



# INTERNATIONAL JOURNAL OF ADVANCE RESEARCH, IDEAS AND INNOVATIONS IN TECHNOLOGY

ISSN: 2454-132X

Impact factor: 4.295

(Volume2, Issue6)

Available online at: [www.ijariit.com](http://www.ijariit.com)

## Impact of HR Practices on Employees Job Satisfaction: A Case Study of Automobile Sector in NCR Region

<sup>1</sup> Deepesh Kr Yadav, <sup>2</sup> Dr. Jaya Yadav

<sup>1</sup> Research Scholar, Amity University, Noida, <sup>2</sup> Associate Professor, Amity University, Noida

<sup>1</sup>[d.yadaviaf@gmail.com](mailto:d.yadaviaf@gmail.com), <sup>2</sup>[jyadav2@amity.edu](mailto:jyadav2@amity.edu)

---

**Abstract:-** the aim of this paper is to bring out the impact of HR practices on employees job satisfaction. There are certain activities which are imperative for job satisfaction of employees policies like working environment, co-operation between departments, team work, retention, promotion policies, grievance handling etc. These all together gives the job satisfaction to the employees. If the employees are happy the productivity rate will definitely be high in other terms productivity will touch the sky and if the job satisfaction is not there then the organisation will definitely suffer. It is both management and employee's responsibilities, and in their interest, to ensure that employees work in a positive atmosphere because relationship with the management can either maximize or minimize productivity and cause or prevent stress and fatigue.

**Keywords: -** Employee, Management, Employee management relationship, Role of HR professional, job satisfaction, Training, performance, team work, compensation.

---

### I. Introduction

Employees must be comfortable to deliver their best and enjoy their work. No task can be accomplished if the individuals are engaged in constant conflicts and misunderstandings. The problem with the job satisfaction of employees is as a visible part of the tip of the iceberg that is visible above the water level. Most of the factors that determine the quality of a relationship are beneath the water. All these are done with the aim of improving productivity rather than interacting with employees. There are certain activities which are imperative for a healthy employee, management policies, team work, and promotion policies. These all together gives the job satisfaction to the employees. If the employees are happy the productivity rate will definitely be high depends upon several factors like working environment, co-operation between departments and if the job satisfaction is not there then the organisation will definitely suffer.

### Objective

The main objective of the study is to analyze and examine the impact of HR practices on job satisfaction on automobile sector employees in NCR region

### II. Review of Literature

(Ramesh T 2005) carried out a study on the changes taking place in the field of human resource management. He found out that HR functions are concerned with a variety of activities that significantly control almost all areas of an organization. The success of an organization depends to a large extent on the existence of a favourable HRD climate and combination of numerous factors as

problem solving, fair compensation, integrity, openness, valuing the assets, team spirit, trust, autonomy, cooperation, participation, recognition, counselling. A good HR leader can turn worst to best because he can really get the employees to work and motivate them to perform well.

(Suman Shikha 2006) studied the knowledge athletes in organizations. Successful companies effectively manage their human resources to create and market new products and services. Human resource management strategies have the potential to fuel innovation and creativity in the organization. The four dimensions in which the HRM strategies that can push innovation and creativity are: human resource planning, performance appraisal, Reward system & motivator. The motive is to maximize productivity and minimize turnover.

(A.A.Katou, 2008) Conducted a study to measure the impact of HRM practices on organizational performance in manufacturing sector of Greece. The results indicated that the relationship between HRM practices (resourcing and development, compensation and incentives, involvement and job design) and organizational performance is partially mediated through HRM outcomes (skills, attitudes, behaviour), and it is influenced by business strategies (cost, quality, innovation). The study concluded that HRM practices are associated with business strategies will affect organizational performance through HRM outcomes.

(Lamba, 2013) Revealed that how HRM practices provide an edge to employee's commitment towards an organization goal in the global competitive market. The study concluded that HRM practices such as training & development, compensation and welfare activities has significant effect on organizational commitment and are associated with superior organizational performance, which help in retention of knowledgeable and skilled employees.

### **III. Rationale**

The nature of the relationship between a company and employee is far more complex than the relationship with customers. Customers simply go off to competitors when the relationship is not working while unhappy employees can remain for long periods in the company. Customers only experience's the company at some key points of truth while employees are daily experiencing a relationship with their employer. The employee experience with the employer from the moment the employee enters into a workspace and the moments of truth they shared is overshadowed by a total experience over a period of time.

A company will only benefit from guidelines, rules and company policies of how work place should provide a good job satisfaction to the employees and improve time to time based on the feedback. Culture that value in the employee contribution in the growth of the organization. Positive contribution in the assessing the employees performance and retention polices. Without clear management adoption of employee centred values these can become a destructive force which can spread a negative morale. Employee relationship with management breaks down the dependency on hierarchical command and control systems and introduces more self-organizing culture of employees that are network to collaborate on points of need.

There are many companies where job satisfaction is not there, therefore relationship between employees and management is not good that's why strikes happened, disputes happen between employees and management which sometimes turns lethal and fatal further production stops, employees quit from the organization etc. Employee satisfaction affects sense of well-being, health and motivation to go in to work at all. The aim of this paper is to bring out the impact of HR practices on employees job satisfaction. It is both management and employee's responsibilities, and in their interest, to ensure that employees work in a positive atmosphere because relationship with the management can either maximize or minimize productivity and cause or prevent stress and fatigue.

