

## **TRAINING AS AN HRD TOOLS ICICI BANK LIMITED**

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### **ABSTRACT**

*Human resource development is a capacity in associations intended to expand representative execution in administration of their boss' key destinations. HR is basically worried about how individuals are overseen inside associations, concentrating on arrangements and frameworks. HR divisions and units in associations are regularly in charge of various exercises, including worker enrollment, preparing and advancement, execution examination, and fulfilling. HR is likewise worried about modern relations, that is, the adjusting of hierarchical practices with controls emerging from aggregate haggling and administrative laws.*

*HR is a result of the human relations development of the mid twentieth century, when specialists started reporting methods for making business esteem through the vital administration of the workforce. The capacity was at first overwhelmed by value-based work, for example, finance and advantages human resource development, yet because of globalization, human resource development combination, mechanical headway, and further research, HR now concentrates on key activities like mergers and acquisitions, ability administration, progression arranging, modern and work relations, and decent variety and consideration.*

### **INTRODUCTION**

Human resource development is a capacity in associations intended to expand representative execution in administration of their boss' key destinations. HR is basically worried about how individuals are overseen inside associations, concentrating on arrangements and frameworks. HR divisions and units in associations are regularly in charge of various exercises, including worker enrollment, preparing and advancement, execution examination, and fulfilling. HR is likewise worried about modern relations, that is, the adjusting of hierarchical practices with controls emerging from aggregate haggling and administrative laws.

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In new businesses, HR's obligations might be performed via prepared experts. In bigger human resource developments, a whole useful gathering is ordinarily devoted to the teach, with staff having some expertise in different HR undertakings and utilitarian initiative taking part in key basic leadership over the business. To prepare experts for the calling, foundations of advanced education, proficient affiliations, and human resource developments themselves have made projects of concentrate devoted unequivocally to the obligations of the capacity. Scholarly and specialist associations in like manner look to draw in and advance the field of

HR, as confirm by a few field-particular distributions. HR is likewise a field of research ponder that is prevalent

inside the fields of administration and mechanical/hierarchical brain science, with look into articles showing up in various scholastic diaries, incorporating those specified later in this article.

In the current worldwide workplace, most human resource developments concentrate on bringing down representative turnover and holding the ability and information held by their workforce. New contracting involves a high cost as well as expands the danger of the newcomer not having the capacity to supplant the individual who was working in that position some time recently. HR offices additionally endeavor to offer advantages that will interest specialists, therefore diminishing the danger of losing learning.



### **Concept of Human Resource Development**

Human Resource Development is said to be the care of a larger system known as human resource system and HRD is mainly concerned with providing learning experience for the people associated with human resource development through a behavioral approach adopting various processes. The individual is provided with learning experiences not in isolation but shares others learning experiences also. Such learning experiences are provided with the main objective of developing human beings for their advantage and producing their powerful physical, mental and intellectual endowments and abilities for the growth of human resource development.

### **ABOUT COMPANY**

ICICI Bank is a leading private sector bank in India. The Bank's consolidated total assets stood at Rs. 14.76 trillion at September 30, 2020. ICICI Bank currently has a network of 5,288 branches and 13,834 ATMs across India.

### **History**

ICICI was formed in 1955 at the initiative of the World Bank, the Government of India and representatives of Indian industry. The principal objective was to create a development financial institution for providing medium-term and long-term project financing to Indian

businesses. Until the late 1980s, ICICI primarily focused its activities on project finance, providing long-term funds to a variety of industrial projects. With the liberalization of the financial sector in India in the 1990s, ICICI transformed its business from a development financial institution offering only project finance to a diversified financial services provider that, along with its subsidiaries and other group companies, offered a wide variety of products and services. As India's economy became more market-oriented and integrated with the world economy, ICICI capitalized on the new opportunities to provide a wider range of financial products and services to a broader spectrum of clients. ICICI Bank was incorporated in 1994 as a part of the ICICI group. In 1999, ICICI became the first Indian company and the first bank or financial institution from non-Japan Asia to be listed on the New York Stock Exchange.

