

Impact of HRM Practices on Employees Performance in Blossom Hospital Kabul

Omid Ahmad “Amiree”¹

Researcher, Bakhtar University, Afghanistan
Corresponding Author Email Id: omidamiree03@gmail.com

Abstract

This study examines the impact of key Human Resource Management (HRM) practices on employees' performance at Blossom Hospital. the study focuses on five major HRM dimensions: Recruitment and Selection, Training and Development, Compensation and Rewards, Performance Appraisal, and Career Planning and Development. a quantitative research design was employed, and data were collected from a sample of 110 employees selected from a total population of 152 staff members. The findings reveal that Recruitment and Selection have the strongest and most significant influence on employee performance, followed by Training and Development and Compensation and Rewards. Performance Appraisal and Career Planning also contribute positively but show moderate effects. Further results indicate strong and significant relationships among most HRM variables, suggesting that improvements in one HR practice reinforce improvements in others. additionally, the study identifies significant variations in employee performance across demographic factors such as gender, age, education level, department, job position, and years of experience. overall, the study concludes that well-designed and transparent HRM practices play a critical role in enhancing employee performance and organizational effectiveness at Blossom Hospital. Strengthening recruitment systems, improving training opportunities, ensuring fair compensation, refining performance appraisal processes, and supporting career development are essential for building a motivated and high-performing workforce.

Keywords: Human Resource Management, Recruitment, Kabul Hospital, career development

Introduction

In the modern healthcare sector, employee performance plays a vital role in achieving organizational efficiency and maintaining high-quality patient care (Sherzai et al., 2024). hospitals depend heavily on the skills, motivation, and commitment of their staff to deliver effective medical services (Jashari & Kutllovci, 2020). however, many healthcare institutions struggle with challenges such as low productivity, poor morale, and high employee turnover, which often result from weak or poorly implemented human resource management (HRM) practices (Hassan, 2016). Blossom Hospital operates within a highly competitive and demanding healthcare environment where staff members are required to perform consistently under pressure. despite the hospital's commitment to providing quality services, concerns have emerged regarding the performance, job satisfaction, and engagement of its employees. observations indicate that insufficient training programs, unclear career advancement opportunities, inconsistent performance evaluations, and inadequate reward systems may be negatively influencing employee performance levels (Mohammad, 2019; Gul et al., 2020). the main issue arises from the limited understanding of how various HRM practices such as training and development, compensation and rewards, career development, and performance appraisal affect employee performance within Blossom Hospital. without effective integration of HRM strategies that align with employee needs and organizational

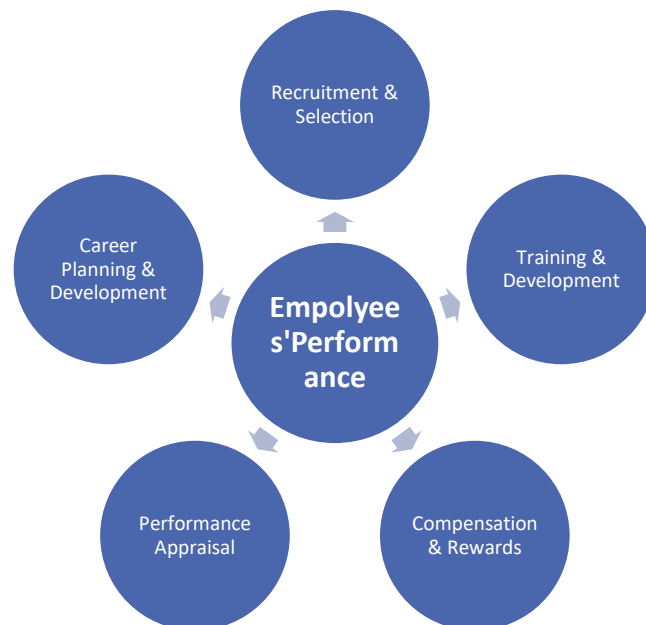
¹Corresponding Author: Omid Ahmad “Amiree”, Researcher, Bakhtar University, Afghanistan, Email Id: omidamiree03@gmail.com

²Cite as: Omid Ahmad “Amiree” (2026). Impact of HRM Practices on Employees Performance in Blossom Hospital Kabul, *Bakhtar International Journal of Economics and Management Review*, 2(2),01-07. DOI: https://doi.org/10.65460/Vol2_Iss2_a1

goals, the hospital may continue to face reduced productivity, lower service standards, and increased staff turnover. therefore, this research aims to examine the impact of HRM practices on employee performance at Blossom Hospital (Gile et al., 2018; Faqeerzai et al., 2020). the findings will help identify which HRM practices have the most significant influence on performance and provide insights to enhance the hospital's human resource strategies, improve employee motivation and satisfaction, and ultimately strengthen organizational efficiency and patient care quality (Ebrahimi & Modaber, 2020; Alkhalailah, R., & Mjlae, 2023).

