

Study On Human Resource Development Climate At Icici Bank Gachibowli

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Abstract: This study aims to examine the relationships among human resource development climate (HRDC),) banking sector The success of the organization depends upon its competent and motivated workforce because it only they who can make things happen and enable an organization/institution to achieve its goals. Questionnaires were distributed to working adults in ICICI bank Gachibowli Hyderabad to gauge the employees' individual perception, and thus data obtained was treated as an individual data source. The data was subjected to simple percentage analysis, for demographic variables and chi square test for human resource development climate. The result shown that the HRD climate in public sector banks is average and the perception of employees regarding the HRD climate do not differs significantly on the basis of gender, qualification and designation but it differs significantly on the basis of age . The paper ends by offering useful suggestions to the management involved in the operations of the banks.

Key words: HRD Climate, employee satisfaction, bank sector.

1. Introduction

Meaning of HRD Climate HR implies representatives in association, who work to expand the benefit for association. Advancement, it is procurement of abilities that are expected to do the present employment, or the future expected occupation. Subsequent to examining Human Asset and Advancement we can just expressed that, HRD is the procedure of obtain abilities. In the 21st Century's highly competitive business environment human resource holds the key to sustainable competitive advantage (Akinyemi, 2009). It is not enough to develop HRD strategy. The litmus test of successful HRD strategy implementation is seen in the perception of employees whose workplace attitude and behavior are influenced and predicted by it.

Human Resource Development

Human Resource Development (HRD) is not just about employee training and development. It consists of all activities relating to training, career and

organisation development. It is the conscious and deliberate organisational and/or individual undertakings aimed at enhancing the skills, knowledge, ability and other attributes of an employee for effectiveness in current job demands and anticipated future challenges. Activities relating to training, career and organisation development. It the conscious and deliberate organisational and/or individual undertakings aimed at enhancing the skills, knowledge, ability and other attributes of an employee for effectiveness in current job demands and anticipated future challenges. HRD practices including performance appraisal, training, reward, management, potential development climate, job rotation and career planning.

HRD in Banking Sector.

The core function of HRD in the banking industry is to facilitate performance improvement. Factors like skills, attitudes and knowledge of the human capital play a crucial role in determining the competitiveness of the financial sector. The quality of human resources indicates the ability of banks to deliver value to customers. HRM strategies include managing change, creating commitment, achieving flexibility and improving teamwork.

2. Objectives of study

To study the nature of HRD Climate existing in the banking sector. And to study the variables contributing to HRD Climate .And to study the difference in HRD Climate in the two private sector banks.

3. Review of literature

Rohmetra (1998) found that there exists a positive relationship between developmental climate and the level of satisfaction of the employees.

As per the study of **Kumar and Patnaik** (2002) HRD Climate had a positive association with job satisfaction, which gives a view that the job satisfaction is a resultant of favorable HR practices.

Frederickson (1966) **Lafollete & Sims** 1975 found that more consultative, open, employee-oriented employees generally result in more positive job attitudes.

Cawsay (1973) has observed that Job Satisfaction increases as the individual perceives the climate as

having more ‘opportunities for advancement’ and by **Insel and Moss** (1974) concluded that more precise predictions can be made about the person-environment interaction when the areas of concern are rather specific and delimited. Prediction of variables like satisfaction will improve by looking at the concept of environment in terms of various dimensions.

Forehand and Gilmer (1964) outlines the perception of OC as being influenced by personality factors and their relationship with the satisfaction of one’s needs.

4. Research Methodology

Research methodology is a way to solve predominant Problem on the research. The research methodology is the study that deals with research design, data collection methods, sampling methods, survey and interpretations. Research is defined based upon intellectual applications on the investigation of particular matter. The primary purpose For applied research discovering, interpreting, in the development of methods and system for the advancement Of human knowledge on the variety of scientific matters of Our world.

DATA COLLECTION METHOD

PRIMARY DATA:

Primary data are those which are collected for the first time, and thus happen to be original in character .Here in this research primary data is collected through questionnaire Method.

SECONDARY DATA:

Secondary data was collected from various published books, companies’ web sites and company old records which has been collected for another purpose.

RESEARCH TOOLS:

A structured questionnaire has been prepared to get the relevant information from the respondents. The questionnaire consists of variety of questions presented to the respondents for their response. The various types of questions used in this survey are closed ended questions, multiple questions and open ended questions.

