REFERENCE


Hasan, Syed. (2011). Relationship between various employee performance recognition techniques and customer satisfaction; Evidence from restaurant


Josias, Beverly. Ann. (2005). *The relationship between job satisfaction and Absenteeism in a selected field services within an electricity utility in the Western Cape*. Dissertation, Faculty of Economic and Management Sciences, Department of Industrial Psychology, University of the Western Cape.


Kit, Brooks., & Fredrick, Muyia. Nafukho. (N Y). Human resource development, social capital, emotional intelligence -Any link to productivity? Dissertation, University of Arkansas, Fayetteville, Arkansas, USA.


Shetty, Santosha. (2011). Role of HRM in value creation with special reference to Cooperative Banks in Udupi District of Karnataka State. JBFSIR, 1, 8, 2231-4288


**MAGAZINES/JOURNALS**

1. Statistical Tables Relating to Banks in India, RBI, India
2. Trainer’s notes Udaan, Internal resources of SBI.
3. Trainer’s notes Parivartan, Internal resources of SBI.
4. Trainer’s notes SBI Citizen, Internal resources of SBI.
5. Reserve Bank of India (RBI), Trend and Progress of Banking in India.

**INTERNET SITES**

1. www.questia.com
2. www.accessmylibrary.com
3. www.humanresources.about.com/od/glossarve/a/employee_inv.htm
4. www.amazon.com/exec/obidos/ASIN/07506705584
5. www.nitie.edu.com
6. www.tsivaram@rediffmail.com
8. www.kmresource.com/bookstore/htm
9. www.knworld.com
14. www.emeraldinsight.com
27. www.statebankofindia.au.in
30. www.management_universe.blogspot.com
31. www.investpodia.com
32. www.palgave.com
33. www.hdfcbank.com


37. www.mybanklearning.sbi.co.in.

38. www.rbi.org.in.


40. www.ibpsblog.in/2012/07/punjab-national-bank-histry.html#ixzz2UqIgL1fU3.

41. www.ibpsblog.in/2012/07/punjab-national-bank-histry.html#ixzz2UqkzuBLE.

42. www.ibpsblog.in/2012/07/punjab-national-bank-histry.html#ixzz2Uqkc2XJQ.
