

ABSTRACT

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Title: HRD Practices in Indian banking Sector – A Comparative Study of Public Sector and Private Sector Banks

HRD practices in any organization deal with the development, motivation, maintenance and acquisition of the human resources. HRD in banking sector comprises of “planning, organizing, directing and controlling” of a programme that has a wide range of activities which relate to the development of employees in terms of enabling them to acquire competencies needed to perform their present and future jobs with ease and enthusiasm. This study evaluates numerous studies on HRD mainly in banking sector from which the researcher find research gap by illustrating statement of problem. It contains the scope, objectives, hypotheses followed by research methodology of the study and design of the work which has to be accomplished by the researcher.

Statement of the Problems: The foregoing statement of problem is being verified by the literature review that is presented in the coming section. It is an attempt to substantiate the view that the present problems do not find an adequate treatment in the existing literature on the subject. The study is to analyse the "HRD practices In Indian Banking Sector – A Comparative Study of Public Sector & Private Sector Banks". Along with it the researcher made an attempt to examine the differences in HRD practices between ICICI Bank and SBI. It is probed whether the HRD practices and policies undertaken are in the interest of the employees of the banks namely SBI and the ICICI banks. Therefore, the study scrutinize HRD practices between public and private sector banks to know the efficiency of both public and private sector banks in terms of highly motivated workforce and overall HRD climate by examining the variables like Performance Appraisal, Quality of work life, Organizational Development, Training and Development, Employee Productivity.

Scope of the study: The present study is an attempt to compare the HRD practices and policies between public and private sector banks particularly SBI and ICICI Bank. The variables taken under study are Performance Appraisal, Quality of Work Life, Organizational Development, Training and Development and Employee Productivity. The study is confined to the employees who are working in SBI and ICICI bank in the branches situated in Delhi and Uttar Pradesh. The sample consists of 403 employees, out of these 205 from ICICI Bank and 198 from SBI are observed for general information. All the employees are full time employees in their respective jobs. The data related to HRD practices of bank employees working in different positions, with different academic qualifications, tenure of work experience, etc. have been analysed, interpreted and presented here. The different HRD variables, which have been studied, are broadly grouped into general characteristics of bank employees, and various factors affecting HRD practices of employees in ICICI Bank and SBI are presented. The results of the study help in sorting out various problems related to HRD and to provide better opinion in developing HRD practices and deal with better practices rather than traditional policies used in India, which will certainly help in the banking sector's overall growth. Keeping this in mind the present study has focused mainly on comparing the performance of HRD practices and policies between public and private sector banks.

Objectives of the study: The objectives of the study is to judge the condition of HRD practices in both public and private sector banks and to make comparisons of the HRD practices and policies followed by ICICI and SBI. The main objectives of the study are as given below:

- To study the HRD practices and policies in Indian banking sector.
- To examine the difference between Performance Appraisal, Quality of Work Life, Organizational Development, Training and Development and Employee Productivity of employees in SBI and ICICI Bank at managerial level.
- To examine the difference between Performance Appraisal, Quality of Work Life, Organizational Development Training and Development and Employee Productivity of employees in SBI and ICICI Bank at non-managerial level.
- To compare the overall HRD practices and policies of SBI and ICICI Bank for evaluating better performance.
- To suggest measures for improving the HRD practices in Indian banking sector for better performance in India.

Following suggestions can be made on the basis of the findings of the study.

- 1) The performance appraisal of employees of both the banks was not significantly different both at managerial and non-managerial level, so proper concentration should be given on performance appraisal measures like rewarding against exceptional contribution, self-review, rewarding fair bonuses etc.
- 2) The Quality of work life of SBI requires concentration on working conditions, importance to Human resources, harmony, climate, and fair compensation to employees. Presently SBI is not working significantly in relation to quality of work life.
- 3) The Organizational Development of SBI requires more work on discussions among employees and head, corporations, focusing on abilities, awareness of policies, senior junior relationship, objectives of organization, and new method of works to create interest of employees in the organization.
- 4) Public banks need to assess on Training and Development, if they give due importance on induction training, learning technological skills, guidance to new comers, training the employees on regular basis and sponsored training for employees, better results can be achieved.
- 5) SBI in relation to employee's productivity seems far behind as compared to ICICI Bank, so it requires careful measures for better results. The bank should work on work output, employee's target, delegations of authority, behavior, feedback, independent work culture and team spirit.