



HUMAN RESOURCE MANAGEMENT PRACTICES AND THEIR IMPACT ON JOB PERFORMANCE OF EMPLOYEES ; A STUDY OF PUBLIC AND PRIVATE BANKING SECTOR

Rahul Kumar Sharma



Rahul

ABSTRACT

HR are the fundamental segment of any association or one might say that they are the foundation of the association without which achievement of targets is seldom conceivable. Human asset administration as the word itself portrays is the administration or treatment of HR in the association which includes the individual fulfillment and objective accomplishment. HRM rehearses incorporate pay, execution examination, preparing and advancement and profession administration assumes key part being developed, inspiration, maintenance of workers in the association. The fundamental point of the review is to know the effect of HRM practices on occupation execution of representatives. The review uncovered that there is an immediate effect of HR practice on the execution level of representatives. Execution of appropriate HR approaches should be finished.

Keywords: Performance appraisal, Compensation, Training & development and Career management.

INTRODUCTION

Human Resource is a standout amongst the most profitable resources for any association and it is the wellspring of accomplishing upper hand. Overseeing HR is extremely testing when contrasted with overseeing innovation or capital and for its compelling administration, association requires viable HRM framework. Workers today are distinctive. They have decent open doors close by. When they feel disappointed with the present manager or the occupation, they change over to the following employment. Worker turnover is one of the biggest however generally obscure costs an association faces.

30 to half of the yearly compensation of section level workers, 150% of center-level workers, and up to 400% for upper level, particular workers (Dubey, 2010). It is the obligation of the business to hold their best workers. In the event that they don't, they would be left with no great representatives. A good compelling human asset administration hones in particular representative strengthening, preparing and improvement, examination framework and remuneration are the primary variable for the achievement of a firm on worker maintenance. Workers are the foundation of

an association. Consequently, the maintenance of the workers is a vital device in keeping the association on track. In this setting associations need to make techniques to hold the most profitable workers for the more extended timeframe. Aggressive condition of the business has changed the business world as well as the personalities of the people. Each association is intrigued to make their association fittest from such a focused domain. Just steadfast, skilful, and encounter representative can make the business fruitful and can handle the extreme circumstance of the business condition. On the off chance that the association is not ready to hold its significant representatives, it won't have the capacity to benefit from human resources created inside the association (Shekshnia, 1994). There are the five determinants, for example, Career Development Opportunities, Superior Support, Work Environment, Rewards, and Work-Life Policies to concentrate the effect of HRM practices on maintenance of representatives.

REVIEW OF LITERATURE

Al Qudah et al (2014) on "The Effect of Human Resources Management Practices on Employee Performance" has demonstrated

the impact of human employees resource. The fundamental variables which have effect are enlistment and determination and remuneration on representative execution. The creators have likewise portrayed that the achievement and disappointment of any association relies on upon its workers. The outcomes uncovered that there is sure connection between both pay and worker execution and enlistment and choice and representative execution.

Shaukat et al (2015) reviewed Impact of Human Resource in their Management think about Practices on Employees "Performance" has portrayed that worker towards the demon accomplishment of objectives. The point of the review is to look at the effect of remuneration, enlistment and choice, vocation arranging, execution evaluation and determination on worker execution. The creators deduced in their examination paper that it is important to survey, patch up and restore the HR in the association.

Shrivastva and Gupta on "HR Practices: A Comparative Sector Banks centered in the "HR rehearses and their effect on the representatives of keeping money division.

The target of the exploration paper is to distinguish and analyze the effect of HR practices on both open segment and private area banks. The outcomes uncovered that there is contrast in HR works on being followed in various saving money divisions which influence the workplace.

Kumar and Basavaraj (2014) Human Resource in Practices and their review Impact on Employee Productivity: A Perceptual Analysis of Private, Public and Foreign Bank broke down the human asset rehearses that have affect on representative efficiency. The point of the review is to inspect the HR practices of Public, Private and Foreign banks. The creators deduced in their reviews that four fundamental HR hones that shifted in all the three banks are remuneration, impetuses, nature of work life and grievance redressel. The outcomes likewise uncovered that HR rehearses taken after by banks are well to hold workers and in this way have affect on representative efficiency.

