



A STUDY ON TECHNIQUES FOR ASSESSING THE HR PERFORMANCE OF PUBLIC SECTOR BANK EMPLOYEES IN CHENNAI REGION

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ABSTRACT

The larger Indian financial carrier industry now includes banking. In the Indian financial system, it is a top participant position. Greater excessive competition is indicated by the increase in the number of players in the market and the range of services and facilities offered. Only a few specifically designed statistical works have succeeded in examining the relationship between HRM practices and performance foundation and personnel belief in the banking sector. Previous research have demonstrated courtship and the influence of HRM practices on banking overall performance. Many businesses evaluate their employees' overall performance annually or quarterly to identify strong points and areas for development. The Banking is now part of the bigger monetary carrier enterprise in India. It is a first-rate participant position in Indian financial system. The variety of gamers with inside the marketplace and the variety of offerings and centers supplied are growing, thereby signifying greater excessive competition. In the beyond studies has proven courting and impact of HRM practices in banking overall performance, only some designated statistical works has accomplished to look at the connection among HRM practices and overall performance foundation and personnel belief in banking sector. Many organizations check their employee's overall performance on an annual or quarterly foundation with a view to outline positive regions that want improvement. Performance is a essential element in organizational achievement. Employees achievement at paintings will similarly the achievement of the organization for that you are employed. Employee's overall performance most effective determines the organisation achievement.

If an organisation has appropriate personnel and their overall performance is likewise good, the organisation will earn greater profit. Otherwise, it's going to face large loss. The HR Practices wherein operating pressure is adequately literate, educated, skilled and mobilized to take gain of latest improvements in strategies of manufacturing within-side the organisation that the advent of a build-in-enterprise of development turns into possible. The squarely growing significance of HR Practices within-side the modern-day context has resulted into widened spectrum of HR dimensions which might be shifting far from treating people as a way to a attitude wherein they're valued as positive trend in their outputs.

Key words: HR Dimensions, Performance Basis, Employee Perception and HRM Practices.

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INTRODUCTION

Employee performance is defined as whether a person executes their job duties and responsibilities well. Many companies assess their employee's performance on an annual or quarterly basis in order to define certain areas that need improvement. Performance is a critical factor in organizational success. Employees success at work will further the success of the organization for which you are employed. Managers must first hire employees with the right skills and qualifications for the job. Once the hiring process is complete, managers seek to ensure that an employee's work is closely aligned with the organization's goals and objectives. To achieve strong employee performance, managers conduct employee performance appraisals, implement training and development programs, and decide when to promote and reassign employees. Employee's performance only determines the organization success. If an organization has suitable employees and their performance is also good, the organization will earn more profit. Otherwise it will face huge loss.

REVIEW OF LITERATURE

PreetiBharti (2015)¹

This study has identified HRM practices of selected public and private sector banks. Based on the findings of this study, we can conclude that selected banks have many e-HRM practices are applied in almost all banks in managing their human resources effectively and efficiently. When considering the overall E- HRM dimensions, in selected public and private sector banks at the same time the impact of e-HRM practices is at a higher level in the study area. This study was an evident to conclude that e-HRM practices are being used increasingly in public and private sector bank branches in the study area.

¹PreetiBharti "Impact of E-HRM System on Organizational Performance: A Case study on Banking Sector", International Journal of Advance Research and Innovation, Vol.3, Issue 4, (2015), PP: 732-734.

Masoodul H, Saad.H, Muhammad, et.al (2013)² they investigated the impact of HRM practices on employee satisfaction and employee loyalty among government owned public sector banks of Pakistan. Three HRM practices were used such as compensation, empowerment, and appraisal system. Their findings indicated that employee compensation is most important factor for creating satisfaction among employees, while employee empowerment found to be significant factor for developing employee loyalty.

