

## **Impact of Human Resources Practices on Supply Chain Efficiency (With Special Reference to Western Province Supermarket Sector)**

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Organizations experience lengthy supply chains with complex organizational structures and networks with the globalization. Supply chain management and its functions have been widely accepted with the terms of supply chain effectiveness and efficiency to gain a competitive advantage over rivals. Influence of the Human Resources Management (HRM) implications has been identified as the main element of supply chain success. However, the Logistic Performance Index (LPI) has shown a gradual decline with the past three years in Sri Lanka and one of the main reasons to decline is identified as poor supply chain management. It has been mostly affected by the supermarket retail industry which is mostly engaged with the supply chain and warehousing activities. Literature has demonstrated that organizational performances heavily depend on individual performances and different kinds of HRM practices enhance human performances. This study focused to identify how HRM practices help organizations to enhance the supply chain efficiency in supermarket retail industry. 120 middle-level employees of three leading supermarkets were selected for the study and the study was adopted a quantitative approach based on the survey questionnaire. Structural Equation Modeling (SEM) and descriptive statistics were used to analyze the data to fulfill the research objectives. Findings of the research emphasize that HRM practices such as selection, compensation, and evaluation were at high level of adaptation in the supermarket sector and compensation showed the highest adaptation level. Selection, compensation, and evaluation significantly and positively impacted on supply chain efficiency in supermarket retail sector and training was non-significant but showed a positive relationship with supply chain efficiency. Findings of the research are important to the top-level employees who are working in the supermarket and retail industry within the fields of human resources and supply chains to make decisions regarding the HRM practices and supply chain performances. HRM and supply chain policymakers will identify the necessity of establishing HRM practices within the supermarkets to enhance the supply chain efficiency and the existing level of HRM practices in the industry.

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