SAMPLING SIZE:

The study was conducted to examine the relationships of Independent and dependent variable by applying the survey Questionnaire. The Respondents are selected on the random

Basis 100 employees was taken as a sample from the employees in ICICI BANK.

STATISTICAL METHODS USED

Percentage analysis

Bars charts

STATISTICAL TOOLS USED

Chi- square

RESULTS AND DISCUSSIONS

The various data that were collected during the survey are

Tabled below. Table 1 records the data of the age of the

Employees and their percentage among this

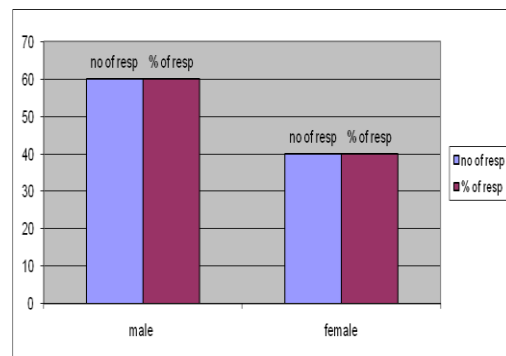
5. DATA ANALYSIS AND INTERPRETATIONS

The various data that were collected during survey are listed below

Table 1 opinion about Gender

s.no	No of resp	% of resp
Male	60	60%
Female	40	40%
total	100	100

Chart 1 opinion about Gender



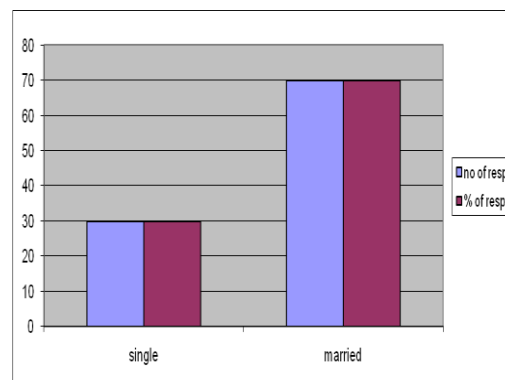
Interpretations:

By the surver 60% respondents are male and 40% are female.

Table 2 Marital Status of employees

sno	no of resp	% of resp
single	30	30%
married	70	70%
total	100	100

Chart 2 Marital status of employees

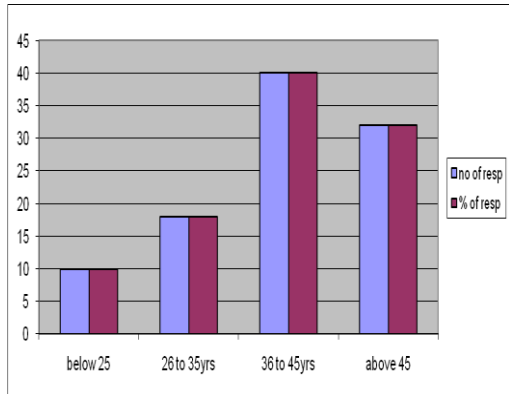


Interpretations : By the survey we found that 30% are single and 70% are married

Table 3: Age of the employees

sno	no of resp	% of resp
below 25	10	10%
26 to 35yrs	18	18%
36 to 45yrs	40	40%
above 45	32	32%
total	100	100

Chart 3 Age of the employee

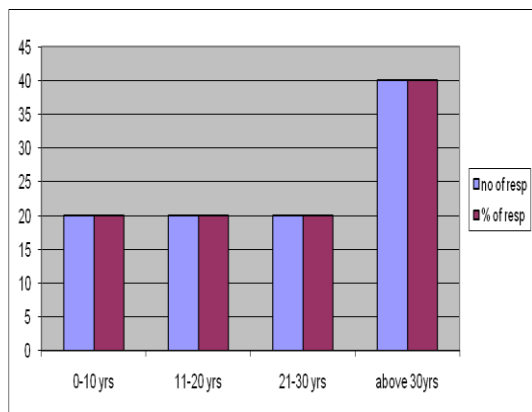


Interpretation : By the survey we found the employees below 25 are 10% and from 26 to 30 are 18% and from 36 to 45 are 40% and above 45 are 32% .