In October 2001, the Boards of Directors of ICICI and ICICI Bank approved the merger of ICICI and two of its wholly-owned retail finance subsidiaries, ICICI Personal Financial Services Limited and ICICI Capital Services Limited, with ICICI Bank. The merger was approved by shareholders of ICICI and ICICI Bank in January 2002, by the High Court of Gujarat at Ahmedabad in March 2002, and by the High Court of Judicature at Mumbai and the Reserve Bank of India in April 2002. Consequent to the merger, the ICICI group's financing and banking operations, both wholesale and retail, were integrated in a single entity.

ICICI Bank is a large private sector bank in India offering a diversified portfolio of financial products and services to retail, SME and corporate customers. The Bank has an extensive network of branches and ATMs. It is at the forefront of leveraging technology and offering services through digital channels like mobile and internet banking.

## **VISION AND MISSION**

### **VISION**

To be the trusted financial services provider of choice for our customers, thereby creating sustainable value for our stakeholders.

### **MISSION**

To grow our risk-calibrated core operating profit by:

- Delivering products and services that create value for customers.
- Bringing together all our capabilities to seamlessly meet customer needs.
- Conducting our business within well-defined risk tolerance levels.

### **ICICI Foundation Programmers**

In 2013, ICICI Foundation for Inclusive Growth launched a national-level initiative, ICICI Academy for Skills (ISA) to meet the demand for skilled labor and create sustainable livelihood opportunities for lesser privileged youth. The Academy offers industry – relevant and job-oriented vocational training in 10 technical and 3 office skill courses. 28, Academies spread across 20 States/Union Territories provide free of cost training empowers the youth to build a better future for the nation and themselves.

We have developed a unique knowledge ecosystem, collaborating with industry leaders as knowledge partners. These knowledge partners ensure that our training programmers are industry relevant. They undertake curriculum design and content development, setting up labs

for practical training as well as the coaching of the trainers themselves. We have on board 11 knowledge partners who drive the content for the curriculum.

### **OBJECTIVES OF THE STUDY**

1. To study about the workforce, to accomplish their basic human resource development goals at ICICI BANK LIMITED
2. To understand facilities and opportunities provided for the development of the human resource development.
3. To identify the equitable wages, incentives, employee benefits and social security measures for employees at ICICI BANK LIMITED.
4. To know the multi-dimensional skills and experiences that suit the present the future human resource development strategies at ICICI BANK LIMITED.
5. To understand the resistance to change and the process of change

### **NEED OF THE STUDY**

Human resource development are the most valuable assets of a human resource development. A human resource development's performance and resulting productivity are directly proportional to the equity of its human resource, hence it is very important to select individuals with required knowledge, desired skill, creative abilities, talents and aptitude, and hence selection plays a very important role in today's human resource developments.

Every human resource development whether large or small requires effective personnel runs its business. To have efficient personnel has to be selected. To select the right person(s) the management has to be carefully scrutinized the candidates through the process of interviews are tested and from the results of these tests, the right person is selected.

### **SCOPE OF THE STUDY**

The scope of the research is very vast; however, the total time period available was very limited for the purpose of the study observation, analysis and conclusion. Second important thing is on account of ethical and moral obligation of a manager disclosure of all pertained and particular policies has got limitation because of his positional accountability and responsibility, the study was limited only for 45 days.

### **RESEARCH METHODOLOGY**

Research methodology is the systematic way to solve the research problem. It gives an idea about various steps adopted by the researcher in a systematic manner with an objective to determine various manners.

#### **Research Design**

The type of research chosen for the study is descriptive research. In descriptive research various parameters will be chosen and analyzing the variations between these parameters. This was done with an objective to find out the satisfaction level of employees in their work.

#### **Research Approach**

The research worker contacted the respondents personally with well-prepared sequentially arranged questions. The questionnaire is prepared on the basis of objectives of the study. Direct contact is used for survey, i.e., contacting employees directly in order to collect data.

#### **Collection of Data**

Most of the data collected by the researcher is primary data through personal interview, where their searcher and the respondent operate face -to -face.

## Data Sources

The data collected for the study is mainly through the distribution of questionnaire; to be precise the data collected for study was both primary and secondary sources.

### Primary Data

Primary data is the information collected for the first time; there are several methods in which the data is compiled. In the project it was obtained by mean of questionnaire.

Questionnaire was prepared and distributed to the employees.

### Secondary Data

Secondary data needed for conducting research work were collected from company Websites and search engines.

