6.1 Summary

The results of the study provide an important insight to understand the HRD practices in hospital, insurance and telecom. The study is largely based on primary data collected from employees of the three different service sectors like hospital, insurance and telecom. The report of the study runs into seven chapters besides references and appendix.

The chapter 1 relates to conceptual framework, objective and hypothesis of the study. The HRD practices have been explained with respect to needs, benefits, function, nature, strategies and role. The objectives of the study have provided a direction to facilitate the systematic examination of the context.

The chapter 2 relates to HRD practices in service sector. This chapter helps to understand the different HRD practices in three different service sectors. This chapter also threw some light on the major tasks which need to be performed by the HRD department.

The chapter 3 relates to review of literature. In this chapter, the available literature related to the HRD practices in service sector was carefully reviewed. Efforts have been made to briefly describe the available studies with respect to their importance to the present study.

The chapter 4 relates to research methodology and design. The study is exploratory type. The questionnaire was collected from 450 respondents of hospital, insurance and telecom sector i.e.150 of each sector. After a brief description of the study, design and sample, the tools for data collection have been presented. A standardized scale was used to study the HRD practices. The analysis of data was carried out by using t-test, ANOVA and factor analysis that have been presented at the end of this chapter.
The chapter 5 relates to result and discussion. The details of the result and discussion have been given based on multi-stage statistical analysis, along with related research problems and null hypothesis. There are 104 objectives and hypotheses. The results were discussed in light of the basic hypotheses of the study and reported finding of other related researches to draw some significant observations. The chapter has discussed the importance of findings while relating them to the existing knowledge of the subject. The summary of results was also presented for clarity at the end of each set of the results. The grand summary of the results was presented at the end of the chapter.

The chapter 6 relates to summary, conclusion and suggestions. The summary presents a chapter wish outline to provide a quick overall picture of the contents of the report. The conclusions have been presented within the framework of objectives of the study. The suggestions highlight the critical issues and give direction for further research. The suggestion also highlights the ways to improve HRD practices in service sector.

The chapter 7 relates to implications of the study. Implications focus on the utility of the generated knowledge and its application for different purpose. The present study was a pioneering effort to investigate the HRD practices in hospital, insurance and telecom sector of Ujjain and Indore region with respect to demographic variable such as age, income, gender and region. The research problem examined very carefully using standardized tools for data collection. The data was statically treated to arrive at the result. The study has brought important insights and suggested various dimension for improving or enhancing the HRD practices in service sector. The research has provided the basis for researcher and practitioners to further
investigate into specific areas related to HRD practices are described in this chapter in the light of their implications. The present study will definitely help the hospital, insurance and telecom to retain employees and help them towards career development. Provide an effective hr policy not only reduces attrition but also help in reduced absenteeism and improved job satisfaction. An improved HRD practice also helps to improve the family life of employees. The references have been included at the end, which relate to the relevant studies cited at various place in the report.

6.2 Conclusions

The conclusions have been drawn in light of the objectives, which were framed for carrying out the present study. The study has successfully achieved its objectives as conclude below:-

1) The first objective relates to the study of employee development practices among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region, there is no significant difference found in employee development practices of hospital of Ujjain and Indore region with respect to age group. The employee development is slightly higher in age group of 15-30

2) The second objective relates to the study of labor welfare among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region, there is no significant difference in labor welfare practices of hospital of Ujjain and Indore region with respect to age group. The labor welfare is slightly higher in age group of 15-30.

3) The third objective relates to the study of employee empowerment among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region there is significant difference found in respect of employee empowerment among age
group in hospital. The employee empowerment practices is slightly higher in age group of 31-45

4) The fourth objective relates to the study of performance appraisal among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region there is no significant difference in performance appraisal practices of hospital of Ujjain and Indore region with respect to age group. The performance appraisal practices is slightly higher in age group of 15-30

5) The fifth objective relates to the study of counseling and feedback among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region there is no significant difference in counseling and feedback practices of hospital of Ujjain and Indore region with respect to age group. The counseling and feedback practices is slightly higher in age group of 15-30

6) The sixth objective relates to the study of induction among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region there is no significant difference in counseling and feedback practices of hospital of Ujjain and Indore region with respect to age group. The induction practices is slightly higher in age group of 15-30

