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**HRD IN BANKING: EMERGING ISSUES AND OPPORTUNITIES****D. P. Parate**S.S.S. K.R. Innani Mahavidyalaya  
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**ABSTRACT**

*Banking system has undergone tremendous transformation responding to a number of forces that are operating in the domestic economy as also in the international financial system. HRD is one of such force about which the banks have to think positively otherwise they will be out of completion.*

**Key Words:** *Human Resources, customers demands.*

**Introduction**

Human resource development may be defined as a continuous process to ensure the development of employee competencies, dynamism, motivation and effectiveness in a systematic and planned way. HRD brings about all round development of the people so that they can contribute their best to the organization, society and the nation.

Human resources make the difference to societies and organizations. If two countries have roughly equal resources but different levels of development, the difference is accounted by its human resources.

**Current Scenario of HRD in Banking**

The changes after liberalization and globalization process initiated since 1981 in India have had a profound and significant impact on the financial system particularly on the banking industry.

The information technology revolution is entirely changing the way banking business is done and has considerably widened the range of

products and increases the expectation and demands of the customers.

New buzzwords that have emerged in today's banking scene are :

- \* Risk Management
- \* Asset Liability Management
- \* Innovation
- \* Securitisation
- \* Relationship Banking
- \* Customer driven growth

When the challenges are new responses cannot continue to be old. To meet the new challenges banks have to devise novel ways of meeting the customer's demands. Banking is probably the only profession where people start learning the job after securing one. In a service industry like banking, Human resources occupy crucial role in extending qualitative service needed for business development. From generalist orientation the focus has shifted to specialist orientation.

**Emerging Issues of HRD in Banking**

In the banking field to help staff to imbibe and absorb smoothly technology,

suitable packages relating to hardware and software application appropriate to human resources development and training inputs have to be developed. This calls for proactive approach in Conceptualizing, Designing, Planning and Implementing appropriate human resources development plans. A variety of new competencies at various levels including top management level will be needed. Many specialist in technology and financial services will be required.

#### **Focus should be on**

- \* Increased concern for quality services and products.
- \* Innovativeness to remain competitive.
- \* Single window operations.

Albeit, with a human touch as no dress is complete unless you wear a smile on your face.

## **HRD Opportunities in Banking**

There is a wide potential for application of HRD. Lot of transformation is needed in public sector bank employees' attitude. They need training and development at core level to meet the upcoming challenges. Their client expect same level of professionalism from public sector bank employees as they are getting from private sector bank employees. So with the modernization and computerization in banking opportunities for HRD are also increasing.

## **Conclusion**

Continuous quest for skill upgrading at all levels development of vision and mission and commitment are some of the things required in the banking industry. When going becomes tough, the tough ones would get going.

Poor state of HRD is a constraint to sustainable development. People will not be able to use the new opportunities offered by economic growth if they remain illiterate and lack the basic skills required by modern industries.

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