

ABSTRACT

The aim of the research is to identify gaps in Human resource development institutes with respect to their customers' perception. This study is conducted to highlight whether students perception met with the level of education provided is matching the post actual results by English language institutes. The Data of this research compiled from four notable English language Centers located in Hyderabad city, inclusively: Horizon Home of English, Pakistan American Cultural center (PACC), Students Link and English Inn. There were six factors incorporated in the research, including: Teachers' Efficiency, Problems faced by students, Communicative Language Teaching (Listening and speaking skills, writing skills and reading), Faculty related factors, Infrastructure related factors and Other Factors. Quantitative research method was used to collect data. Total respondents were 291. The discussion and recommendations part is included in the thesis, based on the results.