

**IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEE PERFORMANCE –
ANALYZING THE MEDIATING ROLE OF JOB SATISFACTION IN SERVICES
INDUSTRY OF PAKISTAN**



BY:

SUMBAL ZIA (ENROLLMENT # 01-222162-069)

MBA

SUPERVISOR:

Ms. Amna Fahim

DEPARTMENT OF MANAGEMENT SCIENCES

BAHRIA UNIVERSITY ISLAMABAD

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Name of Student: Sumbal Zia

Enrollment # 01-222162-069

Class: MBA

Approved by:

(Amna Faheem)
Project Supervisor

(Sir Wali ur Rehman)
Examiner 1

(Mam Qurt ul Ain)
Examiner 2

(Dr. Sarwar Zahid)
Research Coordinator

(Dr. Faisal)
Head of Department
Management Sciences

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Sumbal Zia

Abstract

The researcher has extended efforts to evaluate the mediating role of job satisfaction in the relationship between training and development and employee performance. The study is following positivist research philosophy and thus has incorporated in it quantitative methods of analysis. The research data has been collected through conducting a questionnaire survey from primary sources and the same is comprised on individuals working in the various services provider organizations. The research data was then subjected to statistical analysis tools of correlation and regression after verifying that no issues relating reliability and validity concerns of the measuring instrument are present. The findings obtained were in line with the proposed theoretical model and it has been concluded that training and development initiatives exhibit positive and significant impact on employee performance, however, the influence exerted on employee performance is likely to intensify with the mediation of job satisfaction.

Table of Contents

Acknowledgement.....	4
Abstract.....	5
1.0. Introduction.....	8
1.1. Background of the study	9
1.2. RESEARCH GAP	11
1.3. Research Purpose	12
1.4. Research Rationale.....	12
1.5. Problem Statement	13
1.6. Research Objectives	13
1.7. Research Questions	14
1.8. Research Hypotheses.....	14
1.9. Research Scope	14
2.0. Literature Review.....	15
2.1. Human Resource Management Theories	15
2.2. Theory of Training and Development based Performance	18
2.3. Employee Performance	20
2.4. Training and Development.....	24
2.4.1. Impact of Training and Development on Employee Performance	30
2.5. Job Satisfaction	33
2.5.1. Impact of training and development and employee performance with the mediation of Job Satisfaction	35
2.6. Theoretical Framework	37
3.0. Research Methodology	38
3.1. Research Design.....	38
3.1.1. Type of research study	38
3.1.2. Research Philosophy	39
3.1.3. Research Approach.....	39
3.1.4. Philosophical Foundations of Active Learning Theory	40
3.1.5. Research Strategy.....	41
3.1.6. Time Horizon	41

3.2.	Operational Definitions	42
3.3.	Population and Sample.....	43
3.3.1.	Sample Size.....	43
3.3.2.	Sampling Technique	44
3.4.	Data Collection Method	44
3.5.	Quantitative Measuring Instrument.....	45
3.6.	Ethical Considerations.....	45
4.0.	Data Analysis	46
4.1.	Reliability Analysis	46
4.2.	Validity Analysis.....	48
4.3.	Descriptive Statistics and Normality Analysis.....	50
4.4.	Correlation Analysis.....	51
4.5.	Regression Analysis	53
5.0.	Conclusion	60
	References.....	64
	Appendices.....	70
	Appendix 1: Questionnaire.....	70