

# A Study on the Problems Faced by Private Bank Employees with Reference to Tirupur District

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**Abstract - Banking sector is one of the most competitive sectors today an integral part of our day to day life. In India, working employees in any sector face a lot of challenges like gender inequality, work pressure, strain, distress, working imbalances, Job satisfaction and so on. So that in my study I have taken banking Sector entitled with "A study on the problems faced by private bank employees with reference to Tirupur" The main objective of the study is to analysis problems faced by employees in Tirupur. In my study I concentrate on Job satisfaction level of employees in banks because it is one of the most complex areas facing today's employees working in private banks.**

**Key words: Private Sector Banks, Challenges, Employees, problems, Job satisfaction and work pressure.**

## I. INTRODUCTION

Human life has become very complex and completed in now-a-days. In modern society the needs and requirements of the people are ever increasing and ever changing. When the people are ever increasing and ever changing and the people needs are not fulfilled they become dissatisfied. Dissatisfied people are likely to contribute very little for any purpose. Job satisfaction is one of the most popular and widely researched topics in the field of organizational

Private Banks have become a cornerstone of the global banking system, offering a wide range of financial services such as loans, deposits, wealth management, and investment products. As these institutions continue to grow and innovate, they face increasing demands to meet customer expectations and regulatory requirements. However, private bank employees whether they are in customer-facing roles or behind the scenes positions often encounter a range of challenges that can impact their job satisfaction.

The working environment in private banks can be high-pressure, with employees expected to meet targets, adhere to strict compliance regulations, and maintain high levels of customer service. While

private banks offer attractive salaries and career advancement opportunities, these benefits often come with significant drawbacks, including long working hours, intense performance expectations, and job-related stress. Additionally, employees may experience challenges related to job security, work-life balance, lack of adequate training, and the pressure to adapt to rapidly evolving technological advancements.

## II. STATEMENT OF THE PROBLEM

Nowadays, Human resources management is the one of the major problems faced by employees in banking competitive. This study has helped to suggest a few measures to overcome the challenges as well as problems faced by employees. Further the study is also focused on the specific factors which influence the job satisfaction of the bank employees. The banks are managed by the employees i.e. from the managers to the lower level employees. The level of satisfaction may differ from one level to another level depending on the policies, rules, salary conditions, environment, and motivation. In order to study the level of satisfaction of managers, officers, and clerical staff and sub ordinate staff of the banks, the present study is undertaken.

## III. REVIEW OF LITERATURE

Dharmendra Chavda, Dr. Dharmendra Mistry, Dr. Satyajee Deshpande (2022)<sup>1</sup> in their paper titled "Analysis of Performance of Public and Private Sector Banks In India" It is found that there has been significant difference in Capital Adequacy Ratio of selected public and private sector banks during the study period. It is found that there has been significant difference in Credit Deposit Ratio of selected public and private sector banks during the study period. It is found that there has been significant difference in Current Ratio of selected public and private sector banks during the study period. It is found that there has been significant

difference in Interest Income/Total Fund Ratio of selected public and private sector banks during the study period.

Anu Priya C & Thangakeerthana S (2021)<sup>2</sup> in their paper titled “Job Satisfaction of Public Sector Banks Employees in Sivakasi” Job satisfaction is a very big concept as it includes various factors associated with job enrichment of employees. Satisfaction varies from employee to employee. The overall satisfaction of bank employee is associated with different factors of job satisfaction which includes nature of job, working environment, salary and incentives linked job, promotional methods, performance appraisal, relationship with other employees and management and grievance handling etc., While concluding, it could be said that with the change of satisfaction determinants, level of job satisfaction also varies. Overall, the job satisfaction of bank officers is not much even though they are satisfactory. An organization should try to take every possible step to enhance job satisfaction among employees because if employees are satisfied then customers associated with it will also be satisfied.

