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HR processes maturity and satisfaction of internal customers with HR department work

Abstract

The aim of the research was to examine the relationship between the level of crucial HR processes maturity and the level of satisfaction of internal customers with HR department work. 487 respondents took part in the study (204 of them were excluded from further analyses). They were holding managerial or HR area roles in IT companies. The results confirmed a strong, positive relationship not only between the level of crucial HR maturity processes and the level of satisfaction of internal customers with HR department work, but as well between all the categories of their variables.

Key words: process maturity, HR processes, internal clients' satisfaction with HR department work