

Role of HR Practices on Job Satisfaction of Employees in India: With a Particular Reference to Insurance Sector

* Mohammad Khalil Ahmad, ** M.Z.Farooqui

Abstract

This research article critically evaluates the relationship between HR practices and employee's job satisfaction. The focus of this study is to gain an insight into the current HRM practices and its impact on employee's satisfaction on the insurance sector in India. For conducting this research, 150 insurance employees are selected from the selected firm out of which 30 employees did not respond properly, thereby the response rate is 80 per cent. Structured questionnaire were served to the respondents consisting of nine HRM dimensions i.e., recruitment and selection, pay package, career aspirations, job security, training and managerial development, leadership style, job design and responsibilities, incentives and motivation and working condition. Likert's five point scale was used to develop the questionnaire. Z test, mean and proportion analysis is used to study the employees' job satisfaction. The outcome of the study revealed that employees are not equally satisfied by all the dimensions of HRM used in the insurance sector of Mumbai. Majority of the respondents are not happy with pay package followed by incentives and motivation, career aspirations, training and managerial development, leadership styles and job design and responsibilities. For better organisational performance HRM practices need to be improved.

Keywords: HRM, HR Practices, job satisfaction, service sector, Insurance firm

*Associate Professor in Commerce, Burhani College of Arts and Commerce, Mumbai, Email id: khalila8@gmail.com

**Principal, Rizvi College of Arts, Science & Commerce, Mumbai, India