STATEMENT OF PROBLEM

The Banking is currently a part of the larger financial supplier enterprise in India. it's a main participant perform in Indian economy. the amount of gamers withinside the marketplace and therefore the style of offerings and centers equipped are increasing, thereby signifying further excessive competition. within the on the far side studies has tried geological dating and impact of HRM practices in banking overall performance, simply many precise applied math works has completed to require a glance at the association among HRM practices and overall performance foundation and personnel belief in banking sector. The literature doesn't disclose a lot of data regarding the dealing of thought of unit of timeM outcome with banking corporations and worker performance. Hence, the investigator aims to seek out out the role of HR practices in employee's performance across public sector banks in Asian nation. Finally, The international locations withinside the developing stages like India wish to appreciate the contribution of assorted factors and depth in their impact at the worker overall performance that leads nearer to financial development. this is often an area whereby banking enterprise needs tremendous extrade withinside the first premises for human aid management and development. Hence, the prevailing look at entitled "Impact of HR practices on promoting Perception and Performance of Public Sector Banks in Chennai city" has been undertaken. The area covered is Chennai city and the study is limited to the public sector banks.

IMPLICATION OF THE STUDY

HR practices are widespread components in working out the rise and checking out the prosperity of business enterprise enterprise. the govt. performance depends upon upon hour exercise as a result of it creates an system to discourage red-tapes and favoritism withinside the corporation. it's a pre-circumstance of contemporary-day financial increase of our country. The hour Practices during which running pressure is sufficiently literate, educated, expert and mobilized to require gain of recent enhancements in methods of producing withinside the corporation that the appearance of a build-in-enterprise of development can become possible. The squarely growing significance of hour Practices withinside the contemporary-day context has resulted into widened spectrum of hour dimensions that are shifting farfar from treating people at large in general as a technique to a perspective whereby they will be valued as cherished results in themselves. during this regard, the various size of human improvement embody 'empowerment fairness productivity safety and sustainability. The direction depends upon upon enlargement of human beings's abilities growth that features an expansion of alternatives and, thus, an boom in freedom. Development of human beings ought to contain them as energetic members rather than lead them to a passive beneficiary. The Human conduct is that the consequence of energy is that the consequence of the interaction among person recognition and therefore the forces and

²Masoodul H, Saad.H, Muhammad, F.K and Ashar.I Impact of HR Practices on Employee Satisfaction and Employee Loyalty: An Empirical Study of Government Owned Public Sector Banks of Pakistan. Middle-East Journal of Scientific Research16 (1) (2013) PP: 01-08.

A Study on Techniques for Assessing the HR Performance of Public Sector Bank Employees in Chennai Region

the pressures of the skin world. Power resides in every issue of the net of forces, values and ideals that decide human conduct. Eventually the expert personnel could also be galvanized withinside the discipline of hr Practices.

OBJECTIVES OF THE STUDY

- To study the technical tools that evaluates and rates the employees in public sector banks.
- To measures the performance level of employees in public sector banks.
- To suggest its role of HR practices for the performance oriented growth of public sector banks.

RESEARCH METHODOLOGY

This take a look at is HR overall performance of decided on public zone banks personnel in Chennai. This study looks at turned into taken as each analytical and descriptive in nature. It relies upon primary and secondary data.

RESEARCH DESIGN

The study is intended on the root of descriptive method. Hence, it required both primary and secondary data. The secondary data necessary for the study have been collected from the sources such as public sector banks annual report, RBI bulletins, RBI quarterly journals, government publications and textbooks.

HYPOTHESIS OF THE STUDY

- **Ho1:** There is no significant among employees performance of selected public sector banks.
- **Ho1:** There is no significant relationship between the influence and the choice of perception and performance of selected employees.

FIELD WORK AND COLLECTION OF DATA

This examine become infatuated the help of exploitation form approach and personal interview with the aid of using the man of science. The researcher used primarily based interview agenda for the explanation of personal interviews. Interviews are performed in selected public sector banks in Madras city. The researcher circulated the questionnaire to the sample respondents and picked up information. Then, the questionnaire verified to confirm accuracy, reliableness and totality. the info so collected were classified and announce within the master table for more processing. The questionnaire consists of 3 parts. Namely, First half -A the demographic profile of the respondents chosen for the study. Second half B deals with the statement involving workers' perception on unit of time practices like namely, personnel policies, human resource planning, achievement and selection, coaching and development, compensation system, employee motivation, performance appraisal, promotion and transfer, social relations, staff grievance handling, operating environment, safety and labour welfare measures, and unit of time Practices (General) were taken to identity the factors that influence the unit of time Practices within the perception and performance of public sector banks in Chennai. half C deals with the statements related to the performance of bank employees, altogether variable were taken to guage the performance of bank employees, their Job knowledge, quality of work, initiative and dependability, creativeness and call making, communicatory skills, social relation skills, Team-spirit, Trust and Value, and Commitment and loyalty.