Table 4: Experience of the employees

s.no	no of resp	% of resp
0-10 yrs	20	20%
11-20 yrs	20	20%
21-30 yrs	20	20%
above 30yrs	40	40%
total	100	100

Chart 4: Experience of the employees

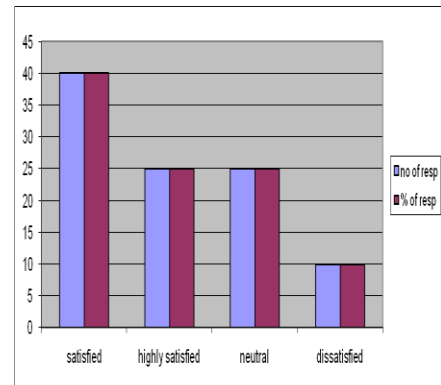


Interpretation : by the survey we found experience of the employees 0 to 10 are 20% and from 11 to 20 are 20% and from 21 to 30 are 20% and above 30yrs are 40%.

Table 5 : working conditions in the organization .

s.no	no of resp	% of resp
satisfied	40	40%
highly satisfied	25	25%
neutral	25	25%
dissatisfied	10	10%
total	100	100

Chart 5: working conditions of the employees.

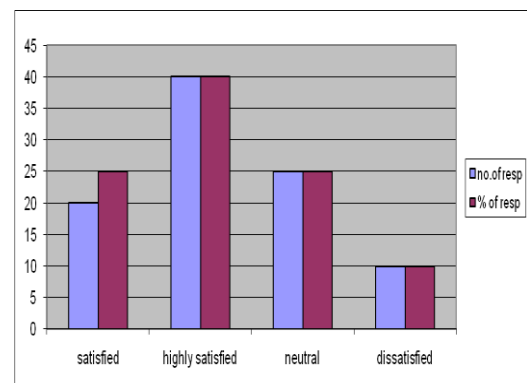


Interpretation : By the above survey the working conditions of the employees in the organization the satisfied employees are 40% , highly satisfied are 25% , neutral employees are 25% and last dissatisfied employees are 10% .

Table 6: opinions about the health and safety programmes in organization.

s.no	no. of resp	% of resp
satisfied	20	25%
highly satisfied	40	40%
neutral	25	25%
dissatisfied	10	10%
total	100	100

Chart 6: opinions on health and safety.

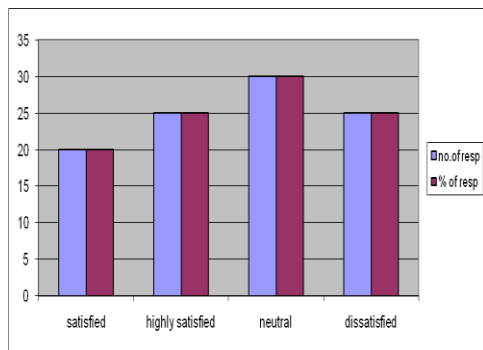


Interpretation : by the above survey the health and safety programmes of employees are mentioned below. Satisfied employees are 20% , highly satisfied employees are 40 and neutral employees are 25% , and dissatisfied are 10%.

Table 7: opinion on periodical safety programs in organization

s.no	no. of resp	% of resp
satisfied	20	20%
highly satisfied	25	25%
neutral	30	30%
dissatisfied	25	25%
	100	100

Chart 7: opinion on periodical safety programs in organization.

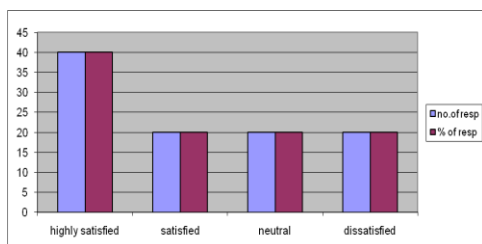


Interpretation : by the above survey the periodical safety of the organization for the employees. Satisfied employees are 20% , highly satisfied employees are 25% , neutral are 30% , dissatisfied are 25%.

Table 8: working hours of employees

s.no	no.of resp	% of resp
highly satisfied	40	40%
satisfied	20	20%
neutral	20	20%
dissatisfied	20	20%
total	100	100

Table 8 : working hours of employees

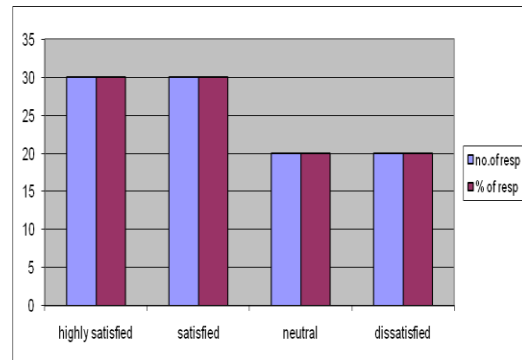


Interpretation : by the survey the working hours of the employees. Highly satisfied are 40% , satisfied are 20% , neutral are 20% , dissatisfied are 20%.

