

An Evaluative Study of Workplace Behaviour in Commercial Private Sector Banks

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Abstract: *The banking system, which has gone through more than three decades of continuous growth, due to the general economic crisis today is at a critical turning point. In Greece, as in almost all countries of Europe, there is a mixed operation of banks. The downside of the difficult condition they face is that there are problems on competition in the banking industry as finally gathered large market shares in a small number of groups. It is a kind of descriptive study. The development of human resources and the strategies of organizational culture is undoubtedly a process that contributes to the growth and development of people working in the bank. It is most often the context under which employees develop their skills, experience and knowledge. The development of organizational culture is a central feature of strategic management of human resources. The process of learning and development of banking organization has an essential role in achieving the outcome of organizational strategies. It also ascribed about positive impact of cordial & amicable workplace culture and behaviour that lead to enhance workforce productivity.*

Keywords: *workplace behaviour, commercial banks, culture.*

JEL Classification: *J17 & J19.*

1. INTRODUCTION:

Indian economy has undergone with various drastic and remarkable changes in past few years. Various reforms, recommendations and policies had brought out positive and passionate development that concluded India as top ten economies of the world. Any industry whether related with production or services sector, their human resources plays a dominating role in achieving overall growth and efficiency. The contented, innovative, enthusiastic, and committed workforce will determine the fruit fullness of any industry. Banking industry where services are being played by manpower it becomes, salient to maintain a better image in public at a large and in addition to different branches of banks also. As the study focuses on work place behaviour it becomes much important to understand the term more deeply and facts which are mainly responsible for it.

2. Workplace behaviour:

It is a series of actions and inter relations between all the persons associated with department that is influencing the overall efficiency of organisation whether directly or indirectly. To make the term more easier- Independent response to others at enterprises,

- Unconsciousness for people at work
- Neutral and casual attitude
- Not ready to accept any new change.

It refers to that inter connection between employees and their respective department which brings out a more smooth and effective way of performing the talk and managing the system. To understand the term in a wider term- work place behaviour is influenced by-



Individual factors-

- Working environment
- Social/ family pressure
- Mental/ emotional stability
- Qualitative walking circle

Organisations customs-

- Carer prospects
- Equality/ justice or equal treatment
- Personality development
- Quick response procedure

Other factors

- Nature of job/ work pressure
- Creativity/ innovativeness
- Learning and continuous education
- Flexi-time/ comfort at work

All these factors whether (individual or organisational) at a large will sum up to build a strong work life balance, because only an effective working environment will constitutes to build a finer “employer brand”. Today satisfied and cheerful employees are a major source of attracting and retention of larger customer base.

3. Commercial private banks :

Banks where major portion of shareholding lies with individual or corporates. An era of globalisation made it more complex for industry to survive in long run and to attain maximum competitive advantage in the current scenario. These rapid restructuring, changes in formation, downsizing, mergers & acquisitions. An amalgamation and reconstructions had not only affecting the industry at large but individual employees too. Today’s work culture requires more dedication, devotedness, adaptability and walking beyond the limited time frame. So, it becomes more crucial to focus on every aspect of behaviour that should be maintained at walk place. Banking industry is that backbone of financial system in which vital part of economy relies. So, it becomes more principal to look after each and every single performance of that unit which is directly or indirectly related with Indian financial system.

Now a days (24*7) banking facilities are in practise besides they are helping in direct customer interaction, also creating more friendly and rich communication system with the use of sophisticated technology system.it is obligatory to maintain a surrounding in which every person connected with the banking activities feel free to contact and help.

4. Factors responsible for better behaviour at workplace:

- Providing opportunities for human resource development
- Make it free to take own decisions.

- Delegation of powers.
- Innovative and more simplified working culture
- Disciplinary procedures/ safe working environment.

By focusing on psychological and psycho- social attitude of employees, we are very much closer in attaining a peaceful, fruitful and delightful work place behaviour. Besides, that we are in era of techno driven economy too are behind it. So, Their wants, desires and necessity are always to be at top priority. These will not only give boost to enduring and economy but also make it possible to coast in long run and pull off the goal of sustainable development.

With enrichment in technology, it is becoming difficult for industry to cope up with the changes continuous monitoring and strategies review are to be done and regular basis to maintain a strong base in the market. Workforce but when we through light an every aspect of behavioural attitude the result comes forward about the mutual understanding and inter personal relationship between cultures practised in organisation and its effect an involved group are always demanding workplace behaviour.

5. CONCLUSIONS:

Thus we can conclude that what organisation offers, it will be returned. So, it becomes primary responsibility of department concerned to provide that friendly atmosphere in which persons are happy to work. To control the divergent or abnormal behaviour at workplace it is functional to provide praising work place environment with an appropriate value framework. Every leading companies promotes their employer and tries to enlarge-

- Value of fairness
- Self-management
- Self-subsistence
- Self determination
- Safe and healthy working conditions.

Besides all these there were number of factors which constitutes in influencing the behaviour at work place in a positive manner.

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