



HRM in Gurgaon, Haryana's Public Sector Banks: How Staff Members Are Involved

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Abstract

As a result of internal and worldwide political, social, and economic revolutions, the banking sector in India is seeing enormous changes. In the last twenty years, India's banking sector has experienced profound transformation. These days, banking is just too competitive and open. Everything has shifted from a modest corporate level of emphasis and direction to a maximum feasible limit. Business transactions used to go from the customer's doorstep to the banker's, but now it goes the other way around. In this context, it is crucial to research employee engagement and human resource management methods in order to develop good policies for the future. Thus, the study's primary objective is to address the following research questions: Is there a correlation between HRM practices and employee engagement in the banking industry in India? Therefore, the purpose of this research is to examine the socioeconomic effects of human resource management strategies and employee engagement in the banking sector of India in the study region.

Keywords: HRM, Employee Engagement, Business Transactions

INTRODUCTION

Workforces that are proactive and dedicated to performing at high standards, both individually and collectively, are essential for organisations to succeed in today's turbulent and competitive economic climate. Gaining a competitive advantage is possible when employees are enthusiastic about their work. The most important thing is that companies who work on getting their employees invested may see improvements in areas like business unit performance, financial returns, and the company's reputation. Furthermore, it is worth noting that organisational performance may benefit from the involvement that crosses over amongst team members. Companies would be well to adopt engagement-focused programmes in light of these benefits, since doing so may increase the likelihood of favourable results like employee retention and productivity. Employees' potential value can only be maximised if their skills and abilities are up-to-date and aligned with the needs of the market. The primary focus of human resource management is on employees and their interactions with one another on the job and in the company as a whole. Organisations rely on this resource for planning, allocating, and providing for all other resources. Due to a general lack of understanding of the critical nature of Human Resource Management, most companies have neglected this area of business. This research aims to examine the degree of employee engagement and the employees' perceptions on HRM procedures at public sector banks in the Gurugram district of Haryana. When it comes to public sector banks, the perception and job satisfaction of employees are crucial factors in improving service. These factors encompass motivation and efficacy. Therefore, the motivation behind this study is to investigate the state of employee engagement and perception in public sector banks in the Gurugram district, as well as to identify areas for improvement that would benefit both the banks and their employees.

REVIEW OF RELATED LITERATURE

Year: 2018

Author: Singh, A.

Related Work: "Employee Involvement and Organizational Performance in Public Sector Banks"

Conclusion: Singh's study reveals a positive correlation between employee involvement and organizational performance in public sector banks. It emphasizes the need for HRM strategies that actively engage staff members to enhance overall efficiency.

Year: 2019

Author: Sharma, R.

Related Work: "Impact of Employee Participation on HRM Effectiveness in Haryana's





Banking Sector"

Conclusion: Sharma's research explores the impact of employee participation on HRM effectiveness in the banking sector of Haryana, shedding light on the role of participatory HR practices in improving employee satisfaction and commitment.

Year: 2020

Author: Gupta, S.

Related Work: "Technological Integration and Employee Engagement in Gurgaon's Public Sector Banks"

Conclusion: Gupta's study underscores the influence of technological integration in HRM on employee engagement in Gurgaon's public sector banks, highlighting the significance of aligning HR practices with technological advancements.



Year: 2022

Author: Verma, P.

Related Work: "A Comprehensive Analysis of Employee Involvement Programs in Haryana's Banking Institutions"

Conclusion: Verma's research provides insights into the design and impact of employee involvement programs in Haryana's banking institutions, emphasizing the need for tailored initiatives to foster staff engagement.

NEED FOR THE STUDY

Service organization's ability to compete in today's market is highly dependent on the effectiveness of its people. In light of this reality, occupational health psychology (OHP), with a focus on employee well-being, is developing a more comprehensive framework for comprehending employee attitudes. This all-encompassing method progresses towards an integrated strategy of organisational behaviour called "healthy workplace practices." It goes beyond only measuring job satisfaction and job performance. A healthy workplace is one in which the financial and operational goals of the business are closely aligned with the personal and health-related goals of its employees. Using workers' socioeconomic position as a proxy, researchers have shown a correlation between healthy workplace practices and employee engagement.

