



HR in Krishna Grameena Bank in Gulbarga

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KEYWORDS

Introduction :

Regional Rural banks were established on 2nd October 1975 under the Malegaam Committee. The share of these banks are in ratio of 50, 15 and 35 by Central Government, State Government and sponsoring Bank respectively. This Krishna Grameena Bank is sponsored by the State Bank of India which is a Government of India enterprise. Krishna Grameena Bank is a significant Regional Rural Bank of the district. It has 76 branches in Gulbarga district and 33 branches in Bidar district. KGB is a fast growing bank of the region and always looking to have talented candidates into its current team of employees. Working in Krishna Grameena Bank is some what special for those who are serving in this organization and also to those who aspire to become employees of this Bank. A very good work culture can be seen in this bank. Along with this, career growth opportunities are also provided for the dedicated and hard working employees. Therefore, these have much influence on the minds of those candidates who want to be the employees of the bank. So, youths of the region has the opportunities to make their career by becoming the employees of Krishna Grameena Bank.

As per the latest policies, Krishna Grameena Bank is regularly searching for job candidates with talent, sincerity, devotion and dedication towards their job. They communicate and appoint freshers and experienced candidates who have filled their profiles and applied for their recruitment with a proper procedure of appointments.

Krishna Grameena Bank is not just concerned about the degrees and certificates of the candidates, but also looking for the talent what they have and more than this real passion for work matters most. Generally, KGB is looking forward to have a bunch of both young and experienced employees in its organizational set up.

The Concept :

The Human Resource is concerned with skills and knowledge necessary for interacting with people in various work settings. The theory of human resource is basically a social and behavioral aspect. It also concerned about the organizational leadership aspect. HR is a matter which designed to help personnel to understand and address issues confronting both individuals and organizations. It focuses on workplace atmosphere such as human relations and communications, training and development, staffing skills and strategies, and leadership within the workplace. Human Resource Management is basically concerned with human beings and deals specifically with all intangible aspects like feelings, emotions, attitudes, perceptions, values, beliefs etc.

Human Resource Development is a subject of national importance, much more of great relevance in a developing and

most populous country like India. Of all the resources, the "Human Resource" is the most crucial and difficult to tackle but it is of great importance. Without this resource the development of country in terms of physical, financial and technological resources is not possible. So, there is a need to mobilize the human resource with the purpose of organizational development. Mobilization would include the need to develop the human resources – their skills, attitudes, aptitudes so that they can competently achieve the pre-determined goals.

Human Resource Development means the total knowledge, skills, creative abilities, talents and aptitudes of organization's work force as well as the values, attitudes and beliefs of the individuals involved. Dynamic and growth oriented organizations do require Human Resource Development to succeed in a fast changing environment. Organizations flourish only through the efforts and competencies of their human resource.

Objectives:

The present study has the following objectives.

1. To study the management development programmes in Krishna Grameena Bank in Gulbarga district.
2. To Study the psychological change through Management Development Programmes in the behaviour of managerial and official level in Krishna Grameena Bank.
3. To study the reactions of employees for management development programmes in Krishna Grameena Bank.

Statement of the problem:

The present study is a determined and empirical investigation of the research which concerned about study of Effectiveness of Management Training Programmes in Services sector – A case study of Krishna Grameena Bank in Gulbarga district. The effectiveness of management development programmes includes attitude building, management of emotions, inter-personal communicative skills and accepting responsibilities voluntarily. These aspects need to be emphasized in the organized study of the effectiveness. Utilization of available human resource on a proper line to the maximum extent will definitely help for the effective service providence in banks. The present research is mainly focusing on this aspect.

Need of the Study:

Human Resource Development has assumed significance in services sector in recent past. That is why very few studies have been carried out on HRD. No research has been made on the said topic in Gulbarga district. The main significance of this study is to examine the knowledge, skills and overall improvement of managers and official level to cope up with the confronting challenges in meeting the expectations of the customers. It is also desired to find-out the effect of training on

employees. Training and development is a function of Human Resource Management concerned with organizational activity aimed at bettering the performance of individuals and groups in organizational settings. It has been known by several names like "Human Resource Development", "Learning and Development", "Training and Development" etc. The present study is of great relevance, because it concentrates on the methods of training, motivation, counseling, employee welfare facilities, evaluation methods and employee appraisal techniques in Krishna Grameena Bank.

H.R. Practices in KGB:

Krishna Grameena Bank has given due importance for imparting training to its staff members to upgrade their knowledge and skill by deputing them to different training centers of SBI, NABARD, NIRB, NIRD and Reserve Bank of India. An Organizational Development Initiative Programme (ODI) mooted by NABARD has been launched in the bank with the assistance of visiting faculty of State Bank of India. The first phase has been implemented in June 2003. Further follow-up action is in progress. The Bank believes in the philosophy of "learning is a continuous process". Hence, staff members are being deputed to different training institutes situated in Bangalore, Pune and Dharwad. The Bank has also conducting in-house training at the Head Office at Gulbarga. During the year 2010-11 63 employees of the bank have been deputed to different training institutes and 460 staff members were provided in-house CBS training.

Methodology:

As the present study is an explanatory and analytical one, the methods adopted to collect the research data is depending on primary data, secondary data as well as sampling method. The primary data will be obtained from human resource development managers, qualifies trainers, personnel managers and

employees of the Krishna Grameena Bank. Secondary data will be collected from the bank sources, journals, magazines, news papers, online date etc. The study is more dependent on sampling method in which the researcher has selected 20 branches of Krishna Grameena Bank of the district where he tries to evaluate Management Development Programmes taken up the Bank for the employees in all these branches for providing effective service to the customers.

Conclusion:

It is known from the preliminary study of the 5 branches of Krishna Grameena that training and development are categorized into several classes. The *sponsors* of training and development are senior managers and officials. The *clients* of training and development are the frontline employees of the bank. Managers are responsible for coaching, resources, and performance. The *participants* are those who actually undergo the processes of training through which they learn how to adapt themselves to day to day activities to serve customers of the bank in a better manner. The *facilitators* are Human Resource Management staff and the *providers* are specialists in the field. Each of these groups has its own agenda and motivations, which sometimes conflict with the agendas and motivations of the others. So, it is where the management has a vital role to play to manage activities of the bank on proper lines. It is felt that apart from having good existing human resource management, still there is a room for improvements in the same aspect of the bank in the region. Researcher arrived at the conclusion that human resource development or effectiveness in service providence is not a one time process, instead it is a continuous one where each and every individual associated himself with the bank has to strive hard to achieve aforesaid goal.

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