal services, public transport telephone, broadcasting health and education etc. Unfortunately in Pakistan baring Armed Forces, almost all the government institutions are below satisfactory level. However, National Highways and Motorways Police has broken this myth and emerged as a very reputed and respected department in National services sector. In order to study the factor behind this success a study was conducted on NH&MP to explore the effectiveness of training and development in the NH&MP. A Random sample of 200 adult respondents was drawn from public and private sector institutions and from general public. This included university students, employees of public and private departments, intercity cabs and bus drivers and general public passengers etc. A pre designed questionnaire was used to collect data through field surveys. The study reported that NH&MP is fair and courteous in dealings with public, have good attitudes and possess sound knowledge of their job. They provide safety to all road users without discrimination and ensure rule of law through impartial dealing with public. They strictly follow rules, with courteous and helping attitude, deal maturely with public and arrive timely when needed. It was concluded that NH&MP has an effective and modernized training and development system instituted at NH&MP Training College, which consequently lead to develop a potent and credible NH&M police force of men and women.

Key words: NH&MP, Training and Development, Attitude, Behavior, Success



DECLARATION

I hereby declare that this submission is my own research work and that, to the best of my knowledge and belief, it contains no material previously published or written by another person nor material which has been accepted for the award of any other degree or diploma of the university or other institute of higher learning, except where due acknowledgment has been made in the text.

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DEDICATION

Dedicated to my all my family & teachers without their help I would not be able to complete it.



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