



# Impact of covid-19 on bank employees of Himachal Pradesh

(A case study of PNB bank employees of Solan District)

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The global outbreak COVID-19 threw the whole world's market economy into disarray. Pandemic COVID-19 slump the complete economic status of the world. Perhaps the most tragic period of history human has ever seen. Developing country or under developed country, no country escaped safe from its brunt. The Indian economy has been particularly affected due to COVID-19 Pandemic. Covid-19 pandemic has turned out to be one of the most dreaded pandemic ever that has affected each and every individual physically, mentally and economically. 200 Bank employees from Solan district of Himachal Pradesh of India. The study has been conducted to know Bank employee's perception on their safety, their family's safety, Employee's mental health, Transportation issues, Work load, Digital banking, Bank's business numbers, Additional Monetary Compensation, Interpersonal relationship among employees and even on Customer's safety. Such factors were ranked using Garret Ranking Technique. Primary investigator found certain factors that could have been modified to decrease stress and panic during the pandemic, and also these factors can be taken into consideration in future if another such scenario arises.

**Keywords:** Bank, PNB, Covid -19, Pandemic

## Introduction

The banking sector faces a huge challenge due to the COVID-19 Pandemic. The spread of covid19 has exercised a massive impact on banking organizations due to adverse conditions in the environment. The banking sector is severely affected by covid-19. An Indian banking system is the biggest financial institution that helps customers and businesses whether in the economic downturn or in the current pandemic situation. The pandemic has caused widespread economic disruptions and society as a whole. It has a potential negative impact on employees' performance in the banking sector. Organizations working for the welfare for the bank

employees requested the government to minimize the services at physical locations keeping it to essential services and government was also urged to provide insurance worth rs 50 lakh and they should also be considered as covid warriors. Some banks have given reward in form of pay-hike to their employees. But majority have suffered a lot of problems. Employees' perception of their overall work context as an important piece of their life and identity leads to a wide range of beneficial consequences, including an improved degree of commitment, satisfaction, and organizational citizenship behaviour, and has therefore long been a research topic. Work-related challenges are currently a developing concern, with employees increasingly experiencing overwork, job insecurity, low levels of job satisfaction, and a lack of independence. The global campaign to combat the virus affects not only the health and economy of nations but also the jobs and careers of millions of people worldwide. COVID-19 outbreaks significantly impair essential activities and economic progress while also having immediate and long-term consequences on people's lives.

### Review of Literature

(Choudhary .N 2022) this paper highlight the impact in all dimensions, including the financial health of banks. It also critically evaluates the measures taken by the Government of India and RBI to assist the banks tide over this crisis. The study relies largely on secondary sources for data – reports of RIB, annual reports of banks, impact studies by rating agencies and newspaper reports.

(Saloni Pradbhu ,2022) this study concludes that increased social media use among the bank employees was associated with negative psychological outcomes. Anxiety and stress were associated with the time spent on using social media sites.

(Kulkarni.P,2022) This is the study that attempts to provide insights into how ergonomics is important for working in the banking sector, especially during a pandemic. The findings provide important implications for the banking sector and improve work ergonomics

(Rangari.P.G., 2021) This study was conducted to identify various dimensions of stress which influence Job stress levels of permanent employees in private and public sector banks, according to the findings, public sector bank employees are significantly more stressed than private sector bank employees due to a lack of control over their jobs, lack of social support from managers, and a mechanistic and strict organizational structure.

( Ragini .G.2020) The paper's findings indicated that work demand stressors are strongly and positively related to the perceived job stress of bank employees during the COVID-19 situation. Findings have significant implications for bank organizations that are facing challenges in their efforts to redesign a work environment that effectively deals with emerging work demand stressors and consequent job stress for their employees under the current pandemic situation.

(Yasmin.S.,2020 et al) The analysis indicated that some study variables had increased the level of stress, anxiety, and depression among bankers: whose colleagues were infected, who had used public transportation and smoked more during the pandemic, woke up from sleep seeing bad dreams, and beaten up children. The study found the importance of having sound knowledge about the outbreak.

(Dave .D.,2021) he study has been conducted to know Bank employee's perception on their safety, their family's safety, Employee's mental health, Transportation issues, Work load, Digital banking, Bank's business numbers, Additional Monetary Compensation, Interpersonal relationship among employees and even on Customer's safety. Such factors were ranked using Garret Ranking Technique. Primary investigator found certain factors that could have been modified to decrease stress and panic during the pandemic, and also these factors can be taken into consideration in future if another such scenario arises.

### **Objectives of study**

1. To study the rank of priority related various issues faced by bank employees during the covid-19 pandemic.
2. To identify the various issues faced by bank employees during the covid-19 pandemic.
3. To find out the significance and amount of impact on the quality of life of bank employees

### **Research Methodology**

#### **Research Design**

It's an experimental study. The purpose of descriptive surveys is to collect the details and factual information that describes an existing phenomenon. Survey through structured questionnaire has been made in selected of bank at the Solan district Himachal Pradesh.

#### **Selection of Samples**

Total 200 respondents were selected from workers in several banks in Solan district Himachal Pradesh.

