INTERNATIONAL JOURNAL OF RESEARCH IN **COMMERCE, IT & MANAGEMENT**



A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 & number of libraries all around the world.

Circulated all over the world & Google has verified that scholars of more than 3770 Cities in 175 countries/territories are visiting our journal on regular basis.

CONTENTS

Sr. No.				
1.	AN EMPIRICAL STUDY ON THE MANAGERS' PERCEPTION ON THE ROLE OF CORPORATE VALUES AS			
	AN ANTECEDENT FOR CORPORATE SOCIAL RESPONSIBILITY IN INDIAN IT INDUSTRY			
	DR. A.M. SURESH & VIJAYALAKSHMI. S. INTERNATIONAL TOURISM DEMAND MODELLING: A MULTIVARIATE APPROACH			
2.	BALDIGARA TEA & MAJA MAMULA	4		
3.	ROLE OF NRI REMITTANCE IN ECONOMIC GROWTH OF KERALA			
]	SALIMA K & DR. B. JOHNSON			
4.	GREEN MARKETING: AN ATTITUDINAL ANALYSIS OF CONSUMER IN RAJKOT CITY			
	ANKIT GANDHI & DR. ASHVIN SOLANKI			
5.	A STUDY ON EMPLOYEE WELFARE MEASURES AT ENGINEERING COLLEGES IN ANNA UNIVERSITY,			
	TIRUNELVELI REGION			
	PRINCITTA R & AMIRTHA GOWRI P			
6.	A STUDY OF ONLINE SHOPPING BEHAVIOUR OF INDIAN CONSUMERS PRIYANKA JOSHI	25		
7.	GENDER PAY BIAS IN IT SECTOR	29		
/.	DR. A.C.PRAMILA	29		
8.	CRIME - A SPECIAL FOCUS ON JUVENILE DELINQUENCY: A CASE STUDY	31		
	CH. SUJALA			
9.	IMPACT OF INTEREST AND OPERATING EXPENSES ON THE PROFITABILITY OF PUNJAB NATIONAL	37		
	BANK AND STATE BANK OF INDIA: A COMPARATIVE STUDY			
	POONAM			
10.	WORKING OF DCCBS IN INDIA: A STUDY	43		
44	URVI GIRISHBHAI AMIN	4.6		
11.	LIFE INSURANCE CORPORATION IN POST PRIVATIZATION ERA DR. PRIYANK GUPTA	46		
12.	INFLUENCE OF INFORMATION QUALITY, WEB QUALITY AND SECURITY ON TRUST, RISK PERCEPTIONS	49		
12.	AND RE-INTENTIONS OF TAKING INTERNET BANKING TRANSACTIONS IN SURABAYA			
	CHAIRUL ANAM & BAMBANG SUDARSONO			
13.	THE EFFECTS OF BRAND EQUITY ON CUSTOMER LOYALTY TOWARDS SOFT DRINKS AT TUSKYS			
	SUPERMARKET, ELDORET			
	SIRAI CHEBET SYLVIA			
14.	ASSESSMENT OF ACADEMIC STAFF MOTIVATION IN PRIVATE HIGHER EDUCATION INSTITUTIONS: A			
	CASE STUDY OF SELECTED PRIVATE HIGHER EDUCATION INSTITUTIONS FOUND IN ADAMA TOWN MESSELE KUMILACHEW AGA			
15.	STUDY THE RELATION BETWEEN WORKING CAPITAL SYSTEM AND PROFITABILITY IN AUTO	67		
15.	MANUFACTURING INDUSTRY IN INDIA	07		
	FATEMEH JAFARI			
16.	IMPACT OF BRAIN-COMPATIBLE LEARNING APPROACH ON ACADEMIC ACHIEVEMENT IN BUSINESS	74		
	STUDIES IN RELATION TO THEIR LEVEL OF ASPIRATION			
	DR. PRATIMA			
17 .	INTRODUCTION TO CORPORATE GOVERNANCE	78		
18.	KOMAL CHAUDHARY	80		
18.	EVALUATING FINANCIAL HEALTH OF HINDUSTAN PETROLEUM CORPORATION LIMITED THROUGH Z SCORE MODEL: A CASE STUDY			
	JALPA. H. PANERY			
19.	PROSPECTS AND PROBLEMS OF FINANCIAL INCLUSION IN INDIA	83		
	PURUSHOTTAM KUMAR ARYA, HIMANSHU MISHRA & AAKASH UPADHYAY			
20.	A STUDY ON THE CONCEPT OF HUMAN RESOURCE MANAGEMENT	88		
	AANCHAL JAIN & RAM KUMAR			
	REQUEST FOR FEEDBACK & DISCLAIMER	91		

