

## The Work Efficiency of Employees with A Reference to Banking

Rakesh Kumar, Research Scholar, Department of Management, Nirwan University, Jaipur (Rajasthan)  
Dr. Mahesh Chandra, Professor, Department of Management, Nirwan University, Jaipur (Rajasthan)

### INTRODUCTION

The importance of this study lies in the fact that when it comes to the banking business, efficiency is essential to keeping ahead of the competition and fulfilling the ever-changing demands of customers. Because banks are coming under increasing pressure to enhance service delivery and simplify operations, it is essential for them to comprehend and implement efficient methods that may boost the job efficiency of their employees.

It is becoming more difficult for businesses and financial institutions to motivate their employees to care profoundly about the success of the company and the objective it seeks to accomplish, as well as to do their very best job. This is a tremendous challenge in and of itself due to the inherent unpredictability of the business environment. To achieve this goal, they use a system of work rotation in order to motivate people to perform to the best of their abilities and contribute to the success of the firm. Even though doing the same activities over and over again might be physically tiring, this strategy could be able to assist ease some of that strain. In order for job rotation to be successful, individuals must be ready to try new things and have the ability to maintain their composure when they are placed in positions that they do not feel comfortable with. When employees often relocate to other areas, they have the opportunity to maintain their sense of adventure and expand their expertise.

### REVIEW OF LITERATURE

**Sreeramana. (2022)** The level of employee involvement in the banking business is strongly correlated with the efficiency with which the firm is managed. The bank may see a decline in employee morale, productivity, and customer satisfaction if it cultivates an environment that places a high emphasis on the health and happiness of its employees, facilitates collaboration among employees, and offers opportunities for promotion. In the banking business, two elements that are connected yet of crucial importance are the examination of the impacts of organizational health and the performance of personnel. Both the innate abilities of the employees at a bank and the environment under which they are obliged to do their employment are factors that contribute to the output of those employees. Presentation in visual form: The case study method was used in this investigation, which was carried out by using an innovative research technique. Information from secondary sources has been collected and analyzed in order to determine the factors that have an effect on the banking sector.

**Singh (2019)** This investigation was conducted with the purpose of gaining an understanding of the influence that organizational culture and human resource management practices have on the effectiveness of managers working for public and private businesses in India. 214 managers from a variety of companies participated in the method for gathering data. It was shown that human resource management methods and organizational culture are key drivers of management performance in firms that fall under both the public and private sectors simultaneously.

**Sinha (2018)** provided a comparative analysis of a number of human resource management (HRM) factors that contribute to the satisfaction of employees in a variety of Indian banking businesses, including those in the public and private sectors. A standardized questionnaire was filled out by one hundred employees from public sector banks and one hundred employees from private sector banks. According to the findings of the research, banking employees in the public sector and those in the private sector have quite different points of view when it comes to the socio-economic and political factors that have an effect on human resource management methods in banks.

**Srivastava (2017)** analyzed the ways in which Canara Bank, one of the public sector banks in India, used talent development as a strategy for gaining a competitive edge by encouraging more employee participation. The research investigated the current state of the skill development programs that are being implemented by Canara Bank. Based on the information collected from twenty employees, an analysis was conducted to determine how employees felt about the skill development programs offered by the bank. According to the results, the skill

development programs offered by Canara Bank are beneficial in assisting staff members in becoming more knowledgeable and productive.

## **WORK EFFICIENCY OF EMPLOYEES**

### • **Employee Efficiency**

Individuals working for a company need to be inventive, creative, and productive in order for the company to be successful. Performance indicators of efficiency include promptness and cost-effectiveness in the delivery of services. Those who are diligent in their job are often competent, conscientious, self-controlled, and goal-oriented. Carefulness is the most reliable indicator of this trait. The characteristic that best characterizes work-related care is an intense need to achieve success. It is usual practice to evaluate the effectiveness of an organization by determining whether or not it is able to meet its budget and schedule constraints.

### • **Performance Efficiency**

The combination of paying attention to the details and concentrating on the outcomes leads to an increase in productivity. The most successful outcomes were achieved by employees who were able to flourish in a workplace that was outcome-focused and who exhibited high levels of attention. The level of attention to detail that a person pays to their job has a negative impact on the efficacy of their work. The processing of products and services in a timely manner is an example of efficient performance, but paying great attention to detail is a time-consuming procedure. Taking initiative enhances efficiency performance in a manner that is analogous to how it increases inventiveness. Members of the staff who took the initiative to "move things forward" and see them through to completion had a greater chance of achieving breakthroughs in both the areas of efficiency and creativity.

## **EFFICIENCY OF THE BANK EMPLOYEES:**

Every employee at the bank is required to deliver their very best effort, regardless of whether the bank is public or private. The effect that employees have on the productivity of the workplace, as well as the degree to which that effect is effective. Because of this, the ties with the customers are improved.

