

EVALUATION OF HUMAN RESOURCE DEVELOPMENT AND HUMAN RESOURCE MANAGEMENT WITH SPECIAL REFERENCE OF APEX BANK**Miss Kalpana Satnami****Research Scholar, Dept. of commerce Faculty of commerce R.D.V.V. Jabalpur****ABSTRACT**

Human resource development (HRD) is an organized learning that provides the possibility of performance change and improvement towards individuals and groups through development of their knowledge, skills and abilities necessary for the successful performance of the organization. Our HRD niche area covers training and development, organizational development, career development and HR practices. Human resources management (HRM) is a management function concerned with hiring, motivating and maintaining people in an organization. It focuses on people in organizations. Human resource management is designing management systems to ensure that human talent is used effectively and efficiently to accomplish organizational goals. HRM is the personnel function which is concerned with procurement, development, compensation, integration and maintenance of the personnel of an organization for the purpose of contributing towards the accomplishments of the organization's objectives.

This paper is arranged in four section.

Section I – Definition of HRD and HRM

Section II- Review of literature

Section III- Analytical part

Section IV- Conclusion

Key words - Human Resource Development, Human Resource Management, Satisfaction Lable,

INTRODUCTION

In 1937 Ronald Coase, a Noble Prize winning economist, explained how some economic activities are most efficiently coordinated within firms, while others are most efficiently coordinated by markets. 'Management' can therefore be defined as the art and science of coordinating activities within a firm, via a process of managerial decision-making, including areas such as finance, operations, sales and marketing, and human resources. HR management can in turn be defined as: 'The process of analysing and managing an organisation's human resource needs to ensure satisfaction of its strategic objectives' (Hellriegel, Jackson, Slocum and Staude, 2009) and 'The policies and practices involved in carrying out the "people" or human resources aspects of a management position, including recruitment, screening, training and appraising' (Dessler, 2007). Employees are very important components or assets of an organization and this is the main reason why an organization must do human resource management. They need to be managed successfully needless of the size of the organization because the employees contribute to the delivery of products and services. Human resource development has multiple dimensions, covering educational attainment, workforce skills, population health and the set of employment policies that provide businesses with workers with appropriate skills and the ability to adapt quickly to new challenges.

RESEARCH OBJECTIVE

- To find out the opportunity and problems faced by the HRD and HRM.
- To find out the fund and finance require for the HRD and HRM.
- To give some suggestion for the betterment of HRD and HRM.

RESEARCH HYPOTHESIS

- Satisfaction Index expressed by the employees is dissimilar.

RESEARCH METHODOLOGY-

This study relied on a sample of randomly selected Apex Bank throughout the Bhopal and Jabalpur District. We sampled 60 Respondants exclusively belonging to Apex Bank in Bhopal and Jabalpur district. Out of the 60 questionnaire sent out, 60 were received, representing 100%. The survey instruments included open ended and closed ended questionnaires. We also followed up with personal interviews with employees of these banks. The findings are presented by the use of descriptive statistics.

REVIEW OF LITREATURE

Chaturvedi, in Karadjova-Stoer&Mujtaba (2009) consider strategic human resource management as 'linking human resource with strategic goals and objectives in order to improve business performance and develop organisational culture that fosters innovation and flexibility'. This definition is derived from both resource dependency and strategic management theories within the environment where success of the organisation is based on the ability to develop the most robust business strategy, coupled with having the right people to pursue it. However, it is important to note here that the word 'business' also covers transactions for profit. Winsara (2008) shows that although the company has clear vision, a mission and strategic objectives, there were limited use of the strategic approach to human resource management functions and the use of support instruments. Dessler (2005) defines training as methods used to give employees skills they need to perform their jobs. Therefore, training implies preparing an employee for an occupation or specific skills. In this case, it has to be narrow in its focus and be for the

job, rather than personally oriented. Training is usually provided to adults and is aimed at producing an improvement in performance at work, by addressing weaknesses in knowledge, skills, or attitudes. It tends to be more practically focussed and can take place in a variety of environments and concerned with the acquisition of knowledge, skills and attitudes.

