Chapter-8

Analysis, Conclusion and Suggestions

The Narasimham Committee Report on Banking Reforms (Narasimham Committee II), it has been decided in principle to introduce a Liquidity Adjustment Facility (LAF) operated through repo and reverse repo since June 5, 2000. Under this scheme, (i) repo auctions (for absorption of liquidity), and (ii) reverse repo auctions (for injection of liquidity) will be conducted on a daily basis (except Saturdays).

The intervening holidays and Fridays, the repo tenure will be one day. On Friday, the auctions will be held for three days' maturity to cover the following Saturday and Sunday. With the introduction of the scheme, the existing Fixed Rate Repo has been discontinued.

The liquidity support extended to all scheduled HDFC banks and PDs through Additional Collateralized Lending Facility (ACLF) and refinance/reverse repos under Level II, have been withdrawn. Export refinance and Collateralized Lending Facility (CLF) at bank rate will continue as per the existing procedures. Likewise, PDs will continue to avail of liquidity support at Level I at bank rate.

The funds from CLF are expected to be used by the banks/PDs for their day-to-day mismatches in liquidity. The interest rates in respect of both repo and reverse repo will be decided through cut-off rates emerging
from auctions on "uniform price" basis conducted by the Reserve Bank of India, Mumbai.

**Recommendation of HDFC Bank-**

The M.P. Governments raise resources through issue of market loans regularly. As these are the liabilities of the Government of India and the State Governments, and because the repayment is made by RBI, investment in these securities is considered safe and risk free.

These securities are eligible as SLR investments. Since the date of maturity is specified in the securities, these are known as dated government securities. Its market in India has two segments: 1. Primary market 2. Secondary market. The primary market consists of the issuers of the securities, viz. Central and State Governments.

The secondary market includes HDFC banks, financial institutions, insurance companies, provident funds, trusts, individuals, primary dealers and the Reserve Bank of India. Investment in government securities is open to all types of investors including individuals, and there is a very active secondary market. All dated Central and State Government Securities are repo-able (can be traded in the repo market). Thus, these instruments are very liquid.

**Indian Capital Market-**

Capital market is one of the most important segments of the Indian financial system. It is the market available to the companies for meeting their requirements of long-term funds. It refers to all the facilities and the
institutional arrangements for borrowing and lending of funds. In other words, it is concerned with the raising of money capital for purposes of making long-term investments. The market consists of a number of individuals and institutions (including the government) that canalise the supply and demand for long-term capital and claims on it.

The demand for long-term capital comes predominantly from private sector manufacturing industries, agriculture sector, trade and the government agencies, while the supply of funds for the capital market comes largely from individual and corporate savings, banks, insurance companies, specialized financing agencies and the surplus of governments. The Indian capital market is broadly divided into (i) the gilt-edged market, and (ii) the industrial securities market.

**Gilt-edged Market**- It refers to the market for government and semi-government securities backed by the Reserve Bank of India (RBI). The government securities are tradable debt instruments issued by the government for meeting its financial requirements. The term "gilt-edged" means "of the best quality". This is because the government securities do not suffer from the risk of default, and are highly liquid (as they can be easily sold in the market at their current price). The open market operations of RBI are also conducted in such securities.

**Industrial Securities Market**- It refers to the market which deals in equities and debentures of the corporate. It is further divided into primary market and secondary markets. The primary market. The primary market is also called the market for public issues. This market refers to the
raising of new capital (equity or debt, i.e. equity shares, preference shares, debentures or rights issues) by corporate. Newly floated companies or existing companies may tap the equity market by offering public issues.

When equity shares are exclusively offered to the existing shareholders, it is called rights issue. When a company after incorporation approaches the public for the first time for subscription of its public issue, it is called Initial.

**Public Offering** (IPO). Successful floating of a new issue requires careful planning, timing of the issue and comprehensive marketing efforts. The services of specialized institutions such as underwriters, merchant bankers and registrars to the issue are available for the corporate body to handle this specialized job. Underwriters are financial institutions which undertake to secure a committed quantum of equity/debt subscribed by the public, failing which they accept these shares/bonds as their own investment.

