



**IMPACT OF HR PRACTICES ON JOB SATISFACTION IN NORTHERN COALFIELDS LIMITED,
SINGRAULI, MADHYA PRADESH**

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Abstract

In current era of highly volatile business environment organizations are facing emerging challenges in form of acquisition and optimization of human resource. Being valuable and scarce capabilities, human resources are considered as a source of sustainable competitive advantage. The success of an organization depends upon several factors but the most crucial factor that affects the organization performance is its employee. Human resources play an integral role in achieving an innovative and high-quality product/ service. The present study is an attempt to examine and analyze the impact of human resource management practices on job satisfaction of Northern Coalfields Limited, Madhya Pradesh.

Northern Coalfields Limited is one of the large scale organizations in Coal Industry employing human resource with entire satisfaction of employees. It was decided to know that the human resource policies of employees and level of satisfaction is carried out by the researcher in this study. Hence Northern Coalfields limited, district Singrauli, Madhya Pradesh is taken up for the study.

Key Words-Human Resource, Job Satisfaction, Productivity Industry.

Introduction

The success of an organization depends upon several factors but the most crucial factor that affects the organization performance is its employee. Human resources play an integral role in achieving an innovative and high-quality product/service. If the employees of an organization are satisfied with their jobs, the organization can achieve its goals very straightforwardly. In any organization HRM practices focuses on optimal utilization and management of their human resource effectively in order to achieve maximum output. Managing people is concerned with deciding approaches and strategies to find alternatives of how to achieve organization goals.

Presently organizations are competing through implementing the unique HRM practices and due to the globalization organizations adopt the most up-to-date HRM practices in order to accomplish the organizational goals. Best HRM practices are advantageous for both employee and employer; it plays an important role in constructive growth of the organization.

Job satisfaction is an attitude which is an outcome of harmonizing and summation of numerous precise likes and dislikes experiences with the job. Job satisfaction for an employee is the level of satisfaction according to job. Job satisfaction is a crucial indicator of how employees feel about their job and describes how much they are contented with his or her job. The satisfaction level of employees also associated with increase output of the organization. Job satisfaction of an employee is essential to the success of an organization. In an organization a high rate of employee contentedness is directly related to a lower turnover rate. Thus, keeping employees' satisfaction in their jobs with their careers should be a foremost priority for every organization

Objective of the Study

The main objective of the study is to examine and analyze the impact of human resource management practices on job satisfaction of Northern Coalfields Limited employees.

Methodology

This study covers both primary and secondary data. Primary data is collected by distributing questionnaire to the employees of the NCL, Singrauli and secondary data collected from various journals, articles, websites, dissertation and thesis pertaining to the relevant matter of the subject under study.

The main focus of the study is human resource practices in NCL. Random sampling method is adopted to carry out study. In this connection 125 employees are selected covering all the departments. In this study the questionnaire consisting mostly close-ended questions with Likert's 5 point scale. The statistical tools applied for the analysis purpose are descriptive statistics and Friedman's test.



Analysis and Interpretation

The study on HRM has been focuses on the HR Practices followed in the company related to HRP, Recruitment & Selection, Training & Development, Career Advancement, Wage & Salary, Promotion & Transfer ,Motivational Measures and safety Measures. The success of the company is purely based on HR Practices followed.

Human Resource Practices Wise Classification of Respondents

Following table classified the respondents on the basis of level of satisfaction regarding Human Resource Practices.

Table 1 Human Resource Practices Wise Classification of Respondents

HR Practices	Highly Dissatisfied	Dissatisfied	Moderately Satisfied	Satisfied	Highly Satisfied	Total
HR Planning		7	19	53	46	125
		5.6%	15.2%	42.4%	36.8%	100%
Recruitment & selection		6	27	65	27	125
		4.8%	21.6%	52.0%	21.6%	100%
Training & development	2	4	34	54	31	125
	1.6%	3.2%	27.2%	43.2%	24.8%	100%
Performance Appraisal		13	20	56	36	125
		10.4%	16.0%	44.8%	28.8%	100%
Career Advancement	5	7	25	57	31	125
	4.0%	5.6%	20.0%	45.6%	24.8%	100%
Wage & Salary	4	12	25	49	35	125
	3.2%	9.6%	20.0%	39.2%	28.0%	100%
Promotion & transfer	5	7	38	44	31	125
	4.0%	5.6%	30.4%	35.2%	24.8%	100%
Motivational Measures	2	15	39	43	26	125
	1.6%	12.0%	31.2%	34.4%	20.8%	100%
Safety Measures	4	12	29	52	28	125
	3.2%	9.6%	23.2%	41.6%	22.4%	100%

Sources: Primary data

The above table shows that satisfaction level of the respondents regarding human resource practices of the company.