SAMPLE SIZE

The researcher has adopted simple sampling random method. The respondents chosen were from associate cohort starting from twenty three years to sixty years in Chennai city as well as completely different strata of banks worker operating within the cadre of senior manager, managers, assistant managers, and clerk. at the start five hundred questionnaires were distributed to the shoppers meet in Chennai city. However, 23 questionnaires were found inadequate response. Hence, they were rejected, however solely 379 respondents came the stuffed up questionnaires out of 400. during which 379 of them are found usable. Hence, the correct sample of the study is 379.

FRAMEWORK ANALYSIS

The sources of data with the following statistical tools are used in the study. Measures of central tendency and measures of dispersion, Kruskal Wallis test, One-way analysis of variance, Factor analysis, K-means cluster analysis. Multiple discriminate analyses, multiple regression analysis, Non-parametric chi-square analysis, and percentage analysis have been employed.

Table – 1 Gender of the study

	Frequency	Percent	Cumulative Percent
Male	266	70.2	70.2
Female	113	29.8	100.0
Total	379	100.0	

Sources: Primary Data

The above table shows that the details about gender of the respondents. Gender is an important factor to analyze the perception and performance of employees in human resource practices. The total respondents (379) divided into two factors men and women. 266 (70.2%) respondents are men and 113 (29.8%) respondents are women respectively. Hence the result reveals that mostly males are working employees in banks.

Table -2 Age of the respondents

Age	Frequency	Percent	Cumulative Percent
25-35	156	41.2	41.2
35-45	52	13.7	54.9
45-55	72	19.0	73.9
55-65	99	26.1	100.0
Total	379	100.0	

The above shows that details about the age of respondents. Age helps to find out the perception and performance of bank employees in human resource practices. Age divided into four categories. Among total (379) respondents 156 (41.2%) respondents are in below 25-35 age categories. Mostly young employees only are working in banking sectors. 52 (13.7%) respondents are in 35-45 age categories, 72 (19.0%) respondents are in 45-55 age categories and 99 (26.1%) respondents are in 55-65 age categories.

A Study on Techniques for Assessing the HR Performance of Public Sector Bank Employees in Chennai Region

Table -3 Qualification of Respondents

	Frequency	Percent	Cumulative Percent
UG level	108	28.5	28.5
PG level	125	33.0	61.5
Professional	52	13.7	75.2
Technical	94	24.8	100.0
Total	379	100.0	

The above table demonstrates that details about educational qualification of bank employees. Education qualification absolutely expresses the perception and performance of bank employees. Among 379 respondents 108 (28.5%) bank employees are studied in school level. 125 (33.0) respondents are finished their graduation in UG level. 52 (13.7%) and 94 (24.8%) bank employees are studied PG level and Professional level education. Mostly UG level graduated and School level educated people are working in banks.

Table -4 Marital status of the respondents

	Frequency	Percent	Cumulative Percent
Married	252	66.5	66.5
Unmarried	127	33.5	100.0
Total	379	100.0	

The above table demonstrates that details about marital status of bank employees. Among totals 379 respondents 252 (66.5%) respondents are married and 127 (33.5%) respondents are unmarried. Hence the above table shows that most of the respondents are married who work in banks.

Table -5 Annual income of the respondents

	Frequency	Percent	Cumulative Percent
Below 2 lakhs	87	23.0	23.0
2 lakhs to 4 lakhs	83	21.9	44.9
4 lakhs to 6 lakhs	86	22.7	67.5
6 lakhs and above	123	32.5	100.0
Total	379	100.0	

The above table shows that details about annual of selected bank employees. 123 (32.5%) of employees are earning income more than 6 lakhs. 87 (23.0%) of employees earn below 2 lakhs of an annual salary, 83 (21.9%) of employees earn annual salary 2 lakhs to 4 lakhs and 86 (22.7%) of respondents earn annual salary 4 lakhs to 6 lakhs.

