

## **A STUDY OF WORK PLACE ATTITUDE OF EMPLOYEES OF PUBLIC AND PRIVATE SECTOR BANKS OF NORTH INDIA**

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### **Abstract**

Work attitude is the way of doing things in the work place, not just the way the employees perform their work but also the way they think and feel. Work place attitude influences the various forms of behaviour in an employee which in turn has an impact on the performance of the organization where they work. . The banking sector in India is employing millions of employees from different backgrounds and study of their work place attitude is important input for human resource management. This paper presents the results of the study of work place attitude of employees of public and private sector banks of Himachal Pradesh, Punjab, Haryana, Chandigarh and Uttarakhand. It is based on questionnaires designed to bring out the perception of the employees on work place attitude. The respondents included employees from different educational backgrounds; age groups; levels in the organization; marital status and both male and female employees.

**Key words: Work attitude; Employees; Perform; Behavior; Perception**

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## INTRODUCTION

Work attitude is the way of doing things in the work place, not just the way the employees perform their work but also the way they think and feel. Work place attitude influences the following forms of behavior in an employee:

- a- The way the employee thinks and feels.
- b- The way the employee performs his duties or the task assigned to him to her.
- c- It may bring about behavioural changes in the employee.

The work attitude of an employee is influenced by a number of factors either singly or in a combination with each other [1]. The degree of influence may vary from time to time but these have a significant effect on work attitude of an employee. Work related attitudes such as job involvement and organizational commitment has a positive relationship with employees work behaviors [2]. A pleasant work place tends to give a positive work attitude amongst employees of an organization. Organizations tend to ensure that the work place conditions are positive. Organizations which emphasize more on teams have results in increased employee performance, greater productivity and better problem solving at work [3]. [4] States that human relationship variable and group norms are variables of job attitude that are directly related to turnover.

Banks are important commercial organizations employing thousands of employees. They form the backbone of financial transactions and it is important to know the workplace attitude and stress in the employees in the banks so as to enable the management to take the necessary steps for improving performance and reducing stress. [5] It will help in reducing the stress and a good and healthy working atmosphere will increase the performance of the employees. Thus to maintain all these things within an organization and among the employees, a good and healthy interactive relationship is necessary. This study will help the bank management to take necessary steps in improving performance.

## OBJECTIVES

The main objectives of this study are to study the various aspects of work attitude amongst employees of public and private sector banks of northern India.

## **METHODOLOGY**

The methodology used for this study is given in the following text

### **1. Primary data collection**

A preliminary survey of public and private sector banks of the studied states and union territory was done to know about the different categories of employees working in the banks; their age group; marital status; pay scale and educational background. The questionnaires were designed on the basis of 5 scale rating. The respondents were asked to rate the questions as strongly agree, agree, neither agree, disagree and strongly disagree. The respondents were of different age groups, qualifications, income and the level of the working like clerical level, middle level, senior level etc.

#### **a. Banks**

In this study the selected public and private sector banks were taken on the basis of their customer base and location. These banks were:-

1. Union Bank of India
2. State Bank of India
3. Punjab National Bank
4. State Bank of Patiala
5. Axis bank
6. ICICI bank
7. HDFC Bank

These banks were selected for the survey and the data was collected from them. These banks are located in the urban areas of the studied states and union territory. The respondents were requested to fill the questionnaires designed to bring out the different aspects of work place attitude.

#### **b. Sampling process**

The sampling process or the sampling method was adopted as follows:

- i. Sampling method adopted was Stratified Random Sampling
- ii. Sampling population size was 295 respondents

- iii. Sampling area – parts of Himachal Pradesh, Punjab, Haryana, Chandigarh and Uttarakhand
- iv. The population details included were the clerical level, senior level, middle level and probationary level employees working in these banks at different locations in the sampling area. They belonged to different age groups; male/female; varying lengths of service and various educational qualifications.

## **2. Secondary data collection**

The secondary data was collected on the basis of different publications and unpublished literature.

## **3. Analysis of data**

The analysis of the data was done by the use of the statistical tools to arrive at results and conclusions.

## **RESULTS AND ANALYSIS**

The results of the analysis of the data have been given below:

**a-** Most respondents in the banks have a positive work attitude.

**b-**A majority of them strongly agree or agree that:-

- The bank has specific culture and values
- It makes good use of their skills and abilities
- Necessary training is available to do the job well
- Bank offers real opportunities to improve the skills and abilities
- Bank provides the employees the resources to do their job well
- They are satisfied with the information received from the management about what's going on in the bank and the way the bank functions.
- Their work gives them a feeling of personal accomplishment.
- As a place to work, things around the location seem to be getting better.
- They recommend their bank as a good place to work and defend their bank from critics.

**c-**Further, a majority of the respondents also feel that:-

- i- Their group work is very productive.

ii- Employees get rewarded on how well they do their jobs.

d-On the other hand a majority of the respondents do not agree that:-

i- At workplace they stick to old ways of doing things.

ii- Pay depends on how well they do their job.

e-The analysis of the responses brings out that the organization policy and employee orientation in the bank is positive. Majority of the respondents strongly agree or agree that:-

- There is participation of the employees in the decision making process of the bank.
- Career opportunities are available to employees in the bank
- Well designed work targets are given to the employees each year.
- Career development guidance is provided to the employees.
- Postings in banks are linked to knowledge, skills and abilities of the employees.
- Employee participation in decision making is important for increasing productivity.
- The business management needs of the bank have an effect on human resource policies and strategies.
- Human resource strategy has changed over the last five years.
- Bank employees are expected to be innovative and take risks.
- Team work is encouraged in the bank
- Management gives importance to results rather than on process and techniques.
- All employees are treated fairly and equally.
- Management listens to the problems of the employees.
- Bank is making good use of their skills and abilities.
- Technology including IT is available to meet their working needs and those of their customers.
- Employees are committed towards the objectives of the banks
- Employees like to participate in the decision making process.
- They are able to meet the needs of the customers of the banks
- Employees are free to use their own judgment in getting the job done.
- They can balance work with their personal life
- They always give their best for the bank
- Their performance helps the bank in meeting its goods and objectives.

- Employees always look for ways for improving their performance
- The work environment in the bank allows them to be highly productive
- There are rewards for better work performance
- Staff meetings have open and honest participation
- If work load increases, colleagues help in its disposal.

f- However, a majority of the respondents do not agree that:-

- Employment or job security in the bank depends on work place performance.
- Salary structure is based on performance of the employees.
- Major decisions in the bank are taken in consultation with the employees.

## CONCLUSIONS

From the above study it can be concluded that most employees have a positive work attitude, this can be concluded because most of the employees have the perception that-

- The banks make good use of the skills and abilities of their employees.
- There are enough opportunities to improve their skills and abilities.
- They are satisfied with the information received from the management about what is going on in the bank
- There is full satisfaction with the way the bank functions
- Employees recommend their bank as a good place to work and defend their bank when someone criticizes it.
- The group work of employees is very productive
- Employees get rewarded how well they do their job

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