Jha and Anand (2014) Human Resource Management: on "Outlook change in the Public Sector Banks in India" portrayed about the HR pr characterized that among every one of the advantages HR are the

essential asses of the association. The creators presumed that managing an account industry is the rising business helps being developed of an economy consequently better HR rehearses and their execution is must to accomplish craved objectives.

Singh (2013) in her practices contemplate on Today's "Face of Scenario of HRD atmosphere and HRD procedures embraced by both Public and Private Banks. The motivation behind the examination paper is to concentrate the results of HR advancement for banks, singular workers

and gatherings. The creator deduced in her review that human asset administration has turned into a testing undertaking and their improvement is required for the accomplishment of both individual and hierarchical goals.

Jamil and Compensation, Raja (2011) Performance Evaluation and "I Promotion Practices on Government Employees Performance the effect of HR practices on representative execution of both Public and Private banks. The review is centered around fundamentally three HR hones i.e. remuneration, execution assessment and advancement. The review uncovered that banks doesn't take after any criteria for prom

representative execution and legitimate assessment projects ought to be trailed by banks to fulfill workers.

Mahmood et al (2014) Impact of Human Resource Management consider Practices on "The Employee Performance in Banking Industry of Pakistan" demonstrate The exploration paper is centered around effect of reward, preparing and advancement and enrollment and determination on execution of representatives in Pakistan saving money part. The review uncovered that better HR practices can prompt achievement of objectives and targets and fulfill HR. The creators additionally talked about that more reviews identified with HR should be done as opposed to managing an account segment.

Jha & Mishra (2015) studied HRM and Employees Performance in Banking Sector in India" investigated the zone of HR in review is to analyze the difficulties confronted by Indian saving money industry. The creators presumed that better HR strategies and improvement in keeping money segment like item broadening, inner control, outer direction and treasury administration should be actualized by open part banks.

Gaikwad and Deshmukh (2015) HRM Practices in Their review in Selected on" Public portrayed the issues that are included identified with HR. The creators in their review examined about HR rehearses and their connection with both Public and Private Division banks. The review uncovered that HR are critical piece of any association and should be overseen successfully.

RESEARCH METHODOLOGY

After the writing review, the factors were considered which were portrayed in the hypothetical structure. Worker maintenance was the needy variable, which would have been checked for association with profession openings and advancement, work life approaches, working condition, association with boss, advantages and pay, and acknowledgment that were considered as autonomous factors. This review covers both essential and auxiliary information. Essential information is gathered by appropriating survey to the workers of general society and Private segments banks of Assam and auxiliary information gathered from different diaries, articles, sites, exposition and theory relating to the important matter of the subject under

review. The essential information was gathered from the workers of four banks viz; ICICI, HDFC, AXIS and Yes Bank of private segments and SBI, UCO, UBI and PNB bank of Public divisions. The primary concentration of the review is to know the determinants of representative maintenance in these two banks. Purposive examining strategy is received in view of number of representatives, encounters, country, urban, neighborhood and exterior workers working in both classes of banks to complete review. In this association out of 12,626 workers 252 are chosen covering officers and Non-officers staff. In this review the poll comprising for the most part close finished inquiries with Likert's "5" point scale.

OBJECTIVE OF STUDY

1. To find out the various variables affecting employee retention in banking sector.
2. To measure the impact of various independent variables (major determinants) on employee retention in the banking sector.

SCOPE OF THE STUDY

Managing the employees is an important and very crucial task to make them satisfied. This study gives an overview of HR practices and their impact on employee performance in banking sector. More studies related to comparison between Public and Private Sector banks can be done. Studies related to impact of compensation, training & development and performance appraisal can also be done.

ANALYSIS

Likert scale strategy has been utilized as a part of request to examine the effect of HRM practices on the maintenance of representatives. The reactions from each respondent for every determinant are scored on a five point scale i.e.; unequivocally concur, concur, questionable, differ and emphatically oppose this idea. Higher scores in every determinant demonstrate the abnormal state of effect on worker maintenance and lower scores shows less effect of determinants level of occupation fulfillment. Profession openings and advancement was taken up by posing a

question like whether worker can enhance his insight and ability through serving in the present post. Family life and working life is not stressed by working hours was a question for work life approaches. Third question for workplace was that work spaces are exceptionally lovely in my present bank. Concerning matter of association with boss the question was taken up as whether bank tunes in and focuses on representatives or not. Another question was for workers whether they are getting right pay according to my qualification to survey affect on advantages and pay and last factor acknowledgment was measures by posing the question in the method for whether any data about representatives advance on occupation is perceived and imparted to him or not. The general effect of these variable on representative maintenance at last evaluated by putting a question whether you need to be stay in the association for longer timeframe or not. Table 1 given reactions of representatives of both banks portrayed on fundamental factors of worker's maintenance discovered territory of human asset administration.