CHIEF PATRON

PROF. K. K. AGGARWAL

Chairman, Malaviya National Institute of Technology, Jaipur
(An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India)
Chancellor, K. R. Mangalam University, Gurgaon
Chancellor, Lingaya's University, Faridabad
Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

FOUNDER PATRON

LATE SH. RAM BHAJAN AGGARWAL

Former State Minister for Home & Tourism, Government of Haryana Former Vice-President, Dadri Education Society, Charkhi Dadri Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

AMITA

Faculty, Government M. S., Mohali

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

CO-EDITOR

DR. BHAVET

Faculty, Shree Ram Institute of Business & Management, Urjani

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

DR. SHIVAKUMAR DEENE

Asst. Professor, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. A. SURYANARAYANA

Department of Business Management, Osmania University, Hyderabad

DR. SAMBHAV GARG

Faculty, Shree Ram Institute of Business & Management, Urjani

PROF. V. SELVAM

SSL, VIT University, Vellore

DR. PARDEEP AHLAWAT

Associate Professor, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

DR. S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusri Institute of P.G. Studies, Hyderabad

SURJEET SINGH

Asst. Professor, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

TECHNICAL ADVISOR

Faculty, Government M. S., Mohali

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography: Development Planning; Development Studies; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the soft copy of unpublished novel; original; empirical and high quality research work/manuscript anytime in M.S. Word format after preparing the same as per our GUIDELINES FOR SUBMISSION; at our email address i.e. infoijrcm@gmail.com or online by clicking the link online submission as given on our website (FOR ONLINE SUBMISSION, CLICK HERE).

GUIDFLINES FOR SURMISSION OF MANUSCRIPT

	doing in sommer of management			
1.	COVERING LETTER FOR SUBMISSION:	DATED:		
	THE EDITOR URCM			
	Subject: <u>SUBMISSION OF MANUSCRIPT IN THE AREA OF</u> .			
	(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/M	lathematics/other, please specify)		
	DEAR SIR/MADAM			
	Please find my submission of manuscript entitled '' for possible	e publication in your journals.		
	I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published else under review for publication elsewhere.	where in any language fully or partly, nor is it		
	I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion	of name (s) as co-author (s).		
	Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website contribution in any of your journals.	f the journal & you are free to publish ou		
	NAME OF CORRESPONDING AUTHOR: Designation:			

Affiliation with full address, contact numbers & Pin Code:

Residential address with Pin Code:

Mobile Number (s):

Landline Number (s):

E-mail Address:

Alternate E-mail Address:

- The whole manuscript is required to be in ONE MS WORD FILE only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
- b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
 - New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/ Engineering/Mathematics/other, please specify)
- There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
- The total size of the file containing the manuscript is required to be below 500 KB.
- e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
- The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.
- NUSCRIPT TITLE: The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.
- IOR NAME (S) & AFFILIATIONS: The author (s) full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email 3. address should be in italic & 11-point Calibri Font. It must be centered underneath the title.
- ABSTRACT: Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

- 5. **KEYWORDS**: Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.
- 6. MANUSCRIPT: Manuscript must be in <u>BRITISH ENGLISH</u> prepared on a standard A4 size <u>PORTRAIT SETTING PAPER</u>. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
- 7. **HEADINGS**: All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
- 8. **SUB-HEADINGS**: All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
- 9. MAIN TEXT: The main text should follow the following sequence:

INTRODUCTION

REVIEW OF LITERATURE

NEED/IMPORTANCE OF THE STUDY

STATEMENT OF THE PROBLEM

OBJECTIVES

HYPOTHESES

RESEARCH METHODOLOGY

RESULTS & DISCUSSION

FINDINGS

RECOMMENDATIONS/SUGGESTIONS

CONCLUSIONS

SCOPE FOR FURTHER RESEARCH

ACKNOWLEDGMENTS

REFERENCES

APPENDIX/ANNEXURE

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed 5000 WORDS.

- 10. **FIGURES &TABLES**: These should be simple, crystal clear, centered, separately numbered & self explained, and **titles must be above the table/figure**. Sources of data should be mentioned below the table/figure. It should be ensured that the tables/figures are referred to from the main text.
- 11. **EQUATIONS**: These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
- 12. **REFERENCES**: The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per the following:
- All works cited in the text (including sources for tables and figures) should be listed alphabetically.
- Use (ed.) for one editor, and (ed.s) for multiple editors.
- When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
- Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
- The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working
 papers, unpublished material, etc.
- For titles in a language other than English, provide an English translation in parentheses.
- The location of endnotes within the text should be indicated by superscript numbers.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

BOOKS

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

 Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

 Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

• Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–22 June.

UNPUBLISHED DISSERTATIONS AND THESES

Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITES

Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 http://epw.in/user/viewabstract.jsp

A STUDY ON THE CONCEPT OF HUMAN RESOURCE MANAGEMENT

AANCHAL JAIN
RESEARCH SCHOLAR
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
DELHI

RAM KUMAR
ALUMNI
DEPARTMENT OF COMMERCE.
DELHI SCHOOL OF ECONOMICS
DELHI UNIVERSITY
DELHI

ABSTRACT

The human resource management (HRM) is a positive centrally planned management activity which is different from conservative personnel supervision. So now a day's Human resource is measured as the back of any economic activity. In recent years the economist has introduced Human resource in addition to land, capital and technology as the key aspect for establishing and developing the economy as a whole. The HRM is a rising concept. Economic circumstances in India are undergoing a fundamental structural modification influencing all phases of life. Physical, behavioral and emotional differences among people have grown with frequent changes occurring in the management process of the companies or enterprises. These have propositions in the plan of recruitment, selection, training & development, compensation, performance appraisal, promotion and transfers, succession planning etc., are becoming complicated for execution due to poor indulgent of staff management by the employees so it symbolize a new model of HRM has been focused on the HR plans and practices adopted in company related to HRP Recruitment, Performance Appraisal, HRA, etc. The achievement of the company is solely based on the Human Resource Policies and Practices.

KEYWORDS

Human Resources management, Human resource, Personnel management, Human Resource Management trends.

INTRODUCTION

he source of the function is in those organizations which invented 'welfare management' practices and also in those that used the principles of scientific management. Since 1990 due to liberalized government policies, Indian situation began to transform. Human resource is a comparatively new era management phrase having been coined in the 1960s. Industry scenario is gaining importance of HRM in both business and social life. The industry climate brought in the stir of liberalization, globalization, modern technologies, extension in Knowledge and innovation in information technology is making managers to face a complex and demanding situation (Davis, 1995). Indian organizations are nurturing to become aggressive to meet worldwide pertinent standards. The rising emphasis on privatization has warranted a new centre in terms of result orientation, long-term strategies, consumer focus, and proposal. The HRM has appeared and evolved as one of the mainly important parts of organizational Science and practice. It has not been urbanized in isolation, but rather in the condition of business change and economic growth. The uniqueness of the Human Resources approach requires a completely dissimilar type of concentration from managers. The HR has features that offer the biggest confront as well as occasion. A company's HR is delicate with because of random contributions and permanency is vague (Guest, 1991).