Dr.C.Paramasivan (2020)<sup>3</sup> in his paper “A Study on Performance of Private Sector Banks in India” the banking industry handles money in a country including cash and credit. Banks are the institutional bodies that accept deposits and grant credit to the entities and play a major role in maintaining the economic stature of a country. Indian banking systems is one of the well organized and regulated with appropriate authorities over a period of time. There is a historical land mark for the Indian banking systems from private hands to nationalization and now it turns into encouraging more private participation in the banking sectors

Dr. Prabhakar S. Mahale (2020)<sup>4</sup> in his paper “A Study on the Problems Faced by Women in Private Banking Sector with Reference to Jalgaon District” A women employee has considerable to be a valuable asset in the banking sector. Banking sector has a service industry where considerable importance was attached to customer service and dealing with clients. Women employees in banking sector were found to be conscience, sincere and also diligent in work. In our country changes in employment, opportunities for women in the banking sector are linked to globalization. In the private sector bank, female employees receive lower salaries and lower promotions, and this reduces them significantly compared to nationalized banks.

Unequal opportunities in pay and promotions have discouraged them.

#### IV. OBJECTIVE OF THE STUDY

The following are the objectives of the study.

- To define the socio economic profile of the respondents.
- To identify the problem faced by the respondent's in private bank employees.
- To know the overall opinion about the job role and the bank policy.
- To give suitable suggestions to improve the satisfaction level of employees in private sector banks.

#### V. METHODOLOGY

This study is both descriptive and analytical in nature. It covers both primary and secondary data.

##### 5.1 Primary Data

Primary data has been collected from the problems faced by private bank employees using pre-tested interview schedule.

##### 5.2 Secondary Data

The secondary data has been collected from standard books, journals, magazines, and websites and so on.

##### 5.3 Statistical Tool

The following tools and techniques have to use to analyze and interpret the data.

- Percentage
- Weighted Arithmetic

#### VI. SAMPLE DESIGN

The researcher is concerned with the study on the problems faced by private bank employees. It covers the employees Tirupur Area only. Since the bank employees are infinite in numbers and primary data are collected from employees. Hence the researcher has used judgment sampling method in a systematic way to select the sampled respondents of eleven private employees' banks in Tirupur. Among these employees the researcher has selected 120 respondents. The Researcher has selected the respondents.

#### VII. LIMITATION OF THE STUDY

The study suffers from the following limitations

- The researcher has studied the problems faced by private bank employees in Tirupur Area only.

- Due to shortage of time, the researcher covers only limited banking services.
- The data collected from the customers of bank may not be sent percent accurate due to bias.

8.1 Analysis demographic factor.

In this chapter an attempt has been made to analyze the problems faced by private bank employees with reference to Tirupur District. The data is collected from 120 respondents and they are explored and the results are displayed in this chapter.

VIII. DATA ANALYSIS AND INTERPRETATION

Table 8.1 Demographic details of employees

S.No	Classification	Category	No. of Respondents	Percentage
1.	Gender	Male	78	65.00
		Female	42	35.00
		Total	120	100.00
2.	Age	Below 30 years	43	36.00
		31 – 40 years	32	27.00
		41-50 years	29	24.00
		Above 51 years	16	13.00
		Total	120	100.00
3.	Marital Status	Married	53	44.00
		Unmarried	63	53.00
		Divorced	03	3.00
		Widow	01	1.00
		Total	120	100
4.	Educational Qualification	Under graduate	71	59.00
		Post graduate	43	36.00
		Professional course	6	5.00
		Total	120	100
5.	Designation	Clerk/Cashier	59	49.00
		Probationary officers	27	22.50
		Assistant Manager	14	12.00
		Manager	7	6.00
		Chief Manager	9	7.50
		Assistant General Manager	4	3.00
		Total	120	100
6.	Monthly Income	Less than Rs.30,000	46	38.00
		Rs.30,000 - Rs 50,000	39	33.00
		Rs.50000 - Rs.70,000	13	11.00
		Rs.70,000 - Rs. 90,000	12	10.00
		Above Rs. 90,000	10	8.00
		Total	120	100

Source: Primary Data

The above table it is inferred that among 120 respondents 65% of the respondents are male and 35% of respondents are female, 36% of the respondents are below 30 years, 56% of the employees were married, 59% of the respondents were under graduate, Out of 120 respondents employees of 49% work as clerk/cashier and 38% of them earn a salary of less than Rs.30, 000 per month.

