

IMPACT OF HR PRACTICES ON EMPLOYEE JOB SATISFACTION
IN PRIVATE SECTOR OF ISLAMABAD



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ABSTRACT

The ultimate objective of this study was to find out level of job satisfaction among the employees of Servico international, working for PTC. For this a quantitative research was conducted in a leading business process outsourcing company (BPO) that is the Servico International with specialties in HR services, procurement services, brand promotion products/ giveaways, and BTL marketing services and results are obtained. Detailed Survey was conducted for this purpose and also some interviews. Results showed that there are several facets that act as direct and indirect variable such as trainings and developmental programs, motivation and appraisals etc by organization that impacts the level of job satisfaction among the employees of organization.