

To Study The Factors Affecting Productivity Of The Employees Of Financial Institutions Of The Nagpur City

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Abstract

In this study, the researcher played a critical role in the process of data gathering, analysis, and the final outcome of the study. Currently, the author's area of responsibility is to manage an automaton organization that spreads into Nagpur City. In this role, he interacts with the managers and employees in many financial institutions. This placed the author in a favorable position to secure the need approvals and to work with and interact with members of many of these financial institutions. Therefore, highest levels of management were targeted to obtain approval to conduct these financial institutions studies. Once these approvals were fully secured. Each of the sub-organizations was approached on an individual basis and permissions secured. In return, the author would release the results of his findings to each participating group, as well as the institutions as a whole.

I. Introduction

World over, the technology driven channels such as, ATM, net banking and mobile banking have reduced walk-in-customers at the bank branches. However, in India, it is observed that the customers still find it difficult to use these technology based channels and they are more comfortable in traditional banking over the counter personally to ensure error - free and risk -free banking service. While struggling to provide better and efficient service at the counters, the staff is also confronted with various regulatory norms to mitigate risks in operations. This clearly establishes that employees of banks play a vital role in managing not only the 'transaction' of a customer but also future long-term relationship with them. Hence, appropriate HR audit and accounting systems are needed for retaining the competent staff.

Hence, the application and usefulness of human resource valuation depends on the future efforts and experiments to be made by practicing managers, accountants and academicians. It also needs support from the professional bodies and government. In the absence of human resource valuation, the management may not realize the negative effects of certain programmes aimed at improving profits in the short run. Such programmes may result in decreased value of human assets due to a fall in productivity levels, high labour turnover and low morale. Audit of human resources could help in finding out the efficiency of every segment. Human resource audit could enable the appraisal of the performance of various managers. The basic function and management of human resources is also greatly facilitated. Hence human resource valuation and audit activity could be helpful in improving the efficiency of human resources in the changing business scenario.

It is apparent that the research efforts should be directed towards understanding the factors affecting productivity of the employees of financial institutions of the Nagpur City.

Table 1:Factor Affecting Productivity of bank employee

| Factors | HE | % | ME | % | U | % | LE | % | V L E | % |
|--|----|----|----|----|---|----|----|----|-------------|----|
| Organization Culture | 19 | 76 | 4 | 16 | 2 | 8 | - | - | - | - |
| Managerial Attitude towards employee | 16 | 64 | 2 | 8 | 2 | 8 | 2 | 8 | 3 | 12 |
| Personal Problems Faced by Employee | 21 | 84 | 3 | 12 | 1 | 4 | - | - | - | - |
| Job Content of Employee | 3 | 12 | 1 | 4 | 4 | 16 | 8 | 32 | 9 | 36 |
| H.R. Practices | 19 | 76 | 3 | 12 | 3 | 12 | - | - | - | - |
| Lack of Motivation | 15 | 60 | 3 | 12 | 4 | 16 | 2 | 8 | 1 | 4 |
| Lack of Financial Rewards | 8 | 32 | 7 | 28 | 7 | 28 | 2 | 8 | 1 | 4 |
| Remuneration | 23 | 92 | 2 | 8 | - | - | - | - | - | - |
| Location of Bank | 4 | 16 | 2 | 8 | 7 | 28 | 4 | 16 | 8 | 32 |
| Customer's Behaviour | 1 | 4 | - | - | 4 | 16 | 8 | 32 | 12 | 48 |
| Promotion system | 21 | 84 | 4 | 16 | - | - | - | - | - | - |
| Availability of facilities (Drinking water, Refreshment, Lavatory, etc.) | 6 | 24 | 3 | 12 | 7 | 28 | 7 | 28 | 2 | 8 |

H.E.- High Extent; M.E.- Moderate Extent; U- Uncertain; L.E.- Low Extent; V.E.L. – Very Low Extent

Table 1 shows information regarding factors affecting productivity of financial institution employee. It was evident from the above information that according to 92% authorities' remuneration affect productivity of bank employee to high extent, whereas according to 84% authority's personal problems faced by employees and promotion system affect the productivity of employee to a high extent. In addition to this 76% authorities reported that organization culture and HR practices affect the productivity of employee to a high extent, whereas factors such as managerial attitude towards employee and lack of motivation affecting productivity of employees to a large extent was reported by 64% and 60% authorities respectively. The detailed information regarding factors affecting productivity of employee is shown in above Table. Thus on the basis of above information it is apparent that factors such as remuneration, personal problems faced by employees, promotion system, organization culture, HR practices, managerial attitude towards employee and lack of motivation are crucial in affecting productivity of employees working at financial institutions in Nagpur City.

Table 2: Opinion of authority regarding remarkable scope for improving efficiency and productivity of the employees in institution

| Sr. No. | Responses | Frequency | Percentage |
|--------------|-----------|-----------|------------|
| 1. | Yes | 16 | 64 |
| 2. | No | 5 | 20 |
| 3. | Can't Say | 4 | 16 |
| Total | | 25 | 100 |

Source: Survey Data

Table 2 shows opinions of authority regarding remarkable scope for improving efficiency and productivity of the employees in institution. It is observed that according to 64% authorities there is remarkable scope for improving efficiency and productivity of the employees in institution, whereas 8% authorities didn't think so. Furthermore, 16% authorities were uncertain regarding remarkable scope for improving efficiency and productivity of the employees in institution. Thus it is evident on the basis of above information that there is remarkable scope in majority of financial institutions in Nagpur city for improving efficiency and productivity of the employees in institution.

II. Conclusion

Factors such as remuneration, personal problems faced by employees, promotion system, organization culture, HR practices, managerial attitude towards employee and lack of motivation are crucial in affecting productivity of employees working at financial institutions in Nagpur City.

There is remarkable scope in majority of financial institutions in Nagpur city for improving efficiency and productivity of the employees in institution.

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