Table 6 Place of Education

	Frequency	Percent	Cumulative Percent
Rural	134	35.4	35.4
Urban	143	37.7	73.1
Metro	102	26.9	100.0
Total	379	100.0	

The above shows that details about the employees place of Education. 134 (35.4%) of bank employees studied in rural area, 143 (37.7%) of bank employees have studied in Urban area and 102 (26.99%) of employees studied in metro city. This result has shown that most urban area people are getting bank jobs

Table – 7 Family Background of respondents

	Frequency	Percent	Cumulative Percent
Labour	65	17.2	17.2
Agriculture	94	24.8	42.0
Business	52	13.7	55.7
Profession	92	24.3	79.9
Private/Govt service	76	20.1	100.0
Total	379	100.0	

The above table clearly demonstrates that details about family background of bank employees. 65 (17.2%) of bank employees family members work as a labour. 94 (24.8%) of employees have agriculture family background. 52 (13.7%) of bank employees family members are doing own business. 92 (24.3) of bank employees family members depends on the same bank industry. 76 (20.1%) of family members are working private or government sector service. The result has shown that most of bank employees depend on the agriculture background.

Table 8 Association between age and job knowledge

		Sum of Squares	df	Mean Square	F	Sig.
Excellent knowledge	Between Groups	29.035	3	9.678	1.533	.205
	Within Groups	2367.303	375	6.313		
	Total	2396.338	378			
Appropriate method for performing	Between Groups	6.033	3	2.011	1.449	.228
	Within Groups	520.389	375	1.388		
	Total	526.422	378			
Complete my job within my time	Between Groups	5.773	3	1.924	.960	.412
	Within Groups	751.973	375	2.005		
	Total	757.747	378			

1. A one- way ANOVA was performed to compare the impact of age on excellent knowledge about job. Participants were divided into four groups based upon their age (Group 1: 25 years above; Group 2: 25 to 35 years; Group 3: 35 to 45 years; Group 4: more than 45 years). The outcome variable was found to be normally distributed and equal variances are assumed based upon results of one way ANOVA test and the F-value is 1.533, Mean square is 6.313 within groups. There was a statistically significant difference in excellent knowledge about job scores for four age groups and the effect size was very small (sig .205).
2. The age and appropriate method for performance was tested by one- way ANOVA test. The mean square of the test was 1.388 within groups and f-value was 1.449. The result has shown significant difference in Appropriate method for performance for four age groups and the effect size was very small (sig .228)

- Age and complete my job within my time was compared by one-way ANOVA test. The result also has shown a significant difference in complete job within my time for four different age groups. Mean square within the groups was 2.005 and F-value was .900. the significant difference age and completing job was very small (sig .412)

Table -9 Association between Qualification and job Knowledge

		Sum of Squares	df	Mean Square	F	Sig.
Excellent knowledge	Between Groups	28.366	3	9.455	1.497	.215
	Within Groups	2367.972	375	6.315		
	Total	2396.338	378			
Appropriate method for performing	Between Groups	1.091	3	.364	.260	.854
	Within Groups	525.331	375	1.401		
	Total	526.422	378			
Complete my job within my time	Between Groups	16.532	3	5.511	2.788	.041
	Within Groups	741.215	375	1.977		
	Total	757.747	378			

- A one- way ANOVA was used to compare the impact of qualification and excellent knowledge about job. Participants were divided into five groups based upon their qualification (SSLC, HSC, Degree, Post-graduation and Professional Degree). The outcome variable was found to be normally distributed and equal variances are assumed based upon results of one way ANOVA test and the F-value was 1.497, Mean square was 6.31 within groups. There was a significant difference in excellent knowledge about job scores for education and the effect size was very small (sig .215).
- Education qualification and appropriate method for performing was tested in one-way ANOVA. The result has shown that there is a significant different with education qualification and appropriate method for performing. The mean square was 1.401 within groups and F-value was .260. The difference between education and performing method was .854.
- An education with five category and completing job within a time was tested in one-way ANOVA. The outcome was found based on the ANOVA, the value of mean square was 2.016 within a groups and F-value was .293. There is a significant difference between complete my job within my time and different education qualification.

