

HR TRENDS IN SERVICE SECTOR - A THEORETICAL FRAME WORK

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Abstract— Now a day, in every organization, there exist a necessity for employee training. The employees have to fulfill different roles and responsibilities in the banking sector too. Appropriate training enables them to carry out these responsibilities more efficiently and effectively. Also it helps them to learn new ways of carrying out work, which will enable them to face new challenges and responsibilities in the future. In this review, the various training methods applied in the banking sector, which is a service sector is analyzed in detail. The important aspects covered in this connection are: employee attitude and commitment, quality of training programme conducted, the methods applied for training, training inputs and outputs like improved effectiveness and efficiency achieved by the employee after training.

Keywords: - Employee training, Responsibilities, Effectiveness, Banking sector.

1 INTRODUCTION

Service sector companies often need to differentiate themselves by establishing their business as experts in their particular role. Now HR has a chance again to prove their value creation role in the service sector and corporate, only if it understands what it needs to do now. Recent trends show that downsizing has become an unavoidable part of an HR professional's job.

Downsizing is even taken as right sizing and optimizing, ignoring the fact that neither the bad situation nor the good conditions that resulted in downsizing lasts long. HR needs to be proactive and come up with early interventions as for any organization to survive during recession; the ability to retain its best people is must.

2. INNOVATIVE TRENDS IN HR PRACTICES

To make the workforce more agile, competitive and flexible on the job, leadership and training & development has now become the top learning areas for organizations. Appropriate training given at appropriate time enables the manpower to learn new ways of carrying out work effectively and efficiently. Proper motivation leads to change in employees to make them work at 80-90 percentages of their capabilities rather than 20-30 percentages, which is the minimum for retaining their jobs.

2.1 BUILD TRAINING INTO THE JOB.

The nature of job demands inter-departmental problem solving and high interpersonal skills, which can be assimilated through training. Banking sector is the back bone of the Indian economy. The Indian banking scenario focuses on all resources, which should be efficiently and effectively exploited to achieve a win-win status. In recent years, the bankers are increasingly aware of the importance of technology, operations and its survival. The banks are adopting and adapting scientific tools and new technology to make over the skill structure in banking.

This rapid technological changes in this era need a shift from

unskilled and semi-skilled jobs to skilled jobs. Strategies should be devised giving emphasis to up gradation of knowledge and skills to cope with these changes in the field. Last year's HR Trends survey, complex mental health claims continue to be the top disability management concern for employers. There can often be significant delays in getting help for employees who are off work due to mental health issues. Employers are looking for help, including expedited referrals for proper assessment and treatment for employees, with a focus on return to work. This is critical because it can be difficult to stabilize mental health conditions, which increases the risk of relapse and recurring periods of disability.

The year gone by saw more pressure and stress in the workplace, an unsteady economy, more challenging work hours, and job cuts. The world over, human resource (HR) teams are trying to keep pace with the increase in this unsteadiness. In the words of Bhuvaneshwar Naik, Global head of talent management at SAP: "The only way to have a competitive advantage will be to keep reinventing the fundamentals of HR"

2.2 CHALLENGES IN TALENT ACQUISITION

The impact of automation, though already visible in the past few years, may become cause for worry, especially in a country like India, with its services industries. As more jobs get automated, talent acquisition will enter a new phase—people will need specific skills to get employment. Skilled people will be good at certain roles, but not always they cannot seamlessly move from one role to the other. Getting a workforce satisfying all the constraints is the major challenge.

3. STAYING RELEVANT

Once that talent is part of the workforce, retaining it will also require constant effort from the HR team. No matter how much training is on offer, companies probably won't have all the tools they need and freelancers will begin filling those gaps"

3.1 DIGITAL WILL BE KEY : 'HR ANALYTICS'

As more millennials join the organized workforce, HR will have to employ analytics to understand the needs of people in

a more customized, individualspecific manner. This will help them to arrive at solutions through the use of mobile technology and newer platforms. The possibilities in this case include

- mobile-friendly platforms for communication,
- performance management
- continuous feedback and pulse surveys
- easier HR systems
- automated processes
- chatbots etc.

3.2 Why HR analytics??

Data analytics enable HR

- to correlate reasons for attrition and client loss
- to take redressal measures.
- to facilitate sharper people insights and predictive analytics
- proactive and better-quality HR decisions

4. CONCLUSION

Assessing the efficiency and effectiveness of HRD programme in tracking challenges of change is important. Periodic review and evaluation of training and programmes makes the training more technically relevant and ensure the participation of human resource in organizational development Provide adequate support to leaders and managers in terms of people management processes. Find ways to keep up the motivation levels of employees. Service sector Growth Must Be Supported By Proportionate Growth Of The Industrial Sector; Otherwise The Service Sector Grown Will Not Be Sustainable. When The Service Sector Is In Turbulence Zone, Hr Can Put Its Categorical Best In Ensuring That He Guides The Corporate Successfully. ...

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