7) The seventh objective relates to the study of training and development among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region there is no significant difference in training and development practices of hospital of Ujjain and Indore region with respect to age group. The training and development practices is slightly higher in age group of 15-30

8) The eighth objective relates to the study of communication policies among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region there is significant difference found in respect of communication policies among age
group in hospital. The communication policies practices is slightly higher in age group of 31-45

9) The ninth objective relates to the study of recruitment and selection among 15-30 and 31-45 groups in hospital sector of Indore and Ujjain region there is no significant difference in recruitment and selection practices of hospital of Ujjain and Indore region with respect to age group. The recruitment and selection practices is slightly higher in age group of 31-45

10) The tenth objective relates to the study of employee development among male and female in hospital sector of Indore and Ujjain region there is significant difference found in respect of employee development among gender in hospital. The employee development practices are slightly higher in male

11) The eleventh objective relates to the study of labor welfare among male and female in hospital sector of Indore and Ujjain region there is no significant difference in recruitment and selection practices of hospital of Ujjain and Indore region with respect to gender. The labor welfare practices are slightly higher in male

12) The twelfth objective relates to the study of employee empowerment among male and female in hospital sector of Indore and Ujjain region there is no significant difference in employee empowerment practices of hospital of Ujjain and Indore region with respect to gender. The employee empowerment practices are slightly higher in female

13) The thirteenth objective relates to the study of performance appraisal among male and female in hospital sector of Indore and Ujjain region there is no significant difference in performance appraisal practices of hospital of Ujjain and Indore region with respect to gender. The performance appraisal practices are slightly higher in female
14) The fourteenth objective relates to the study of counseling and feedback among male and female in hospital sector of Indore practices of hospital of Ujjain and Indore region with respect to gender. The counseling and feedback and Ujjain region is no significant difference in counseling and feedback practices are slightly higher in male

15) The fifteenth objective relates to the study of induction among male and female in hospital sector of Indore and Ujjain region there is no significant difference in induction practices of hospital of Ujjain and Indore region with respect to gender. The induction practices are slightly higher in male

16) The sixteenth objective relates to the study of training and development among male and female in hospital sector of Indore and Ujjain region there is no significant difference in training and development practices of hospital of Ujjain and Indore region with respect to gender. The training and development practices are slightly higher in male

17) The seventeenth objective relates to the study of communication policies among male and female in hospital sector of Indore and Ujjain region there is no significant difference in communication policies practices of hospital of Ujjain and Indore region with respect to gender. The communication policies practices are slightly higher in female

18) The eighteenth objective relates to the study of recruitment and selection among male and female in hospital sector of Indore and Ujjain region there is no significant difference in recruitment and selection practices of hospital of Ujjain and Indore region with respect to gender. The recruitment and selection practices are slightly higher in male

19) The nineteenth objective relates to the study of employee development among income group of bellow 1 lack per annum and 1-2.99 lack per annum in
hospital sector of Indore and Ujjain region there is significant difference in employee development practices of hospital of Ujjain and Indore region with respect to income group. The employee development practices are slightly higher in below 1 lack per annum income group employees.

20) The twentieth objective relates to the study of labor welfare among income group of bellow 1 lack per annum and 1-2.99 lack per annum in hospital sector of Indore and Ujjain region there is no significant difference in labor welfare practices of hospital of Ujjain and Indore region with respect to income group. The employee development practices are slightly higher in below 1 lack per annum income group employees.

21) The twenty-one objective relates to the study of employee empowerment among income group of bellow 1 lack per annum and 1-2.99 lack per annum in hospital sector of Indore and Ujjain region. There is no significant difference in employee empowerment practices of hospital of Ujjain and Indore region with respect to income group. The employee empowerment practices are slightly higher in 1-2.99 income group employees.

22) The twenty-two objective relates to the study of performance appraisal among income group of bellow 1 lack per annum and 1-2.99 lack per annum in hospital sector of Indore and Ujjain region. There is no significant difference in performance appraisal practices of hospital of Ujjain and Indore region with respect to income group. The performance appraisal practices are slightly higher in below 1 lack per annum income group employees.

