

Abstract

The purpose of this study is to investigate the impact of performance management system implemented in Pakistan Telecommunication Company Limited on the performances of employees and the performance of business units. The data was collected from 233 employees of business operation function of PTCL Hyderabad telecom region via using questionnaires and performance management system generated data. Both descriptive and inferential statistics were used to extract the findings. Subsequently, it has been found that performance management system has significant impact on the performance of employees and the performance of business unit.