Importance of the Problem

In the contemporary healthcare industry, the effectiveness and performance of employees are critical factors that determine an organization's success and service quality (Haraisa, 2016). hospitals, in particular, rely on competent and motivated staff to ensure efficient patient care and operational excellence however, many healthcare institutions continue to encounter persistent challenges such as declining employee productivity, low morale, and high turnover rates, which are often attributed to ineffective or inconsistent human resource management (HRM) practices. Blossom Hospital operates within a highly demanding healthcare environment where employees are expected to deliver quality services under constant pressure (Anwar & Abdullah, 2021; Udokwu et al., 2023). despite its commitment to excellence, the hospital has faced growing concerns related to employee performance, motivation, and job satisfaction. preliminary observations suggest that limited opportunities for training and development, inadequate performance evaluation mechanisms, insufficient compensation and rewards, and lack of structured career advancement pathways may be contributing to these performance-related issues. the core problem lies in the absence of a clear understanding of how HRM practices influence employee performance at Blossom Hospital (Bamakhrama & Alqarni, 2024). when HRM policies are not strategically aligned with employees' needs and organizational objectives, it can lead to reduced productivity, diminished service quality, and increased staff attrition. therefore, this study seeks to examine the impact of HRM practices on employee performance in Blossom Hospital (Alshammari, 2020). the research aims to identify which HRM components such as training and development, compensation and rewards, performance appraisal, and career planning most significantly affect employee performance. the findings of this study will provide valuable insights for strengthening HRM strategies, enhancing employee satisfaction, and improving overall organizational performance and patient care outcomes (Shaukat et al., 2015; Manzur & Sajid. 2012).



Research Questions

1. How does recruitment and selection practice influence employee performance in Blossom Hospital?
2. What is the impact of training and development programs on employee performance?

3. To what extent do compensation and rewards affect employee performance?
4. How do performance appraisal and career planning & development practices contribute to enhancing employee performance?

Research Objectives

1. To know the effect of HRM practice on employee performance in Blossom Hospital.

Hypothesis

H1: There is significant positive effect of HRM practice on employee performance.

H01: There is no significant effect of HRM practice on employee performance.

Significance of the Study

In today's competitive healthcare sector, the effectiveness and performance of employees are vital determinants of an organization's success and the quality of its services. hospitals, in particular, depend heavily on skilled and motivated personnel to ensure efficient patient care and operational excellence. however, many healthcare institutions continue to face persistent issues such as declining productivity, low morale, and high turnover rates often resulting from ineffective or inconsistent human resource management (HRM) practices (Bajwa, 2022). Blossom Hospital operates in a highly demanding healthcare environment where employees are expected to maintain high standards of care under continuous pressure (Jamshed & Zuber, 2023). despite its dedication to quality and professionalism, the hospital has recently experienced growing challenges related to employee motivation, performance, and job satisfaction. preliminary findings indicate that limited access to training and development, inadequate performance appraisal systems, insufficient compensation and rewards, and the absence of well-structured career development pathways may be key contributors to these problems. the central issue lies in the lack of a comprehensive understanding of how HRM practices influence employee performance at Blossom Hospital (Jouda et al.,2016). when HRM policies are not strategically aligned with both employee needs and organizational goals, the outcome can be reduced productivity, lower service quality, and higher staff turnover. therefore, this study aims to investigate the impact of HRM practices on employee performance at Blossom Hospital. specifically, it will examine how HRM dimensions such as training and development, compensation and rewards, performance appraisal, and career planning affect employee outcomes (Khan et al., 2016). the findings of this research will offer valuable insights for developing effective HRM strategies that enhance employee satisfaction, strengthen performance, and ultimately improve patient care and overall organizational effectiveness (Hameed, A., & Mohamed, 2016).

Data and Methodology

This research has examined impact of HRM practice on employee's performance in context of the Blossom Hospital. The data have been collected from randomly sampled employees of different departments of the BHCC. The data collected by questionnaire have been tested by SPSS software using descriptive analysis that illustrates the impact of HRM practice on employee's performance.

