

# Impact of COVID-19 on INDIAN Banks Employees

*Dr. Surekha Kommirshetty<sup>1</sup>, DR. G RAMU<sup>2</sup>*

*<sup>1</sup>Assistant professor , Department of Business Management, Hyderabad Telangana State*

*<sup>2</sup>Assistant Manager, Quality Control Section, Telangana Foods, IDA, Nacharam, Hyderabad, Telangana State.*

## ABSTRACT:

Financial institutions that promote a customer-centric approach in a healthy atmosphere have had a significant impact on India's corona pandemic. The condition of banks in India has forced the customers to lend less leading to poor liquidity. The Reserve Bank of India (RBI) has taken a number of initiatives in the banking industry after the government of India implemented the lockdown on March 25, 2020. The paper highlights the factors that effected the Indian bank employee due to the pandemic covid-19. The study identified that factors listed have an impact ultimately on the employee behavior leading to overall change in organizational climate. Factors grouped as personal attributes, professional progress and type of bank have been observed as major aspects influencing the behavior of employees actively implementing banking operation during Covid 19. The paper concluded with the effects after withdrawing the lockdown banks time to return to normally.

Key words: Covid 19, Personal attributes, Professional Progress, Type of bank, employee behaviour

## INTRODUCTION:

Employees of Indian banks have been victims of pandemics on multiple occasions in history. it hold out the measures from beginning, the negative impact of covid-19 has on national economics and the financial well-being of the banking sector until the end. The corona virus had been recognize in Wuhan. The capital of China in December 2019 and it spread very vast over all the world. the World Health Organization declared it a pandemic after observing its infection and rising death rate on March 11<sup>th</sup> 2020. The Indian banking sector was impacted by the Corona Pandemic. A novel Corona Virus causes an outbreak in banks. Banking customers desired financial relief, and the Reserve Bank of India encouraged national banks to provide it by enacting favourable banking policies toward customers. To address employee security concerns, it was decided to allow employees to work from remote locations. One of the positive changes brought about by the Corona virus in



India bank employees is that banks are expect this transition towards digital marketing. Indian people trust on online banking.Telephone Banking and call center. Lot more challenges had been taken by the india banking employees because of covid-19 and Because of the uncertainties surrounding the intensity and duration of the pandemic, as well as the consequences on Indian bank employees, the overall operating environment is negative.

**Employee behavior:**

Employee behaviour is described as a person's response to a specific scenario at workplace. Employees must act responsibly at work not only to acquire others' recognition and appreciation, but also to preserve a positive work environment. It is vital to adhere to the workplace's rules and regulations.

Employee behaviour refers to how an employee reacts in the workplace to specific settings or scenarios. Learn about the definition of employee behaviour, the forces that influence it, employer expectations, and potential employee difficulties. While numerous factors influence an employee's conduct in the workplace, people are molded by their own culture as well as the culture of the banks.

**Organizational behavior:**

Organizational behaviour refers to how people interact inside groups. Organizational behaviour ideas are frequently applied in an attempt to increase corporate efficiency. The organization's behaviour and performance are influenced as a result of these relationships. Businesses use organisationalbehaviour to boost efficiency, productivity, and creativity in order to gain a competitive advantage. Organizational behaviour is the study of human behaviour in organisational contexts, the interface between human behaviour and the organisation, and the organisation itself.

The way people behave within groups is referred to as organizationalbehaviour. The concepts of organizationalbehaviour are largely used in an attempt to improve the efficiency of businesses. The organization's behaviour and performance are influenced as a result of these relationships. Organizational behaviour is utilised by businesses to increase efficiency, productivity, and creativity in order to offer them a competitive advantage. The study of human behaviour in organizational settings, the interface between human behaviour and the organisation, and the organisation itself is known as organizationalbehaviour.



According to L. M. Prasad, “Organisationalbehaviour can be defined as the study and application of knowledge about human behaviour related to other elements of an organisation such as structure, technology and social systems.”

