

Abstract

This study focuses on assessing the client satisfaction levels with the services provided by Ciel HR Services Pvt. Ltd., a prominent Human Resource consulting and staffing solutions firm. Client satisfaction is a critical indicator of the quality and effectiveness of services offered by an organization, and it plays a vital role in the long-term success of service-oriented businesses. For Ciel HR Services Pvt. Ltd., understanding client expectations and their level of satisfaction with HR solutions such as recruitment, employee outsourcing, training, and talent management is crucial for maintaining and expanding its client base.

The primary objective of this research is to measure the satisfaction levels of Ciel HR Services' clients regarding the company's HR services. The study will assess various dimensions of service quality, such as service responsiveness, professionalism, expertise, timeliness, communication, and value for money. It will also investigate how well the services provided align with client expectations and contribute to their organizational success.

The findings of this research will help Ciel HR Services Pvt. Ltd. better understand the needs and expectations of its clients, improve the quality of its services, and refine its customer relationship strategies. The study will also provide valuable recommendations for enhancing service delivery, increasing client satisfaction, and fostering long-term client partnerships.