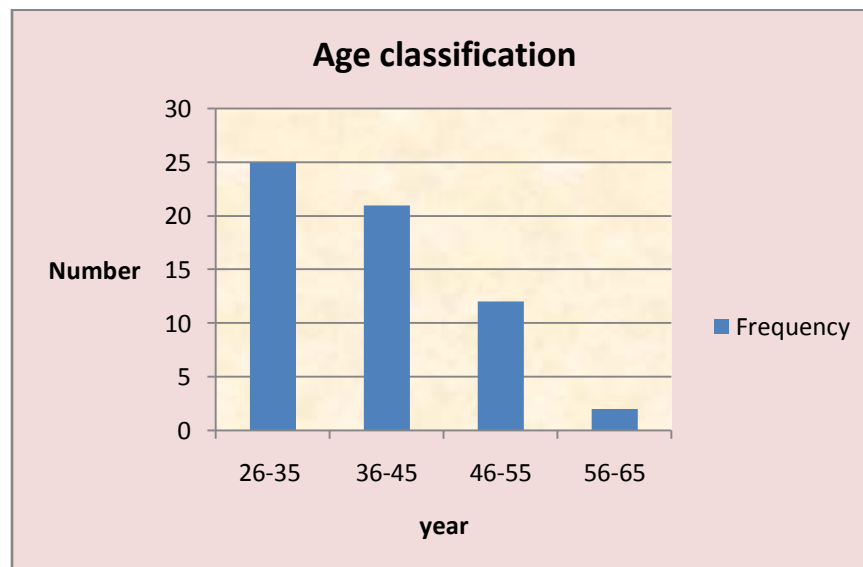
Data Analysis

In this section, we present an analysis and discussion of the empirical results.

TABLE-1
Classification on the Basic of Age

years	Frequency	percentage
26-35	25	42
36-45	21	35
46-55	12	20
56-65	2	3
Total	60	100

Source- Based on Primary data



Source- Based on table-1

Table -1 clearly indicated that 25 number of respondents belongs to the age group of 26-35 years making the overall percentage to 42%, 21 respondents falls in the group of 36-45 years making them 35% of total distribution. 12 respondents make a 20% of total and at the lastly 2 respondents were noticed in the age group of 56-65 years making the percentage 3% of the overall percentage.

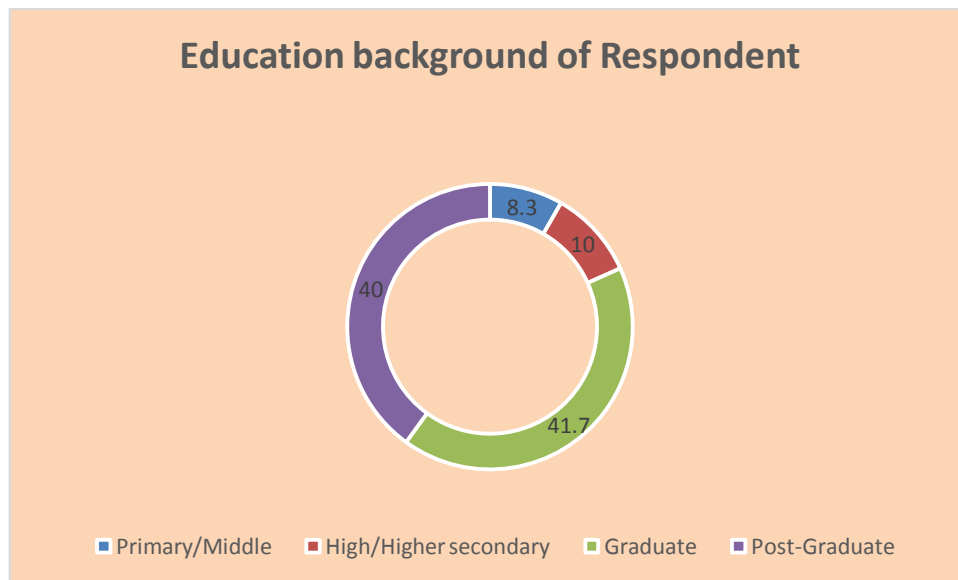
TABLE 2

Education background of Respondent

Education	Frequency	Percentage
Primary/Middle	5	8.3
High/Higher secondary	6	10.0
Graduate	25	41.7
Post-Graduate	24	40.0
Total	60	100