Table -10 Association with annual income and job knowledge

		Sum of Squares	df	Mean Square	F	Sig.
Excellent knowledge	Between Groups	17.184	3	5.728	.903	.440
	Within Groups	2379.154	375	6.344		
	Total	2396.338	378			
Appropriate method for performing	Between Groups	1.390	3	.463	.331	.803
	Within Groups	525.032	375	1.400		
	Total	526.422	378			
Complete my job within my time	Between Groups	1.774	3	.591	.293	.830
	Within Groups	755.972	375	2.016		
	Total	757.747	378			

1. A one-way ANOVA has been used to compare annual income and excellent knowledge about job. The mean square value was 6.344 within groups and F-value was .903. There is a significance difference between annual income and the excellent knowledge about job. (sig .440)
2. Appropriate method for performing and annual income was tested by one-way ANOVA. The mean square was 1.400 within groups and F-value was .331. The significance difference between annual income and appropriate method for performing was .803
3. A one-way ANOVA used to find out the significance between annual incomes and complete my job within my time. The mean value within the groups was 2.016 and F-value was .293. The significance difference between annual income and complete my job within my time was .830

Table -11 Association between age and quality of work

		Sum of Squares	Df	Mean Square	F	Sig.
Neatness and perfection	Between Groups	13.167	3	4.389	2.693	.046
	Within Groups	611.255	375	1.630		
	Total	624.422	378			
Highest level of satisfaction	Between Groups	5.346	3	1.782	1.113	.344
	Within Groups	600.686	375	1.602		
	Total	606.032	378			
Grasp the problems and find solutions	Between Groups	9.944	3	3.315	2.089	.101
	Within Groups	595.132	375	1.587		
	Total	605.077	378			

1. Association among age and neatness and perfection changed into examined through one-manner ANOVA. The imply price changed into 1.630 inside businesses and F-price changed into 2.693 there's a importance distinction among age and neatness and perfection changed into 0.046
2. Age and satisfaction degree changed into examined and the imply price changed into 1.602 inside businesses and F-value changed into 1.113. There is a importance distinction with Age and satisfaction degree (sig,.344).
3. Age and hold close the troubles and discover answers had been examined through one-manner ANOVA. The imply degree changed into 1.587 and F-price changed into 1.113. The importance distinction among age and hold close the troubles and discover answers changed into 0.101.

Table -12 Association between qualification and quality of work

		Sum of Squares	Df	Mean Square	F	Sig.
Neatness and perfection	Between Groups	1.208	3	.403	.242	.867
	Within Groups	623.214	375	1.662		
	Total	624.422	378			
Highest level of satisfaction	Between Groups	19.575	3	6.525	4.172	.006
	Within Groups	586.456	375	1.564		
	Total	606.032	378			
Grasp the problems and find solutions	Between Groups	6.681	3	2.227	1.396	.244
	Within Groups	598.395	375	1.596		
	Total	605.077	378			

A Study on Techniques for Assessing the HR Performance of Public Sector Bank Employees in Chennai Region

1. The qualification of the respondents and their neatness and perfection in a work was compared by one-way ANOVA test. The mean value was 1.662 within groups and F-value was .242. There is a significance difference between qualification of the respondents and their neatness and perfection in work (sig .867)
2. Qualification and satisfaction level was compared by using one-way ANOVA tool. The result of mean square was 1.564 within groups and F-value was 4.172. There is significance difference between qualification and satisfaction level (sig .006).
3. One-way ANOVA has been used to find out the relationship between qualifications and Grasp the problems and find solutions. The mean square was 1.604 and F-value was .772. The result reveals that the significance difference between the qualification and Grasp the problems and find solutions (sig .244). The qualification creates impact for grasping the problems and find solutions for the problems.

Table -13 Association between annual income and quality of work

		Sum of Squares	df	Mean Square	F	Sig.
Neatness and perfection	Between Groups	1.158	3	.386	.232	.874
	Within Groups	623.264	375	1.662		
	Total	624.422	378			
Satisfaction of my superiors and customers	Between Groups	1.499	3	.500	.310	.818
	Within Groups	604.532	375	1.612		
	Total	606.032	378			
Grasp the problems and find solutions	Between Groups	3.715	3	1.238	.772	.510
	Within Groups	601.362	375	1.604		
	Total	605.077	378			

Annual income and quality of work with three variables (neatness and perfection, satisfaction of my superiors and customers, Grasp the problems and find solutions) was compared by using ANOVA test. The mean square for neatness and perfection was 1.662, satisfaction of my superiors and customers was 1.612 and Grasp the problems and find solutions was 1.604 within a groups. The F-value for three variables was .232, .320 and .772 respectively. The significance difference between annual income and neatness and perfection was .874, annual income and satisfaction of my superiors and customers was .818 and annual income and grasp the problems and find solutions was .510 respectively.

