



## Work Efficiency of Employees: Review

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### INTRODUCTION

In order for job rotation to be successful, individuals must be ready to try new things and have the ability to maintain their composure when they are placed in positions that they do not feel comfortable with. When employees often relocate to other areas, they have the opportunity to maintain their sense of adventure and expand their expertise. They may also be able to prevent burnout by doing the same duties over and over again. Using the concept of job rotation is the most effective method to describe this sort of organizational structure. Rotation in the workplace refers to the process by which a person works in a variety of positions or in a variety of places for diverse durations of time. For the purpose of classifying various jobs, a broad range of abilities, areas of expertise, and characteristics are used. The habit of often switching jobs is yet another concept that might be included in the definition of work rotation. position rotation is the process of moving people from one position to another on a regular basis in accordance with a predetermined schedule by rotating them. Job switching is another term that may be used to describe this process. By inquiring about the long-term career objectives of its staff members, contemporary businesses have the opportunity to develop tailored work rotation plans. This is something that we do because we want our staff to have a greater level of dedication to the success of our company. Consequently, managers have the potential to raise morale and confidence among workers, which ultimately results in increased loyalty to the organization. Likewise, businesses use such programs in order to entice and keep a staff that is more committed to their profession.

### WORK EFFICIENCY OF EMPLOYEES

It is possible to define the productivity of an employee as the amount of products or services that are handled within a certain time period. The term "productivity" refers to the quantity of work that may be accomplished in a given length of time. A number of different industries have previously established fundamental criteria. On the other hand, the majority of organizations are required to determine the amount of time that even the most essential tasks should take, and then they must base their performance targets on that. Baseline measurement is accomplished by the use of time studies, which include calculating the average amount of time required for transactions in comparison to the usual employee's completion of the task. Maintaining Contact Over the Course of Time The genuine usefulness of monitoring the productivity of workers is in monitoring their improvement throughout the course of several time periods. By evaluating efficiency over a period of time, it is possible to discover opportunities to reorganize, add or remove workers, or implement other changes. When evaluating merit increases and bonuses, two elements that may be taken into consideration are the quantity of business that a company performs and the long-term productivity of an individual worker.

### NEED FOR WORK-LIFE EFFICIENCY IN BANKING SECTOR

There has been a rise in the number of challenges that Indian banks are facing. No matter whether they are public or private, banks are under a lot of pressure to attract a large customer base for a range of services that go beyond debt collection alone. In addition to this, the need of meeting stringent deadlines while simultaneously operating at a very high level is a source of ongoing stress for those working in the banking business. Because of privatization, the amount of work that has to be done has increased, and women, in particular, often find themselves in a stressful situation as they attempt to balance their professional and family commitments successfully. According to the gender role theory, women also exhibit the family role in their social identities in a more prominent manner than males do. Some pressure has been exerted on the workplace by banks operating in the private sector. Because of this, women have a tendency to have bad feelings about their work when it interferes with their commitments to their families.



## WORK STRATEGIES

The benchmarking method is a helpful technique that may be used when evaluating the performance of individuals working at various institutions. Due to the fact that every bank has a standard operating procedure, the actual performance of bank staff is assessed in contrast to the standards that have been set. Bank employees may be able to improve their attention, boost their productivity, and come up with innovative solutions to issues if they advocate for more efficient ways of work. Theory A is concerned with the ways in which successful strategies may be used to maximize the potential of each individual worker in the workplace.

## REVIEW OF LITERATURE

Dillon, Mike. (2023), The Theory of Accountability, often known as Theory A, is a relatively new theory that has just been established to assist modern organizations in gaining a better understanding of the factors that drive human resource performance. According to the postulates of Theory A, in order to increase productivity in any business, one must have planning, two must have goal setting, three must have motivation, four must have work strategies, five must have responsibility, six must have a role model, seven must have monitoring and guiding, and eight must have accountability. These are the requirements that must be met. With the purpose of applying the components of Theory A to the Indian banking sector, the primary objective of this study is to enhance the productivity of the banking system for the purpose of advancing India's economic development. In light of this, we analyzed the business model and organizational strategy of Indian banks from the following angles: business objectives, service planning, employee motivation, working strategies to increase productivity, self-and mutual-responsibilities within and between teams, the idea of a role model in banking service innovation, strategies for continuous monitoring and guidance, and, lastly, accountability at all levels of the organization.

Madasamy, Dr. (2024), The purpose of this study report is to investigate the ways in which stress at work may have an impact on output in both public and private banking institutions. The fundamental purpose of this research is to ascertain whether or whether there is a distinction in the degrees of stress experienced by these two industries, as well as the effect that this difference has on individual performance. Through the use of comparative analysis, the purpose of this study is to investigate the connection between increased levels of job stress and increased levels of productivity across a wide range of organizational structures and work environments. If policymakers and organizational leaders have a better knowledge of these issues, they may be able to devise solutions that would increase the happiness and productivity of workers in the banking business. Research conducted in Thrissur, Kerala, included interviews with sixty people who were employed in public and private banking institutions.

## RESEARCH METHODOLOGY

- **Work performance:** ensuring that work-related responsibilities are completed on schedule while keeping an eye on excellent performance.
- **Stress level:** The ideal amount of stress for a person is the comfort zone in which they are able to perform at their highest level. The amount of stress that a person is under has a direct correlation to how effectively they do any given task.
- **Work-life conflict:** The duties of one's career and one's family life are in tension with one another.
- **Work-life balance from employee's viewpoint:** a task that involves balancing one's personal and familial obligations with one's professional obligations.
- **Work-life balance from employer's viewpoint:** One of the challenges that workers face is the difficulty of creating an atmosphere at work that is beneficial to their ability to focus on the job at hand.

