Major: HRM

S. No. (20)

Impact of Training and Incentives on employee performance in Public University Islamabad



By:

Ezza Jamil 01-120132-009

**MBA** 

## Supervisor:

Ms. Saman Javed

Department of Management Science
Bahria University Islamabad
2016

### **ACKNOWLEDGMENT**

Thanks to Almighty Allah for enabling me to fulfill the requirements for completion of my project. It couldn't be a justice in presenting this project without mentioning the people around me who has been inextricably related with the completion of this project, for assisting me in all respects and regards to complete this project. My heartful thanks to my supervisor Ma'am Saman Javed who enriched me with wealth of knowledge that led ideas to pursue and power of writing this research.

It is also great pleasure to record honorable regards to all those who helped me. I learned a lot in developing this thesis.

Finally, for all possible errors, emotions and shortcoming in the writing of this project only I am responsible for which I hope that all covering regards of this project will forgive me.

### **ABSTRACT**

The following research paper is going to deal with the impacts of incentives and training on the overall performance of the employee in public universities of Islamabad. In this thesis, an effort has been made by the researcher to apply this study in the Pakistani setting and to publish her findings in a way that the policy makers in the right setting can learn and apply the results to ensure that the business perform optimally, moreover considerable support has been taken from the literature that encompasses how similar research impacted the workings of an organization elsewhere in the world. Keeping this in mind special emphasis on the implications of these factors has been paid in order for us to understand the results while applying them in relevant business settings. This research can serve as a basis for future researches aspiring to work on the saying segment. It is also important to stay that the factors that have been taken under consideration in this research have a profound impact on the behavior of individuals as is evident from countless supporting papers.

# **Table of Contents**

# Chapter 1 INTRODUCTION

RESEARCH TOPIC:	7
INTRODUCTION:	7
PURPOSE OF RESEARCH:	8
PROBLEM STATEMENT:	8
RESEARCH QUESTIONS:	8
RESEARCH OBJECTIVES:	9
ORGANIZATION OF STUDY:	9
Chapter 2 LITERATURE REVIEW	
AN OVERVIEW OF EMPLOYEE INCENTIVES:	11
TYPES OF INCENTIVES:	12
FINANCIAL INCENTIVES:	13
NON-FINANCIAL INCENTIVES:	14
AN OVERVIEW OF EMPLOYEE TRAINING:	15
METHODS OF TRAINING:	15
ON THE JOB TRAINING:	16
OFF THE JOB TRAINING:	16
WHAT IS MOTIVATION?	17
THEORIES OF MOTIVATION:	20
MASLOW'S HIERARCHY OF NEEDS THEORY:	20
Diagram of Maslow's Hierarchy Needs	21
McCLELLAND'S THREE NEEDS THEORY:	22
Motivation-Hygiene Theory:	24
THE EFFECT OF INCENTIVES ON WORK PERFORMANCE:	25
THE RELATION BETWEEN INCENTIVES, TRAINING AND WORK PERFORMANCE:	26
SUMMARY:	28
Chapter 3 THEORITICAL FRAMEWORK	
Framework	28
Chapter 4 RESEARCH METHODOLOGY	
INTRODUCTION:	32
RESEARCH DESIGN:	
DATA COLLECTION:	

SAMPLE SIZE:	34
RESEARCH INSTRUMENT:	35
DATA ANALYSIS:	36
DATA INTERPRETATION:	37
Chapter 5 RESEARCH FINDINGS	
RESULTS:	39
SUMMARY OF RESEARCH FINDINGS:	43
Chapter 6 CONCLUSION	
IMPLICATIONS:	45