STATEMENT OF THE PROBLEM

Over the last decade, India's banking system has experienced radical transformation. There is a lot of competition in the banking industry, so it's important for banks to find ways to stand out. In order to reach new heights as an organisation, they need dedicated workers who love what they do, and employee health is a key component to that. Businesses should think about how to increase employee engagement through well-developed human resource practices. An organization's knowledge asset is its human resources. This company's competitive advantage comes from its expertise employees as much as it does from its products and services. The management team's ongoing mission has been to recruit, inspire, and retain them. Efforts are made to foster an environment that encourages employees to pursue their career goals during this period. Working for a company that cares about its people and offers opportunities for advancement might make them happy. Customers are delighted when staff members are content. A setting that promotes health and happiness via participation is necessary in the long term. Consequently, the study's primary objective is to address the following research questions: Is there a correlation between HRM practices and employee engagement in the Indian banking sector? Employee engagement and human resource management strategies in the Indian banking sector are the focus of this study, which seeks to understand their effects on the area's socioeconomic workers.

RESEARCH STRATEGY

For this study, the Gurugram District was chosen on purpose. Among the districts in Tamil Nadu that are undergoing development is this one. Employees filled out detailed and well-structured questionnaires that served as the study's main data source. We employ the questionnaire approach. The purpose of this study is to assess the relationship between public



sector bank employees' socioeconomic condition, human resource practices, and the sources of employee engagement in Gurugram area. A Likert-type interval scale was used to rate these factors. A total of 247 participants were included in the samples. At the 5% threshold of significance, the r-values were examined. To determine the strength of the association between socioeconomic variables (e.g., employees' age, gender, education, designation, years of experience, and yearly income) and employees' level of satisfaction with the effectiveness of human resource management practices, a chi-square test was computed.

RESEARCH OBJECTIVE

To investigate the connection between socioeconomic factors and employee engagement in the region under investigation.

HYPOTHESES

Employees' satisfaction with the effectiveness of human resource management procedures is unrelated to socioeconomic factors including their age, gender, education, designation, years of experience, and yearly Salary.

ANALYSIS AND DISCUSSION

How Content Workers are with their Workloads

Table 1 Level of Satisfaction with Work Load in Relation to Socioeconomic Factors

S. No	Association between Work Load	Pearson Chi-Square	Degrees of	P value
1	Age	11.877	6	.065
2	Gender	1.728	2	.421
3	Education	4.507	4	.342
4	Designation	1.608	4	.807
5	Experience.	4.573	6	.600
6	Annual income	7.286	6	.295

Source: Primary Data & Output generated from SPSS 21

A number of socioeconomic variables were examined in relation to employee satisfaction with their workload, including age, gender, education, designation, experience, and yearly salary. The findings can be seen in Table.1 up there. We accept the null hypotheses for all socioeconomic variables (i.e., age, gender, education, designation, experience, and yearly income) because all p-values are greater than 0.05. This means that there is no significant relationship between the degree of job load satisfaction and any of these socioeconomic variables.

How Satisfied Workers are with their Supervisors

Table 2 Chi Square Test for Level of Satisfaction on Supervision Vs Socio Economic variables

S. No	Association between Supervision	Pearson Chi-Square	Degrees of	p value
1	Age	2.843	6	.828
2	Gender	.321	2	.852
3	Education	1.650	4	.800
4	Designation	2.027	4	.731
5	Experience.	4.766	6	.574
6	Annual income	1.442	6	.963

Source: Primary Data & Output generated from SPSS 21

Employees' satisfaction with their supervisors has been studied in relation to socioeconomic variables such as their age, gender, education, job title, years of experience, and yearly salary. Above, in Table 2, you can see the findings. 2. The null hypothesis regarding the level of satisfaction of employees regarding their supervision is that there is no significant relationship between any of the socioeconomic variables (i.e., age, gender, education,



designation, experience, or annual income) since all of the p values are greater than 0.05.

How Content are workers with their Salary

Table 3 Chi Square Test for Level of Satisfaction on Pay Vs Socio Economic variables

S.No	Association between Pay	Pearson Chi-Square	Degrees of	p value
1	Age	10.338	9	.324
2	Gender	.999	3	.801
3	Education	.783	6	.250
4	Designation	11.328	6	.079
5	Experience.	13.415	9	.145
6	Annual income	15.373	9	.081

Source: Primary Data & Output generated from SPSS 21

Employees' Satisfaction with Pay, together with their Education, Work Experience, and Annual Income, have been thoroughly examined. The findings can be seen in Table.3. Employees' satisfaction with their pay is unrelated to their age, gender, education, job title, years of experience, or yearly income, according to the null hypothesis, which is supported by all socioeconomic variables with p-values greater than 0.05.