## **SECURITY & ERROR FREE TRANSACTIONS:**

There need to be a mechanism in place at each and every commercial bank to guarantee that all transactions are safe and free of errors. It is a pleasure for banks to be able to guarantee the safety of customer information and financial transactions. There should be no way that it is feasible to lose data pertaining to customers or employees. All banks, in order to maintain their competitive edge, should aim to be the greatest in their respective fields. The effectiveness of the bank's employees is of the utmost importance in order to improve the effectiveness and overall success of the banking operations. This ultimately results in an increase in the effectiveness of the financial system. 1) a target for aggressive sales; 2) a standard for customer service; and 3) continual training for staff are some of the themes that are discussed in assessments that attempt to boost the productivity of the banking industry. 4) Organizing and analyzing objectives, as well as the work made toward achieving them (5) Ensuring that employees are honest and have integrity (6) Motivating them on a consistent basis to perform to the best of their abilities (7) Providing competitive compensation and benefits 8) instructing them on how to make the most of the digital model, among other things.

## **ACCOUNTABILITY**

The capability of a bank to offer efficient services, transparency, and conveyance via its employees is a measure of the bank's responsibility. This serves as a perfect example of the commitment that banks have to their customers and the implementation of customer suggestions into the development process. Accountability on the part of employees may either take a positive or negative turn depending on how successfully they do their tasks. Those employees who do very well should be rewarded, and those who fall short should be held responsible so that they may improve. This is necessary if we want our bank customers to get excellent service.

## **PRIVATE SECTOR BANKING IN INDIA**

The employees of private banks have a great deal of leeway for creativity, and as a result, they come up with a wide variety of innovative concepts for the provision of financial services.

Workers are able to successfully plan their performance despite the bureaucratic framework that exists. The personnel may be able to better plan and execute services, which will ultimately result in an increase in customer satisfaction if they are given greater discretion and creative liberty. Due to the fact that their managers are actively encouraging them to do so, employees are able to take part in the process of formulating their work plans in a democratic way. Because of this, individuals have a greater sense of satisfaction in their work and are more eager to do their duties without receiving payment. An individual who has a leadership position at a private bank has the ability to serve as a model for his or her employees by continuously surpassing expectations. Additionally, by implementing stringent regulations and processes, the bank may inspire its employees to take greater personal responsibility. Other private banks, on the other hand, are recognized for delegating responsibility to lower levels, which makes planning less important and more focused on putting into practice routine customer care procedures. As a matter of course, management in private banking systems, such as ICICI Bank and HDFC Bank, is plainly autocratic, and employees are needed to carry out commands in order to offer consumers with high-quality service. In private banks, the presence of strong control is used to ensure that the quality of services is maintained, and the superior is often seen as a model that should be imitated.

### **WORK LIFE BALANCE FACTOR**

This issue brings about the challenge of assimilating and culturally integrating newly hired employees into the organization, which is a result of itself. Because of the pressure to provide high-quality services in a shorter period of time, it is essential to ensure that employees have a life outside of their job.

### **RESEARCH METHODOLOGY**

The purpose of this research was to evaluate the various tactics for maintaining a healthy work-life balance that are provided by public and private sector banks, as well as the degree to which employees are content with these approaches. The term "research methodology" refers to a strategy that involves systematically addressing challenges that arise in research. Because it is responsible for determining both the overall study and the findings, research technique is a crucial component of any study. In the next section, we will discuss the particular procedures that were used in order to carry out the present research effort. In the following, you will find a comprehensive description of various processes and procedures:

### **LOCALE OF THE RESEARCH**

The adoption of digital transformation by banks in Kutch, which involves the improvement of their information technology infrastructure and the incorporation of advanced technologies, is the most effective method for assisting their employees in working more effectively. Workers will be equipped with the knowledge and tools necessary to achieve success if they are provided with ongoing training programs that concentrate on both technical and soft skills. What is of the highest significance is the establishment of a culture of collaboration and improved internal communication, both of which are made possible by collaborative technology. An increase in operational efficiency may be achieved via the use of lean management principles and the automation of operations that are done repeatedly. It is possible to further boost job satisfaction by promoting a good work-life balance and by publicly praising the accomplishments of workers. Tactics that have been fine-tuned to match the particular cultural and physical constraints of a certain place have resulted in a workforce that is more productive and involved in the organization.

### **RESULTS AND DISCUSSIONS**

#### **SOCIO-DEMOGRAPHIC PROFILE OF THE BANK EMPLOYEES**

Both public and private banks were included in the survey's scope of inquiry. Questioning was conducted with a total of three hundred middle-level executives working in the banking business. For the purpose of achieving the monthly objectives and making certain that the first line managers finish their assignments, it is the job of the middle level executives to give supervision and help to the first line managers. The capacity of the middle-level executives to collaborate effectively with one another is very necessary for the success of the bank.