23) The twenty-three objective relates to the study of counseling and feedback among income group of bellow 1 lack per annum and 1-2.99 lack per annum in hospital sector of Indore and Ujjain region. There is no significant difference in counseling and feedback practices of hospital of Ujjain and Indore region with
respect to income group. The counseling and feedback practices are slightly higher in 1-2.99 income group employees.

24) The twenty-four objective relates to the study of induction among income group of below 1 lack per annum and 1-2.99 lack per annum in hospital sector of Indore and Ujjain region. There is no significant difference in induction practices of hospital of Ujjain and Indore region with respect to income group. The induction practices are slightly higher in below 1 lack per annum income group employees.

25) The twenty-five objective relates to the study of training and development among income group of below 1 lack per annum and 1-2.99 lack per annum in hospital sector of Indore and Ujjain region. There is no significant difference in induction practices of hospital of Ujjain and Indore region with respect to income group. The training and development practices are slightly higher in below 1 lack per annum income group employees.

26) The twenty-six objective relates to the study of communication policies among income group of below 1 lack per annum and 1-2.99 lack per annum in hospital sector of Indore and Ujjain region. There is no significant difference in communication policies practices of hospital of Ujjain and Indore region with respect to income group. The communication policies practices are slightly higher in 1-2.99 income group employees.

27) The twenty-seven objective relates to the study of recruitment and selection among income group of below 1 lack per annum and 1-2.99 lack per annum in hospital sector of Indore and Ujjain region. There is no significance difference in recruitment and selection practices in respect to income group. The recruitment and selection practices are slightly higher in 1-2.99 income group employees.
28) The twenty-eight objective relates to the study of employee development among region, Ujjain and Indore in hospital. There is significance difference in employee development among Ujjain and Indore. The employee development is slightly higher in Ujjain.

29) The twenty-nine objective relates to the study of labor welfare among region, Ujjain and Indore in hospital. There is significance difference found in respect of labor welfare practices in region of Ujjain and Indore in hospital. The labor welfare practices are slightly higher in Ujjain.

30) The thirtieth objective relates to the study of employee empowerment among region, Ujjain and Indore in hospital. There is significance difference found in respect of employee empowerment practices in region of Ujjain and Indore in hospital. The employee empowerment practices are slightly higher in Indore.

31) The thirty-one objective relates to the study of performance appraisal among region, Ujjain and Indore in hospital. There is significance difference found in respect of performance appraisal practices in region of Ujjain and Indore in hospital. The performance appraisal practices are slightly higher in Ujjain.

32) The thirty-two objective relates to the study of counseling and feedback among region, Ujjain and Indore in hospital. There is no significance difference in counseling and feedback practices were finding out in hospital sector among Indore and Ujjain region. The counseling and feedback practices are slightly higher in Ujjain.

33) The thirty-three objective relates to the study of induction among region, Ujjain and Indore in hospital. There is no significance difference in induction practices were find out in hospital sector among Indore and Ujjain region. The induction practices are slightly higher in Ujjain.
34) The thirty-four objective relates to the study of training and development among region, Ujjain and Indore in hospital. There is significance difference found in respect of training and development practices in region of Ujjain and Indore in hospital. The training and development practices are slightly higher in Ujjain

35) The thirty-five objective relates to the study of communication policies among region, Ujjain and Indore in hospital. There is significance difference found in respect of communication policies in region of Ujjain and Indore in hospital. The communication policies are slightly higher in Indore

36) The thirty-six objective relates to the study of recruitment and selection among region, Ujjain and Indore in hospital. There is no significance difference in recruitment and selection practices were finding out in hospital sector among Indore and Ujjain region. The recruitment and selection is slightly higher in Ujjain

37) The thirty-seven objective relates to the study of employee development among 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. There is no significance difference in employee development practices in respect to age group. The employee development is slightly higher in age group of 31-45

38) The thirty-eight objective relates to the study of labor welfare among 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. There is no significance difference in labor welfare practices in respect to age group. The labor welfare is slightly higher in age group of 15-30

39) The thirty-nine objective relates to the study of employee empowerment among 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. There is no significance difference in employee empowerment practices in
respect to age group. The employee empowerment is slightly higher in age group of 15-30

40) The fortieth objective relates to the study of performance appraisal among 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. There is no significance difference in performance appraisal practices in respect to age group. The performance appraisal is slightly higher in age group of 31-45