Table -14 Association between age and Initiative and dependability

		Sum of Squares	Df	Mean Square	F	Sig.
Challenging task	Between Groups	1.484	3	.495	.404	.750
	Within Groups	459.550	375	1.225		
	Total	461.034	378			
Plan the work and go ahead	Between Groups	29.887	3	9.962	7.094	.000
	Within Groups	526.657	375	1.404		
	Total	556.544	378			
Self starter and perform job without supervision	Between Groups	15.702	3	5.234	3.259	.022
	Within Groups	602.245	375	1.606		
	Total	617.947	378			

The courting among age and initiative abilities of personnel and dependability with 3 variables (hard challenge, plan the paintings and move in advance and self starter talent and acting process without supervision) changed into examined through one-manner ANOVA tool. The imply rectangular for hard challenge changed into 1.225, plan the paintings and move in advance changed into 1.404 and self starter and carry out process with out supervision changed into 1.606 inside groups. The F-price for 3 variables changed into .404, 7.094 and 3.259 respectively. There is a importance distinction among age and hard challenge changed into .750 and age and self starter and carry out process with out supervision changed into .022 respectively. There isn't anyt any courting among age and plan the paintings and move in advance.

Table 15 Association between qualification and Initiative and dependability

		Sum of Squares	Df	Mean Square	F	Sig.
Challenging ask	Between Groups	4.164	3	1.388	1.139	.333
	Within Groups	456.870	375	1.218		
	Total	461.034	378			
Plan the work and go ahead	Between Groups	12.257	3	4.086	2.815	.039
	Within Groups	544.286	375	1.451		
	Total	556.544	378			
Self starter and perform job without supervision	Between Groups	10.913	3	3.638	2.247	.082
	Within Groups	607.034	375	1.619		
	Total	617.947	378			

One-way ANOVA device has been used to discover the connection among qualification and initiative abilties of personnel and dependability with 3 variables (hard challenge, plan the paintings and move beforehand and self starter and carry out process with out supervision). There is a importance distinction among qualification and initiative abilties of personnel and dependability with 3 variables. The end result has proven that the suggest rectangular for hard challenge turned into 1.218, plan the paintings and move beforehand turned into 1.451 and self starter and carry out process with out supervision turned into 1.619 inside groups. The F-value for 3 variables turned into 1.139, 2.815 and 2.247 respectively. The importance distinction among qualification and hard challenge turned into .333, qualification and plan the paintings and move beforehand turned into .039 and qualification and self starter and carry out process with out supervision turned into .082.

Table -16 Association between annual income and Initiative and Dependability

		Sum of Squares	Df	Mean Square	F	Sig.
Challenging task	Between Groups	14.370	3	4.790	4.022	.008
	Within Groups	446.664	375	1.191		
	Total	461.034	378			
Plan the work and go ahead	Between Groups	2.354	3	.785	.531	.661
	Within Groups	554.189	375	1.478		
	Total	556.544	378			
Self starter and perform job without supervision	Between Groups	2.861	3	.954	.581	.628
	Within Groups	615.086	375	1.640		
	Total	617.947	378			

A Study on Techniques for Assessing the HR Performance of Public Sector Bank Employees in Chennai Region

A one-way ANOVA tool was used to compare the relationship between annual income and initiative skills and dependability with three variables (challenging task, plan the work and go ahead and self starter and perform job without supervision). The result has shown there is significant relationship between annual income and initiative skills and dependability with three variables. The mean square for challenging task was 1.191 and plan the work and go ahead was 1.478 and self starter and perform job without supervision was 1.640 within groups. The F-value for three variables was 4.022, .531 and .581 respectively. The difference between annual income and challenging task was .008, annual income and plan the work was .661 and annual income and self starter was .628 respectively.