## RESEARCH DESIGN

The research design for evaluating strategies to enhance work efficiency among banking



employees in Kutch involves a quantitative and descriptive approach. The primary aim is to assess and refine strategies for improving efficiency. Sampling will be conducted using random or stratified methods to ensure a representative sample of employees. Data will be collected through structured surveys and semi-structured interviews to gather both quantitative and qualitative insights. Descriptive statistics, including percentages, means, and standard deviations, will summarize the data, while inferential statistics such as Chi-square tests and ANOVA will analyze relationships and differences between groups. Ethical considerations include maintaining confidentiality and obtaining informed consent. The findings will be reported with statistical evidence, leading to actionable recommendations for enhancing work efficiency.

## RESULTS AND DISCUSSIONS

Based on what was indicated in the methodology, the research concentrated on workers who were married. Upon closer inspection of the data, it was discovered that the majority of the respondents in both categories of banks were men. This observation was made among the married workers. There were 64.3% of men in the whole sample, whereas there were only 35.7% of girls as a percentage of the total. There is a possibility that this might be attributable to the fact that it is challenging for married women to work as middle-level executives for long hours that are not flexible, which makes it difficult for them to fulfill their obligations at home and at work.

## WORK AND ACTIVITY PATTERN OF THE EMPLOYEES

Executives in the middle level are responsible for maintaining the delicate connection that exists between workers and upper- and lower-level management with employees. It is needed that the branch managers, high-net-worth individuals (HNIs), and other senior banking officials attend meetings with these individuals, who are chosen by the front line managers, in order to assist them in the process of developing the operating strategy for the bank. In addition to this, they provide higher management with frequent updates on the current condition of the operations that are being carried out by that particular branch. In order for the workplace to attain harmony and success, it is necessary for middle-level executives to properly perform their jobs and successfully fulfill their objectives.

## WORKING DAYS OF EMPLOYEES IN A WEEK

We talked to employees in the banking business, and every single one of them said that they work the full six days per week that are required by the regulation. They have casually brought up the fact that they periodically put in a full week's worth of work, which is something that other workers have mentioned. The two sector banks exhibited this trend in their operations. Respondents from public banks went on to emphasize that attendance on Sundays is only necessary in extraordinary circumstances, such as crises, and that they are entitled for a three-month compensated vacation in lieu of any work done on holidays. This information was provided by the respondents.

## TENSE/ACHING MUSCLES

Again, employees working in private banks were more likely to report experiencing symptoms of muscles that were either uncomfortable or tight. The fact that they remain seated for extended periods of time on a daily basis in the same posture at work could be the cause of their condition. A further indication of the significant disparity between the two sector banks was supplied by the chi-square value of 22.17 ( $P < 0.05$ ), which supported the aforementioned assertion.

## SENSE OF BEING UNDER CONSTANT TIME PRESSURE

The percentage of employees working in private banks who reported feeling pressured to work under pressure was found to be 34.6%, whereas the percentage of employees working in public banks who reported feeling the same was 10.9%. Specifically, this is in reference to the feeling of being under constant time pressure. As a result of the high expectations that were put on





them to work longer hours, employees working in private banks most certainly experienced feelings of stress and pressure.

## **FRIENDS AND COLLEAGUES AS A SUPPORT SYSTEM**

Friends and colleagues are also significant contributors to an individual's life, in addition to the significant impact that family plays. Having friends around the home will make life more joyful and relaxing, while having friends at work will make the workplace more serene and less stressful. Both of these things are true. Along the same lines, we spoke to employees of both public and commercial banks about the amount of assistance they get from their friends and colleagues.

## **PROVISION FOR FAMILY SUPPORT AT WORKPLACE**

It is becoming more necessary for organizations to reevaluate their traditional approaches in order to meet the increasing expectations for a better balance between work and personal life, as well as the greater employee turnover rates. As a result of the fact that many new mothers find it emotionally and mentally difficult to leave their newborns in the care of a domestic helper, many banks are constructing childcare facilities in an attempt to get mothers back to work as quickly as possible. Because of this facility, they will experience less stress and will be able to deliver greater outcomes. Ever since it was first established in 2009, the crèche at HDFC Bank's Kanjurmarg headquarters in Mumbai has received a great deal of support from the employees working there.

## **RECOMMENDATIONS, SUMMARY AND CONCLUSION**

The fact that the representatives who are now experiencing lower levels of have provided other bankers with recommendations on how to alleviate adds validity to the notion that their remarks carry a great amount of weight. As a standard procedure at the AXIS Bank Bokaro, it is customary to play gentle instrumental music during the afternoons. This is done to ensure that staff are able to concentrate on their work without being distracted. This is a positive indicator since it indicates that the corporation cares about its employees and would do things like this. The levels of productivity at the organization will improve as a result of this in the long term.

## **INDUSTRIES**

Although there are always some limitations to any research, this particular one does not have a great deal of limitations that might potentially affect the findings. To begin, the scope of this study is limited, since it is solely concerned with the banking business in the Central Gujarat region. The results, on the other hand, might be extended to other states in India or even undertaken on a global scale in order to provide light on the management of the banking industry. To add salt to injury, the findings may only be applicable to the three major public, commercial, and cooperative banks; no other financial institutions were taken into consideration. Despite the difficulties that were described before, the researcher had put in a significant amount of work in order to accomplish the objectives of the study. To better understand and control employee levels of competition, this study might be applied to other industries that are experiencing high levels of rivalry connected to liberalization. Some examples of these industries are the airline industry, the hotel industry, and the education sector.

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JULY 07, 2024

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