Blossom Hospital employees were taken as a population of the study because the study used a case study design. A total number of 110 employees out of 152 employees of different departments of the Blossom Hospital were selected that would give the in-depth coverage and analysis of the results or the findings.

Data Analysis

Coefficients					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		

1	(Constant)	21.956	.760		28.900	.000
	Recruitment & Selection	.530	.084	1.499	6.331	.000
	Training & Development	.174	.054	.550	3.192	.002
	Compensation & Rewards	.032	.048	.101	.663	.000
	Performance Appraisal	.077	.064	.233	1.195	.000
	Career Planning & Development	.018	.072	.069	.251	.000

The dependency effects of Employees Performance on dimensions like Recruitment & Selection, Training & Development, Compensation & Rewards, Performance Appraisal, Career Planning & Development among employees of BHCC is defined in H1 & H01, taken up and its results are shown in the table-43, as an outcome of multiple regression model conceptualized. from the results, it can be inferred that the F value of 22.129 is found to be significant at 5 percent level and hence, the H01 is rejected and H1 is accepted. these results suggest that Employees Performance is depends on the group of 5 Independent Variables in Employee of BHCC. Further, the adjusted R square value of 0.492 from the table-43 indicate that 49 percent of understanding levels factor effecting Employees Performance depend on these groups of 5 Independent Variables in BHCC. also, the ‘t’ values of 6.331, 3.192, 0.663, 1.195, & 0.251 corresponding Employees Performance dimensions such as Recruitment & Selection, Training & Development, Compensation & Rewards, Performance Appraisal, Career Planning & Development are found to have significant effects on the model conceived. more specifically Recruitment & Selection among employees of the Blossom Health Care Center is found to be having significant superior effect of Employees Performance with highest value of 6.331. The analysis shows that Recruitment and Selection practices at Blossom Health Care Center have a strong and significant positive impact on employee performance, reflected by the highest statistical value of 6.331 among all measured factors. this indicates that the way the hospital recruits and selects its staff plays a major role in enhancing their overall job performance. in particular, the hospital’s recruitment process is perceived as fair and transparent, ensuring equal opportunity for all applicants. selection decisions are primarily based on skills, qualifications, and merit, which helps the hospital choose the most capable candidates. Blossom Health Care Center also adopts effective recruitment methods that attract well-qualified professionals. additionally, job descriptions are clearly defined and communicated during the hiring process, enabling candidates to understand their roles and responsibilities. employees express satisfaction with the fairness of the hiring procedures, and overall, these recruitment practices are well-aligned with the organization’s goals and workforce needs. as a result, these strong recruitment and selection practices significantly contribute to improving employee performance within Blossom Health Care Center.

Similarly, Training & Development among employees of the Blossom Health Care Center significantly good effect on Employees Performance with the next higher t value of 3.192. The results indicate that Training and Development at Blossom Health Care Center has a significant positive impact on employee performance, shown by the second-highest t-value of 3.192. this demonstrates that the hospital’s efforts to build employee skills and knowledge strongly contribute to improving how well employees perform their jobs. employees report that they receive adequate training that helps them carry out their duties more effectively. the available training programs are viewed as beneficial for enhancing professional skills and are directly relevant to their specific job

responsibilities, ensuring practical application in daily work. Blossom Health Care Center is also recognized for providing equal access to training and learning opportunities, which promotes fairness and growth for all staff members. Furthermore, the management actively supports continuous learning and career development, encouraging employees to advance their capabilities. As a result of these efforts, many employees feel that the training they have received has boosted their confidence, improved productivity, and strengthened their overall job performance. In summary, strong Training and Development practices play an essential role in enhancing employee effectiveness at Blossom Health Care Center.

The 't' value of 1.195 obtained for the Performance Appraisal among employees of the Blossom Health Care Center causes considerable Employees Performance. The results reveal that Performance Appraisal at Blossom Health Care Center has a noticeable and meaningful effect on employee performance, as reflected by the t-value of 1.195. Although this impact is smaller compared to Recruitment & Selection and Training & Development, it still plays an important role in supporting and improving overall employee effectiveness. Employees perceive the hospital's appraisal system as fair and transparent, which helps build trust in the evaluation process. Performance assessments are based on clear, objective, and job-related criteria, making the evaluations more accurate and credible. Staff members also note that feedback from supervisors is helpful and contributes to improving their work quality. The appraisal system is recognized for acknowledging and rewarding good performance, which encourages employees to maintain high standards. Additionally, employees receive regular performance feedback, which keeps them aware of their strengths and areas needing improvement. Overall, the appraisal system acts as a motivational tool, helping employees enhance their productivity and stay committed to achieving organizational goals. In summary, while Performance Appraisal has a moderate impact, it remains an essential component in improving employee performance at Blossom Health Care Center.