Source- Based on survey Method

Table 2 illustrate the background of the employee of Apex bank. As shown in Table 2 41.7% of the Respondents have graduate, 24% have Post graduate and 6% have High/Higher secondary nad lowest percentageofprimar/middle 8.3% in the bank.



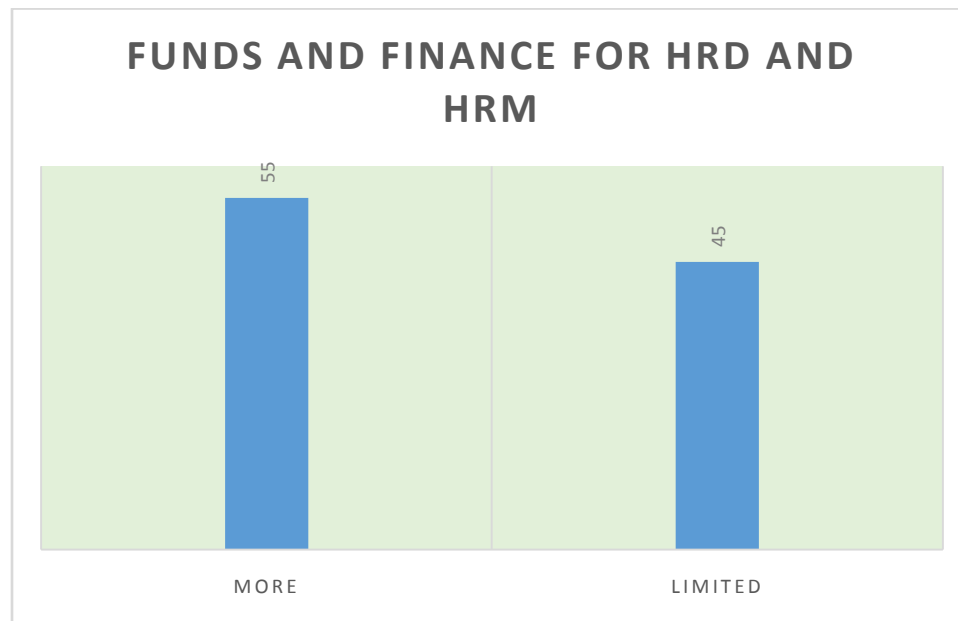
Source- Based on table-2

TABLE-3
Funds and Finance Requirement

Variable	Frequency	percentage
More	33	55
Limited	27	45
Total	60	100

Source- Based on Primary data

Table-3 shows that 33 respondents feel that more finance/funds is required for good living them 55% of the total distribution and 27 respondents feel that limited finance/funds is required for good living which makes them 45% of the total distribution.



