



# Impact of Knowledge Management Practices on Organizational Performance in Telecom Sector of Balochistan

Faiz Muhammad Jaffar<sup>1</sup>, Khair Muhammad Kakar<sup>2</sup>, Aslam Zaib<sup>2</sup>, Inam-Ul-Haq<sup>3</sup>

<sup>1</sup>Department of Accountant General, Government of Balochistan, Pakistan

<sup>2</sup>Directorate of ORIC, Balochistan UET, Khuzdar, Pakistan

<sup>3</sup>Ministry of Religious Affairs and Inter-Faith Harmony, Government of Pakistan

Corresponding Email: asimaism277@gmail.com

**Abstract**—The core rationale behind the study is explaining the impact of knowledge management practices upon organizational performance of the companies associated with Telecom Sector in Balochistan. The major objectives behind this research study are to measure the knowledge management practices of the selected companies within the telecom sector in Balochistan, measure the organizational performance of these companies, and measure the empirical relationship between knowledge management practices and organizational performance of the companies. An effort is made to answer the questions such as what impact knowledge management practices have been putting on organizational performance of the companies and, what factor is the most significant one among the knowledge management practices in the companies boosting the organizational performance. The major companies are PTCL, Ufone, and Mobilink. The study concentrates on the opinion of 301 employees (out of 351) of these companies operating in Quetta, Balochistan which is sought through an adopted questionnaire. The results have demonstrated that knowledge management practices are having positive association with the organizational performance and the performance gets better with the implementation of these practices.

**Keywords**—BIM, Design, Quantity estimates, Domestic Construction