The Compensation & Rewards with 't' value of 0.663 also causes significant Employee Performance among employees of the Blossom Health Care Center. The findings indicate that Compensation and Rewards at Blossom Health Care Center also have a meaningful and positive effect on employee performance, supported by the t-value of 0.663. Although this impact is lower compared to other HR factors, it still significantly contributes to motivating employees and enhancing their overall performance. Employees believe that the hospital offers a fair and competitive salary structure, which helps create a sense of financial security and satisfaction. Rewards at Blossom Health Care Center are generally performance-based, ensuring that employees who work hard and achieve strong results are recognized. Staff members also express satisfaction with the benefits and allowances provided by the hospital. Importantly, the compensation system is seen as a motivational factor, encouraging employees to perform better and stay committed to their responsibilities. Many employees feel that there is a clear and direct connection between performance and the rewards they receive, which increases fairness and transparency. Additionally, non-monetary rewards such as praise, recognition, and appreciation are valued by employees and contribute to a more positive and motivating work environment. Overall, Compensation and Rewards play an important role in improving employee motivation and supporting higher levels of performance within Blossom Health Care Center.

Similarly, Career Planning & Development among employees of the Blossom Health Care Center significantly good effect on Employees Performance with t value of 0.251. The results show that Career Planning and Development at Blossom Health Care Center has a positive and meaningful impact on employee performance, as indicated by the t-value of 0.251. Although its effect is smaller compared to other HR practices, it still contributes to keeping employees motivated, focused, and committed to their work. Employees feel that the hospital offers opportunities for career growth, allowing them to advance within the organization. There is a clear and structured career path, which helps employees understand the steps required to progress in their roles. Management is also perceived as supportive in helping staff achieve their individual career goals, providing guidance and encouragement when needed. Promotions within the hospital appear to be based on merit, performance, and qualifications, which strengthens fairness and employee trust. Additionally, the hospital provides career counseling and development support, helping employees identify their strengths, weaknesses, and future opportunities. As a result, effective career planning creates a sense of long-term stability and commitment, motivating employees to remain dedicated to Blossom Health Care Center. In summary, while

Career Planning & Development shows a modest impact, it remains an important factor in improving employee performance and fostering organizational loyalty.

Conclusion

The study concludes that HRM practices specifically Recruitment & Selection, Training & Development, Compensation & Rewards, Performance Appraisal, and Career Planning & Development have significant and measurable impacts on employee performance at Blossom Health Care Center. among these, Recruitment & Selection exhibited the strongest influence, indicating that fair and effective hiring practices are fundamental to building a high-performing workforce. the correlation results demonstrated strong and positive relationships among most HRM variables, confirming that improvements in one area (such as training or compensation) can reinforce improvements in other areas. however, some relationships with employee performance were only moderately positive, highlighting the presence of additional factors such as motivation, work environment, and leadership that also shape performance outcomes. the analysis of demographic variations revealed that employee performance differs significantly across gender, age, education level, department, position, and experience. this suggests that strategic HR policies should consider employee characteristics to ensure equitable development and performance enhancement across all groups. overall, the study emphasizes the need for integrated HRM systems that are fair, transparent, performance-driven, and growth-oriented. strengthening HR practices will not only improve employee performance but also enhance organizational effectiveness, retention, and long-term success of Blossom Health Care Center.

Acknowledgment

I am really thankful to my university and the professors for always being there for me and giving me advice. This was very helpful during this study.

Conflict of Interest

The authors affirm that no conflicts of interest are linked with this publication. The research was conducted autonomously without financial or non-financial assistance from external entities.

Author Contribution Statement

The author meticulously crafted the study, devised the methodology, executed the investigation and data analysis, composed the original manuscript, and undertook the review and editing of the document. The author autonomously executed every aspect of the research and the development of the manuscript.

