

**The impact of human resources management practices influences employees commitment and customer's satisfaction: the case of Tanzania Communication Regulatory Authority (TCRA).**

**Erasto Anthony Mbilinyi**

**Master of Business Administration (Human Resources Management)**

**University of Dar es Salaam, University of Dar es Salaam Business School, 2006**

Human Resources Management Practices influences employee's attitude and behaviors towards customers. Empirical studies show that performance of an organization can be measured from how it satisfies customers. The objectives of this study were to identify whether recruitment and selection process influence organizational performance; to find out whether organization structure influence job competence and autonomy; to assess the effectiveness of performance appraisal; to examine whether TNA is conducted based on the set targets and to find out whether operators are satisfied with TCRA services or not. The case study covered only TCRA employees and Operators of the sectors regulated by it. Data were collected to get views of employees on how human resources management practices affects their commitment to performance on one hand and levels of satisfaction of the services offered by TCRA from the operators on the other. Data revealed a positive relationship between recruitment selection process and organizational performance whereas a negative relationship between job competence and organizational structure was found. Moreover positive relationship was found between performance appraisal and agreed performance targeted whereas positive relationship was found between TNA and skills deficiency. It was recommended TCRA to improve TNA process, ensure objectivity of performance appraisal, employee's autonomy and establish Customer service management policy.