

A Study of Work Culture in Scheduled Commercial Bank

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Abstract – This paper analyzes the study of work culture among the employees in the schedule commercial banks. While studying this topic special emphasis is made to highlight the work culture aspect. During this study around 60 respondents were selected at random from the public and private sector schedule commercial banks. Questionnaire method was used to collect data about the said topic. The result indicates that most of the employees are satisfied with their current job and work culture. Work culture does not really have significance between male and female employees. But the significant difference does lie in the level of job satisfaction on various factors like age, experience, productivity, morale, financial issues, banking policies, procedures and philosophies. This is indicated in the observation.

Thus an attempt is made to study, analyze and understand the work culture in the given environment and in the organization. This paper will help organization especially the banking sector to adopt and adept suitable work culture to enhance the level of output from its employees to reach its desired goal.

Key words: Work Culture, Schedule Commercial Bank, Philosophy, Policy, Procedure

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INTRODUCTION

Work culture of any organization is dependent on relationship with co workers, peers, superiors, working conditions, nature of work, monetary and non monetary benefits, performance evaluation system etc.

Time and again research has shown that productivity, quality of life and profit are the 3 keys of successful organization and it all depends on the good work culture. To retain the employees and to attract competent human capital in the organization, work culture plays an important role.

The banking sector is the backbone of the Indian economy. The schedule commercial banks operate as per rules and regulations set by RBI. Since it is mentioned as the backbone definitely work culture is of prime importance. In the recent past there has been a drastic change and transformation in the operations of banking sector due to recent trends in innovation and technology. Thus an attempt is made to understand the work culture, policies, philosophies and procedures of these scheduled commercial banks because Indian banks have adopted and adapted different work culture to serve its customer to the fullest satisfaction.

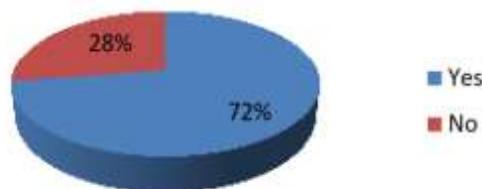
The said study is made on 60 respondents taking into consideration the public, private, regional rural and foreign banks. Data was collected from the respondents based on questionnaire method. Questions were framed on work culture, banking policies, procedures and philosophies.

OBJECTIVES:

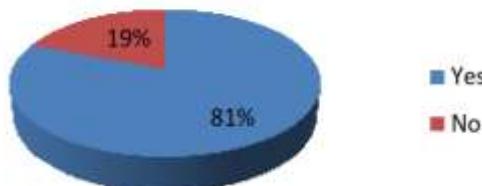
1. To study the work culture of the schedule commercial banks.
2. To understand the banking policies, procedures and philosophies
3. To analyze the current status of employee job satisfaction

Observations:

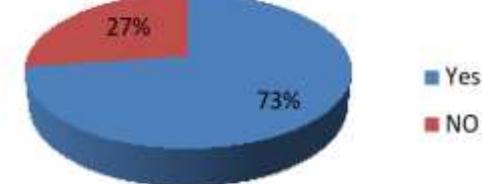
1. Are you satisfied with current work culture?

Work Culture Satisfaction

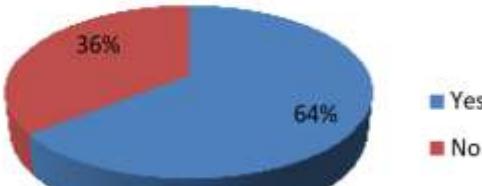
2. Does your work goal & profile of job clearly defined?

Work goal & Job Profile

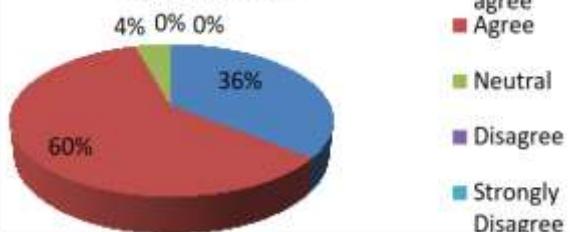
3. Are recognition and rewards policies satisfactory?

Policy Recognition

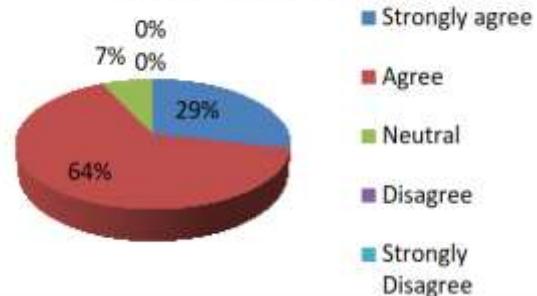
4. Are your co-workers cooperative?

Co-worker Nature

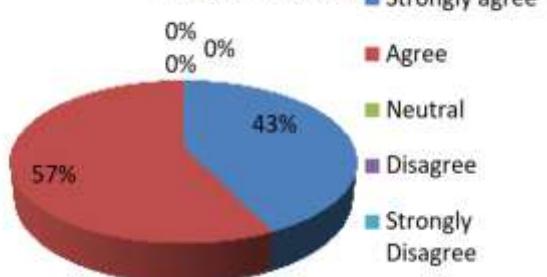
5. Do you agree that the policies and procedure have been clearly defined?

Policies & procedure Clarification

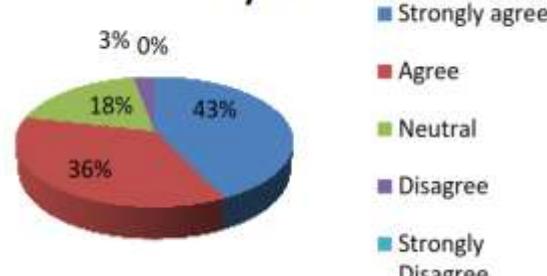
6. Are provisions adequate to extend motivational facilities to employees and their families?

Motivational facilities

7. Do leaders distribute the work plan and supervise effectively?

Leaders Work

8. Are enough resources available to accomplish your job profile?

Availability of resources

Limitations:

1. The study is based on primary data with limited sample size
2. The study considers data of only limited duration of time.
3. This analysis is carried on certain assumptions hence the assumptions would be biased.

FINDINGS:

1. It has been observed that 72% are happy with the work culture of the banks
2. It has been noted that the policy and procedure and philosophy are in line with the working conditions of the bank
3. Sufficient resources are made available for the work conditions
4. Motivational factors (monetary and non-monetary) is justified by the employee
5. Majority of the employees are happy with the work culture and provides them job satisfaction

CONCLUSION:

This study deals with the background and Perspective Framework of the Study which includes work culture in schedule commercial banks with special reference to policy, procedures and philosophy. The study participants' work experiences and leadership knowledge were inspiring and led to an understanding of the impacts of organizational culture on corporate performance from the banking point of view. On the basis of my study I hereby conclude that work culture in any organization plays a significant role. Since banking sector is the back bone of the Indian economy work culture, policies, procedures and philosophy contribute a lot towards the working environment and furthermore employee job satisfaction is totally dependent on work culture of the given organization. It was difficult for the study purpose to conduct entire population of schedule commercial banks in Pune however based on 60 respondents I come to conclusion that banking sector has been rigorously adopting healthy work culture for achieving productivity and meeting the desired goal.

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