

Abstract

This study is aimed at providing a new framework for implementing performance management system in organizations focusing primarily on private telecom companies. We selected the telecom industry because it's one of the fast growing industries of Pakistan and contributing hugely to the economic growth of the country. We Selected a top most rated company Telenor, and a least performing company Zong so as to compare the performance level of both companies, benchmarking Telenor. In conclusion we found that for companies that value their employees and regard them as an asset a framework should be implemented and followed accordingly.

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