Table 9 : opinion about the interpersonal relationship with other workers.

s.no	no.of resp	% of resp
highly satisfied	30	30%
satisfied	30	30%
neutral	20	20%
dissatisfied	20	20%
total	100	100

Chart 9 : opinion about the interpersonal relationship with other workers.

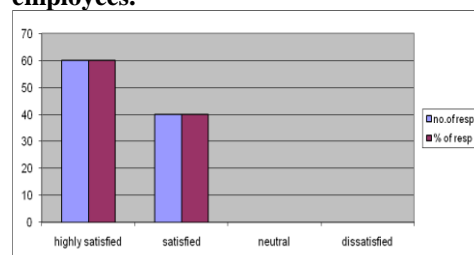


Interpretation : from the above survey the interpersonal relationship with other workers. Highly satisfied employees are 30% , satisfied employees are 30% , neutral employees are 20% , dissatisfied employees are 20%.

Table 10 : the relationship between superiors and employees.

s.no	no.of resp	% of resp
highly satisfied	60	60%
satisfied	40	40%
neutral	0	0%
dissatisfied	0	0%
total	100	100

Chart 10: the relationship between superiors and employees.

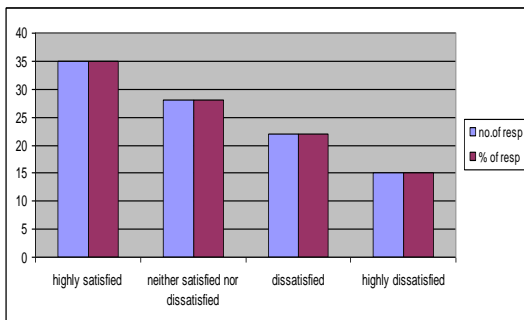


Interpretation : by the above survey the relationship between superiors and employees are highly satisfied are 60% , satisfied are 40% , neutral are 0% and dissatisfied are 0%.

Table 11 : the relationship between management and employees.

s.no	no.of resp	% of resp
highly satisfied	35	35%
neither satisfied nor dissatisfied	28	28%
dissatisfied	22	22%
highly dissatisfied	15	15%

Chart 11 : the relationship between management and employees.

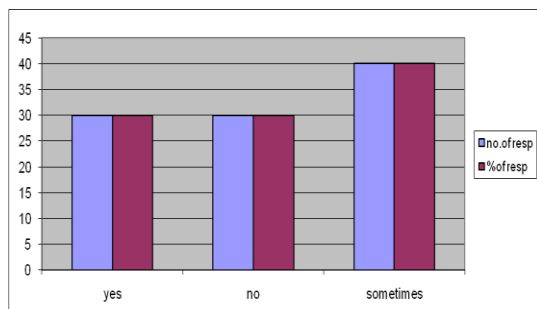


Interpretation : by the above survey the relationship between management and employees are highly satisfied are 35% , satisfied are 28% , satisfied nor dissatisfied are 22% , highly dissatisfied are 15%.

Table 12 :communicate with non-technical staff .

s.no	no.of resp	%of resp
yes	30	30%
no	30	30%
sometimes	40	40%
total	100	100

Chart 12: communicate with non-technical staff .

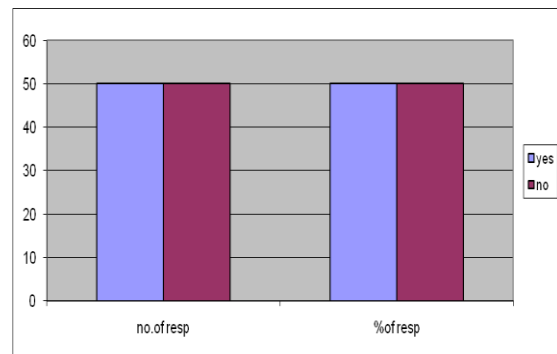


Interpretation : by the above survey the communication with the non-technical staff the employees with yes are 30% and with no are 30% , sometimes with 40%.

Table 13 : opinion about expressing views and suggestions in decision making.

s.no	no.of resp	%of resp
yes	50	50%
no	50	50%
total	100	100

Chart 13 : opinion about expressing views and suggestions in decision making.