Table I Responses of Various Employees

Main Variables	Types of Bank	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree	Total
Career Development Opportunities	PSB	30	40	37	8	53	168
	Pvt.SB	41	22	2	9	10	84
Work-Life-Policies	PSB	34	45	43	26	20	168
	Pvt.SB	10	6	5	28	35	84
Working Environment	PSB	66	57	10	14	21	168
	Pvt.SB	15	12	5	19	33	84
Relationships with Supervisor	PSB	67	45	12	10	34	168
	Pvt.SB	28	22	6	11	17	84
Benefits/ Compensation	PSB	85	34	6	17	26	168
	Pvt.SB	33	22	3	12	14	84

CONCLUSIONS

HR is the fundamental segment of any association or one might say that they are the foundation of the association without which achievement of destinations is once in a while conceivable. Better preparing programs, appropriate pay plans, assessment of representative execution are the critical component of HR practices which are to be engaged by the association to fulfill its workers and customers. HR rehearses like pay administration, execution examination and advancement impact the execution level of representatives. The outcomes have uncovered that as managing an account is a developing division essential changes are required to be made. Better HR arrangements will improve the representative to perform better.

REFERENCES

1. The Journal of Sri Krishna Research & Educational Consortium Volume 2, Issue 5 (May,
2. Bhatia, S. K. Emerging Human Resource Management (HRM) Deep & Deep Publications. New Delhi, 2008 pp-112.
3. <http://ebookbrowse.com/hrm->

research-article-pdf-d4454227
accessed on 17-2-2011 at 9:02 pm.

4. http://www.instituteofat.org/magazine/customer_perception.pdf accessed on 6-7-11 9:24pm
5. <http://ebookbrowse.com/hrm-research-article-pdf-44545227> accessed on 17.2.2011 at 9.02pm
6. Advances In management Vol.3 (12) Dec.(2010).p-5
7. Flippo Edwin B., Principles of Personal Management, New York Mc Graw Hill(1982)
8. Bhatawdekar M. V., "Evaluation of Training", NIBM,Pune(1986)
9. PattanayakBiswajeet, "Human Resource Training", Wheeler Publishing
10. Riyaz Rainaye. (2004). Training Effectiveness in Public Sector and Private Sector Commercial Banks A Micro-Level Comparative Study. Management & Change, Vol 8, No 1 & 2, pp. 49-67
11. Shishupal Singh Badhu and

- Karunesh Saxena. (1999). Role of Training in Developing Human Resources: Study of Selected Industrial Organizations of Rajasthan. *The Indian Journal of Commerce*, Vol.52 No.1, January – March 1999, pp.57-56.
12. Jane Richards. (1997). Management Training-the Real Objectives. *Training Officer*, September 1997 Vol .33, No.7, pp. 216 –217.
13. Tannenbaum, S., I. and Yukl, G. (1992). Training and development in work organizations. *Annual Review of Psychology*, 43, 399-441.
14. Owens, P.L. (2006). On More Reason Not to Cut your Training Budget: The Relationship between Training and Organisational Outcomes. *Public personal Management*, 35(2), 163-171.
15. Becker, G. S. 1993. Human capital: A theoretical and empirical analysis with specialreferenceto education (3rd Ed.). Chicago, IL: University of Chicago Press.
16. Colarelli, S. M., & Montei, M. S. 1996. Some contextual influences on training utilization. *The Journal of Applied Behavioral Science*, 32(3): 306-322.
17. Source: Cole, C. L. (2000, August). Building loyalty. *Workforce*, 79, 42-47. Available EBSCOhost full display.
18. Source: Van Knippenberg, D. (2000), Work motivation and performance: a social identity perspective, applied psychology; an international review.
19. Source: Fitz-enz, J. (1990).Getting and keeping good employees. In *personnel*. 67(8): 25-29.
20. Source: Messmer, M. (2000). Orientations programs can be key to employee retention. In *Strategic Finance*. 81 (8):12-15.