41) The forty-one objective relates to the study of counseling and feedback among 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. There is significance difference found in respect of counseling and feedback in age of 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. The counseling and feedback is slightly higher in age group of 15-30

42) The forty-two objective relates to the study of induction among 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. There is no significance difference in induction practices in respect to age group. So results suggest that the induction practices are better in insurance of Ujjain and Indore. The induction is slightly higher in age group of 31-45

43) The forty-three objective relates to the study of training and development among 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. That there is no significance difference in training and development practices in respect to age group. The training and development is slightly higher in age group of 31-45

44) The forty-four objective relates to the study of recruitment and selection among 15-30 and 31-45 groups in insurance sector of Indore and Ujjain region. There is no significance difference in recruitment and selection practices in respect to age group. The recruitment and selection is slightly higher in age group of 31-45
45) The forty-five objective relates to the study of employee development among male and female in insurance sector of Indore and Ujjain region. There is no significance difference in employee development in respect to gender. The employee development practices are slightly higher in female.

46) The forty-six objective relates to the study of labor welfare among male and female in insurance sector of Indore and Ujjain region. There is no significance difference in labor welfare practices in respect to gender. The labor welfare practices are slightly higher in female.

47) The forty-seven objective relates to the study of employee empowerment among male and female in insurance sector of Indore and Ujjain region. There is no significance difference in employee empowerment in respect to gender. The employee empowerment practices are slightly higher in male.

48) The forty-eight objective relates to the study of performance appraisal among male and female in insurance sector of Indore and Ujjain region. There is no significance difference in performance appraisal in respect to gender. The performance appraisal practices are slightly higher in female.

49) The forty-nine objective relates to the study of counseling and feedback among male and female in insurance sector of Indore and Ujjain region. There is no significance difference in counseling and feedback in respect to gender. The counseling and feedback practices are slightly higher in male.

50) The fiftieth objective relates to the study of induction among male and female in insurance sector of Indore and Ujjain region. There is no significance difference in induction in respect to gender. The induction practices are slightly higher in female.

51) The fifty-one objective relates to the study of training and development among male and female in insurance sector of Indore and Ujjain region. There is no
significance difference in training and development in respect to gender. The training and development practices are slightly higher in female

52) The fifty-two objective relates to the study of recruitment and selection among male and female in insurance sector of Indore and Ujjain region. There is no significance difference in recruitment and selection in respect to age group. The recruitment and selection practices are slightly higher in female

53) The fifty-three objective relates to the study of employee development among income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. There is significance difference in employee development practices in respect to income group. The employee development practices are slightly higher in 1-2.99 lack per annum income group employees

54) The fifty-four objective relates to the study of labor welfare among income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. There is no significance difference in labor welfare in respect to income group. The labor welfare practices are slightly higher in bellow 1 lack per annum income group employees

55) The fifty-five objective relates to the study of employee empowerment among income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. There is significance difference found in respect of employee empowerment in income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. The employee empowerment practices are slightly higher in bellow 1 lack per annum income group employees

56) The fifty-six objective relates to the study of performance appraisal among income group of bellow 1 lack per annum and 1-2.99 lack per annum in
insurance sector of Indore and Ujjain region. There is significance difference found in respect of performance appraisal in income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. The performance appraisal practices are slightly higher in 1-2.99 lack per annum income group employees

57) The fifty-seven objective relates to the study of counseling and feedback among income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. There is significance difference found in respect of counseling and feedback in income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. The counseling and feedback practices are slightly higher in 1-2.99 lack per annum income group employees

58) The fifty-eight objective relates to the study of induction among income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. There is significance difference found in respect of induction in income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. The induction practices are slightly higher in 1-2.99 lack per annum income group employees

59) The fifty-nine objective relates to the study of training and development among income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. There is significance difference found in respect of training and development in income group of bellow 1 lack per annum and 1-2.99 lack per annum in insurance sector of Indore and Ujjain region. The training and development practices are slightly higher in 1-2.99 lack per annum income group employees
60) The sixtieth objective relates to the study of recruitment and selection among income group of below 1 lakh per annum and 1-2.99 lakh per annum in insurance sector of Indore and Ujjain region. There is no significance difference in recruitment and selection in respect to income group. The recruitment and selection practices are slightly higher in below 1 lakh per annum income group employees.

