

**HUMAN RESOURCE PRACTICES AND JOB SATISFACTION: A CASE
STUDY OF TANZANIA PUBLIC SERVICE COLLEGE**

MOHAMED ABBASI BALOZI

UNIVERSITI UTARA MALAYSIA

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ABSTRACT

This study explored the influence of HR practices on job satisfaction. In this cross-sectional study, six dimensions of HR practice namely career development, staffing, training and development, performance appraisal, incentives and employee relations were tested against job satisfaction. A total of 100 respondents, both academics and non-academic staffs from Tanzania Public Service College (TPSC) participated in this study. The objectives of this study were answered using correlation and regression analysis, and results are also presented using descriptive statistics. All the six dimensions of HR practices were positively related to job satisfaction, with training and development showing the strongest contribution to job satisfaction. Suggestions are made for further research on ways to increase job satisfaction among the employees.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Job satisfaction has been defined as the overall evaluative judgment of a combination of psychological and environmental circumstances that make a person happy with the work performed and creates a positive emotional state regarding the experiences, attitudes and beliefs about the work (Han & Kakabadse, 2009). Currivan (2000) defined job satisfaction simply as the degree of positive emotions an employee has toward his job. On the other hand, Goris et al. (2000) have identified five main facets of job satisfaction which include the work itself, quality of supervision, relationships with co-workers, promotion opportunities and pay.

Job satisfaction has been one of the major areas of interest in both fields of organizational behavior and human resource management practice as it reflects employees' attitudes towards their job and commitment to an organization. Hence, today's managers are compelled to consider the job satisfaction of their subordinates. Also the managers have a moral responsibility to provide the employees with a satisfying work environment and they are made to believe that satisfied workers make positive contributions in terms of higher productivity, quality of products and services and less wastage to the organization (Ramayah, Jantan & Tadisina, 2001). Therefore, it would be prudent to investigate the impact of HR practices as a whole on job satisfaction. This research investigates the influence of HR practices on job satisfaction using Tanzania Public Service College as a case study.

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