

# Working Environment of Public Sector Banks in Ujjain District

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**Abstract** - Working culture is a newly concept from western countries for human development purpose because working culture affect directly and indirectly to human resource development at work place.

There are positive and effective relationship between work culture and rate of human resource development. If there are positive and effective work culture in any organisation than rate of human resources development also can grow rapidly.

In corporate world, importance of positive and effective work culture increase day by day and positive work culture can be provide by effective work environment at work place effective working environment is a basic element of success of any service based organisation in corporate world and banking sector is a main part of service sector as a main pillar of service based commercial activities.

In banking sector of Indian commercial market, working culture and working environment can play a vital role for commercial growth of Indian society.

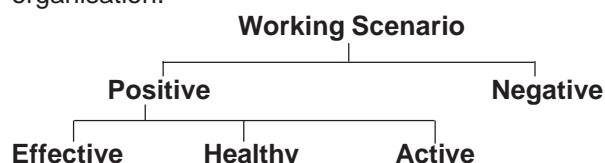
Working environment should have positive and effective for bank employees if working environment is better and effective. Bank employees can perform effectively for banking growth as a satisfied work force because satisfaction is a main dimension of working environment. Creation of better and effective working environment is not so easy because development of working environment of it is an effective outcome of various factors at work place and these factors can be affect the level of satisfaction for bank employees. If there are a high level of satisfaction at work place. This situation can improve strong work culture at work place in public sector banks because satisfaction level and effective working environment are correlated deeply in service sector specially in public sector banks.

The strong work culture can provide by some practical steps taken by Bank Managements, Bank Officers, Bank Clerks and Bank Sub Staff because these are correlated with strongly together at work place in public sector banks.

**Keywords:** Working culture, Human Resources Development, Service Sector, Commercial Activities, Working Environment, Success of Public Sector Banks, Supporting System, Bonding, Effective Communication.

**Introduction** - Working scenario and working environment are new managerial concept for over all development of any organisation, in present time period.

Working environment can be represent by overall positive work culture at work place for any organisation. It is also very crucial factor for success of any organisation because working scenario affect deeply to success of any organisation.



Working scenario can be categories into two main parts positive and negative and positive positive working

environment is must for any successful organisation and success of organisation, specially public service oriented organisation and positive working scenario are co-related deeply in banking sector.

**Objectives** - Study for this research paper is based on working environment in public sector banks in Ujjain District. This study was carried with some objectives-

1. To find out impact of working environment on the success of public sector banks.
2. Study and analysis of factors affecting working environment in public sector banks.
3. Study and analysis of various obstacles for positive working scenario.
4. Provide some practical solutions for favourable working scenario in public sector banks.

5. To find out working relationship between various categories of bank employees in public sector banks.
6. Study and analysis of various steps taken by management in public sector banks.

**Hypothesis** - Hypothesis is a practical pre-thought by the researcher before to go in the research field and hypothesis can be helpful for proper designing of research plan. For survey and statistical analysis purpose, some hypothesis was created by the researcher purpose. Some Hypothesis was created by the researcher like-

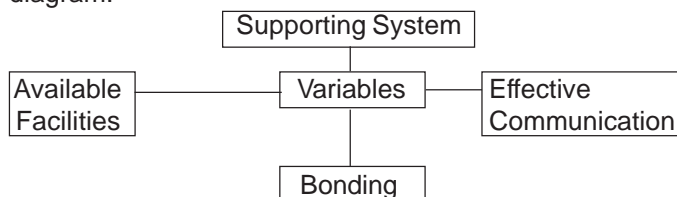
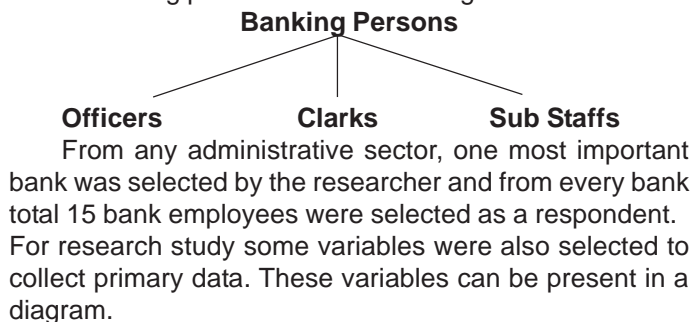
1. Bank employees are satisfied with available communication facilities.
2. There are no proper co-operation and bonding between Bank Officers and Clerks.
3. There are timely and effective support system at work place.

**Research Methodology** - This research paper is based on data analysis of primary data in public sector banks of Ujjain District. This study covers various urban sector of Ujjain District and some public sector bank were selected for research study from various administrative sector of Ujjain Districts.

