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QUESTIONNAIRE

THE IMPACT OF HR PRACTICES ON EMPLOYEES COMMITMENT IN BANKING SECTOR
A STUDY WITH REFERENCE TO PUBLIC AND PRIVATE SECTOR BANKS IN CHENNAI CITY

Please tick (✓) in the appropriate boxes:

1. Name(Optional) : 

2. Age in Years : 20-30  31-40  41-50  >50

3. Gender : Male  Female

4. Education Background : School  Graduate  Post Graduate  others

5. Personal Income/Month : ≤ 20  21-40  41-60  61-80
                           81-100  > 100

6. Designation : Operational Level  Middle Level  Top Level

7. Total years of Experience: ≤ 3 years  3-6 years  6-9 years
                              9-12 years  >12 Years

8. Number of working hours per day : ≤ 8 Hours  9 Hours  10 Hours  11 Hours
                                    12 Hours  > 12 Hours
HUMAN RESOURCE DEVELOPMENT (HRD) PRACTICES IN YOUR BANK

Please indicate the extent to which you agree or disagree with the following statements.
(SA – Strongly Agree; A – Agree; NDA – Neither Agree nor Disagree; DA – Disagree; SD – Strongly Disagree)

Please give your opinion on the following by ticking relevant columns

Objectives of HRD in your Bank:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Objectives of HRD in your Bank</th>
<th>SA</th>
<th>A</th>
<th>Nue</th>
<th>DA</th>
<th>SDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Strengthening employee retention</td>
<td></td>
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<tr>
<td>2</td>
<td>Strengthening superior subordinate relationships</td>
<td></td>
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<tr>
<td>3</td>
<td>Strengthening team spirit among different teams</td>
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<tr>
<td>4</td>
<td>Developing the individuals capabilities to perform his present job better</td>
<td></td>
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<tr>
<td>5</td>
<td>Developing and maintaining a high motivational level of the employees</td>
<td></td>
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<tr>
<td>6</td>
<td>Developing the individual to realize his potential to the maximum extent</td>
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<tr>
<td>7</td>
<td>Developing the capabilities to handle future likely roles</td>
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<tr>
<td>8</td>
<td>Developing overall health and self renewing capabilities of employees</td>
<td></td>
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<tr>
<td>9</td>
<td>Promoting inter-team collaboration</td>
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<tr>
<td>10</td>
<td>Promoting climate development and organisational development</td>
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</tbody>
</table>

HRD needs in Bank

<table>
<thead>
<tr>
<th>S.No</th>
<th>HRD needs in Bank</th>
<th>SA</th>
<th>A</th>
<th>Nue</th>
<th>DA</th>
<th>SDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Motivate the employees to do services with full involvement</td>
<td></td>
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<tr>
<td>2</td>
<td>Increased competition and technology</td>
<td></td>
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<tr>
<td>3</td>
<td>Globalisation, Liberalisation and Privatisation</td>
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<td>S.No</td>
<td>HRD needs in Bank</td>
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<tr>
<td>4</td>
<td>Higher level quality is expected of services</td>
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<td>5</td>
<td>Reduction in turn around time</td>
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<td>6</td>
<td>Deploying skilled labour/ Domain knowledge</td>
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<td>7</td>
<td>Retaining people on older technology</td>
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<td>8</td>
<td>Increasing rate of customers</td>
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<td>9</td>
<td>Ever changing perception of employees</td>
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<td>10</td>
<td>People perceive Human capital as that of material, money etc</td>
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<td>11</td>
<td>Need to maintain employee skill data base</td>
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<td>12</td>
<td>HRD culture changes due to Mergers and Acquisitions</td>
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<td>13</td>
<td>Changing demographics of workforce</td>
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<td>14</td>
<td>Increased hours of working</td>
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<td>15</td>
<td>Stress due to traffic and commuting distance</td>
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</tbody>
</table>

**HRD Practices in Bank**

<table>
<thead>
<tr>
<th>S.No.</th>
<th>HRD Practices in Bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Performance Assessment</td>
</tr>
<tr>
<td>2</td>
<td>Potential Appraisal</td>
</tr>
<tr>
<td>3</td>
<td>Career Planning and Development</td>
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<tr>
<td>4</td>
<td>Training and Development</td>
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<tr>
<td>5</td>
<td>Job Rotation</td>
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<tr>
<td>6</td>
<td>Rewards and Recognition</td>
</tr>
<tr>
<td>7</td>
<td>Employees Welfare and Quality of Work Life</td>
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<td>8</td>
<td>Organisational Development</td>
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<td>9</td>
<td>Quality Circles</td>
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<td>10</td>
<td>Staff Meetings</td>
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<tr>
<td>11</td>
<td>Current Competency Mapping</td>
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<td>12</td>
<td>Succession Planning</td>
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<td>13</td>
<td>Fun at work</td>
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<td>14</td>
<td>Communication</td>
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<td>15</td>
<td>Stress Management</td>
</tr>
<tr>
<td>16</td>
<td>Employee Participation in Management</td>
</tr>
<tr>
<td>17</td>
<td>Organisational Climate</td>
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<tr>
<td>18</td>
<td>Organisational Culture</td>
</tr>
<tr>
<td>19</td>
<td>Human Resource Information System</td>
</tr>
<tr>
<td>20</td>
<td>Counselling</td>
</tr>
</tbody>
</table>
**Employees commitment**

Please indicate the extent to which you agree or disagree with the following statements.

(SA – Strongly Agree; A – Agree; NDA – Neither Agree nor Disagree; DA – Disagree SD – Strongly Disagree)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Employees Commitment</th>
<th>SA</th>
<th>A</th>
<th>NDA</th>
<th>DA</th>
<th>SDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I talk up this organization to my friends as a great place to work</td>
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<tr>
<td>2</td>
<td>I am proud to tell others that I am a part of my organization</td>
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<td>3</td>
<td>I really care about the success of my organization</td>
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<tr>
<td>4</td>
<td>My organization is the best of all possible organizations to work</td>
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<tr>
<td>5</td>
<td>I take pleasure in being a member of my organization</td>
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<tr>
<td>6</td>
<td>I have Belief in and acceptance of the values and goals of the organization</td>
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<td>7</td>
<td>I am willing to put in a great deal of effort beyond what is normally expected in order to help this organization be successful</td>
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<td>8</td>
<td>I accept almost any type of assignment in order to keep working for this organization</td>
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<td>9</td>
<td>My company inspires me to do my best in the way of job performance</td>
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<tr>
<td>10</td>
<td>I am glad that I chose this organization to work for over others at the time of joining</td>
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<td>11</td>
<td>It would be too costly for me to leave my organization now</td>
<td></td>
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<tr>
<td>12</td>
<td>I will not prefer any other organization even if the type of work was similar.</td>
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<td>13</td>
<td>I feel I have too few options to consider leaving this organization</td>
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<td>14</td>
<td>I am very loyal to my organization</td>
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<td>15</td>
<td>My organization really cares about my well being</td>
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<td>16</td>
<td>My organization helps me when I have a problem</td>
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<tr>
<td>17</td>
<td>My organization takes pride in my accomplishment at work</td>
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<tr>
<td>18</td>
<td>My job requires all of my attention</td>
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</tbody>
</table>