Human resource became one of critical driver for expansion and change. As the perspective of management in the direction of its employees began to modify, role and input of human resource as a talent pool also become so critical that most of the organizations started to focus their idea and mission statements on the people who contribute for them. With the roar in the technology sector in 2000, better ways of attracting, recruiting and controlling resources in the companies also started to appear.

Human Resource Management as a task of management has come a long way. The conventional concept of HRM, Personnel management is a idea that can be suitably related to the old model of organization, is self-important in character, with less flexibility, and higher level of centralization and formalization, i.e., obedience to rules and regulation. HRM, on the other hand means to the overall beliefs about the organization and how individuals should be controlled or supervised and is not just confined to certain precise functions. HRM concentrates on equivalence and obligation instead of fulfilment and control. The scope of HRM is certainly very vast and wide to study and explore. It contains all actions beginning from manpower development till employee departs from the organization. This study thoroughly attempts to confer the concept and Objectives of HRM and tendency along with the Challenges in HRM.

OBJECTIVES OF HRM

The chief objective of HRM is to make sure the accessibility of right personnel for right jobs at right time so as the organizational tasks are achieved effectively and efficiently. This main objective can further be separated into the following:

- To assist the organization to accomplish its goals in time by offering capable and stimulated employees.
- To make the most of the accessible human resources successfully.
- To enlarge the employee's job contentment and self- actualization.
- To expand and uphold the class of work life which makes service in the organization an attractive job.
- To maintain moral policies and behavior throughout the organization.
- To set up and maintain friendly relations between employees and organization.
- To bring together individual/ group goals and organizational goals.

HUMAN RESOURCE MANAGEMENT TRENDS

In organizations, it is significant to conclude both current and future organizational requirements for both present employees and the contingent personnel in terms of their technical abilities, competencies, elasticity etc. The study requires thoughtfulness of the internal and external aspects that can have an upshot on the resourcing, growth, motivation and maintenance of employees and other workers. The external factors are those mainly out-with the control of the association and comprise issues such as the economic climate, current and future tendency of the labor marketplace e.g. skills, learning level, government savings into industries etc. On the Rising Trends of Human Resource Management (With Special Focus on Information Technology Industry) other hand internal influence are broadly within the supervision of the organization to forecast, decide and monitor, for example the organizational culture underpinned by

administration behaviors (or style), environmental climate and the approach to fair and corporate social responsibilities. In order to know the business situation in which any organization works three major trends should be considered: Demographics – It is the features of a population/workforce, for example, age, sex, race or social class. This kind of trend may have an effect in connection to retirement fund offerings, cover packages etc.

Diversity – It means the difference within the population/workplace. Changes in culture now mean that a larger section of organizations are made up of older employees in contrast to thirty years back. Advocates of "workplace diversity" merely explain an employee base that is a parallel reflection of the make-up of people insofar as race, sex, sexual orientation, etc.

Expertise and aptitude - As industries shift from blue-collar to more white-collar professions, so does the need for more extremely skilled graduates. If the market is "tight" (i.e. not enough staff for the jobs), employers will have to struggle for employees by offering financial rewards, community investment, etc.

EMERGING HR TREND IN INDIA

A glance at the tendency in supervising people in this changing industry reflects that Attracting, Managing, Nurturing capacity and Retaining people has appeared to be the single most vital matter in lieu of the huge opportunities offered by the market. The new version of talent is the information professional that is original, business survey, rapid on the uptake, has an intuitive ability to network, and possessing uncontrolled objective. They are driven by an urge to tryout, check new boulevards that can spur their originality. The information professional will incline to an organization that is elastic, has strong values, a healthy performance ethic and offers challenging work on newest technology. This has directed to companies proactively obtaining measures on three fronts. First, companies make an organizational atmosphere where talent can bloom. Second, they place systems that aid unleash their latent and third, they construct a prize and acknowledgment device that provides worth for people.

