## List of tables and figures

### TABLES

<table>
<thead>
<tr>
<th>Table No</th>
<th>Name of the table</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Profile of sample banking organizations</td>
<td>07</td>
</tr>
<tr>
<td>1:2</td>
<td>Sample Size and Structure</td>
<td>08</td>
</tr>
<tr>
<td>4.1</td>
<td>Index of overall perception of HRM Practices</td>
<td>88</td>
</tr>
<tr>
<td>4.2</td>
<td>Index of sector-wise perception of HRM Practices</td>
<td>89</td>
</tr>
<tr>
<td>4.3</td>
<td>Index of Perception of Organisation-wise HRM Practices</td>
<td>90</td>
</tr>
<tr>
<td>4.4</td>
<td>Dimension-wise frequency distribution on different ratings of HRM Practices</td>
<td>92</td>
</tr>
<tr>
<td>4.5</td>
<td>Dimension Wise Frequency Distribution of Branch Managers on Different ratings of HRM Practices</td>
<td>94</td>
</tr>
<tr>
<td>4.6</td>
<td>Dimension-wise frequency distribution of Branch Managers on different ratings of HRM Practices</td>
<td>95</td>
</tr>
<tr>
<td>4.7</td>
<td>Dimension-wise frequency distribution of Branch Managers on different ratings of HRM Practices (J&amp;K Bank ltd.)</td>
<td>97</td>
</tr>
<tr>
<td>4.8</td>
<td>Dimension-wise frequency distribution on different ratings of HRM Practices (HDFC Bank)</td>
<td>98</td>
</tr>
<tr>
<td>4.9</td>
<td>Dimension-wise frequency distribution of Branch Managers on different ratings of HRM Practices (SBI)</td>
<td>99</td>
</tr>
<tr>
<td>4.10</td>
<td>Dimension-wise frequency distribution of Branch Managers on different ratings of HRM Practices (PNB)</td>
<td>100</td>
</tr>
<tr>
<td>4.11</td>
<td>Mean, mean percentages, standard deviation and ranks of HRM Practices in Banking Industry in India</td>
<td>102</td>
</tr>
<tr>
<td>4.12</td>
<td>Mean, mean percentages, standard deviation and ranks of HRM Practices in public sector banks</td>
<td>104</td>
</tr>
<tr>
<td>4.13</td>
<td>Mean, mean percentages, standard deviation and ranks of HRM Practices in private sector</td>
<td>105</td>
</tr>
<tr>
<td>4.14</td>
<td>Mean, Mean %, Standard deviation and Ranks of HRM Practices in SBI</td>
<td>106</td>
</tr>
<tr>
<td>4.15</td>
<td>Mean, Mean %, Standard deviation and Ranks of HRM Practices in Punjab National Bank</td>
<td>107</td>
</tr>
</tbody>
</table>
4.16 Mean, Mean %, Standard deviation and Ranks of HRM Practices in The J& K Bank Ltd

4.17 Mean, Mean %, Standard deviation and Ranks of HRM Practices in HDFC Bank Ltd.

4.18 Index of overall Perception of Organisational performance in Banking Industry in India

4.19 Index of Sector-wise Perception of Organisational Performance In Banking Industry in India

4.20 Index of Organisation-wise POP in Banking industry in India

4.21 Dimension-wise frequency distribution of Branch Managers at different ratings of POP

4.22 Dimension-wise frequency distribution of Branch Managers at different ratings of POP in Banking Industry (Private sector)

4.23 Dimension-wise frequency distribution of Branch Managers at different ratings of POP in Banking Industry (Public sector)

4.24 Dimension-wise frequency distribution of Br. Mgrs. different ratings of POP in The J&K Bank Ltd

4.25 Dimension-wise frequency distribution of Br. Mgrs. at different ratings of POP The HDFC Bank Ltd

4.26 Dimension-wise frequency distribution of Branch Managers at different ratings of POP in SBI

4.27 Dimension-wise frequency distribution of Branch

4.28 Mean, Mean Percentages, Standard Deviation and Ranks of POP in banking Industry in India

4.29 Mean, Mean Percentages, Standard Deviation and Ranks of POP in public sector banks in India

4.30 Mean, Mean Percentages, Standard Deviation and Ranks of POP in private sector banks in India

4.31 Mean, Mean Percentages, Standard Deviation and Ranks of POP in State Bank of India

4.32 Mean, Mean Percentages, Standard Deviation and Ranks of POP in Punjab National Bank

4.33 Mean, Mean Percentages, Standard Deviation and
Ranks of POP in The J&K Bank Ltd. 123
Mean, Mean Percentages, Standard Deviation and Ranks of POP in HDFC Bank Ltd. 124
correlation coefficients of HRM Practices in banking industry in India 126
Inter-Correlation Matrix of POP in banking industry in India 127
Inter-Correlation Matrix of HRM Practices and POP in banking industry in India 128
Inter-Correlation Matrix of HRM Practices in public Sector banks in India 130
Inter-Correlation Matrix of POP measures in public sector banks in India 131
Inter-Correlation of HRM Practices and POP measures in public sector banks in India 132
Inter-Correlation Matrix of HRM Practices in private sector banks in India 134
Inter-Correlation Matrix of POP measures in private sector banks in India 135
Inter-Correlation Matrix of HRM Practices and POP in private Sector banks in India 136
HRM Practices and POP in HDFC Bank Ltd. 137
Inter-Correlation Matrix of POP in HDFC Bank 138
Inter-correlation Matrix of HRM Practices and measures of POP of HDFC Bank 139
Inter-Correlation Matrix of HRM Practices in The J & K Bank Ltd 140
Inter-correlation Matrix of POP measures in The J&K Bank Ltd 142
Inter-Correlation Matrix of HRM Practices and measures of POP in The The J & B Bank Ltd. 143
Inter-Correlation Matrix of HRM Practices in SBI 144
Inter-Correlation Matrix of POP measures in SBI 145
Inter-Correlation Matrix of HRM Practices and measures of POP in SBI 146
Inter-Correlation Matrix of HRM Practices of XII
Punjab National Bank 147

4.54 Inter-Correlation Matrix of measures of POP of PNB 148
4.55 Inter-Correlation Matrix of HRM Practices and measures of POP of PNB 149
4.56 Dimension-wise comparison of HRM Practices of Public Sector and Private sector banks 150
4.57 Dimension-wise comparison of HRM Practices of Public Sector Banks 152
4.58 Dimension-wise comparison of HRM Practices of Private sector Banks 153
4.59 Dimension-wise Comparison of POP of Public Sector and Private Sector Banks 154
4.60 Dimension-wise comparison of measures of POP of public sector banks 155
4.61 Dimension-wise comparison of HRM Practices of Private sector banks 156
4.62 Rank-order correlation matrix of HRM Practices of various segments of the sample 156
4.63 Rank-order correlation matrix of measures of POP of various segments of the sample 157
4.64 ANOVA for HRM Practices in four banks 158
4.65 ANOVA for POP measures in four banks 159

FIGURES

1 trends in service sector’s share in GDP of various countries 02

3.1 Scheduled Banking Structure in India 77
4.1 Index of HRM Practices in banking industry 88
4.2 Sector-wise index of HRM Practices 89
4.3 Organisation-wise Index of HRM Practices 91
4.4 Index of POP in banking industry 110
4.5 Sector-wise index of POP 111
4.6 Organisation-wise index of POP 112