Table 8.2 Experience of the respondents

Bank	No. of Respondents	Percentage
Less than 5years	47	39
5-10 years	51	43
10-15 years	17	14
Above 15 years	5	4
Total	120	100

Source: Primary Data

It is found that 43% of the respondents have experience between 5 to 10 years, 39% of the

respondents have experience less than 5 years, 14% of the respondents have experience 10 – 15 years and remaining 4% of the respondents have experience above 15 years.

Table 8.3 Problem faced by workers in Banking Sector

Bank	No. of Respondents	Percentage
Gender Discrimination	9	7.50
Physical and Mental stress	28	23.00
Heavy workload	24	20.00
Employee Shortage	7	6.00
Transfers	5	4.00
Financial Risks	6	5.00
Branch Targets	21	17.50
Network Problems	20	17.00
Total	120	100

Source: Primary Data

It is found that the 23% of the respondents are told that problem face in work place is Physical and mental pressure, 20% of the respondents are facing problem in heavy workload, 17.50% of the respondents are facing problem in branch targets,

17% of the respondents are facing problem in network problems, 7.50% of the respondents are facing problem in gender discrimination, 6% of the respondents are facing problem in employee shortage, 5% of the respondents are facing problem in financial risks and remaining 4% of the respondents with transfers.

8.2. Weighted Average mean

The researcher has analyzed level of overall opinion. In this regard the researcher has used the weighted Arithmetic Mean score value. The results and the allocation of points are given below.

Strongly Agree - 5 Points, Satisfied - 4 Points, Dis-Satisfied- 3 Points, Highly Dis-Satisfied - 2 Points, No Opinion - 1 Point

Table 8.4 OVER ALL OPINION

Variables	SA	S	DS	HDS	N	Total
Transfer policy	26	35	47	7	5	120
Promotion policy	11	31	30	34	14	120
Training policy	24	35	32	22	7	120
Increment	15	28	43	22	12	120
Welfare measure	17	25	35	27	16	120

Source: Primary Data

Table 8.4.1 Weighted Average Method

Variables	SA	A	N	DA	SD	Total	WAM	Rank
Transfer policy	130	140	141	14	5	430	28.70	I
Promotion policy	55	124	90	68	14	351	23.40	V
Training policy	120	140	96	44	7	407	27.13	II
Increment	75	112	129	44	12	372	24.80	III
Welfare measure	85	100	105	54	16	360	24.00	IV

Various factors determine the level of overall opinion. There are 5 factors identified by the researcher. From the above Table 5 display that the 28.70% of the respondents are Transfer policy, 27.13% of the respondents are Training policy, 24.80% of the respondents are Increment, 24.00% of the respondents are Welfare measure and 23.40 % of the respondents are Promotion policy.

It is found that the Weighted Arithmetic Mean Score of 28.70% are Transfer policy.

IX. FINDINGS AND SUGGESTIONS

9.1 FINDINGS

1. It is inferred that among 120 respondents 65% of the respondents are male and 35% are female employees.
2. It is found that 43% of the employees are having work experience between 5 to 10 years.

3. It is found that majority of the respondents 23% are problem that face in work place is Physical and mental pressure.
4. It is found that the Weighted Arithmetic Mean Score of 28.70% are Transfer policy.

9.2 SUGGESTION

The following suggestions are given to private bank employees.

1. It is observed that mental stress is more in private sectors bank employees. So it is suggested that implement any stress free activities in the concern banks lie recreation, yoga and others.
2. It is suggested that to provide initial training and awareness to the employees for knowing about banking operations.

X.CONCLUSION

The Private bank employees face a multipart array of challenge that can affect their qualified and personal lives. To improve employee satisfaction and reduce turnover, banks need to address these issues by offering better training, promoting work-life balance, and ensuring fair compensation and recognition systems. Ensuring that employee's feel supported and valued is critical for maintaining a motivated workforce.

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