### Research Instrument

In this study the primary data was collected by survey techniques. In this we distributed the questionnaire to the respondents. The researcher structured the questionnaire in the form of

- Close Ended Questions
- Multiple Choice Question

## Questionnaire

A questionnaire is a sheet of paper containing questions relating to contain specific aspect, regarding which the researcher collects the data. Because of their flexibility the questionnaire method is by far the most common instrument to collect primary data. The questionnaire is given to the respondent to be filled up.

## Sample Size

This refers to the number of items to be selected from the universe to constitute a sample. The sample size for this study was taken as 100.

## Statistical Tools Used

The data collected was analyzed by employing the following statistical techniques:

### Percentage Analysis

Percentage refers to special kind of ration. It is used in making comparison between two or more series of data. It is used to describe relationship. It is used to analyses the data. Bar chart, pie charts were used to explain tabulation clearly

### Formula

Percentage (%) = (Number of respondents/ Total number of respondents) x 100.

## LIMITATIONS

1. HRD programs take a long time. Not only that for taking any action plan for HRD, planners take much time.
2. It costs many. A lot of funds are required to execute to HRD program. Sometimes an organization cannot manage funds.
3. In some cases, the HRD program is affected by delayed pay off period. That is why some organizations become reluctant.
4. HRD program may be failed due to some reasons. These failures are both human-related and non-human related.
5. Time was major limiting factor

6. Lack of co-operation from certain departments due to their work load

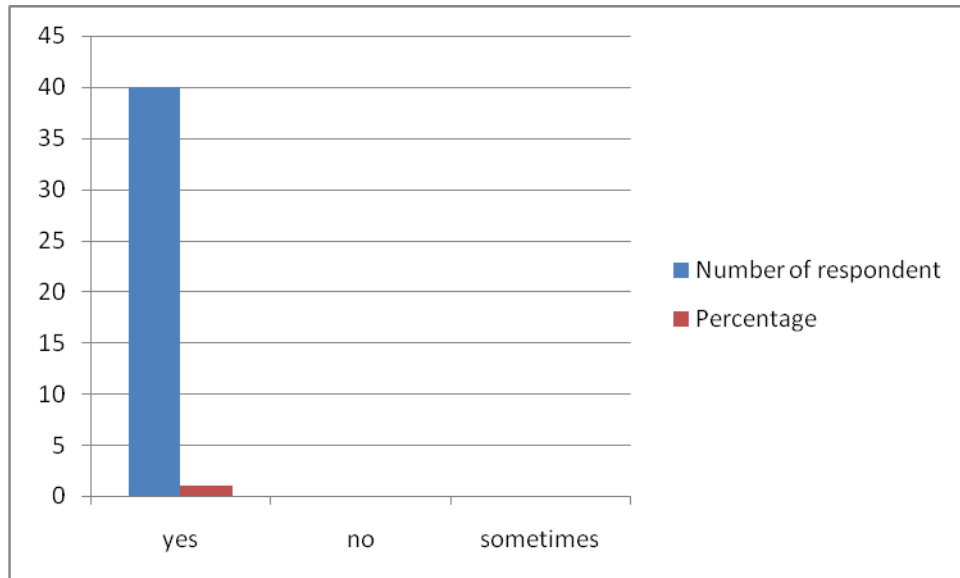
7. Privacy of the organization may be leaked out through the HRD program. Due to the involvement of irresponsible people, it happens.