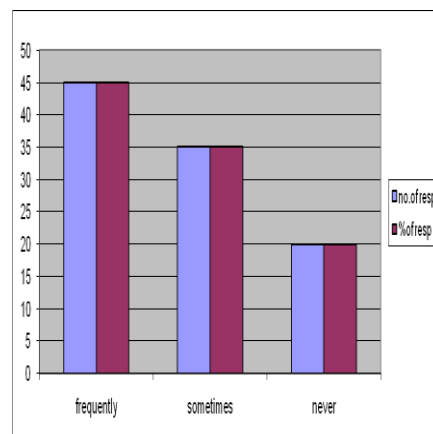


Interpretation :by the survey the opinions about expressing views in decision making are yes is 50% and no is 50%.

Table 14 : consider your views and suggestions.

s.no	no.of resp	%of resp
frequently	45	45%
sometimes	35	35%
never	20	20%
total	100	100

Chart 14 : consider your views and suggestions.

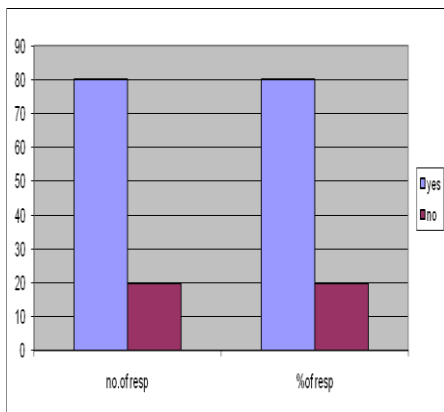


Interpretation : by the survey considering the views and suggestions frequently is 45% , sometimes is 35% , never is 20%.

Table 15 : does any organization gives you recognition.

s.no	no.of resp	%of resp
yes	80	80%
no	20	20%
total	100	100

Chart 15 : does any organization gives you recognition.

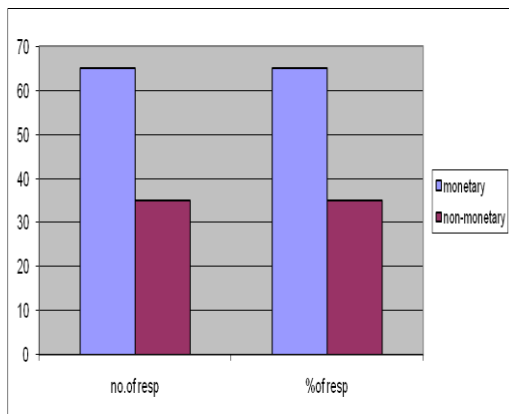


Interpretation : by the survey yes is 80% , no is 20%.

Table 16 : kinds of rewards expect from your organization

s.no	no.of resp	%of resp
monetary	65	65%
non-monetary	35	35%
total	100	100

Chart 16 : kinds of rewards expect from your organization

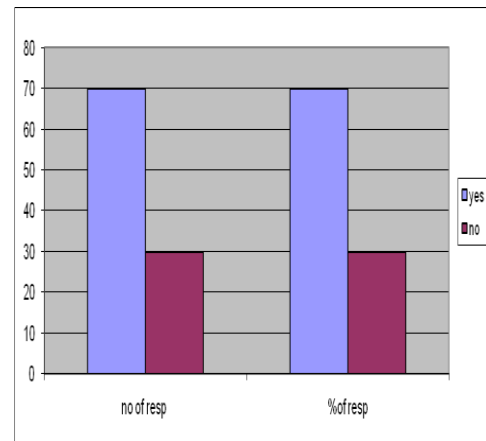


Interpretation :by the survey the monetary is 65% and non-monetary is 35%.

Table 17 : satisfied with the current benefits provided by your organization.

s.no	no of resp	%of resp
yes	70	70%
no	30	30%
total	100	100

Chart 17 : satisfied with the current benefits provided by your organization.

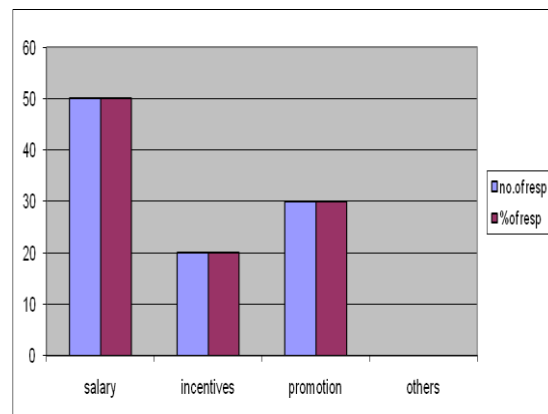


Interpretation :by the survey yes is 70% and no is 30%.