**Secondary stock market**-

The secondary market deals with the sale/purchase of already issued equity/debts by the corporate and others. The sale/purchase of these securities are carried out at the specific stock exchange(s), where the companies get their public issues listed for trading.

The main function of the secondary market is to provide liquidity to the listed securities by enabling a holder to easily convert the securities
into cash through stock exchanges. An individual or an institution can either hold a portfolio of securities as a permanent investment or he can hold a basket of securities for short periods and engage in buying and selling them to gain from market fluctuations. The secondary market also acts as an important indicator of the investment climate in the economy. When prices of existing securities are rising, and there is large trading in the existing shares, such a boom in the secondary market correspondingly signifies that new issues, if floated at that point of time, would be successfully subscribed.

**Regulatory Framework**

The Indian capital market is regulated by the Capital Markets Division of the Department of Economic Affairs, Ministry of Finance. The Division is responsible for formulating the policies related to the orderly growth and development of the securities markets as well as protecting the interest of the investors.

In particular, it is responsible for (i) institutional reforms in the securities markets, (ii) building regulatory and market institutions, (iii) strengthening investor protection mechanism, and (iv) providing efficient legislative framework for securities markets, such as Securities and Exchange Board of India (SEBI) Act, 1992; Securities Contracts (Regulation) Act, 1956; and the Depositories Act, 1996.

It administers these legislations and the rules framed there under. The Securities and Exchange Board of India (SEBI) is the regulatory
authority established under the SEBI Act, 1992 in order to protect the interests of the investors in securities as well as promote the development of the capital market. It involves regulating the business in stock exchanges and supervising the working of stock brokers, share transfer agents, merchant bankers, underwriters, etc. as well as prohibiting unfair trade practices in the securities market. The following departments of SEBI take care of the activities in the secondary market:

**Market Intermediaries Registration and Supervision Department (MIRSD)**- It is concerned with the registration, supervision, compliance monitoring and inspections of all market intermediaries in respect of all segments of the markets such as equity, equity derivatives, debt, and debt-related derivatives.

**Market Regulation Department (MRD)**- It formulates new policies as well as supervises the functioning and operations of securities exchanges, their subsidiaries, and market institutions such as clearing and settlement organizations and depositories.

**Derivatives and New Products Departments (DNPD)**- It is concerned with supervising trading at derivative segments of stock exchanges, introducing new products to be traded, and consequent policy changes.

Further initiatives have been undertaken by the Government of India, from time to time so as to provide financial and regulatory reforms in the primary and secondary market segments of the capital market. These measures broadly aim to sustain the confidence of investors in the country's capital market.
market. The policy initiatives that have been undertaken in the primary
market during 2006-07 include:

1. SEBI has notified the disclosures and other related requirements for companies desirous of issuing Indian depository receipts in India. It has been mandated that: (i) the issuer must be listed in its home country, (ii) it must not be barred by any regulatory body, and (iii) it should have a good track record of compliance of securities market regulations.

2. As a condition of continuous listing, the listed companies have to maintain a minimum level of public shareholding at 25 per cent of the total shares issued. The exemptions include: (i) companies which are required to maintain more than 10 per cent, but less than 25 per cent in accordance with the Securities Contracts (Regulation) Rules, 1957, and (ii) companies that have 2 crores or more of listed shares and Rs. 1000 crore or more of market capitalization.

3. SEBI has specified that shareholding pattern will be indicated by the listed companies under three categories: (i) shares held by promoter and promoter group, (ii) shares held by public, and (iii) shares held by custodians and against which depository receipts have been issued.

4. In accordance with the guidelines issued by SEBI, the issuers are required to state on the cover page of the offer document whether they have opted for an IPO grading from the rating agencies. In case the issuers opt for a grading, they are required to disclose the grades including the unaccepted grades in the prospectus.
5. SEBI has facilitated a quick and cost-effective method of raising funds, termed as Qualified Institutional Placement (QIP), from the Indian securities market by way of private placement of securities or convertible bonds with the Qualified Institutional Buyers.