**CHAPTER-IV**

**DATA ANALYSIS & INTERPRETATION**

**1. Your organization offer training for you?**

Category	Number of respondent	Percentage
Yes	40	100%
No	0	0%
Sometimes	0	0%



**INTERPRETATION**

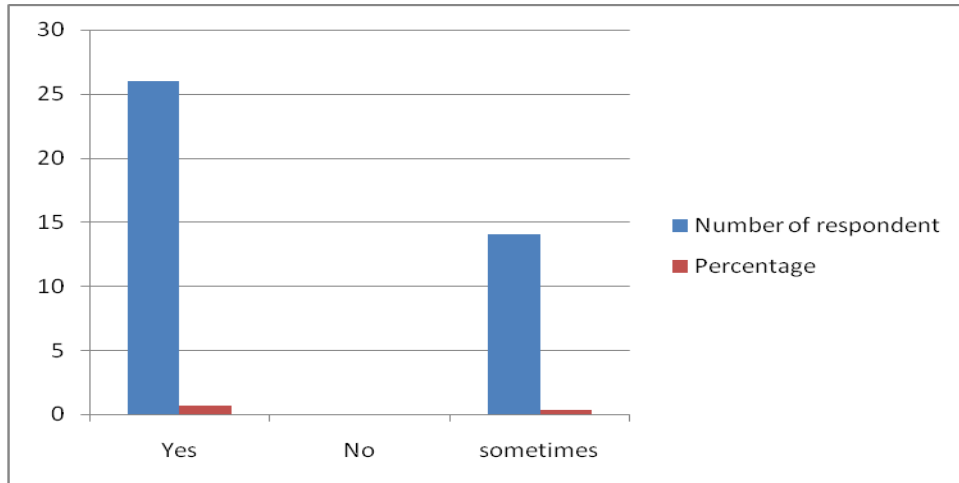
According to the above details, it is found that organization provides training for each employee in the company.

**2. In which areas training is provided to you?**

- a) Company policies & procedure
- b) technical skills
- c) Problem solving capabilities
- d) all the above

Category	Number of respondent	Percentage
Company policies &	0	0%
technical skills	0	0%
Problem solving	0	0%
all the above	40	100%





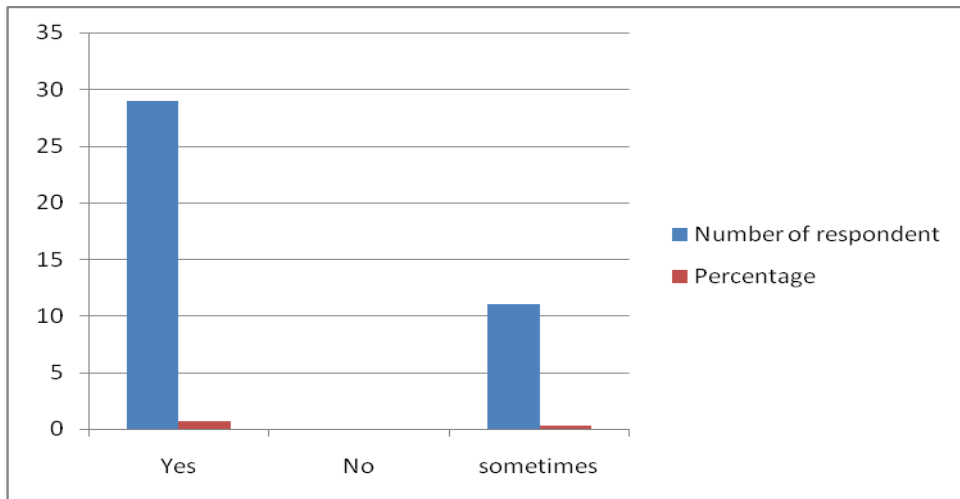
**INTERPRETATION**

As per the survey it was found that 65% of the employee feels that they acquire some skills & knowledge from training programmes, and 35% feel sometime.

1. **Do you think that training programmes create some competitive environment at work place?**

- a) Yes
- b) no
- c) sometimes

Category	Number of respondent	Percentage
Yes	29	72.5%
No	0	0%
sometimes	11	27.5%



**INTERPRETATION**

As per the survey it was found that 72.5% of the employee feels that the training programmes create some competitive environment at workplace, and 27.5% feel sometime.

6. **If yes...! How it is effecting?**

- a) Motivating
- b) demotivating
- c) Sometimes motivating and sometimes demotivating

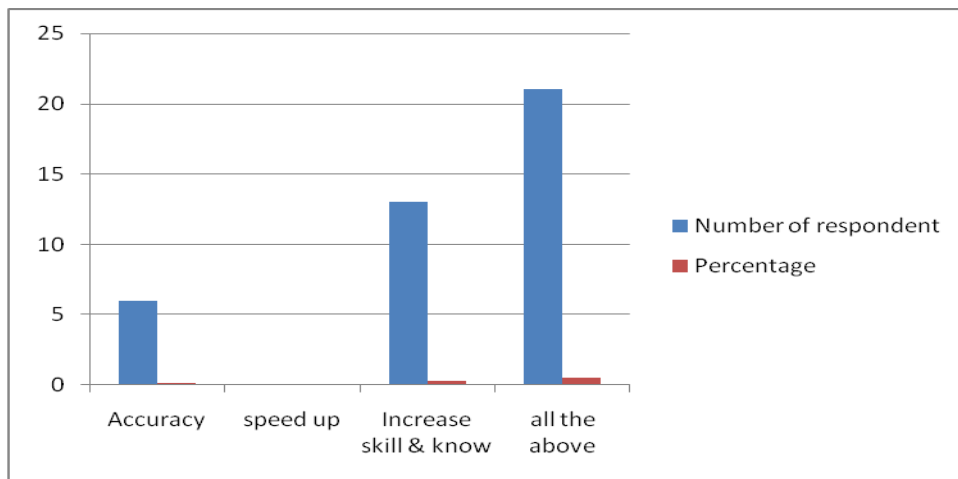
Category	Number of respondent	Percentage