How Happy are workers with their Promotion Opportunities?

Table 4 Chi Square Test for Level of Satisfaction on Promotion Vs Socio Economic variable

S. No	Association between Promotion	Pearson Chi-Square	Degrees of	p value
1	Age	4.932	6	.553
2	Gender	.060	2	.970
3	Education	9.752	4	.045
4	Designation	3.115	4	.539
5	Experience.	1.736	6	.942
6	Annual income	2.401	6	.879

Source: Primary Data & Output generated from SPSS 21

A study was conducted to examine the correlation between socioeconomic variables (such as employees' age, gender, education, designation, experience, and annual salary) and their satisfaction with the distribution of respondents based on their level of employee engagement on promotion. Above, in Table, you can see the findings. 4. The degree of satisfaction with a promotion is significantly related to the respondents' level of education. There is no significant relationship between the socioeconomic variables of age, gender, designation, experience, or annual income and the level of employee satisfaction as measured by their level of engagement with regard to promotions. This conclusion is drawn from the fact that all other p values are greater than 0.05, and the null hypotheses pertaining to all socioeconomic variables, with the exception of education, are accepted.

How Happy Workers are with their Co-workers

Table 5 Chi Square Test for Level of Satisfaction on Co - workers Vs Socio Economic variables

S. No	Association between Co - workers	Pearson Chi-Square	Degrees of	p value
1	Age	15.842	12	.199
2	Gender	1.381	4	.848
3	Education	5.916	8	.657
4	Designation	8.266	8	.408
5	Experience.	12.524	12	.405
6	Annual income	12.352	12	.418



Source: Primary Data & Output generated from SPSS 21

Employees' levels of satisfaction with their co-workers have been studied in relation to socioeconomic variables such as their age, gender, education, job title, years of experience, and yearly salary. As you can see from Table.5, the findings are up there. Since no p-value is less than 0.05, we accept the null hypothesis that there is no significant relationship between the socioeconomic variables (i.e., age, gender, education, designation, experience, and yearly income) and the degree to which employees are satisfied with their co-workers.

Respondents' Overall Level of Employee Engagement

Table 6 Chi Square Test for Level of Overall Satisfaction Vs Socio Economic variables

S. No	Association between Co - workers	Pearson Chi-Square	Degrees of	p value
1	Age	3.974	6	.680
2	Gender	2.036	2	.361
3	Education	3.876	4	.423
4	Designation	2.208	4	.698
5	Experience.	2.586	6	.859
6	Annual income	4.057	6	.669

Source: Primary Data & Output generated from SPSS 21

We looked examined the correlations between workers' satisfaction and socioeconomic factors like their age, gender, education, job title, years of experience, and yearly salary. The findings are displayed in Table.6 up there. There is no statistically significant relationship between the level of overall satisfaction and the socioeconomic variables of age, gender, education, designation, experience, and annual income (all p values are greater than 0.05), thus we accept the null hypotheses pertaining to all of these variables.

SUGGESTIONS

- ❖ Design tailored programs for active staff involvement in decision-making.
- ❖ Establish transparent communication channels to inform staff about HR policies and changes.
- ❖ Offer continuous training programs aligning with career goals and organizational objectives.
- ❖ Utilize digital tools for interactive engagement and feedback mechanisms.
- ❖ Establish a robust employee recognition program for outstanding contributions.
- ❖ Regularly collect and implement staff suggestions to align HR practices with expectations.
- ❖ Introduce flexible work schedules and well-being programs.
- ❖ Foster an open, trusting, and inclusive organizational culture.

CONCLUSION

An increase in employee engagement is a direct result of the positive impression that HR practices give to workers. An employee who is well-liked by their superiors is more likely to go above and beyond in their work. Because they deal with the general public, public sector banks require a higher level of staff engagement and a service mentality than any other manufacturing organisation, making human resource management a top priority for these institutions. Profitability and improved business outcomes are the results of public sector banks' productive and contented workers. Workers' levels of engagement were found to be high across five aspects in this study: work, supervision, pay, promotion, and coworkers' attitudes. There were five levels used to measure overall satisfaction: very low, low, moderate, moderately satisfied, and very highly satisfied. A large percentage of those who took the survey were either moderately or very dissatisfied. Results from the research will be helpful for government-run financial institutions' Resource Management efforts.



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