6. SEBI has stipulated that the benefit of `no lock-in' on the pre-issue shares of an unlisted company making an IPO, currently available to the shares held by Venture Capital Funds (VCFs)/Foreign Venture Capital Investors (FVCIs), shall be limited to:

   (i) the shares held by VCFs or FVCIs registered with SEBI for a period of at least one year as on the date of filing draft prospectus with SEBI, and (ii) the shares issued to SEBI registered by VCFs/FVCIs upon conversion of convertible instruments during the period of one year prior to the date of filing draft prospectus with SEBI.

7. In order to regulate pre-issue publicity by companies which are planning to make an issue of securities, SEBI has amended the Disclosure and Investor Protection Guidelines to introduce Restrictions on Pre-issue Publicity. The restrictions, inter alia, require an issuer company to ensure that its publicity is consistent with its past practices, and does not contain projections/estimates/any information extraneous to the offer document filed with SEBI.

   Similarly, the policy initiatives that have been undertaken in the secondary market during 2006-07 include:
1. In continuation of the comprehensive risk management system put in place since May 2005 in T+2 rolling settlement scenario for the cash market, the stock exchanges have been advised to update the applicable Value at Risk (VaR) margin at least five times in a day by taking the closing price of the previous day at the start of trading and those at 11:00 a.m., 12:30 p.m., 2:00 p.m. and at the end of the trading session. This has been done to align the risk management framework across the cash and derivative markets.

2. In order to strengthen the "Know Your Client" norms and to have sound audit trail of the transactions in the securities market, Permanent Account Number (PAN) has been made mandatory with effect from January 1, 2007 for operating a beneficiary owner account and for trading in the cash segment.

3. In order to implement the proposal on creation of a unified platform for the trading of corporate bonds, SEBI has stipulated that the Bombay Stock Exchange (BSE) would set up and maintain the corporate bond reporting platform. The reporting shall be made for all trades in listed debt securities issued by all institutions such as banks, public sector undertakings, municipal corporations, corporate bodies and companies.

4. In line with the Government of India's policy on foreign investments in infrastructure companies in the Indian securities market, the limits for foreign investment in stock exchanges, depositories and clearing corporations have been specified as follows: (i) foreign investment up to 49 per cent will be allowed in these companies with a
separate Foreign Direct Investment (FDI) cap of 26 per cent and that of 23 per cent on Foreign Institutional Investment (FII), (ii) FDI will be allowed with specific prior approval of Foreign Investment Promotion Board (FIPB), (iii) FII will be allowed only through purchases in the secondary market, and (iv) FII shall not seek and will not get representation on the Board of Directors.

5. The application process of FII investment has been simplified and new categories of investment (insurance and reinsurance companies, foreign Central Banks, investment managers, and international organizations) have been included under FII.

6. Initial issue expenses and dividend distribution procedure for mutual funds have been rationalized.

7. Mutual funds have been permitted to introduce Gold Exchange Traded Funds.

8. In the government securities market, RBI has ceased to participate in primary issues of Central Government securities in line with the provisions of Fiscal Responsibility and Budget Management (FRBM) Act.

9. Foreign institutional investors have been allowed to invest in security receipts.

Thus, the capital market plays a vital role in fostering economic growth of the country as it augments the quantities of real savings, increases the net capital inflow from abroad, raises the productivity of
investments by improving allocation of investible funds, and reduces the cost of capital in the economy.

Data cleaning

The Data cleaning is an important procedure. The data is inspected, and erroneous. The data is necessary, preferable, and possible corrected. Data cleaning can be done during the stage of data entry. When this is done, it is important that no subjective decisions are made. It should always be possible to undo any data set alterations. Therefore, it is important not to throw information away at any stage in the data cleaning phase. All information should be saved and all alterations to the data set should carefully and clearly documented

Initial data analysis

The most important distinction between the initial data analysis phase and the main analysis phase. It is that during initial data analysis one refrains from any analysis that are aimed at answering the original research question. The initial data analysis phase is guided by the following four questions:

Quality of data

The quality of the data should be checked as early as possible. The data quality can be assessed in several ways, using different types of analyses: frequency counts, descriptive statistics mean standard deviation
and median, normality associations. The choice of analyses to assess the data quality during the initial data analysis phase depends on the analyses that will be conducted in the main analysis phase.

**Quality of measurements**

The quality of the measurement instruments should only be checked during the initial data analysis phase when this is not the focus or research question of the study. One should check whether structure of measurement instruments corresponds to structure reported in the literature.

