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Executive Summary:

This project is done on the impact of training programs on organization's performance. Though training is not considered as important and essential in most of the organizations but it cannot be neglected and therefore it should be taken care off. A brief summary of this research project is given below.

In this project two manufacturing firms and two service firms are considered. This project is done on two foreign firms and two local firms. The manufacturing firms consist of Pakistan Tobacco Company (PTC) and Lakson Tobacco Company and the service firms consist of Muslim Commercial Bank (MCB) and Standard Chartered Bank.

Pakistan Tobacco Company is a very big company. It is a multinational company (A member of British American tobacco group). In this research it is found that among tobacco firms, it is the largest company in Pakistan. Looking at its operating profit and sales it is easily understood that it is performing well than other firms. This shows that this company is interested in training its employees and has a good approach towards training. They have started a large number of training programs.

Lakson Tobacco Company is a local firm and is the largest among local firms. The performance of this company is not better than PTC, because they don't have a proper procedure for training its employees.

Muslim Commercial Bank is nowadays at the Top ranking among all the banks in Pakistan. MCB has a very good training schedule. Initially six months training is given to every employee after that every year there are several training programs, workshops and seminars for there employees. They have MCB staff college where training courses are held. This keeps them in pace with the global banking.

Standard Chartered Bank is a foreign bank. The performance of this bank is acceptable but they don't train their employees. They don't even have a staff college and no initial training is given to the employees. Almost hundred questionnaires were distributed among four firms. In other words twenty five questionnaire in each firm.

From the research conducted it is found that those organizations, which train their employees, lead to improved profitability and profit orientation. And those firms that do not have any Human Resource Department or Staff colleges these organizations ultimately suffer.

The conclusion drawn from this research report is that among the manufacturing firms Pakistan Tobacco Company is the best, as it trains its employees regularly and it is a foreign firm. And Lakson Tobacco Company is not performing well as it is not fulfilling the right requirement of training programs. Among the service firms Muslim Commercial Bank is the best, it is a local bank and it has its staff college where training programs are offered to its employees. As it trains its employees therefore its performance is better than Standard Chartered bank. The Standard Chartered bank is not well performing because it has no organized trainings by the bank.