61) The sixty-one objective relates to the study of employee development among region, Ujjain and Indore in insurance. There is significance difference found in employee development in region of Ujjain and Indore in insurance. The employee development is slightly higher in Indore.

62) The sixty-two objective relates to the study of labor welfare among region, Ujjain and Indore in insurance. There is significance difference found in labor welfare practices in region of Ujjain and Indore in insurance. The labor welfare practices is slightly higher in Ujjain.

63) The sixty-three objective relates to the study of employee empowerment among region, Ujjain and Indore in insurance. There is significance difference found in employee empowerment practices in region of Ujjain and Indore in insurance. The employee empowerment practices are slightly higher in Indore.

64) The sixty-four objective relates to the study of performance appraisal among region, Ujjain and Indore in insurance. There is significance difference found in performance appraisal practices in region of Ujjain and Indore in insurance. The performance appraisal practices is slightly higher in Indore.

65) The sixty-five objective relates to the study of counseling and feedback among region, Ujjain and Indore in insurance. There is no significance difference in counseling and feedback practices among Ujjain and Indore. The counseling and feedback practices are slightly higher in Indore.
66) The sixty-six objective relates to the study of induction among region, Ujjain and Indore in insurance. There is significance no difference in induction practices among Ujjain and Indore. The induction practices are slightly higher in Ujjain.

67) The sixty-seven objective relates to the study of training and development among region, Ujjain and Indore in insurance. There is significance difference found in training and development practices in region of Ujjain and Indore in insurance. The training and development practices are slightly higher in Indore.

68) The sixty-eight objective relates to the study of recruitment and selection among region, Ujjain and Indore in insurance. There is no significance difference in recruitment and selection practices among Ujjain and Indore. The recruitment and selection practices are slightly higher in Ujjain.

69) The sixty-nine objective relates to the study of employee development among male and female in telecom sector of Indore and Ujjain region. There is no significance difference in employee development in respect to gender. The employee development practices are slightly higher in male.

70) The seventieth objective relates to the study of labor welfare among male and female in telecom sector of Indore and Ujjain region. There is no significance difference in labor welfare in respect to gender. The labor welfare practices are slightly higher in female.

71) The seventy-one objective relates to the study of employee empowerment among male and female in telecom sector of Indore and Ujjain region. There is no significance difference in employee empowerment in respect to gender. The employee empowerment practices are slightly higher in female.

72) The seventy-two objective relates to the study of performance appraisal among male and female in telecom sector of Indore and Ujjain region. There is
significance difference found in with respect of performance appraisal among male and female in telecom sector of Indore and Ujjain region. The performance appraisal practices are slightly higher in female.

73) The seventy-three objective relates to the study of counseling and feedback among male and female in telecom sector of Indore and Ujjain region. There is no significance difference in counseling and feedback in respect to gender. The counseling and feedback practices are slightly higher in male.

74) The seventy-four objective relates to the study of induction among male and female in telecom sector of Indore and Ujjain region. There is no significance difference in induction among male and female in telecom sector of Indore and Ujjain region. The induction practices are slightly higher in female.

75) The seventy-five objective relates to the study of training and development among male and female in telecom sector of Indore and Ujjain region. There is no significance difference in training and development in respect to gender. The training and development practices are slightly higher in male.

76) The seventy-six objective relates to the study of communication policies among male and female in telecom sector of Indore and Ujjain region. There is no significance difference in communication policies in respect to gender. The communication policies practices are slightly higher in female.

77) The seventy-seven objective relates to the study of recruitment and selection among male and female in telecom sector of Indore and Ujjain region. There is significance difference found in respect of recruitment and selection among male and female in telecom sector of Indore and Ujjain region. The recruitment and selection practices are slightly higher in male. There is no significance difference in employee development practices in respect to income group. The
employee development practices are slightly higher in 1-2.99 income group employees

78) The seventy-eight objective relates to the study of employee development among income group of below 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is no significance difference in employee development practices in respect to income group. The employee development practices are slightly higher in 1-2.99 income group employees

79) The seventy-nine objective relates to the study of labor welfare among income group of below 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is significance difference in labor welfare practices in respect to income group. The labor welfare practices are slightly higher in 1-2.99 income group employees