Table 18 :rewards provided by the organization

s.no	no.of resp	%of resp
salary	50	50%
incentives	20	20%
promotion	30	30%
others	0	0%
total	100	100

Chart 18 : rewards provided by the organization

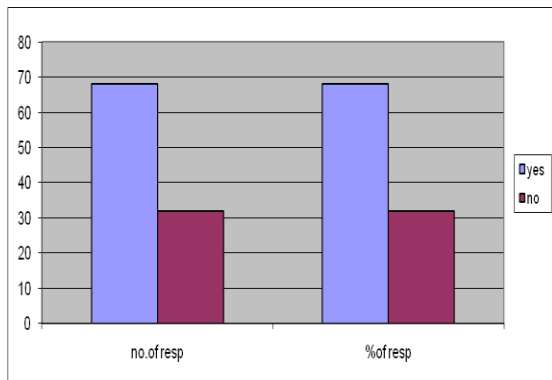


Interpretation : by the survey salary is 50% , incentives 20% , promotions 30% , others 0% .

Table 19 : management takes care of employee satisfaction.

s.no	no.of resp	%of resp
yes	68	68%
no	32	32%
total	100	100

Chart 19 : management takes care of employee satisfaction.

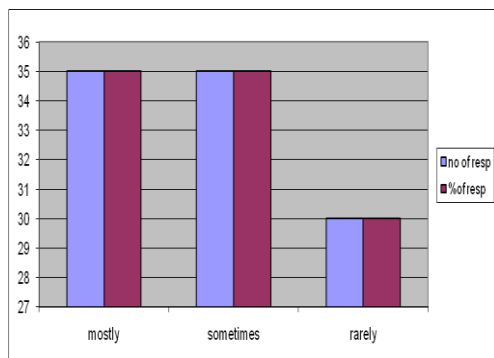


Interpretation : by the above survey yes is 68% , no is 32%.

Table 20 : The organizational climate is favourable to the employees for developing new skills and knowledge.

s.no	no of resp	%of resp
mostly	35	35
sometimes	35	35
rarely	30	30
total	100	100

Chart 20 : The organizational climate is favourable to the employees for developing new skills and knowledge.



Interpretation : by the survey mostly is 35% and sometimes is 35% and rarely is 30%.

Chi-square test on HRDC VS rewards provided by the organisation.

opinion	salary	incentives	promotion	total
salary	50	0	0	50
incentives	0	20	0	20
promotion	0	0	30	30
total	50	20	30	100

Null Hypothesis (H0): There is no significant relationship

Between HRDC vs. rewards provided by the organisation

Alternate Hypothesis (H1): There is a significant relationship

Between HRDC vs. rewards provided by organisation

Here the chi-square value is 2.99508 is less than the table value is 7.815 where we reject the null hypothesis so there is a significant relationship between reward provided by organisation.

6. FINDINGS:

By the survey here many respondents are male 60% and female are 40% .

Many at the employees are married and single are less .

By the survey many of the employees are aged and they are at the age of 30 years and above .

By the survey the employees are more experienced. The working conditions of the employees in the icici bank are more satisfactory.

Many of the employees satisfied with the health and safety programs provided in the bank .

Almost all the employees are satisfied with the periodical safety programmes provided in the ICICI bank .

Many of the employees are satisfied with the working hours in the bank .

By the survey we found that the HRDC maintain good interpersonal relationship with others workers in the bank .

Here the employees have good relationship with supervisors .

From the report we found that there is a positive relationship between employees and management .

By the report the respondents said that they sometimes communicate with others non-technical staffs .

Half of the employees told that they can free to express their views and suggestions in decision making process.

Most of the employees frequently said their views are taken into consideration and sometimes taken into consideration .

From the report the respondents in the organisation gives recognition to all the employees.

Many of the employees expect monetary rewards in the organisation .

Most of the employees satisfied with the current benefits provided by the bank .

Half of the employees feels that salary wages provided by the organisation .

Many of the employees feels that management take care of the employees satisfaction .

Almost all the employees feels that they all are satisfied within the organisational climate is favourable .

7.SUGGESTIONS:

By the study the result of the analysis shows the relationship between HRD Climate and rewards provided by the organisation

The financial service sector , especially the banking sector , HRD Climate specialists need to be more proactive , innovatative and flexible in managing and developing organizational workforce.

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