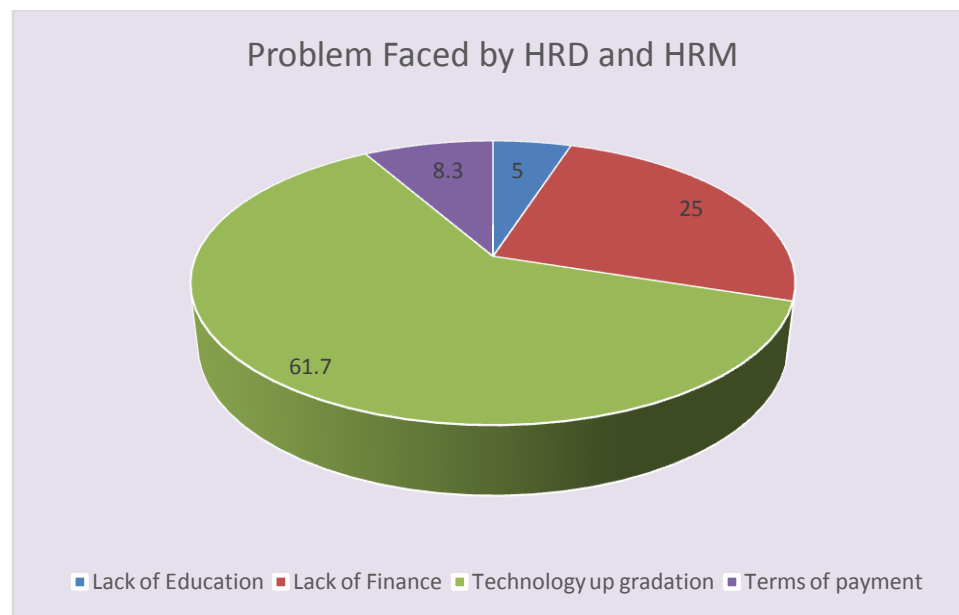
Source- Based on table-3

TABLE – 4
PROBLEMS FACED BY HDR and HRM

Particular	Frequency	percentage
Lack of Education	3	5.00
Lack of Finance	15	25.0
Technology up gradation	37	61.7
Terms of payment	5	8.3
Total	60	100

Source- Based on Primary data

Table 4 shows that the nature of problems faced by HRD and HRM. The major problem are faced in Technology up gradation (61.7%), Lack of Fianance (25.0%), Terms of payment (8.3%) and Lack of Education (5.0%).



Source- Based on table-4

HYPOTHESIS TESTING

- **Satisfaction Index expressed by the employees is dissimilar.**

$$H_0: f_0 = f_e,$$

$$H_1: f_0 \neq f_e$$

Table 5
Satisfaction Index

No.	SI	CV (Calculated value)	Table Value at 5% level of significance	Degree of freedom	Interpretation
1	6.0	.9001	12.6	Df =(n-1) 7-1=6	CV<TV 0.9001<12.6 H ₀ ACCEPTED
2	6.9				
3	7.2				
4	5.3				
5	5.8				
6	5.0				
7	7.5				

Source- Based on Primary data

Where α =Constant depending on the value of Df] χ^2 =Chi-Square Test] Df= Degree of freedom

$$\alpha = 0.005] \chi^2 = 12.6 \text{ (Table Value), Df} = 6$$

Table 5 indicated that the calculated value of χ^2 is lower than table value, therefore null hypothesis is accepted and we conclude that satisfaction label are different in the employees.

Conclusion

Human Resource development is the framework for helping employees develop their personal and organizational skills, knowledge and abilities. Good accounting and control systems could assist in evaluating the performance of the organization and its managers.

Table -1 clearly indicated that 25 number of respondents belongs to the age group of 26-35 years making the overall percentage to 42%, 21 respondents falls in the group of 36-45 years making them 35% of total distribution. 12 respondents make a 20% of total and at the lastly 2 respondents were noticed in the age group of 56-65 years making the percentage 3% of the overall percentage. Table 2

illustrate the background of the employee of Apex bank. As shown in Table 2 41.7% of the Respondents have graduate, 24% have Post graduate and 6% have High/Higher secondary nad lowest percentageofprimar/middle 8.3% in the bank.Table-3 shows that 33 respondants feel that more finance/funds is required for good living them 55% of the total distribution and 27 respondants feel that limited finance/funds is required for good living which makes them 45% of the total distribution.**Table 4**shows that the nature of problems faced by HRD and HRM. The major problem are faced in Technology up gradation (61.7%), Lack of Fianance (25.0%), Terms of payment (8.3%) and Lack of Education (5.0%).Table 5 indicated that the calculated value of χ^2 is lower than table value, therefore null hypothesis is accepted and we conclude that satisfaction label are different in the employees.

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