



# Certificate

Registered with number 14554461

Pennsylvania British international College

IT IS HEREBY CERTIFY THAT

## Abdelaziz Ali Qayati Ali

Upon recommendation of the Pennsylvania British international College  
and in recognition of fulfillment of the prescribed requirements

### Professional Doctorate in Business Administration

With all its right and Privileges in the witness whereof the seal of the Pennsylvania British international College hereunto affixed

Crt - Code : UPN53-10000508

Grade : Excellent

UKRLP 10097269

Srn : 09544320089005

IQ ZB835594

Issued on : 2025

This certificate has been given at his request to be submitted to those who are interested in it





# شهادة

Registered with number 14554461

كلية بنسلفانيا البريطانية الدولية

تشهد بأن

عبد العزيز علي قياتي علي

بناء على توصية من مجلس الكلية إقرارا منها باستيفاءه المتطلبات المقررة

دكتوراه في إدارة الأعمال

ومراعاة لكامل حقوق وامتيازات الشهادة تم وضع ختم كلية بنسلفانيا البريطانية

الدولية في هذه الوثيقة

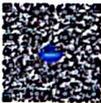
UKRLP 10097269

IQ ZB835594

رقم التسجيل : UPN53-10000508 -- التقدير - إمتياز

صدرت بتاريخ : 2025

وقد أعطى هذه الشهادة بناء على طلبه لتقديمها الى المهتمين بها





# Pennsylvania British International College

Name :Abdelaziz Ali Qayati Ali

Nationality: Egyptian

Student ID: UPN53-10000508

Graduation Date: 2025

Program: Professional Doctorate in Business Administration



#	Subject	The Ratio Quality	Grade
1	Commercial law	3.50	B
2	The economics of money g Banking	4.05	A
3	Cost accounting	4.08	A+
4	Team building g human relations	3.50	B
5	International business Administration	4.07	A
6	State g national accounting	3.50	B
7	Legislation	4.05	A
8	Development of Economic Thinking	4.08	A+

Evaluation Criteria for the Doctorate Programs  
Study Duration = 2023 To 2025

Professional Doctorate in Business Administration

OFFICIAL TRANSCRIPT

Rating: 98%

Dean:Office





# Certificate Graduation letter

To whom it May concern

Based on the approval of Pennsylvania British international College  
and the approval of the college president in  
accordance with the powers delegated to him by  
the Council in accordance with Resolution No. (425)

We acknowledge granting  
the student Abdelaziz Ali Qayati Ali  
Doctorate in Business Administration

The Role of Training in Improving Employees'  
Performance: A Field Study on Vodafone Company

Crt - Code : UPN53-10000508

Srn 09544320089005





# Certificate

We hereby certify that the Doctorate degree.  
after completing his professional studies,  
It is an unfiled professional program.

Certified in the UK

Which measures the required skills  
For postgraduate studies

College reference number I have the British government.  
number 14554461

Nature of business (SIC)

- 85320 - Technical and vocational secondary education
- 85421 - First-degree level higher education
- 85422 - Post-graduate level higher education
- 85600 - Educational support services



#DiscoverEU





# Certificate

Professional Doctorate in Business Administration

Certificate that Abdelaziz Ali Qayati Ali  
Registered in the Doctorate of Business Administration  
Registration No.: UPN53-10000508 Under the su

pervision of Dr. Arthur Alexander  
He accepted and submitted  
a Doctorate degree at the end of his studies

Graduation project entitled

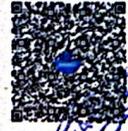
The Role of Training in Improving Employees'  
Performance: A Field Study on Vodafone Company

Accepted by:

Major Professor: Jon Edoar  
Committee Member - Meshel Jon  
Committee Member, Tsherl Couto,  
External Reader Mariam Samon



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# The Research Presented

## Thesis Title

### The Role of Training in Improving Employees' Performance: A Field Study on Vodafone Company

This study explores the significance of training programs in enhancing the performance of employees within Vodafone Egypt. The research was conducted as a field study involving various departments and levels of staff, aiming to understand how different types of training initiatives influence productivity, job satisfaction, and overall organizational efficiency. With the rapid development in the telecommunications sector, continuous employee development has become essential to maintain competitiveness and service quality. The main objective of this research is to evaluate the current training practices implemented by Vodafone and to determine their effectiveness in improving employee capabilities. Additionally, the study seeks to identify any deficiencies or limitations in the existing training system and suggest practical ways to overcome them. It also aims to highlight the extent to which training contributes to achieving both individual career goals and broader organizational objectives. Data was collected using a mixed-methods approach that included distributing questionnaires to employees and conducting interviews with human resources officers and departmental managers. The findings revealed that most employees view training positively and believe it enhances their skills and confidence at work. Moreover, those who participated in regular training sessions demonstrated higher motivation levels, better problem-solving abilities, and improved teamwork performance compared to those who received minimal or no training. The analysis further showed that while Vodafone offers a variety of training programs, including technical, managerial, and behavioral training, there is a need for more personalized and role-specific content. Many respondents indicated that some training modules are generic and not always aligned with their daily job requirements. This mismatch may reduce the perceived value of training and limit its impact on actual performance. In conclusion, this study affirms that training plays a crucial role in developing a skilled and motivated workforce. However, to maximize its benefits, Vodafone should focus on tailoring training programs to meet specific job needs, integrating more digital learning tools, and establishing an effective evaluation system to measure the long-term impact of training initiatives. By doing so, the company can ensure that its investment in human capital translates into sustainable growth and improved service delivery. Based on the findings, several recommendations were proposed. These include the need for continuous assessment of training needs, enhancing the practical application of learned skills, increasing interactivity in training sessions, and fostering a culture of lifelong learning within the organization. Implementing these suggestions is expected to strengthen the link between training and performance, ultimately contributing to the company's strategic goals and competitive advantage.





**PENNSYLVANIA BRITISH  
INTERNATIONAL- COLLEGE**



**STU-ID : 53-10000508**

**F-NAME: Abdelaziz Ali Qayati Ali**

**Program : Professional Doctorate in Business Administration**