There are two ways to assess measurement quality:

- Confirmatory factor analysis
- Analysis of homogeneity (internal consistency), which gives an indication of the reliability of a measurement instrument. During this analysis, one inspects the variances of the items and the scales,

**Initial transformations**

After assessing the quality of the data and of the measurements, one might decide to impute missing data, or to perform initial and formations of one or more variables, although this can also be done during the main analysis phase.

The study does not need and use a randomization procedure. One should check the success of the non-random sampling, for instance by
checking whether all subgroups of the population of interest are represented in sample.

**Characteristics of data sample**

In any report or article, the structure of the sample is must be accurately described. It is especially important to exactly determine. The structure is the sample when subgroup analyses will be performed during the main analysis phase.

The characteristics of the data sample can be assessed by looking at:

- Basic statistics of important variables
- Scatter plots
- Correlations

**Tools for data Analysis**

During the final stage, the findings of the initial data analysis are documented. It is necessary, preferable, and possible corrective actions taken. The original plan is main data analyses can and should be specified in more detail and/or rewritten.

In order to do this, several decisions about the main data analyses can and should be made:
• In the case of non-normal: should one transform variables; make variables categorical (ordinal/dichotomous); adapt the analysis method?

• In the case of missing data: should one neglect or impute the missing data; which imputation technique should be used?

• In the case of outliers: should one use robust analysis techniques? In case items do not fit the scale: should one adapt the measurement instrument by omitting items, or rather ensure comparability with other (uses of the) measurement instrument(s)?

• In the case of (too) small subgroups: should one drop the hypothesis about inter-group differences, or use small sample techniques, like exact tests or bootstrapping?

• In case the randomization procedure seems to be defective: can and should one calculate propensity scores and include them as covariates in the main analyses?

Analyses

Several analyses can be used during the initial data analysis phase:

• HDFC Bank statistics
• Vicariate associations (correlations)
• Graphical techniques (scatter plots)
It is important to take the measurement levels of the variables into account for the analyses, as special statistical techniques are available for each level: Nominal and ordinal variables.

**Main data analysis**- In the main analysis phase analyses aimed at answering the research question are performed as well as any other relevant analysis needed to write the first draft of the research report.

**Significance of study**-

The study is significant because the management students and practitioners can learn various aspects of management from the real life successful execution of a project with highest degree of precision for more than a century.

**Performance HDFC Bank System learning:**

- Successful HDFC Bank can be built without any advertisement, publicity if genuine needs of people are served satisfactorily.

- Professionalism of the highest order can be maintained even without any background of literacy.

- A business of large volume can be efficiently and effectively managed through innovative HDFC Bank practices.

- Separating HDFC Bank from performance.

- Hierarchical system not essential for HDFC Bank success.

- Revenue sharing can act as incentive and motivator
Response of the respondents to the questionnaire

❖ Do you think that in HDFC Bank charges are reasonable?

(1) Enhancing personal management practices.

(2) Assisting in the framing and implementation of HDFC Bank.

(3) Management practices attitude HDFC Bank.

Expected Frequency = (90 + 10) / 2 = 50
Q.1- Do you think that in HDFC Bank are reasonable?

Table No. 8.1

<table>
<thead>
<tr>
<th>Do you think that in HDFC Bank are reasonable?</th>
<th>( O_i )</th>
<th>( E_i )</th>
<th>( \frac{O_i - E_i}{E_i} )</th>
<th>( \frac{(O_i - E_i)^2}{E_i} )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>90</td>
<td>50</td>
<td>40</td>
<td>160</td>
</tr>
<tr>
<td>No</td>
<td>10</td>
<td>50</td>
<td>-40</td>
<td>160</td>
</tr>
</tbody>
</table>

Calculated \( \chi^2 = \sum \frac{(O_i - E_i)^2}{E_i} = 64 \)

Degree of freedom = 2 - 1 = 1

\( \chi_1^2 (0.05) = 3.84 \)

Since calculated \( \chi^2 > \chi_1^2 (0.05) \), null Hypothesis is rejected

Hence it is established that the HDFC Bank are satisfied with Management practices.
Q 2. It is real HDFC Bank Responsible for Business purpose?