## **REVIEWS:**

**Dr.PriyankaBoBade,Dr.D.YPatilVidyapeeth’s,Prof. Anu Alex (2020).** The Research study is to exam in the effect of covid-19 and the complete statues of the banks. The objective of the research paper is to study the changes RBI bought in its policy due to COVID-19 and also in general how COVID-19 has impacted the Indian Banking Sector. Further the solution is proposed for Indian Banking system to tackle the losses due to COVID-19 Pandemic. In this research found that Indian Banking system has added various measures due to COVID-19 Pandemic to make Banking system smooth and effective.

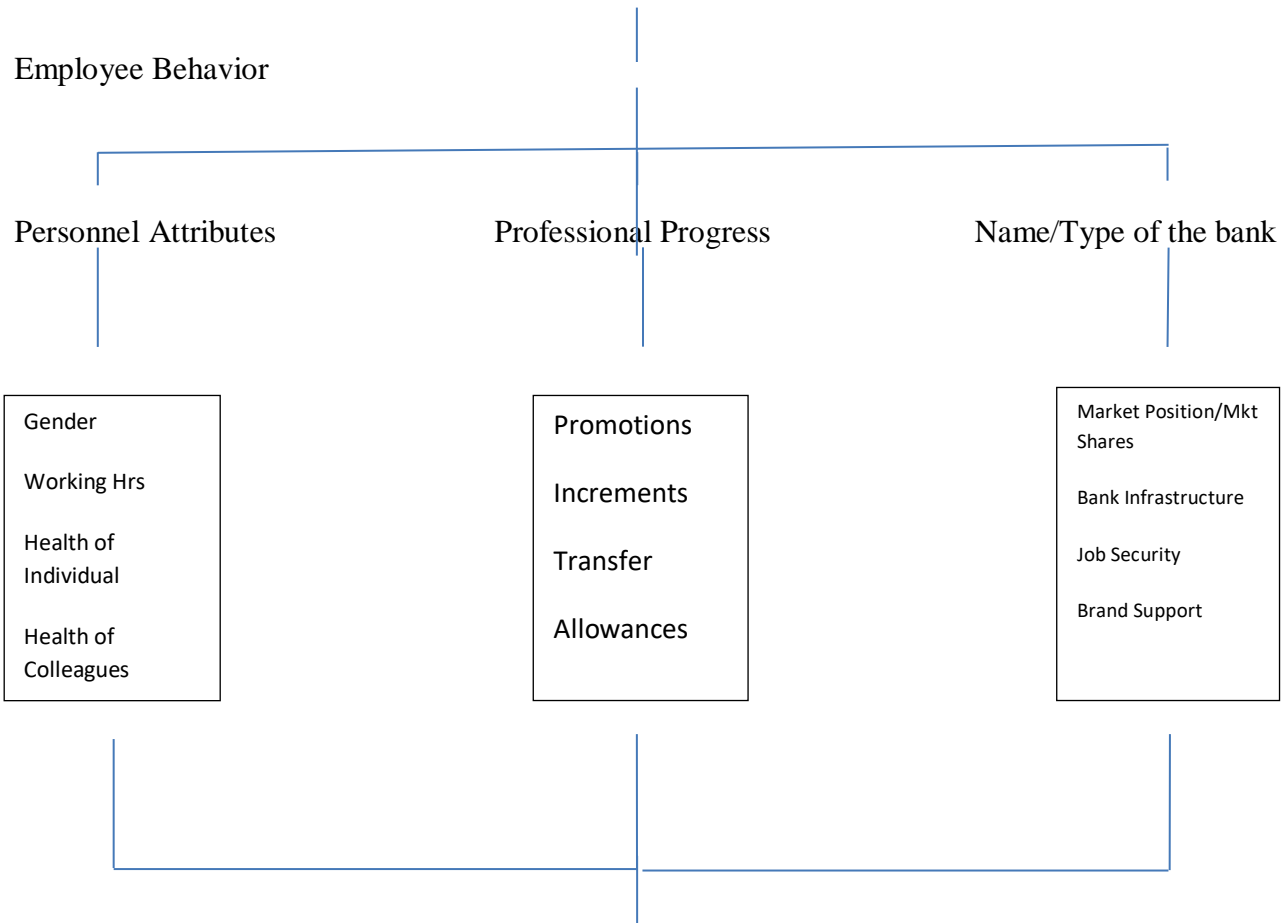
**Dr. AsifPerwej (2020).** In this research paper, It is aimed to demonstrate an impact ofpandemic covid-19 on the banking sector.the effect of the covid -19 on the banks is a extreme fall in demand,lower incomes, production of Banks' business will suffer as a result of the shutdowns. Staff shortages, a lack of digital maturity, and pressure on current infrastructure are exacerbating the problem as businesses try to deal with it.Borrowers and the companies have reduce the employees,fall in sales and decreasing the profits when covis spread in the world. Customers of banking institutions are likely to look for financial assistance. The reality of the covid is an effect on financial systems,to manage the economic effect odcovid, Banks must have a strategy in place to protect their employees and customers against the spread of the virus. Many banks are already encouraging some employees to work from home.