c) Increase skill & knowledge

d) all the above

Category	Number of respondent	Percentage
Accuracy	6	16%
speed up	0	0%
Increase skill & know	13	32%
all the above	21	52%



**INTERPRETATION**

As per the survey it was found that 15% of the employee feel that organization objective to conduct training programmes is for accuracy,32.5% for increase skill & knowledge, 52.5 for all the above.

**9. If you are not provided with a trainer, then on who do you depend?**

a) HR department

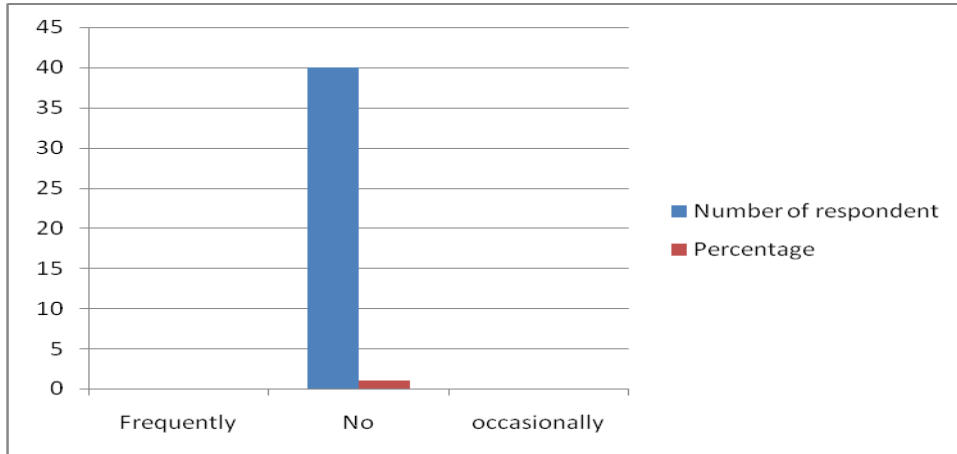
b) line manager

c) Immediate supervisor

d) any other

Category	Number of respondent	Percentage
HR department	38	95%
Line manager	0	0%
Immediate supervisor	0	0%
Any other	2	5%



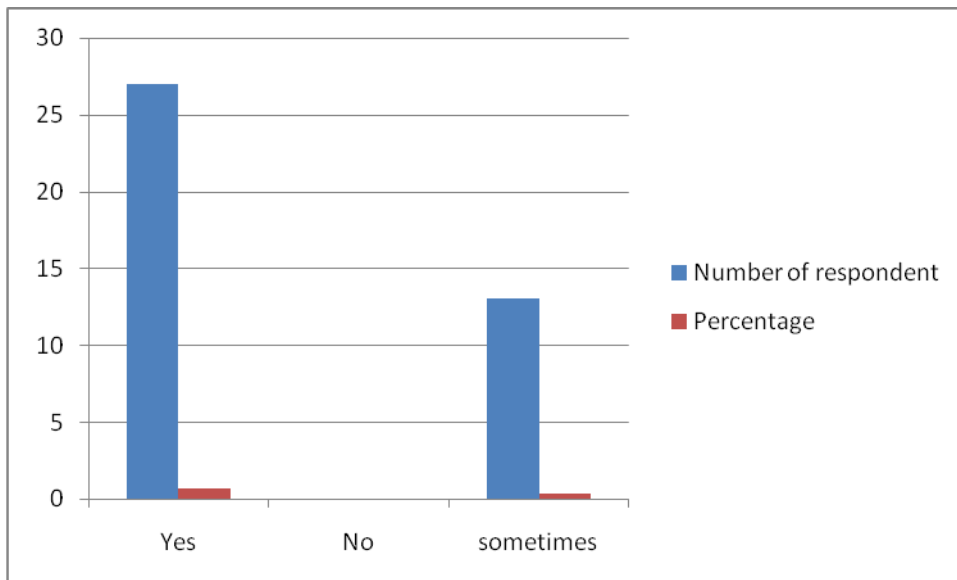


**INTERPRETATION**

As per the survey it was found that 100% of the employee feels that trainer does not show any partiality towards employee.