Table No. 8.2

<table>
<thead>
<tr>
<th>It is real HDFC Bank Responsible for Business purpose?</th>
<th>O₁</th>
<th>E₁</th>
<th>O₁-E₁</th>
<th>((O₁-E₁)^2)</th>
<th>(\frac{(O₁-E₁)^2}{E₁})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>0</td>
<td>50</td>
<td>-50</td>
<td>250</td>
<td>50</td>
</tr>
<tr>
<td>No</td>
<td>100</td>
<td>50</td>
<td>50</td>
<td>250</td>
<td>50</td>
</tr>
</tbody>
</table>

Calculated \(\chi^2 = \sum \frac{(O₁-E₁)^2}{E₁} = 100\)

Degree of freedom = 2-1=1

\(\chi^2_{1} (0.05) = 3.84\)

Since calculated \(\chi^2 > \chi^2_{1} (0.05)\), null Hypothesis is rejected

Hence it is found that In HDFC Bank have knowledge basic right and fundamental right.
### Q3. The Process for measuring customer satisfaction is obtaining feedback of HDFC Bank?

1- Yes

2- No

Expected Frequency = (99+1)/ 2 = 50

**Table No. 8.3**

<table>
<thead>
<tr>
<th>The Process for measuring customer satisfaction is obtaining feedback of HDFC Bank?</th>
<th>$O_i$</th>
<th>$E_i$</th>
<th>$O_i-E_i$</th>
<th>$(O_i-E_i)^2$</th>
<th>$(O_i-E_i)^2/E_i$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99</td>
<td>50</td>
<td>49</td>
<td>2401</td>
<td>48.02</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
<td>50</td>
<td>-49</td>
<td>2401</td>
<td>48.02</td>
</tr>
</tbody>
</table>

Calculated $\chi^2 = \sum \frac{(O_i-E_i)^2}{E_i} = 96.04$

Degree of freedom = 2-1=1

$\chi^2_1 (0.05) = 3.84$

Since calculated $\chi^2 > \chi^2_1 (0.05)$, null Hypothesis is rejected

Hence it is established law of Management practices in state of Madhya Pradesh

1. Yes
2. No
3. Partly Know

Expected Frequency = (95 + 5) / 2 = 50

Table No. 8.4

<table>
<thead>
<tr>
<th>Do you know about the performance management? Relating to HDFC Bank.</th>
<th>O₁</th>
<th>E₁</th>
<th>O₁-E₁</th>
<th>(O₁-E₁)²</th>
<th>(O₁-E₁)²/E₁</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>95</td>
<td>50</td>
<td>45</td>
<td>225</td>
<td>40.5</td>
</tr>
<tr>
<td>No</td>
<td>5</td>
<td>50</td>
<td>-45</td>
<td>225</td>
<td>40.5</td>
</tr>
</tbody>
</table>

Calculated $\chi^2 = \sum \frac{(O₁-E₁)^2}{E₁} = 81$
Degree of freedom = 2-1=1

\[ \chi^2_1 \ (0.05) = 3.84 \]

Since calculated \( \chi^2 > \chi^2_1 \ (0.05) \), null Hypothesis is rejected

Hence it is found that In about the performance management? Relating to HDFC Bank.

Q.5. Do you know about the HDFC Bank Employee protection Act?

1. Yes
2. No
3. Partly Know

Expected Frequency = 87+13/2 = 50

Table No. 8.5

<table>
<thead>
<tr>
<th>Do you know about the HDFC</th>
<th>( O_i )</th>
<th>( E_i )</th>
<th>( O_i - E_i )</th>
<th>( \frac{(O_i - E_i)^2}{E_i} )</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

235
Bank Employee protection Act?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>87</td>
<td>13</td>
</tr>
<tr>
<td>No</td>
<td>50</td>
<td>50</td>
</tr>
</tbody>
</table>

Calculated \( \chi^2 = \sum \frac{(O_i - E_i)^2}{E_i} = 54.76 \)

Degree of freedom = 2-1=1

\( \chi^2_{(0.05)} = 3.84 \)

Since calculated \( \chi^2 > \chi^2_{(0.05)} \), null Hypothesis is rejected

**Hence** In know about the HDFC Bank protection Act to relate Banking.

Q.6. Whether there have know ledged performance HDFC Bank in metro city?