## CONCEPTS:

### COVID-19

Employee Behavior



### Organization Behavior

### Employee Behaviour:

#### 1) Personnel Attributes:

- **Gender:** one of the important factor to be considered was gender that is influencing the behaviour of the employee according to the designation and work load. It was observed that a male employee and a female employee had a differentiation in implementing their duties as managers, asst. managers, DM etc.,



- **Working Hours:** Due to onslaught of second wave in India the covid -19 pandemic has reduced the working hours of banking employees that has shown an impact on the personal and professional life of the employee leading to conflict in rendering their duties.
- **Health of individual:** It was observed that the employees health was one of the serious concerns during pandemic. Employee has to be in quarantine where most of the cases, the source was banking activities that lead to lack of proficiency in the behaviour of the employee resulting in variations in the overall organizational behaviour.
- **Health of colleagues:** Other employees getting effected by covid-19 not diagnosed was the other factor causing change in the behaviour of the employee. Due to unavoidable physical transaction banking operations employees had to face serious complications during pandemic that has shown a huge impact on the overall working conditions of banks in India.

## 2) Professional Progress:

- **Promotion:** There was very minimum or a complete postponement of promotions during pandemic. As promotions was the core motivating factor of employees working in the banks was absent, provoking them in disappointment during carrying out banking activities.
- **Increments:** As banking employees did not receive any hike in salaries and other fringe benefits in the form of increments during pandemic causing disinterest in delivering banking duties. As Pandemic was considered to be a zero year that was not countable as a regular practice of banks being giving increments on monthly, quarterly, half yearly etc., was given an interval.
- **Transfer:** Transfers being beneficial and non-beneficiary activity of banking employees was one of the influential factors on the behaviour of the employee. Regular practice of banks being transferring the employees for organizational and professional growth was not considered during covid because of the prevailing economic and social situations in the country.
- **Allowances:** Allowances being a minimum consideration from banks but an important motivating factor preferably for marketing department in banks was observed to be nil during pandemic. As banking operations relating to allowances was almost zero the chance of getting the benefit out of such allowances was merely impossible for a banking employee leading to change in the behaviour.



### 3) Name of the Bank:

- **Market Position/Market Share:** Pandemic has impacted a tract of fallen records in the banking shares leading to a drastic change in the position of banking in the particular sector. Nationwide lockdown sparked a historic contraction in banking sector causing global economic crisis impacting the behaviour of the banking employees.
- **Bank infrastructure:** Significantly, has there was low budget allocated to infrastructure during covid was unknowing to the banking employees causing disturbance in conveying the regular banking activities. Banks has to introduce new kind of infrastructure according to the norms of covid for maintaining leading to downturn in infrastructure still did not bode the way for banks to facilitate not only the employees but also the customers.
- **Job security:** Compared to other sectors of the economy, banking sector employees are assured of employability in banks during pandemic. Looking into the financial aspects of banks employees during covid was given an option of retrenchments such as voluntary retirement leading to during and after job security.
- **Brand Support:** Due to lot of financial crisis in the economy effecting the bank employees, brand support was one of the factors reacting positively to bridge the gap of their personal financial crisis. The fulfillment of such financial and non financial support was ultimately showing an impact on the organizational behaviour.

