Icici Bank’s Performance and It’s Expenditure on Human Resources.

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ABSTRACT: As we know in the 21st century all the organizations are facing competition. The service sector is the major contributor throughout the world economy. In the service sector employees play an important role. Because of the quality of service depends on the employees who are serving that service. In that support objective of our study is to trend in earnings of the organization and expenditure incurred on employees by the organization. ICICI is the leading public sector bank, so we have collected data from annual reports of the ICICI bank from the period of 2012 to 2018. After analyzing the data we found the correlation between total income of ICICI and expenditure incurred by ICICI on their employees. On the basis of this study, we conclude that employees play an important role in the organization. And organizations are just increasing expenditure on employees in the same trend of the organization's income. The organization should put employees on the balance sheet as assets. Organizations are still showing employees as expenditure. In coming future, if the organization will recognize employees’ contributions that will lead to more satisfaction in the employees and this boost in satisfaction will improve the performance of employees due to that the overall performance of the organization will improve.

I. INTRODUCTION

The globalized rivalry has made a solid power on numerous nearby associations to change into worldwide associations by the exercises that are spreading abroad in their neighborhood markets. Fare ability has turned out the most vital channel for the maintainability of the present associations by turning into an approach to expand the number of potential clients. Worth included items are the items that are most significant for those nations and organizations who need to be the primary on-screen characters in the global markets. In this way, nations could discover an exit for advancement and associations may have a current preferred position through their adversaries. Innovative work (hereinafter R&D) exercises are the fundamental base to offset the new requests which have not been settled. Research and development in conjunction with worldwide exchange is an unavoidable device for those nations who need to create and prosper (Kaya and Ugurlu, 2013). As indicated by observational examinations that have been executed in various organizations and businesses, it has been reasoned that there is a current positive connection between R&D exercises, profitability and total national output (Ozer and Ciftci, 2009).

A portion of the examination expresses that R&D consumptions are a significant source to expand the affordable yields (Sungur et al., 2016). Organizations have begun to append more significance to R&D consumptions to create new and better-highlighted items (Dilek, 2016). Innovative work exercises are the fundamental key for accomplishment in aggressive markets (Pak, 2003). In R&D exercises, the principal target is the advancement of the new item as well as to plan a logical foundation (Uzkurt, 2017). Tackling the necessities of clients and building new advances and usage for deciding their needs is a basic capacity of the R&D division in any association (Banger, 2016). It is normal that the expansion in the number of workers in the R&D division will expand the fare income of the association. Subsequently, the associations which are expecting to expand their piece of the pie in universal markets, need to build their representative numbers in the R&D division who could create new data and inventive advances inside the association. Normally, to expand the number of representatives connotes a more prominent R&D venture. This outcome in a circle of expanded R&D speculations which empowers the association the capacity to contend inside the extraordinary and dynamic worldwide challenge and furthermore enlisting more workers for the R&D office. This fundamental circle could make the speeding up of fare incomes conceivable by giving creative items to universal markets. At the point, the key component is the presence of the certified R&D worker who has the ability to increase the value of those new items by making development. Else it is preposterous to expect to change R&D consumptions into business esteem.

II. REVIEW OF LITERATURE

Different research key out the relations among the company revenue and its expenditure on the employees. In the investigation of (Sung & Choi, 2014) has revealed that organizations can increase the performance and revenue by increasing the investment on the employee by providing more training to their employees i.e. six sigma training activities. The managers should motivate the employee to implement various training and practice in the organization for the growth of the organization. The studies of (Brum, 2007; Bartel, 1989) have expounded that the training program is directly related to the worker's performance and company revenue. As the training program completes it is seen that workers' productivity is increased which results in increasing the productivity of the company. Training opens up the path for career growth and development. It is also found that there is a relationship between training and commitment. As the company provides effective training the commitment of the employees
It should be as ventures are spending more on their R&D exercises, the measure of the imaginative items which are reinforcing upper hand, will extend. Henceforth the organizations which are making their item portfolio with inventive items normally will expand their deals in the global markets and as a reality, this will positively affect approaching income from sends out. In this manner, the R&D workforce business steps forward as a significant factor in the change of the R&D consumptions into trade incomes. Then again, in what manner or capacity ever incredible the Research and development uses might be, these R&D exercises couldn't build the fare incomes to the ideal level without the genuinely necessary R&D faculty work. Whereupon the theory, to test the go-between impact of R&D staff work on the connection between R&D uses of endeavors also, send out incomes, has been structured as the accompanying explanation: The objective of the study: as in the 21st century, all organization are facing a competitive environment. In this environment, employees play an important role. In this study, we want to analyses that organizations are taking employees as an important factor. Because for the better performance of employee they need proper training, remuneration, and good working environment, that leads to incurred some expenditure by the organization.