1. Yes
2. No

Expected Frequency = \( 100 + 0 /2 = 50 \)
Whether there have known ledged performance HDFC Bank in metro city?

<table>
<thead>
<tr>
<th></th>
<th>O₁</th>
<th>E₁</th>
<th>O₁-E₁</th>
<th>( (O₁-E₁)^2 )</th>
<th>( \frac{(O₁-E₁)^2}{E₁} )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100</td>
<td>50</td>
<td>50</td>
<td>250</td>
<td>50</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
<td>50</td>
<td>-50</td>
<td>250</td>
<td>50</td>
</tr>
</tbody>
</table>

Calculated \( \chi^2 = \sum \frac{(O₁-E₁)^2}{E₁} = 100 \)

Degree of freedom = 2-1=1

\( \chi^2 \) \ (0.05) = 3.84

Since calculated \( \chi^2 > \chi^2 \) \ (0.05), null Hypothesis is rejected

Hence it has been found that In there have known ledged performance mechanism in HDFC Bank to metro city.
Q.7. Do you agree that liability of Manpower planning have knowledge of HDFC Bank in management perception?

1. Yes

2. No

Expected Frequency = (100+0)/2 = 50

Table No. 8.7

<table>
<thead>
<tr>
<th>Do you agree that liability of Manpower planning have knowledge of HDFC Bank in management perception?</th>
<th>Oᵢ</th>
<th>Eᵢ</th>
<th>Oᵢ-Eᵢ</th>
<th>(Oᵢ-Eᵢ)²</th>
<th>(Oᵢ-Eᵢ)²/Eᵢ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100</td>
<td>50</td>
<td>50</td>
<td>250</td>
<td>50</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
<td>50</td>
<td>50</td>
<td>250</td>
<td>50</td>
</tr>
</tbody>
</table>

Calculated $\chi^2 = \sum \frac{(Oᵢ-Eᵢ)^2}{Eᵢ} = 100$

Degree of freedom = 2-1=1

$\chi^1_1 (0.05) = 3.84$

Since calculated $\chi^2 > \chi^2_1 (0.05)$, null Hypothesis is rejected

Hence it is established that agree that liability of Manpower planning have knowledge of HDFC Bank.
Q.8. Do you know about the right relating to In Compensation and Reward HDFC Bank?

1. Yes

2. No

Expected Frequency = (90 + 10) / 2 = 50

Table No. 8.8

<table>
<thead>
<tr>
<th>Do you know about the right relating to In Compensation and Reward HDFC Bank?</th>
<th>$O_i$</th>
<th>$E_i$</th>
<th>$O_i - E_i$</th>
<th>$(O_i - E_i)^2$</th>
<th>$(O_i - E_i)^2 / E_i$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>90</td>
<td>50</td>
<td>40</td>
<td>160</td>
<td>32</td>
</tr>
<tr>
<td>No</td>
<td>10</td>
<td>50</td>
<td>-40</td>
<td>160</td>
<td>32</td>
</tr>
</tbody>
</table>
Calculated $\chi^2 = \sum \frac{(O_i - E_i)^2}{E_i} = 64$

Degree of freedom = 2-1=1

$\chi^2_1 (0.05) = 3.84$

Since Calculated $\chi^2 > \chi^2_1 (0.05)$, null Hypothesis is rejected

Hence it is found about the right relating to In Compensation and Reward.

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Q.9 Do you know about the grounds of dissolution of performance HDFC Bank appraisal?

1. Yes
2. No

Expected Frequency = (100+0)/2 = 50
Do you know about the grounds of dissolution of performance HDFC Bank appraisal?