EMERGING CHALLENGES IN HUMAN RESOURCE MANAGEMENT

The spread of technology and modifications in the business situation has increased the significance of human resources in the current world. The most important challenges facing human resources happen because of these human resource activities to a main strategic purpose.

MAINTAINING PRODUCTIVE ORGANIZATION

There is a demanding task of maintaining a creative organization. Here, efforts may be made to consider the emerging measurement related to the imbalanced age arrangement of the human resources in the future. This necessitates obedience to a intended strategy for rejuvenation of manpower in a phased manner. The expected allocation of workforce can be assessed by means of a "manpower renewal forecast model". Based on this analysis of possible manpower problems, youth may be inducted into the personnel where imbalanced age composition is likely to occur.

MANAGING TEAMS

Team building—activities aimed at recuperating the internal work and relationship processes of teams—asks attention to both job and interpersonal relationships. In team building, organizations relate the principles of group dynamics to choose balancing members, bear more consistency, and supervise stages of group development, and establish productive norms that support high performance. Membership in teams is based on skill in areas that are essential for job attainment. Self-assurance is the key to team members' pledge to a common goal, mutual responsibility, and group effort. Trust is built on six mutually dependent aspects: the sincerity of the members; open communication; mutual respect and support; fairness and neutrality; potential and hard work; and return for combined efforts. Moreover, clear goals are a obligation for efficient teamwork.

MANAGING DIVERSITY SCENARIO

Managing diversity means preparing and executing organizational systems and practices to control people so that the possible merits of diversity are maximize whereas its potential demerits are minimized. The aspects of workplace diversity contain age, civilization, gender, physical abilities, race, sexual orientation, geographic location, earnings, marital status, religious beliefs etc.

Diversity is going to be significant matter for the H.R. manager as many young workers in the work force is mounting, more women are connecting to the workforce, increased mobility, general international careers and international practice is becoming a precondition for managerial positions. Employees now favour high remenuration jobs in multinationals and other private sector concerns. The percentage of old employees is rising due to improved medical and health care. With the enlargement of trade unions, employees have become more aware of their right in the organisation. New personnel comprise worker, which have an aspiration for higher degree of sharing and paths for self-fulfillment. Percentage of professional and procedural employee will amplify in relation to blue colour workers. Human resources will be taken as investments, which will emerge in balance sheets of business group in future.

ADAPTATION OF TECHNOLOGICAL CHANGES

There is a challenging duty of adapting workplace to quick technological changes which manipulate the nature of work and create obsolescence. Therefore, the HR managers will be required to execute the subsequent tasks:

- a) Uphold human resource ability through training and development sessions
- b) Make sure a match between machinery and people for its best utilization throughout job design
- c) Organize substitute careers during training of employees displayed by technology
- d) Modernize the new candidates to the workforce with the skill used at the job through a quicker relationship between business and educational institutions; and
- e) Boost the efficiency of non-manufacturing jobs.

MANAGING GLOBALIZATION

Globalization obliges organizations to shift people, ideas, products and knowledge around the globe to meet local needs. It is one of the main dramatic challenges facing as they go into the twenty-first century that is how to fight against overseas firms, both domestically and out of the country. Lots of companies are already being forced to imagine globally, something that doesn't approach easily to firms long accustomed to doing trade in a large and expanding domestic market with insignificant foreign competition. Weak response to international rivalry may be resulting in rising layoffs every year. Human resources can play a significant role in a business's ability to fight head-to-head with foreign producer's .New and significant elements must be added to the mix while developing strategy: unstable political situations, controversial global trade issues, variable exchange rates and unknown cultures.

MANAGING CHANGE

Many organizations facade an random environment in which modification is almost steady. If they are to stay alive and flourish, they need to become accustomed to change rapidly and efficiently. Human resources are almost always at the heart of an efficient reaction system.

Change takes the outline of managerial restructuring, mergers and acquisitions, right sizing, executing outsourcing, offering telecommuting opportunities for members of staff. Focused change interference increases output, improves managerial communications, improves procedure efficiency, improve quality, and raises employee confidence.