### Organizational behavior:

The way people behave within an organization, such as a business, is referred to as organizational behavior. As a result of these interactions, the organization's behavior and performance are influenced. Organizational behavior is utilized by businesses to increase efficiency, productivity, and creativity in order to offer them a competitive advantage.



## DATA ANALYSIS:

As stated earlier, the purpose of this paper is to assess the impact of covid-19 in Indian bank employees. The COVID-19 situation will not only accelerate the effect of employee behavior on Organizational behavior.

## Research Methodology

The specific procedures or techniques used to identify, select, process, and analyze information about the employee behaviour. In this research paper, the methodology allows the reader to critically evaluate and study overall validity and reliability.

The study is based on the impact of COVID-19 on the Indian banking sector. As a result, the entire banking sector is in a bad predicament. Indian banking has also been impacted. the study is to know the behaviour of the employee, is effected on the organization behaviour. Management has changes the norms according to the covid-19 by giving the better services

## ANOVA

This ANOVA Test is a technique to find a substantial difference in between events to dismiss the null hypothesis (or) Accept the alternate hypothesis.

## Personnel attributes:

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
	Between Groups	11.947	2	5.973	4.797	.009
	Within Groups	245.333	197	1.245		
	Total	257.280	199			
	Between Groups	9.627	2	4.813	7.057	.001
	Within Groups	134.373	197	.682		
	Total	144.000	199			
	Between Groups	19.387	2	9.693	5.729	.004
	Within Groups	333.333	197	1.692		
	Total	352.720	199			
	Between Groups	58.487	2	29.243	75.808	.000
	Within Groups	75.993	197	.386		
	Total	134.480	199			



As per above table the significance value is less than 0.05 for the factors Gender, Working hours, health of individual and Health of colleagues under personnel attributes implying that, there is no significant difference in the employee behavior during covid according to the survey

### Professional progress:

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
	Between Groups	4.160	2	2.080	.848	.430
	Within Groups	482.960	197	2.452		
	Total	487.120	199			
	Between Groups	11.947	2	5.973	5.117	.007
	Within Groups	229.973	197	1.167		
	Total	241.920	199			
	Between Groups	12.620	2	6.310	4.219	.016
	Within Groups	294.660	197	1.496		
	Total	307.280	199			
	Between Groups	10.347	2	5.173	4.258	.015
	Within Groups	239.333	197	1.215		
	Total	249.680	199			

As per above table the significance value is greater than 0.05 which is 0.430 therefore it implies . Promotion was almost nil Every employee in the bank was so disappointed as that promotions are not at all considered and it was almost a zero year in their career that was ultimately an impact on the behavior of employee in the banks and that was clearly responded in the questionnaire. the factors increments transfer and allowances under professional progress implying that, there is no significant difference in the employee behavior during covid according to the survey

### Brand/Type of the bank:

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
	Between Groups	21.980	2	10.990	20.671	.000
	Within Groups	104.740	197	.532		
	Total	126.720	199			
	Between Groups	8.107	2	4.053	6.032	.003
	Within Groups	132.373	197	.672		
	Total	140.480	199			



TB3	Between Groups	20.327	2	10.163	8.721	.000
	Within Groups	229.593	197	1.165		
	Total	249.920	199			
	Between Groups	.667	2	.333	.171	.843
	Within Groups	383.333	197	1.946		
	Total	384.000	199			

Brand/Type of the bank: the factors Market position/Market shares, Bank infrastructure, Job security under Brand/Type of the bank implying that, there is no significant difference in the employee behavior during covid according to the survey As per above table the significance value is greater than 0.05 which is 0.843 there fore it implies .Bank support also has been not positively responded by the employees indicating that the bank as a brand for other non professional activities was not supportive in pandemice. As a bank employees they were at risk with banking operations and many others aspects such as health conditions, hand loans,social relations etc., were not proper in covid that impacting a lot in the behavior of the employee during banking hours