## **FAMILY TYPOLOGY OF THE EMPLOYEES**

Based on the statistics, it was found that around 57% of workers were members of mixed families, while 44% were members of nuclear households. It is possible that this is owing to the fact that, as was said before, the bulk of the personnel was rather elderly, had a great deal of expertise, and would have preferred to remain at home with their family.

## **NUMBER OF CHILDREN OF THE EMPLOYEES**

Almost half of the employees who were polled had two children when they were asked about the number of members in their household. Another trend that was seen in the case of public banks was one that was pretty comparable to this one. In contrast, Table 4.2 reveals that around one-third of the employees working at private banks were expecting at least one kid. This may have something to do with the fact that middle managers at private banks tended to be younger, which may indicate that they were still in the process of beginning families at the time that this occurred.

## **WORKING HOURS OF EMPLOYEES IN A DAY**

An examination of the data showed that sixty-six percent of bank employees tend to put in between eight and ten hours of work each day, with twenty-five percent clocking in more than ten hours (Fig. 4.8). Based on the data, it is evident that employees working for private banks often put in a greater number of hours than those working for public banks. It was the salespeople that made up the majority of the staff members who put in additional hours.

## **RECOMMENDATIONS, SUMMARY AND CONCLUSION**

According to the findings of the present research, how successfully Human Resource Management Practices are implemented has a direct influence on the level of job satisfaction experienced by employees. In order to keep their employees happy and pleased while they are on the job, banks may implement the following tips. This will result in a decrease in employee turnover, an increase in the number of satisfied workers, and an improvement in overall performance.

## **MANAGERIAL IMPLICATIONS**

The high levels of stress that employees in the banking business face are caused by a number of different causes for which they are responsible. A considerable amount of personnel turnover, a poor working environment, and low organizational performance are all outcomes that are influenced by this factor. According to the findings of this study, the management of banks in the public, private, and cooperative sectors all confront a number of significant issues. The findings of the poll suggest that the representatives do not take part in the talks that take place in the office, which is indicative of a lack of interest on the part of the management. A further factor that contributes to the inefficiency of bank officials and the operations of the bank is the prevalence of group disagreements among those who work for the bank. A significant factor that contributes to the work-life imbalance that many individuals face is the significant amount of time that bank employees are obliged to put in at their jobs. This research highlighted the various elements that contribute to this issue and suggested practical strategies for banks to cope with it. The goal of this study was to improve the overall performance of bank representatives as well as their satisfaction while they are working.

## **REFERENCE**

1. Abubakar, Ibrahim. (2021). The Perceptions of Bank Employees on Performance Target. 10.13140/RG.2.2.26865.20322.
2. Anitha, Mrs & Velayuthapillai, Nagajothi. (2020). FACTORS AFFECTING ON EMPLOYEES RETENTION IN BANKING SECTOR WITH SPECIAL REFERENCE TO THANJAVUR DISTRICT. 10.13140/RG.2.2.18696.49922.
3. Abu Daqar, Mohannad & Constantinovits, Milán. (2021). The Impact of Training on Banks Employee Performance. Hungarian Agricultural Engineering. 10.17676/HAE.2021.39.22.
4. Shantha, A. Aruna. (2019). The Impact of Training on Employees Performance in Banking Sector: With Special Reference to Bank of Ceylon in Sri Lanka. 34-42. 10.9790/0837-2406013442.



5. Faridi, Adnan & Baloch, Akhtar. (2019). Training and Development Methods affecting Professionalism and Empowerment of Banking Sector Employees. 6. 75-92. 10.20547/jms.2014.1906206.
6. Garg, Preeti & Yajurvedi, Neha. (2017). Assessing the Impact of Stress on the Work Life of Bank Employees-A Case Study of Meerut Region. Siddhant- A Journal of Decision Making. 17. 1. 10.5958/2231-0657.2017.00001.5.
7. Ramaswamy, Velmurugan. (2018). Job satisfaction and Quality of Work life of Employees in Private sector banks with Special reference to Ernakulam district. International Journal of Pure and Applied Mathematics. 119.
8. Motlokoa, Mamofokeng & Sekantsi, Lira & Monyoloc, Rammuso. (2018). The Impact of Training on Employees' Performance: The Case of Banking Sector in Lesotho. International Journal of Human Resource Studies. 8. 16. 10.5296/ijhrs.v8i2.12812.
9. Aarti, Chahal & Chahal, Seema & Chowdhary, Bhawna & Chahal, Jyoti. (2017). Job Satisfaction Among Bank Employees: An Analysis Of The Contributing Variables Towards Job Satisfaction. International Journal of Scientific & Technology Research. 2. 11-20.
10. Duggal, P. (2012). Work-life Balance: A study of employee well-being and performance of employees in banking sector. From World Wide Web: <http://www.studymode.com/essays/Work-Life-Balance-a-Study-Of-1070997.html> (Retrieved 21 September, 2013).