SUMMARIES OF FINDINGS AND SUGGESTIONS

- A one- way ANOVA turned into finished to examine the effect of age on tremendous expertise approximately activity. There turned into a statistically full-size distinction in tremendous expertise approximately activity ratings for 4 age companies and the impact length turned into very small (sig .205).
- The age and suitable technique for overall performance turned into examined via way of means of one- manner ANOVA take a look at the end result has proven full-size distinction in Appropriate technique for overall performance for 4 age groups and the impact length turned into very small (sig .228)
- Age and whole my activity inside my time turned into in comparison via way of means of one-way ANOVA take a look at. The end result additionally has proven a full-size distinction in whole activity inside my time for 4 specific age companies.
- A one- way ANOVA turned into used to examine the effect of qualification and tremendous expertise approximately activity. There turned into a full-size distinction in tremendous expertise approximately activity ratings for schooling and the impact length turned into very small (sig .215).
- Education qualification and suitable technique for appearing turned into examined in one-way ANOVA. The suggest rectangular turned into 1.401 inside companies and F-value turned into .260. The distinction among schooling and appearing technique turned into .854.
- An schooling with 5 class and finishing activity inside a time turned into examined in one-manner ANOVA. The final results turned into observed primarily based totally at the ANOVA, the cost of suggest rectangular turned into 2.016 inside a companies and F-cost turned into .293.
- A one-way ANOVA has been used to examine annual earnings and tremendous expertise approximately activity. There is a importance distinction among annual earnings and the tremendous expertise approximately activity. (sig .440)
- Appropriate technique for appearing and annual earnings turned into examined via way of means of one-manner ANOVA. The importance distinction among annual earnings and suitable technique for appearing turned into .803
- A one-way ANOVA used to discover the importance among annual earnings and whole my activity inside my time. The importance distinction among annual earnings and whole my activity inside my time turned into .830
- Association among age and neatness and perfection turned into examined via way of means of one-manner ANOVA. there's a importance distinction among age and neatness and perfection turned into .046
- Age and pride stage turned into examined and the suggest cost turned into 1.602 inside companies and F-cost turned into 1.113. There is a importance distinction with Age and pride stage (sig .344).

- Age and hold close the issues and discover answers had been examined via way of means of one-manner ANOVA. The importance distinction among age and hold close the issues and discover answers turned into .101.
- The qualification of the respondents and their neatness and perfection in a piece turned into in comparison via way of means of one-manner ANOVA take a look at. There is a importance distinction among qualification of the respondents and their neatness and perfection in paintings (sig .867)
- Qualification and pride stage turned into in comparison via way of means of the usage of one-manner ANOVA device. There is importance distinction among qualification and pride stage (sig .006).
- One-way ANOVA has been used to discover the connection among qualification and Grasp the issues and discover answers. The suggest rectangular turned into 1.604 and F-cost turned into .772. The end result famous that the importance distinction among the qualification and Grasp the issues and discover answers (sig .244).
- Annual earnings and great of labor with 3 variables (neatness and perfection, pride of my superiors and clients, Grasp the issues and discover answers) turned into in comparison via way of means of the usage of ANOVA take a look at. The importance distinction among annual earnings and neatness and perfection turned into .874, annual earnings and pride of my superiors and clients turned into .818 and annual earnings and hold close the issues and discover answers turned into .510 respectively.
- The relationship among age and initiative abilities of personnel and dependability with 3 variables (hard venture, plan the paintings and cross in advance and self starter ability and appearing activity with out supervision) turned into examined via way of means of one-way ANOVA device. There is a importance distinction among age and hard venture turned into .750 and age and self starter and carry out activity with out supervision turned into .022 respectively. There isn't any relationship among age and plan the paintings and cross in advance.
- A One-way ANOVA device has been used to discover the connection among qualification and initiative abilities of personnel and dependability with 3 variables (hard venture, plan the paintings and cross in advance and self starter and carry out activity with out supervision). The importance distinction among qualification and hard venture turned into .333, qualification and plan the paintings and cross in advance turned into .039 and qualification and self starter and carry out activity with out supervision turned into .082.
- A one-way ANOVA device turned into used to examine the connection among annual earnings and initiative abilities and dependability with 3 variables (hard venture, plan the paintings and cross in advance and self starter and carry out activity with out supervision). The distinction among annual earnings and hard venture turned into .008, annual earnings and plan the paintings turned into .661 and annual earnings and self starter turned into .628 respectively.
- A one-way ANOVA turned into finished to examine the connection among age and creativity and selection making with 3 variables (do the activity in specific manner, creativity to optimistic recommendations and Quick selection). The distinction among age and do the activity in specific manner turned into .032, age and creativity ability turned into .one hundred fifteen and age and brief selection abilities turned into .014 respectively.
- Qualification and creativity abilities and selection making abilities with 3 variables (do the activity in specific manner, creativity abilities to optimistic recommendations and brief selection abilities) turned into examined via way of means of the usage of one-manner ANOVA device. The distinction among qualification and do the activity in specific manner turned into .003, qualification and creativity to optimistic recommendations turned into .one hundred eighty and qualification and brief selection abilities turned into .050 respectively.