80) The eightieth objective relates to the study of employee empowerment among income group of below 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is significance difference in employee empowerment in income group. The employee empowerment practices are slightly higher in 1-2.99 income group employees

81) The eighty-one objective relates to the study of performance appraisal among income group of below 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is no significance difference in performance appraisal practices in respect to income group. The performance appraisal practices are slightly higher in 1-2.99 income group employees

82) The eighty-two objective relates to the study of counseling and feedback among income group of below 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is significance difference in
counseling and feedback practices in respect to income group. The counseling and feedback practices are slightly higher in 1-2.99 income group employees

83) The eighty-three objective relates to the study of induction among income group of bellow 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is no significance difference in induction practices in respect to income group. The induction practices are slightly higher in 1-2.99 income group employees

84) The eighty-four objective relates to the study of training and development among income group of bellow 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is significance difference in training and development practices in respect to income group. The training and development practices are slightly higher in below 1 lack per annum income group employees

85) The eighty-five objective relates to the study of communication policies among income group of bellow 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is no significance difference in communication policies practices in respect to income group. The communication policies practices are slightly higher in 1-2.99 income group employees

86) The eighty-six objective relates to the study of recruitment and selection among income group of bellow 1 lack per annum and 1-2.99 lack per annum in telecom sector of Indore and Ujjain region. There is no significance difference in recruitment and selection practices in respect to income group. The recruitment and selection practices are slightly higher in below 1 lack per annum income group employees.
87) The eighty-seven objective relates to the study of employee development among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is no significance difference in employee development in respect to age group. The employee development practices is slightly higher in age group of 15-30

88) The eighty-eight objective relates to the study of labor welfare among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is no significance difference in labor welfare practices in respect to age group. The labor welfare practices is slightly higher in age group of 15-30

89) The eighty-nine objective relates to the study of employee empowerment among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is no significance difference in employee empowerment practices in respect to age group. The employee empowerment practices is slightly higher in age group of 15-30

90) The ninetieth objective relates to the study of performance appraisal among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is no significance difference in performance appraisal practices in respect to age group. The performance appraisal practices is slightly higher in age group of 31-45

91) The ninety-one objective relates to the study of counseling and feedback among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is no significance difference in counseling and feedback in respect to age group. The counseling and feedback is slightly higher in age group of 31-45

92) The ninety-two objective relates to the study of induction among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is no
significance difference in induction practices in respect to age group. The induction is slightly higher in age group of 15-30

93) The ninety-three objective relates to the study of training and development among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is no significance difference in training and development practices in respect to age group. The training and development practices is slightly higher in age group of 31-45

94) The ninety-four objective relates to the study of communication policies among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is significance difference found in H0. (I8) with respect of communication policies in age of 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. The communication policies practices are slightly higher in age group of 15-30.

95) The ninety-five objective relates to the study of recruitment and selection among 15-30 and 31-45 groups in telecom sector of Indore and Ujjain region. There is no significance difference in recruitment and selection in respect to age group. The recruitment and selection is slightly higher in age group of 31-45. The recruitment and selection is slightly higher in age group of 31-45

96) The ninety-six objective relates to the study of employee development among region, Ujjain and Indore in telecom. There is no significance difference in employee development practices among Ujjain and Indore. The employee development practices are slightly higher in Ujjain

97) The ninety-seven objective relates to the study of labor welfare among region, Ujjain and Indore in telecom. There is significance difference found in labor welfare practices in region of Ujjain and Indore in telecom. The labor welfare practices are slightly higher in Indore
98) The ninety-eight objective relates to the study of employee empowerment among region, Ujjain and Indore in telecom. There is significance difference found in employee empowerment in region of Ujjain and Indore in telecom. The employee empowerment practices are slightly higher in Indore.

99) The ninety-eight objective relates to the study of performance appraisal among region, Ujjain and Indore in telecom. There is significance difference found in performance appraisal in region of Ujjain and Indore in telecom. The performance appraisal practices are slightly higher in Indore.

100) The hundredth objective relates to the study of counseling and feedback among region, Ujjain and Indore in telecom. There is significance difference found in counseling and feedback in region of Ujjain and Indore in telecom. The counseling and feedback practices are slightly higher in Indore.