<table>
<thead>
<tr>
<th></th>
<th>O_i</th>
<th>E_i</th>
<th>O_i-E_i</th>
<th>(O_i-E_i)^2</th>
<th>(O_i-E_i)^2 / E_i</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100</td>
<td>50</td>
<td>50</td>
<td>250</td>
<td>50</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
<td>50</td>
<td>-50</td>
<td>250</td>
<td>50</td>
</tr>
</tbody>
</table>

Calculated $\chi^2 = \sum \frac{(O_i-E_i)^2}{E_i} = 100$

Degree of freedom = 2-1=1

$\chi^2_1 (0.05) = 3.84$

Since calculated $\chi^2 > \chi^2_1 (0.05)$, null Hypothesis is rejected

Hence it is established that the grounds of dissolution of performance appraisal.
10. Where there is any Potential Appraisal and Promotion in HDFC Bank in marketing?

(A) Yes

(B) No

Expected Frequency = (100+0)/2 = 50

<table>
<thead>
<tr>
<th>Where there is any Potential Appraisal and Promotion in HDFC Bank in marketing?</th>
<th>Oi</th>
<th>Ei</th>
<th>Oi-Ei</th>
<th>(Oi-Ei)^2</th>
<th>(Oi-Ei)^2/Ei</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100</td>
<td>50</td>
<td>50</td>
<td>250</td>
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<tr>
<td>No</td>
<td>0</td>
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<td>-50</td>
<td>250</td>
<td>50</td>
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</tbody>
</table>

Calculated $\chi^2 = \sum \frac{(O_i-E_i)^2}{E_i} = 100$

Degree of freedom = 2-1 = 1

$\chi^2_1 (0.05) = 3.84$

Since calculated $\chi^2 > \chi^2_1 (0.05)$, null Hypothesis is rejected

**Hence it is established that** is any Potential Appraisal and Promotion in HDFC Bank.
11. Do you know about the constitutional rights relating to Career Development and Career Planning in HDFC Bank?

(A) Yes

(B) No

Expected Frequency = \( \frac{100+0}{2} = 50 \)

Table No. 8.11

<table>
<thead>
<tr>
<th>Do you know about the constitutional rights relating to Career Development and Career Planning in HDFC Bank?</th>
<th>( O_i )</th>
<th>( E_i )</th>
<th>( O_i-E_i )</th>
<th>( (O_i-E_i)^2 )</th>
<th>( \frac{(O_i-E_i)^2}{E_i} )</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100</td>
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<td>50</td>
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<td>50</td>
<td>-50</td>
<td>250</td>
<td>50</td>
</tr>
</tbody>
</table>

Calculated \( \chi^2 = \sum \frac{(O_i-E_i)^2}{E_i} = 100 \)
Degree of freedom = 2-1=1

\[ \chi^2_1 \ (0.05) = 3.84 \]

Since calculated \( \chi^2 > \chi^2_1 \ (0.05) \), null Hypothesis is rejected

Hence it is established that about the constitutional rights relating to Career Development and Career Planning in HDFC Bank.

12. Whether Quality of Work and Employee Welfare in management has a right of adoption of a personal appraisal in HDFC Bank facilities?

   (A) Yes
   
   (B) No

Expected Frequency = \( \frac{(100+0)}{2} = 50 \)
Whether Quality of Work and Employee Welfare in management has a right of adoption of a personal appraisal in HDFC Bank facilities?

Yes

No

<table>
<thead>
<tr>
<th></th>
<th>O_i</th>
<th>E_i</th>
<th>O_i-E_i</th>
<th>(O_i-E_i)^2</th>
<th>(O_i-E_i)^2 / E_i</th>
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</thead>
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<tr>
<td>Yes</td>
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<td>50</td>
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<td>50</td>
<td>-50</td>
<td>250</td>
<td>50</td>
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</tbody>
</table>

Calculated $\chi^2 = \sum \frac{(O_i-E_i)^2}{E_i} = 100$

Degree of freedom = 2-1=1

$\chi^2_1 (0.05) = 3.84$

Since calculated $\chi^2 > \chi^2_1 (0.05)$, null Hypothesis is rejected

Hence it is established that HDFC Bank Quality of Work and Employee Welfare in has a right of adoption of a personal appraisal facilities.
13. What was the in position of HDFC Bank in Modern Society?