A Study on Techniques for Assessing the HR Performance of Public Sector Bank Employees in Chennai Region

- Marital fame and creativity abilities and selection making abilities with 3 variables (do the activity in specific manner, creativity abilities to optimistic recommendations and brief selection abilities) turned into examined via way of means of the usage of one-manner ANOVA device. The distinction among marital fame and do the activity in specific manner turned into .443, marital fame and creativity to optimistic recommendations turned into .994 and marital fame and brief selection abilities turned into .627 respectively.
- Duncan submit HOC take a look at turned into used to investigate the distinction among 4 age companies with proud to paintings. The respondents withinside the age organization of 25-35 and 35-forty five do now no longer fluctuate notably from each other with recognize of proud to paintings. But the respondents withinside the age organization of forty five-fifty five and fifty five-sixty five fluctuate notably from others.
- Duncan submit HOC take a look at turned into used to investigate the distinction among 4 age companies with properly vicinity to paintings. The respondents withinside the age organization of 25-35 do now no longer fluctuate notably from each other with recognize of properly vicinity to paintings. But the respondents withinside the age organization of 35-forty five, forty five-fifty five and fifty five-sixty five fluctuate notably from others.
- Mostly underneath age companies personnel are operating as financial institution personnel and center age organization classes personnel are operating very low stage in banks. The numbers of male personnel are extra while in comparison to woman personnel in decided on banking sectors.
- The character who completed their commencement in UG stage, they're operating extra different companies of schooling qualification. In banks, who're operating in banks, frequently they're married while in comparison to single personnel.
- Majority of financial institution personnel are incomes profits above 6 lakhs while in comparison to different classes of salaries. Majority of financial institution personnel belongs to city region while in comparison to the personnel, who studied from the agricultural and metro city.
- The character who is based upon on the agriculture personal family, they may be working extra in banking sectors. They really want to art work in banking sectors even as in evaluation to specific personal family ancient beyond employees.
- Almost all the sample monetary organization employees have smooth idea in data the measures used for perception and basic overall performance of the employees. Majority of the sample respondents standard to awesome quantity for the desires of basic overall performance set for them are motion oriented. They moreover have smooth idea about the perception and basic overall performance appraisal techniques applied in determined on banking sectors.
- Majority of employees have high-quality opinion about the manage of monetary organization in recording the data of character employee's basic overall performance. The manage of determined on banking sectors is fixing the general overall performance necessities for its employees withinside the beginning of the every financial year. The set necessities are also communicated to its employees.
- The personnel of decided on banking sectors felt that overall performance and belief appraisal machine might now no longer lead them to to apprehend the activity duties and functions. It manner that the alternative regions of Human useful resource improvement and useful regions also are similarly accountable to apprehend the activity duties and functions.
- The control of the financial institution applies the overall performance and belief appraisal machine, for this reason as to hint out the personnel strengths and weakness. The meager variety of pattern personnel in all of the cadres did now no longer propose the opinion expressed via way of means of majority personnel.

- The control of decided on banks are training the coverage of sending the comments to their personnel. Among 50 in keeping with cent of the pattern personnel have now no longer agreed that there's a fantastic dating among belief and overall performance of financial institution policies.
- Human useful resource and commercial members of the family branch is gambling key position in offering the schooling to the personnel. The decided on banking sectors awareness coaching method on each on-the-activity schooling and off-the –activity schooling techniques. Most of the off-activity schooling techniques are utilized in decided on banks. Both inner schooling and outside schooling of the chosen banks specially focus on the off-the –activity schooling techniques.
- Majority of the pattern respondents felt that the importance and want for schooling in an effort to save you the obsolescence and wastage in the course of the operational time of the chosen banking sectors.

CONCLUSION

The study clearly establishes the relevance of bank employee's job knowledge, quality of work, initiative and dependability, creativity and decision making, communication skills, interpersonal relations skills, team-spirit, trust and value and commitment and loyalty. The data provided by the survey will be useful for banking sectors to enhance their employee's performance and to realize the perception of employees. This study will help the banking sectors to recognize the employee's expectation and the ways to improve their performance. This study will provide right way to improve employee's performance through motivation.

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