#### **Sources of Data**

In order to achieve the objectives of present study, relevant primary and secondary data was used.

#### **Primary Data**

Primary data was collected from employees with the help of structured questionnaire by personal visit and conversation.

#### **Secondary Data**

Secondary Data was collected from Books, Magazines, Journals News Paper, and Websites etc. It was useful sources to designs scientific instrument (questionnaire) for Primary data.

#### **Sampling Technique**

A statistical random sampling technique was used to select 200 employees of bank at the Solan . Researcher had also got information for the questionnaire for bank at the Solan. Both primary data and secondary data types were collected for the study. The structural questionnaire has been used for the purpose. The use of secondary data from the published sources like annual reports and website of bank, has been used for gathering the general information of the selected of bank at the solan.

### **Results**

Total 200 responses were obtained in the survey. 117 were males and 83 were females.

According to this survey, For 96 employees, their own safety was the most important factor, while for 54 employees, the health of their family members was the most important matter of concern. As many as 35 employees believed that the additional monetary compensation of their bank was the least prior factor during

the pandemic. 101 employees were of the opinion that stress level was an issue for them as they felt the bank employees are also at a higher risk of contracting the disease.

**Table 1: Data for Garrett Ranking**

Rank \ Factors	1	2	3	4	5	6	7	8	9	10	Total
Employee 's safety	18	12	24	96	19	04	07	03	04	13	200
Employee's family safety	19	28	14	12	54	19	12	10	24	08	200
Employee's Mental Health	21	37	23	22	19	19	50	2	3	4	200
Customer's safety	13	27	71	23	09	04	13	22	13	05	200
Additional Monetary compensation	09	33	21	14	06	12	05	32	33	35	200
Work Pressure	05	15	05	05	45	65	15	15	15	15	200
Transportation issues	03	05	10	15	26	27	28	29	27	30	200
Digital banking	04	12	11	09	17	25	44	38	21	33	200
Interpersonal Relationship	07	21	19	01	03	14	20	35	47	33	200
Stress level	101	10	02	03	02	11	06	14	27	24	200
Total	200	200	200	200	200	200	200	200	200	200	

**Table 2: Value Calculation**

Garrett Ranking	Formula (R-0.5)/N	Calculated Value	Table Value
Rank -1	$100(1-0.50)/10$	5	82
Rank-2	$100(2-0.50)/10$	15	70
Rank-3	$100(3-0.50)/10$	25	63
Rank-4	$100(4-0.50)/10$	35	58
Rank-5	$100(5-0.50)/10$	45	52
Rank-6	$100(6-0.50)/10$	55	48

Rank-7	$100(7-0.50)/10$	65	42
Rank-8	$100(8-0.50)/10$	75	36
Rank-9	$100(9-0.50)/10$	85	29
Rank-10	$100(10-0.50)/10$	95	18

**Table 3: Garrett Ranking**

Rank	1	2	3	4	5	6	7	8	9	10			
Total Value	82	70	63	58	52	48	42	36	29	18	Total	Average	Rank
Employee's safety	1476	840	1512	5568	988	192	294	108	116	234	11328	56.64	2
Employee's family safety	1558	1960	882	696	2808	912	504	360	696	144	10520	52.6	5
Employee's Mental Health	1722	2590	1449	1276	988	912	2100	72	87	72	11268	56.34	3
Customer's safety	1066	1890	4473	1334	468	192	546	792	377	90	11228	56.14	4
Additional Monetary compensation	738	2310	1323	812	312	576	210	1152	957	630	9020	45.1	7
Work Pressure	410	1050	315	290	2340	3120	630	540	435	270	9400	47	6
Transportation issues	246	350	630	870	1352	1296	1176	1044	783	540	8287	41.43	9
Digital banking	328	840	693	522	884	1200	1848	1368	609	594	8886	44.43	8
Interpersonal Relationship	574	1470	1197	58	156	672	840	1260	1363	594	8184	40.92	10
Stress level	8282	700	126	174	104	528	252	504	783	432	11885	59.43	1

So, according to response, the factors can be classified according to their importance as described in table-3. Employee's stress level is the most important issue for them, while Employee's safety is the second most important issue for them. Interpersonal Relationship affects them the least.

**Table 4: Result- Final Ranking**

Rank	Factors
1	Stress level
2	Employee 's safety
3	Employee's Mental Health
4	Customer's safety
5	Employee's family safety
6	Work Pressure
7	Additional Monetary compensation
8	Digital banking
9	Transportation issues
10	Interpersonal Relationship

**Conclusion:**

Though currently not regarded as frontline covid warriors, bank employees were unsung heroes during pandemic as they risked their own life and worked. But this cannot be taken for granted and many factors were legit and few modifications could've been made for them e.g. work from home policy using digital banking, reduced banking hours, proper safety and sanitization measures including protective gears and safety plastic sheets in front of their desks that can be considered as basic necessities. Transportation and additional monetary compensation can boost their enthusiasm in such scenarios. These issues can be solved to some extent to decrease stress and panic during the pandemic, and also these factors can be taken into consideration in future if another such scenario arises.

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