

**IMPACT OF HR PRACTICES ON QUALITY MANAGEMENT SYSTEMS
(WITH SPECIAL REFERENCE TO KANDY DISTRICT APPAREL SECTOR IN SRI
LANKA.)**

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ABSTRACT

A successful quality management system (QMS) would be largely implemented and maintained by the human resource department to improve the performance of groups. To enhance human resource practices, they must be aligned with a quality management system. This study aims to investigate the impact of human resource (HR) practices on the performance of quality management systems in the apparel sector, with a focus on the Kandy district of Sri Lanka. This study investigates the impact of key HR practices (recruitment and selection, training and development, compensation and reward, and performance appraisal) on the effectiveness of quality management systems in the garment industry of the Kandy district. A stratified sampling strategy was used to select the sample, which was a stratified sample with basic random selection. Data were collected from 370 respondents using a structured questionnaire. The researchers developed the hypothesis that there is a significant positive impact of individual variables on quality management systems in the garment sector. SPSS software was used for the analysis, and the reliability of the variables was tested using Cronbach's alpha. The Pearson correlation coefficient showed a significant positive relationship between all independent variables and the dependent variable. Regression analysis was used to test the hypothesis, and all the hypotheses were accepted based on the decision rule of $P < 0.05$. The R^2 value (76%) explained that human resource practices can significantly impact the performance of quality management systems in the garment sector of the Kandy district. According to the findings, the researchers recommended encouraging open communication, involvement in problem solving, and recognition of contributions to human resources to enhance QMS performance.

Keywords: Human resource practices, apparel sector, Kandy district, recruitment and selection, training and development, compensation and reward, total quality management