**12. Do you think that training programmes efforts help management in reaching objectives?**

	a) Yes	b) no	c) sometimes
Category	Number of respondent		Percentage
Yes	27		67.5%
No	0		0%
sometimes	13		32.5%



**INTERPRETATION**

As per the survey it was found that 67.5% of the employees feels that training programmes will help the management to reach the objective and 32.5% feels sometimes.

**13. Along with training programmes, do you need any other motivational programmes to get success at work place?**

- a) Yes
- b) no
- c) sometimes



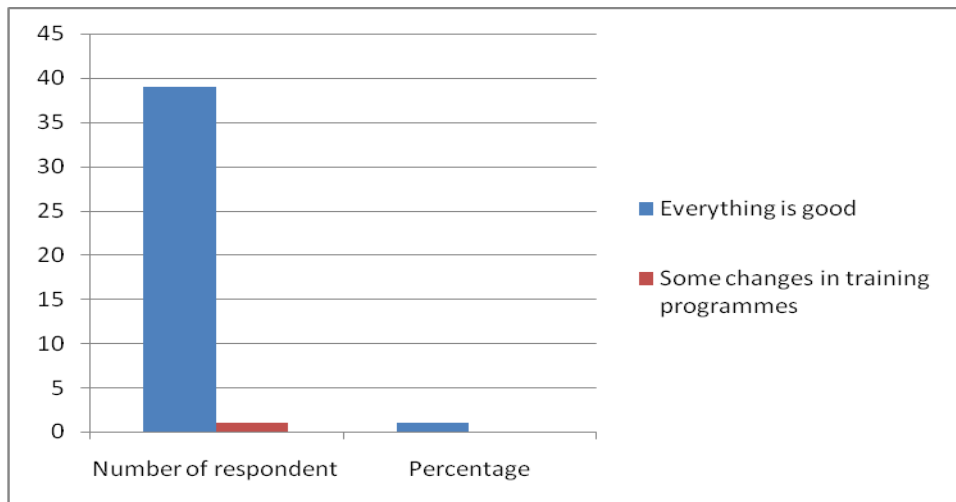
As per the survey it was found the 45% of employees feels that training programmes should be provide on the basis of performance ,15% feels no, 40% feels sometimes.

**15. What are the suggestions you give regarding training programmes?**

a) Everything is good

b) some changes in training programmes

Category	Number of respondent	Percentage
Everything is good	39	97.5%
Some changes in training programmes	1	2.5%



**INTERPRETATION**

As per the survey it was found that 97.5% of the employees feel that everything is ok in organization training programmes and 2.5% feels some changes in training programmes.

**CHAPTER-V**

**FINDINGS, SUGGESTIONS AND CONCLUSION**

**FINDINGS**

- Training programmes provided by Nestle is almost good.
- Organization should focus on the benefits that are aimed towards self improvement since of the employees satisfied.
- Opportunities for career growth and the security for job is good
- Organization provides training programmes on the basis of employee performance.
- Organization training programmes are effective.
- The relationship between employee and management is good at work place.
- In organization employee almost depend on HR department for Training programmes.

**SUGGESTIONS**

- Along with training programmes organization should provide some other motivational programmes
- Implement training institutions at near the organizations



- Evaluate cost of training and its result of training.
- Frame the training programmes chart and proper care should be taken while conducting the training.
- A proper performance appraisal system should be adopted.

### CONCLUSION

- Training programmes provided by the company is almost good.
- Organization should focus on the benefits that are aimed towards self improvement since of the employees satisfied.
- Opportunities for career growth and the security for job is good
- Organization provides training programmes on the basis of employee performance.
- Organization training programmes are effective.
- In my opinion if the above suggestions are followed total training programme.
- Feedback must be collected from the entire trainer
- Organization should provide immediate supervisor solving employee's problem

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