

A REVIEW OF HR PRACTICES AND ORGANIZATIONAL COMMITMENT IN SERVICE SECTOR MSMEs OF WEST BENGAL, INDIA

SUDIPTA ADHIKARY¹, PARAMITA BHATTACHARYYA^{2*} AND KAUSHIK BANERJEE²

The key to the growth of employment and service sectors in West Bengal is Micro, Small and Medium Enterprises (MSMEs). This review summarizes the available literature on the relation between human resource practices including recruitment, training, performance appraisal, compensation and employee engagement on organizational commitment in service sector of MSMEs. The review shows that structured and participatory HR practices have a positive effect on affective and normative commitment, but informality of HR practices tends to undermine employee retention in the long run. The review indicates the gaps in region-based empirical studies and requests more contextual and longitudinal studies. The paper is relevant as it summarizes existing information and proposes the pathways towards enhancing commitment using strategic HR interventions, in MSMEs.