**Table 1 : Selected Banks from Ujjain District**

S.	Selected Ad. Sector's	Selected banks
1.	Ujjain Urban	Sector State Bank of India
2.	Badnagar Urban Sector	Bank of India
3.	Mahidpur Urban Sector	UCO Bank
4.	Khachrod Urban Sector	Union Bank
5.	Tarana Urban Sector	Punjab and National Bank
6.	Ghatia Urban Sector	Central Bank
	Total 06 Urban Sector's	Total 06 Public Sector Banks

For research study, the researcher was categorised whole banking persons into three categories like -



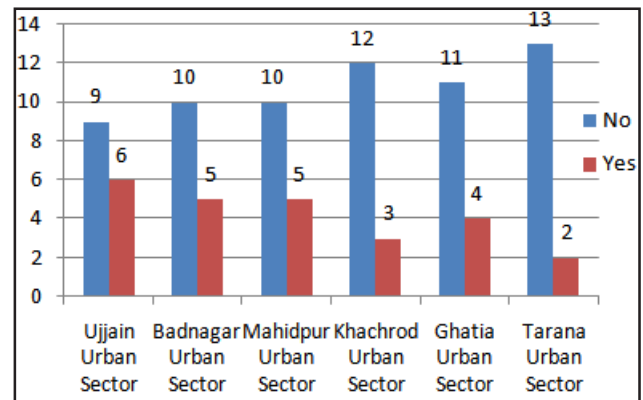
These variable are some important factor affect to working environment in public banks. If these variables are positive and effective in this situation working environment can strongly positive for bank employees.

### Working Scenario of Public Sector Banks

According to primary data analysis we can present structure of working environment in public sector banks with the help of some variables.

**(1) Available Facilities** - Facilities are necessary for any worker at work place but banking services are just related with public activities. In this situation importance of facilities are most important at work place.

According to primary data analysis, mostly bank employees of public sector banks, react adversely about available facilities -



Question - Have you sufficient facilities at work place ?  
 According to above diagram -

Mostly bank employees were dissatisfied with available facilities in their bank because overall 65 bank employees react adversely for answering this question only 25 bank employees are satisfied with available facilities.

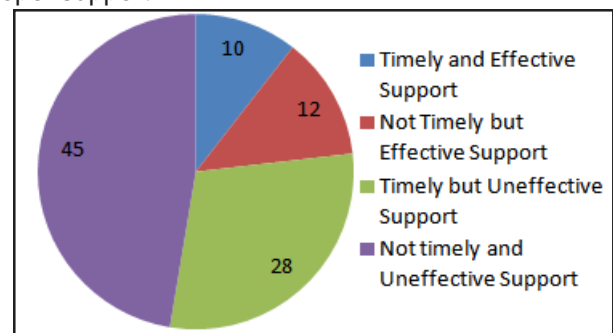
**(2) Supporting System** - Supporting system is must for better and effective working scenario at work place for research study purpose. Supporting system was categorised into two main parts by the researcher-

**Supporting System**

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    graph TD
        SS[Supporting System] --> TS[Timely Support]
        SS --> ES[Effective Support]
    
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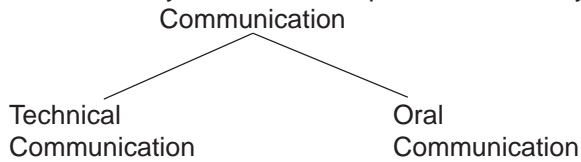
Supporting system can play a vital role in the field of progress of any organisation specially for banking sector because no any bank employees can not work without any proper support.



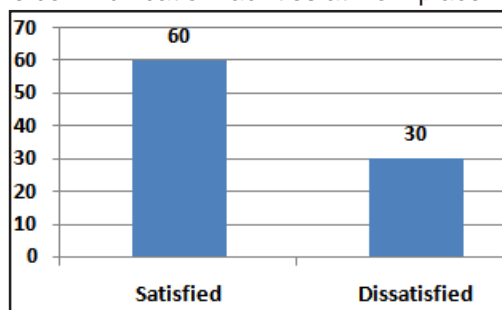
According to above diagram 45% Bank Employees were dissatisfied with supporting system because they have

not proper supporting system neither timely nor effective support.

**(3) Communication Facilities** - Communication is a must element for effective and positive environment at work place. If there are no any proper facilities for communication. In this situation no any worker can not perform effectively.



**According to primary data analysis-** Generally bank employees of public sector banks, are satisfied with communication system because they have proper and effective communication facilities at work place.



There were total no. of selected bank employees was 90, 15 bank employees from every administrative sector. Out of 90 bank employees, there were 60 bank employees satisfied with communication facilities or satisfied with communication system, but out of 90 selected bank employees, 30 bank employees were dissatisfied.

**Findings of the Study-** Some main and effective findings of this research paper are-

- Public sector banks are main pillar of banking sector because public sector banks have more public faith for commercial activities with the comparison of private sector banks.
- Public sector banks generally have un sufficient facilities at work place. The level of facilities increase according to populated area.
- Mobile is a strong face of technical communication because generally it is easily available for every person in urban sector.
- There are weak supporting system at work place because 45% selected bank employees were

dissatisfied with supporting system according to these 45% bank employees there are no timely and un effective support from other bank employees.

**Barriers in the filed of research study-** Research study is not a easy task for any researcher because there are various theoretical and practical problems can be arise in the research field.

Some problem's were faced by the researcher like-

- Busy and hectic schedule of bank employees.
- Limited time and limited financial resources.
- Difficult to understand for effective response by bank employees.
- Limited freedom for express their thoughts due to hesitation.

**Conclusion-** Public sector is most important sector of our Indian commercial system and public sector banks are most important part of service sector. In this condition over all progress of public sector banks is must for various commercial activities.

We can provide a solid system for progress of public sector banks with the help of effective and positive working culture at work place. Positive and effective work culture is a result of proper working environment.

Proper working environment can be develop and establish with practical and effective solutions of various problems in the field of public sector banks.-**Lakshya Malviya**

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