## IMPLICATIONS: (FINDINGS & SUGGESTIONS)

- The study had observed the above three factors such as personnel attributes, professional progress, a brand of banks the important catalogs identified as a medium to study employee behavior in banks .
- According to the statics personnel attributes has shown no significant difference on the employee behavior as per the survey conducted through a questionnaire after covid .
- As per the statistics the other two factors that is professional progress and brand of banks with minimum factors that is promotion and brand support, all other factors has shown no significant difference in the employee behavior during covid as per the responses of the questionnaire.
- From the above analysis, banks are suggested to carry on with the regular practices including promotions, as their regular agenda even post covid as that could motivate all their employee to have a good professional progress.
- The bank was also informed to maintain the Brand as that also was one factor influencing the employee behavior in implementing banking activities during covid and post covid.



## CONCLUSIONS:

COVID-19 has been no limit in its worldwide spread. The COVID has had an impact on every Banking industry. As businesses try to get back on track, The continuous impact of COVID-19 is posing several problems on the employee in banks, The wider impact of COVID is posing many changes on the employee behaviour and to handle these issues, banks had studied the flexibility of the employee's behaviour and the services which are provided by the employees are included in the list of vital services. Banking services in India are included in the list of vital services. Banks are under a lot of pressure to keep businesses shut down and avoid a health disaster. The operational and technical challenges for employees highlighted a deficiency and the general lack of activities in our ban systems. in this paper. The study wanted to show a deep look at about The impact of Covid-19 on the Indian banking industry and a quick discussion of employee behaviour on Personal attributes, Professional progress and the Brand of the bank and to understand the influence of covid-19 in an organization and the Gender, Working Hours, Individual Health, and Colleague Health are considered as personnel qualities, where did not find prime differences in employee behaviour and bank employees were unhappy for not consider further growth in their carrier which had a negative effect on employees. under professional advancement, the factors increments transfer and allowances, these did not find much difference on the employee behaviour. Employees have also expressed discontent with bank assistance, meaning that the bank, as a brand for non-professional activities, was not helpful during the covid-19. As the situation changed due to the COVID-19 pandemic government is encouraging employees to design innovative business models for the new banking industry environment focusing on building a robust digital ecosystem leveraging the latest technology.



**REFERENCES:**

1. K.Aswathappa, Organisational Behaviour, Himalayan Books, 1 December 2011, ISBN-10 8184881223.
2. Dr. Priyanka BoBade, Dr. D.Y. Patil Vidyapeeth's, Prof. Anu Alex (December 2020), "STUDY THE EFFECT OF COVID-19 IN INDIAN BANKING SECTOR" ISBN: "978-93-87901-17-9" Pune
3. Dr. Asif Perwej (October 2020), "THE IMPACT OF PANDEMIC COVID-19 ON THE INDIAN BANKING SYSTEM", International Journal of Recent Scientific Research Research Vol. 11, Issue, 10 (B), pp. 39873-39883, October, 2020.
4. Poonam Sharma<sup>1</sup>, Dr. Neha Mathur (May 2021), COVID-19: Impact of Banking Sector, Jaipur.
5. Jayaraman and Srinivasan (2009), "Relative Efficiency of Scheduled Commercial Banks in India (2001-08)", Journal of Social and Management Sciences, ISSN No. 0970-8448, Vol.38/10, pp 111-126, Pune.
6. Dr. Rosy Kalra (May 2012), "Credit Appraisal System in Allahabad Bank", IJMIE, Volume 2, Issue 5, ISSN: 2249-0558.
7. Yusuf Perwej, Firoj Parwej, M. M. Mohamed Hassan, Nikhat Akhtar, "The Internet-of-Things (IoT) Security: A Technological Perspective and Review", International Journal of Scientific Research in Computer Science Engineering and Information Technology, Volume 5, Issue 1, Pages 462-482, 2019, DOI: 10.32628/CSEIT195193.
8. Yusuf Perwej, Kashiful Haq, Firoj Parwej, Mundouh, Mirghani Mohamed Hassan, "The Internet of Things (IoT) and its Application Domains", International Journal of Computer Applications, USA, Vol. 182, No. 49, Pages 36-49, 2019, DOI: 10.5120/ijca2019918763.