101) The hundred-one objective relates to the study of induction among region, Ujjain and Indore in telecom.

102) The hundred-two objective relates to the study of training and development among region, Ujjain and Indore in telecom. There is significance difference found in training and development in region of Ujjain and Indore in telecom. The training and development practices are slightly higher in Ujjain.

103) The hundred-three objective relates to the study of communication policies among region, Ujjain and Indore in telecom. There is significance difference in communication policies practices among Ujjain and Indore. The communication policies practices are slightly higher in Indore.

104) The hundred-four objective relates to the study of recruitment and selection among region, Ujjain and Indore in telecom. There is significance difference found in recruitment and selection in region of Ujjain. The recruitment and selection practices are slightly higher in Ujjain.
105) The hundred-five objective relates to the study of employee development in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is significance difference found in employee development in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the employee development is higher in hospital sector

106) The hundred-six objective relates to the study of labor welfare in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is significance difference found in labor welfare in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the labor welfare practices are higher in insurance sector

107) The hundred-seven objective relates to the study of employee empowerment in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is significance difference found in employee empowerment in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the employee empowerment practices are higher in telecom sector

108) The hundred-eight objective relates to the study of performance appraisal in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is significance difference found in performance appraisal in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the performance appraisal practices are higher in hospital sector

109) The hundred-nine objective relates to the study of counseling and feedback in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is significance difference found in counseling and feedback in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the counseling and feedback practices are higher in telecom sector
110) The hundred-ten objective relates to the study of induction in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is significance difference found in induction practices in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the induction practices are higher in hospital.

111) The hundred-eleven objective relates to the study of training and development in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is no significance difference in training and development in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the training and development practices are higher in insurance sector.

112) The hundred-twelve objective relates to the study of communication policies in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is significance difference found in communication policies in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the communication policies practices are higher in insurance sector.

113) The hundred-thirteen objective relates to the study of recruitment and selection in the service sector of hospital, insurance and telecom of Indore and Ujjain region. There is significance difference found in recruitment and selection in the service sector of hospital, insurance and telecom of Indore and Ujjain region. It is found that the recruitment and selection practices are higher in telecom sector.

114) The hundred-fourteen objective relates to explore the factors, which contribute in H.R.D practices of hospital sector in Ujjain and Indore region. Total nine factors have been explored. The factors are Employee development, Labor welfare, Employee empowerment, Performance appraisal, Counseling and
Feedback, Induction, Training and Development, Communication policies, Recruitment and Selection.

115) The hundred-fifteen objective relates to explore the factors, which contribute in H.R.D practices of insurance sector in Ujjain and Indore region. Total eight factors have been explored. The factors are Employee development, Labor welfare, Employee empowerment, Performance appraisal, Counseling and Feedback, Induction, Training and Development, Recruitment and Selection.

116) The hundred-sixteen objective relates to explore the factors, which contribute in H.R.D practices of telecom sector in Ujjain and Indore region. Total nine factors have been explored. The factors are Employee development, Labor welfare, Employee empowerment, Performance appraisal, Counseling and Feedback, Induction, Training and Development, Communication policies, Recruitment and Selection.
6.3 Suggestions

➢ After an extensive and exclusive research, it becomes obvious to make the points of the deficiency of the system understudy and to point out the possible steps as remedies to the flaws of the system. These suggested steps are denoted as “Recommendations”. Regarding the study under process, following strategies are recommended to help employees to increase their productivity.

➢ Keeping both the genders of Hospital, Insurance and Telecom, a balance approach is required to be applied towards engaging training personnel with equally strong perception about HRDC and where deficiency is found special input needs to be provided to the trainers, irrespective of the gender to meet the flaws.

➢ Regular performance appraisal needs to be introduced as a common practice in employees, so that their perception gets confirmed. The foundation of all these types of development is to strengthening the performance in general with special stress to gender balance.

➢ To meet the need identified in the above recommendation, the most urgently required step is to upgrade the basic qualification required so that the people with clearer and sharper perception can adapt this profession and training needs are easily to be assessed.

➢ Necessary changes should be introduced in HRD policies and practices. HR policies of the organization should be such that which encourages the employees to contribute their best.