**Hypothesis:**
H0: There is no correlation between income earned by ICICI and expenditure on their employees.
H1: There is a correlation between income earned by ICICI and expenditure on their employees.

### IV. RESEARCH METHODOLOGY

This study is explorative in nature. To analyze our objectives and hypothesis we have used secondary data. We have used annual reports of the State Bank of India from the period of 2009-10 to 2018-19. So we have used a total of ten years’ annual financial reports of the State Bank of India. We have analyzed financial statements like Profit loss accounts and Balance Sheets. With the help of Microsoft Excel and Microsoft word, we have drawn trend graphs that show the trend in revenue and trend in expenditure incurred on

| Year | ICICI Income(000) | Exp on employee(000) | No of employees | Total Income of ICICI (per employee) | Expenditure incurred on employees (per employee) |
|------|------------------|---------------------|-----------------|-------------------------------------|-----------------------------------------------|
| 2017-18 | 1.19E+12        | 8.33E+10           | 82724          | 14381449                            | 1007389                                      |
| 2016-17 | 1.13E+12        | 7.89E+10           | 82841         | 13688588                            | 9528199.9                                     |
| 2015-16 | 1.01E+12        | 6.91E+10           | 74096         | 13684389                            | 932747.9                                     |
| 2014-15 | 9.02E+11        | 6.57E+10           | 67857         | 13295052                            | 967965.2                                     |
| 2013-14 | 7.96E+11        | 5.97E+10           | 72226         | 11015958                            | 826405.1                                     |
| 2012-13 | 7.42E+11        | 5.36E+10           | 62065         | 11955917                            | 906966.4                                     |
| 2011-12 | 6.67E+11        | 5.1E+10            | 58276         | 11438375                            | 875364                                       |
employees from the year of 2009 to 2010.

V. DATA ANALYSIS

To check the relationship between organization revenue per employee and its expenditure per employee, we have collected data from the year 2012-2018 from the annual report of ICICI. We have collected data on the income from profit and loss account statement, the expenditure of the company on its employee and no. of the employee in the organization. Which is shown in the table below.

(Source: annual report ICICI)

In the above table first column is showing the no.of year i.e. from 2012-2018. The second column is showing the income of the ICICI over a period of 7 yrs. The third column is showing the expenditure of the company on its employees. The fourth column consists of no. of employees in the company. In the fifth column, we have calculated income per employee by diving the total income with the no. of employees in the subsequent rows. In the fifth column, we have calculated expenditure per employee by dividing the total expenditure of the company between the employee by the total no. of employees in the subsequent rows.

VI. CONCLUSION AND DISCUSSION

The banking sector is the lifeline of any modern economy. It is one of the important financial pillars of the financial sector, which place a vital role in the functioning of an economy. It is very important for the economy development of a country that its financing requirements of the trade industry and agriculture are met with a higher degree of commitment and responsibility. For that, we have collected data from ICICI because ICICI bank is one of the big four banks of India and they are the second largest bank in India in terms of assets and market capitalization. We have collected data from ICICI annual report and with the help of excel sheet we have drawn two graphs and tables. It has been seen that both the graph are showing the same trends over the same period of time. From the above graph we have to find that there is a relationship among employee and expenditure incurred per employee by the company. So there is a correlation between the above data and we can say that an increase in the performance of the organization will simultaneously increase the expenditure incurred on employee by the company. The above data is showing a positive trend between organization income and its expenditure. So organization should value there employee as they are the driving vehicles and assets of the organization.

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