Human resource planning

It denotes that a maximum 44.4% of the respondents are satisfied and a minimum of 5.6% of the respondents are dissatisfied with HRP process of the company.

Recruitment & Selection

It denotes that a maximum of 52% of the respondents are satisfied and minimum of 4.8% of the respondents are dissatisfied with the recruitment & selection policies of the company.

Training & Development

It denotes that a maximum of 43.2% of the respondents are satisfied and minimum of 1.6% of the respondents are highly dissatisfied with Training and Development programme of the company.

Performance Appraisal

It denotes that a maximum of 44.8% of the respondents are satisfied and a minimum of 10.4% of the respondents are dissatisfied with the performance appraisal of the company.

Career Advancement Avenue

It denotes that a maximum of 45.6% of the respondents are satisfied and minimum of 4% of the respondents are highly dissatisfied with the career advancement avenue of the company.

Wages & Salary

It denotes that a maximum of 39.2% of the respondents are satisfied and minimum of 3.2% of the respondents are highly dissatisfied with the wages & salary of the company.

Promotion & Transfer



It denotes that a maximum of 35.2% of the respondents are satisfied and minimum of 4.0% of the respondents are highly dissatisfied with the promotion & transfer of the company.

Motivational Measures

It denotes that a maximum of 34.4% of the respondents are satisfied and minimum of 1.6% of the respondents are highly dissatisfied with the Motivational measures of the company.

Safety Measures

It denotes that a maximum of 41.6% of the respondents are satisfied and minimum of 3.2% of the respondents are highly dissatisfied with the Safety measures of the company.

Influencing factors towards the Attitude

The Friedman test is a nonparametric alternative to the repeated measures analysis of variance. The Friedman test is the nonparametric equivalent of a one- sample repeated measures design or a two-way analysis of variance with one observation per cell. Friedman test the null hypothesis that K variables are ranked from I to k .The test statistic is based on these ranks. The Friedman test ranks the scores in each row of the data file independently of every other row. The factors that will influence the respondents towards the attitude were seven factors. They are "External Environment, Internal Environment, educational Environment, Evaluation methods, Psychological factors and Social Environment. In this Study, Friedman non-parametric test is used to identify the factors which are more influencing the respondents towards attitude.

Influencing Factors towards Human Resource practices

To identify the factor which is more influencing the respondents towards the satisfaction level the Friedman's test analysis is used and result is given in the following table

Table 2, Influencing Factors towards Human Resource practices

HR Practices	N	Mean	Standard	Mean Rank	Chi-Square	df	P value
HR Planning	125	4.10	.860	5.70			
Recruitment & selection	125	3.90	.787	5.12			
Training & Development	125	3.86	.883	5.05			
Performance Appraisal	125	3.92	.930	5.21			
Career Advancement	125	3.82	1.003	5.04			
Wage & Salary	125	3.79	1.057	4.99	28.455	8	0.000
Promotion & Transfer	125	3.71	1.030	4.70			
Motivational measures	125	3.61	.999	4.44			
Safety measures	125	3.7	1.024	4.75			

Sources-primary data

The Friedman's Chi-square test results are indicated that there is difference of opinion found among the respondents towards HR Practices ($p < 0.005$).

It could be noted from above table that among all the factors that HR Planning is ranked first and motivational measures ranked last.

Conclusion

The above study reveals that more than 80% of employees are satisfied with HR practices followed by the company. The overall conclusion about the HR Practices followed in the Northern Coalfields Limited is the Excellent. It shows the reason for the vast development of NCL Group. If the company continues the same stream of HR Practices in future it may achieve many glorious things.

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