➢ The management should take necessary action to bridge the
communication gap with employees and try to develop the trust among the employees. Clear communication process will help to establish the HRD Climate. The employees should be encouraged to express their feelings without any fear.

➤ Traditional status barriers between different classes must be broken to permit establishment of an atmosphere of trust and open communication.

➤ Management should discourage the stereotype and favoritism. They should treat with all employees on equitable basis.

➤ Proper authority should be given to employees so that they can take the decision at the right time.

➤ There is a need for a continuous program of training for every individual to work as a member of an effective team and activate the potential to achieve the corporation’s goal.

➤ Training focus has to shift from mere knowledge development to more of skill enhancement and creating an attitude for service.

➤ Training professionals have to be used more for training rather than departmental experts. Instead of traditional and passive methods such as lecture, more of active methods like case study, business games, and simulations have to be used.

➤ Hospital, Insurance and Telecom have to use extensive e-learning methods, which can save a lot of time and need not require employees to be away from jobs which hamper work.

➤ Training and Development methods have to be utilized for practical purposes rather than they being used just to reflect it on paper.

➤ Help the employee to overcome his weaknesses and improve over his
strengths and thus enable him to improve his performance and that of the department.

- Generate adequate feedback and guidance from the reporting officers to the employee.

- Contribute to the growth and development of the employee through helping him in realistic goal setting.

- Provide inputs to: (i) system of rewards comprising salary increments, appreciations, additional responsibilities, promotions, etc., and (ii) salary administration.

- Hospital, Insurance and Telecom must be committed to an open and transparent style of operation that include sharing appropriate information with employees and sincerely inviting their input regarding problems opportunities and implementation of improvement plans.

- Improved communication and co-ordination among the workers and organization helps to integrate different jobs resulting in better task performance.

- Better working condition enhances workers motivation to work in a healthy atmosphere resulting in motivation and increase in production.

- In order to provide a proper environment for counseling and feed back of employees, there is need for introducing a formal system of employees counseling.

- There is need for providing counseling training to senior and middle level managers with the objectives of influencing the climate of interaction in the organization at various levels. It would help the
employees in designing their action plans for their overall development and acquiring greater competencies.

- Hospital and Insurance should use counseling program more reactive than a proactive mode. It is introduced on an ‘as needed’ basis in response to a particular situation or a particular individual.

- Corporation can think of introducing Problem-focused model of counseling in their organization. This model sees the counselor’s role as helping individuals to work with the immediate problems they bring.

- This is a five-stage model also called as “life-skills counseling”.

  Nelson-Jones developed and called it DASIE model.

  D - Develop the relationship, identify and clarify problems

  A - Asses problems and redefine in skill terms

  S - State working goals and plan interventions

  I - Intervene to develop self-helping skills

  E - End and consolidate self-helping skills

- It has to be noticed that hospital and telecom must try to create supportive, pleasant full working environment internally, in order to satisfy the staff and work with efficiency.

- The rewards were not appropriate to their needs. Promotion process was observed to be very slow and the recognition was so informal that it was felt like unnecessary with no extrinsic forms. It was suggested that informal recognition should be changed to formal recognition.
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- The employees also observed that rewards are generally awarded to the employees at one level rather than according to the performances of the individuals.

- Some of the employees had taken the slow rewards awarding activity in critical ways. It is observed that rewards should be awarded to deserving employees in no time. The prompt rewarding of employees may motivate them and improve their performance.

- The intended reward should be awarded in a kind of ceremony to an employee and announced appropriately to motivate others. It is suggested to communicate reward to employees in proper ceremony on time, so that they can be better motivated.

- The interviewers suggested that the rewards should be based on objective criteria of performance and perceived as fair. The low level employee’s perceived the difference in salary, facilities, loans etc as demotivating factor.

- The interviewers suggested that there should not be large remuneration gaps among the various levels of employees. The rewards should be equitable and performance linked.

- The facilities provided to the employees should be compared with that of other private Organization and facilities similar to it or more to be provided quickly.

- It should be noticed that the following non monitory awards also be given at all classes for supported to up great their standard of living.

1) Holiday pay
2) Bonus
3) Pension benefits
4) Overtime pay
5) Proper training and promotion also to be given to the staff in order to they will be satisfied their job.