References

- [1]. Alkhalailah, R., & Mjlae, S. (2023). The influence of human resource management practices on employee performance: A case study of Al-Balqa Applied University. *Problems and Perspectives in Management*, 21(1), 279.
- [2]. Alshammari, A. A. (2020). The impact of human resource management practices, organizational learning, organizational culture and knowledge management capabilities on organizational performance in Saudi organizations: a conceptual framework. *Revista Argentina de Clínica Psicológica*, 29(4), 714.
- [3]. Anwar, G., & Abdullah, N. N. (2021). The impact of Human resource management practice on Organizational performance. *International journal of Engineering, Business and Management (IJEEM)*, 5.
- [4]. Bajwa, M. A. (2022). Impact of human resource policies on the employee's performance in an organization: A case study of pharmaceutical industry in Pakistan.
- [5]. Bamakhrama, A. A. S., & Alqarni, A. M. S. (2024). The impact of strategic human resource management on healthcare service delivery efficiency. *Saudi J Nurs Health Care*, 7(12), 390-394.
- [6]. Ebrahimi, A. Q., & Modaber, A. A. (2020). The role of human resource management strategies on organizational performance (A case study of private universities in Herat City–Afghanistan). Available at SSRN 4352485.
- [7]. Faqeerzai, M., Sahibzada, A. R., & Muslih, N. A. (2020). Impact of Human Resource Practices on Perceived Performance: A Case of Afghanistan.
- [8]. Gile, P. P., Buljac-Samardzic, M., & Klundert, J. V. D. (2018). The effect of human resource management on performance in hospitals in Sub-Saharan Africa: a systematic literature review. *Human resources for health*, 16(1), 34.
- [9]. Gul, S., Maidanwal, M., & Khaliqi, M. (2020). Employees' Perspective of Human Resources Practices with Relation to Performance of Public Sector Organizations in Afghanistan. *Management*, 3(1), 55-65.

- [10]. Hameed, A., & Mohamed, N. S. (2016). HRM practices and organizational performance in hospitals. *Journal of Business and Management*, 18(11), 34-41.
- [11]. Haraisa, Y. E. A. (2016). The impact of human resource management practices on innovation performance: An empirical study on Jordanian private hospitals. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 6(4), 185-195.
- [12]. Hassan, S. (2016). Impact of HRM practices on employee's performance. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 6(1), 15-22.
- [13]. Jamshed, H. M. A., & Zuber, D. S. A. (2023). The Impact of Human Resource Practices on The Employee Performance in The Private General Hospitals of Karachi. *KASBIT Business Journal*, 16(2).
- [14]. Jashari, A., & Kutllorci, E. (2020). The impact of human resource management practices on organizational performance case study: manufacturing enterprises in Kosovo. *Business: Theory and Practice*, 21(1), 222-229.
- [15]. Jouda, A. A., Ahmad, U. N. U., & Dahleez, K. A. (2016). The impact of human resource management practices on employee's performance: The case of Islamic University of Gaza in Palestine. *International Review of Management and Marketing*, 6(4), 1080-1088.
- [16]. Khan, R., Kamal, S., Awan, Z., & Nasrullah, S. (2016). The impact of human resource management practices on the organizational performance: A survey of commercial banks in Dera Ismail Khan, Khyber Pakhtunkhwa, Pakistan. *Journal of resource development and management vol 19 (1)*, 1, 9.
- [17]. Manzur, Q. R. K. A. A., & Sajid, W. M. Impact of HR Practices on Perceived Performance of Hospital Employees in Pakistan. (2012)
- [18]. Mohammad, T. F. (2019). Human resource management practices and organizational performance of the healthcare sector: An empirical study in Jordan (Doctoral dissertation, University of Gloucestershire).
- [19]. Shaukat, H., Ashraf, N., & Ghafoor, S. (2015). Impact of human resource management practices on employee's performance. *Middle-East Journal of Scientific Research*, 23(2), 329-338.
- [20]. Sherzai, A., Seyal, S., & Shirzad, A. (2024). Impact of Human Resource Management Practices (HRM) on Organizational Performance: Mediating Role of Employee Performance in Private Universities in Eastern Zone Nangarhar, Afghanistan. *Khurasan University Business Administration Journal*, 1(2).
- [21]. Udokwu, S. T. C., Oshioste, E. E., Okoye, C. C., Nwankwo, E. F., Azubuike, N. U., & Uzougbo, N. S. (2023). Impact of human resources management on organizational performance: A case study. *Corporate Sustainable Management Journal (CSMJ)*, 1(2), 91-102.