### **IV. Methodology**

The study is based on primary research work to analyze and examine the impact of HR practices on job satisfaction on automobile sector employees in NCR region. An automobile sector in NCR region is taken into account for the study. The sample units are the employees of top level, medium level and low level employees. For the study 80 respondents were contacted for gathering the required information regarding job satisfaction in an organisation.

**V. Data Interpretation**

Showing the Mean Value and Standard Deviation of factors effecting Job Satisfaction of employees.	N	Minimum	Maximum	Mean	Std. Deviation
Recruitment Process	80	2.00	4.00	3.15	0.42
Training	80	4.00	5.00	4.53	0.63
Teamwork	80	3.00	5.00	3.45	0.51
Employee participation	80	4.00	5.00	4.53	0.93
Salary	80	3.00	5.00	4.32	0.45
Leaves	80	4.00	5.00	4.76	0.56
Retention ratio	80	2.00	5.00	3.23	0.42
Promotion policies	80	2.00	5.00	3.14	0.34
Compensation	80	3.00	5.00	4.25	0.58
Grievance redress	80	3.00	5.00	4.12	0.39
Job Satisfaction	80	4.00	5.00	4.68	0.76

The data analysis shows that recruitment process at the time of hiring provides satisfaction to all the employees of the organization from low extant to medium extant. The training practices provide satisfaction to all the respondents to a great extent”. Most of the employees are satisfied on the training and structure of the organization. Regarding the team work employees are satisfied to a moderate extent. Whereas regarding the employee participation employees are satisfied to a large extent. They believe that organization takes their suggestions and try to imply that in organization. Upon the salary given to the employees, they are satisfied to a moderate to large extent. On the other hand employees are fully satisfied on the leave policies of the organization. About the retention policies of the company, employees are given a satisfied response from a small extent to a large extent. About the promotion policies of the organization employees gave a mixed response from low to large extent. Talking about the compensation and grievance handling employees are satisfied to a large extent. Overall regarding the job satisfaction employees are satisfied to a large extent. On an average the respondents are satisfied to a large extent from the organization polices towards performing better by giving large extent of job satisfaction.

**VI. Findings**

An organization can’t perform only with the help of non living entities i.e. chairs, tables, or fans. It needs human beings who work together and perform to achieve the goals and objectives of the organization. The human beings working together towards a common goal at a common place (organization) are called employees.

The success and failure of any organization is directly proportional to the hard work put by each and every employee.

An individual spends his maximum time at the workplace and his fellow workers are the ones with whom he spends the maximum hours in a day. No way can anyone afford to fight with his colleagues. Conflict and misunderstanding only increased tension and in turn decrease the productivity by individual. One needs to discuss so many things at work and needs the advice/suggestions of all to reach to a solution which would benefit the individual as well as the organization.

Study reveals that a factor affecting the job satisfaction effects the employee’s motivation to a large extent and increase their confidence and morale. One starts enjoying his office and does not take his work as a burden. He feels charged and fresh the whole day and takes each day at work as a new challenge. If you have a good relation with your team members you feel going to office daily. Go out with your team members for a get together once in a while or have your lunch together. These activities help in strengthening the bond among the employees and improve the relations among them.

### **Conclusion**

For getting the better output and high productivity, it is important that employees have a positive frame of mind and don't always consider their colleagues as their enemies. Don't always assume that your fellow team member would say something against you in front of your boss. Avoid disputes, misunderstandings, instead work together, enjoy together and make the organization a better place to work. Consider organization growth as their own growth and this will help them to perform better and increase their effectively to perform better. From the above study it is estimated that HR practices like Recruitment process, Training, Team Work, Performance Appraisal, Salary, leaves and other factors has significant impact on job satisfaction of the employees of the organization and same needs to be maintained in order to achieve high level of job satisfaction.

### **References**

1. (Appelbaum)(2001): "Human Resource Management", John Molson School of Business, Concordia University, Montreal.
2. (Awang, 2010): "Modelling Job Satisfaction and Work Commitment among Lecturers: A Case of UiTM Kelantan", Proceedings of the Regional Conference on Statistical Sciences 2010 (RCSS'10), pp 241-255.
3. (Bagdanova, 2008): "Work Environment Stressors The link between employees well -being and job performance" Ph.D thesis.
4. (A.A.Katou, 2008): "Measuring the impact of HRM on organizational performance", Journal of industrial engineering and management, v1n2, pp 119-142.
5. (Gurbuz, 2009): "The effect of high performance HR practices on employees job satisfaction", Istanbul University Journal of the School of Business Administration Cilt/Vol: 38, Sayı/No: 2, 2009, 110-123 ISSN: 1303-1732.
6. (Hock, 2011): "Impact of Human Resource Practices on Foreign Workers' Job Satisfaction: Evidence from a manufacturing firm in Malaysia", Research paper, College of Business University Malaysia.
7. (Hussain, 2013): "Do Human Resource Management Practices Inspire Employees' Retention?" Research Journal of Applied Sciences, Engineering and Technology 6(19), pp 3625-3633.
8. (Majumder, 2012): "Human Resource Management Practices and Employees' Satisfaction towards Private Banking Sector in Bangladesh", International Review of Management and Marketing Vol. 2, No. 1, 2012, pp.52-58
9. (Lamba, 2013): "Impact of HRM Practices on Organizational Commitment of Employees", International Journal of Advancements in Research & Technology, Volume 2, Issue4, pp 407-423.
10. (Padala, 2011): "Employees' Job Satisfactions and Organisational Commitment in Nagarjuna Fertilizers and Chemicals Limited, India", Journal of Research in International Business and Management Vol. 1(1) pp. 17-27.