The challenges linked to change for HRM comprise:

- · serving employees conquer resistance to change by convincing them about the better picture
- · give leadership for the change procedures.
- \cdot ensuring steadiness of systems and processes throughout the change procedures
- \cdot Equipping employees to tackle with the modified realities.

CHANGING WORKFORCE PROFILE

Over the period of time Indian labor strength has changed radically, earlier it was employees who used to do such task which is job claim and expectation based now the new HR employees has come up with additional skills and advanced expectations. To understand such labour force The HR department needs to shift towards a more comprehensive corporate culture and expand a deep understanding which includes demographics, expertise sets, personality attributes and employee perspectives on the association and society. Now organizations are hiring more youth then developed ones with the varying profile of employees their

potentials have also transformed they expect better reimbursement and working facilities consequently these are challenge before HR department to have practical job glance so as to avoid impractical expectation and design a appropriate withholding strategy and expand class of work life.

PROGRESS IN TECHNOLOGY

A number of important changes take place in technology almost every day. In order to make use of the most recent technology, the appointment of appropriate types of persons is needed. "Information age" connects to computer-generated and mediated information and networking. One of the allegations of the increase in information and the easiness, with which it can be reached, is an essential change in the function of middle level managers in overseeing human resource.

CONCLUSION

The premature part of the century saw a anxiety for enhanced efficiency through careful plan of work. Throughout the middle part of the century stress shifted to the employee's efficiency. Recent decades have concentrated on increased apprehension for the quality of working life, total quality management and worker's contribution in management. These three parts may be termed as wellbeing, growth and empowerment.

Administration of human resources is not the only job of personnel department. It is chief action of every manager. Every manager in the organization is liable for the recruitment, selection, development and upholding of human resources. The HRM simply helps them or directs them by training a variety of policies and programmes. Thus, Human Resource Management should be related to planned goals and objectives in order to get better business routine and build up organizational cultures that promote modernization and elasticity.

REFERENCES

- Ahuja.K.K(1998)Personnel Management, fourth revised edition, Kalyani Publishers, New Delhi
- Ashwathapa K. (2005) 'Human Resource Management' Tata Mc Graw Hills, Fifth edition
- Beardwell and Len Holde, (1996), Human Resource Management, Machmillian India Ltd., New Delhi 3.
- David A. Decenozo and Stephen P. Robbin (1986), Personnel / HumanResource Management, Third Edition, Prentic Hall of IndiaPrivate Limited, New Delhi,.
- Gary Dessler (1999), Human Resource manage, Seventh Edition, Prentice-Hall of India Private Limited, New Delhi,
- Geroge. T. Milkovich and John. W Bowdrean (2000), Human ResourceManagement, Fifth Edition, All India Traveller Book Seller, New Delhi.
- Mamoria C.B and Gankar S.B (2005) 'Personnel Management' Himalaya Publishing House, Twenty Fifth editions.
- Pareek, U and T.V.Rao, 1981, "Designing and Managing Human Resource Systems", Oxford and IBH Publishing Co., New Delhi.
- Rao, T.V. and Abraham, E.A.," A Survey of HRD Practices in Indian Industry, in Rao, T.V. and Pereira, D.F., Recent Experiences in HRD, New Delhi, Oxford & IBH. 1985.



REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT & Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you tosupply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mailinfoijrcm@gmail.com for further improvements in the interest of research.

If youhave any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

DISCLAIMER

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, indirect, incidental, special, consequential or punitive damages arising out of the use of information/material contained in the journal. The journal, nor its publishers/Editors/Editorial Board, nor any other party involved in the preparation of material contained in the journal represents or warrants that the information contained herein is in every respect accurate or complete, and they are not responsible for any errors or omissions or for the results obtained from the use of such material. Readers are encouraged to confirm the information contained herein with other sources. The responsibility of the contents and the opinions expressed in this journal is exclusively of the author (s) concerned.

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active cooperation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Fournals