(A) Yes

(B) No

Expected Frequency = \(\frac{(100+0)}{2} = 50\)

<table>
<thead>
<tr>
<th>What was the in position of HDFC Bank in Modern Society?</th>
<th>(O_i)</th>
<th>(E_i)</th>
<th>(O_i-E_i)</th>
<th>((O_i-E_i)^2)</th>
<th>(\frac{(O_i-E_i)^2}{E_i})</th>
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<td>-50</td>
<td>250</td>
<td>50</td>
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</tbody>
</table>

Calculated \(\chi^2 = \sum \frac{(O_i-E_i)^2}{E_i} = 100\)

Degree of freedom = 2-1=1

\(\chi^2_{1} (0.05) = 3.84\)

Since calculated \(\chi^2 > \chi^2_{1} (0.05)\), null Hypothesis is rejected

**Hence it is established that** in position of HDFC Bank in Modern Society.
14. Whether there are constitutional provisions for safeguarding of HDFC Bank do you have knowledge about it?

(A) Yes

(B) No

Expected Frequency = (100+0)/2 = 50

Table No. 8.14

<table>
<thead>
<tr>
<th>Whether there are constitutional provisions for safeguarding of HDFC Bank do you have knowledge about it?</th>
<th>O_i</th>
<th>E_i</th>
<th>O_i-E_i</th>
<th>(O_i-E_i)^2</th>
<th>(O_i-E_i)^2 / E_i</th>
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<td>50</td>
<td>250</td>
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</tbody>
</table>

Calculated $\chi^2 = \sum \frac{(O_i-E_i)^2}{E_i} = 100$

Degree of freedom = 2-1=1
\[ \chi^2_1 \ (0.05) = 3.84 \]

Since calculated \( \chi^2 > \chi^2_1 \ (0.05) \), null Hypothesis is rejected

**Hence it is established that** constitutional provisions for safeguarding of HDFC Bank do you have knowledge about it.

15. Is HDFC Bank fully applicable?

(A) Yes

(B) No

Expected Frequency = \( (100+0)/2 = 50 \)

<table>
<thead>
<tr>
<th>Is HDFC Bank fully applicable?</th>
<th>( O_i )</th>
<th>( E_i )</th>
<th>( O_i-E_i )</th>
<th>( (O_i-E_i)^2 )</th>
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<td>-50</td>
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<td>50</td>
</tr>
</tbody>
</table>

Table No. 8.15
Calculated \( \chi^2 = \sum \frac{(O_i - E_i)^2}{E_i} = 100 \)

Degree of freedom = 2-1=1

\( \chi^2 \ (0.05) = 3.84 \)

Since calculated \( \chi^2 \) > \( \chi^2 \ (0.05) \), null Hypothesis is rejected

Hence it is established that the grounds of dissolution of Is HDFC Banking Act fully applicable.

In HDFC Banks and group should change mindset and create has known for everybody. The campaign has favored In Banking can be started through different ways, as follows:

(A) Through power of media, special programs about In HDFC Bank should be telecast, newspaper films and documentaries.

(B) By the use of modern Information Technology to save In HDFC Banking.
It is referred to as the issue or that part of getting devolved on the underwriters. The transactions relating to the primary market, i.e. public/rights issues are not carried out through stock exchanges. However, there is effective regulation of SEBI at every stage of a public issue. This is done through merchant bankers, underwriters and registrars to the issue, each acting at different points. Subscriptions to the new issue are collected at specific branches of one or more collecting banks within a prescribed span of time, represented by the dates of opening and closing of the issue.

CONCLUSION

At the end I would like to conclude that the Indian banking market is growing at an astonishing rate. HDFC bank had a network of 1,142 branches And 3,295 automated teller machines in 528 cities in India. The majority of customers are satisfied. But the bank should target on the rest of the customers who are not satisfied. The customers are aware about the bank’s services but the Bank should try to create more awareness among people. HDFC Bank should lay more stress on advertisements, both in print as well as in other media for this purpose. Number of formalities should reduce, as customer feels irritated with lots of formalities and it will save the time of customer and HDFC Bank also.

SUGGESTIONS

- More stress should give on the advertisement and promotional activities.
- The HDFC Bank should make some efforts to improving good relationship with customer.
➢ The HDFC bank should enhance their services according to the needs of the customer.
➢ The HDFC bank makes its procedures less time consuming.
➢ The HDFC bank should make effort to aware the customer about their all the services.