CHAPTER VI

Trade union relation with banking discipline.

1. Protection and work-oriented, duty bound, efficient service for economic take off.

2. To conserve the economic potentialities of the cienteage of consumers and develop nationalism as their objective.

3. Banking is an institution which handles the nation's wealth and trade unions are arms of collection and preservation.

4. Role of trade union in developing economy by using economic technologies and incentives.

5. Trade union to develop and help the banking Industry as a public utility enterprise and essential service.
1. PROTECTION AND WORK ORIENTED DUTY BOUND EFFICIENT SERVICE FOR ECONOMIC TAKE OFF.

The concept of the role of trade union in banking and also in other industries has been changing in response to the emerging economic serial and political need. The original concept which limited the functions of banking to receiving of deposit and lending of money has been replaced by the more dynamic way of promoting and channelising savings, for productive purposes with a view to bring about a rapid rise in national income and living standard of the masses. The concept of granting credit or lending money has been expanded to include the creation of credit or money by the banks. In lending money greater importance is now attached to the person or the borrower. It is also important to say that originally banking was also an ordinary business and like other businesses, was carried on for the purpose of earning profits, but gradually it has come to be regarded as a very useful service, With a change in the concept of banking services the objective and the functions of banking system have undergone substantial modification in response to the changing pattern of the economy. The ability of banking of the banking system to create credit has given rise to new
problems in the sphere of monetary management. This has necessitated a greater control and supervision over their activities, by the central bank and other monetary authority for successful monetary management. The need for greater co-operation and co-ordination between the trade union and the banking is increasing. In the recent years the world wide stress on achieving rapid economic development has a fresh task on the banking system and has led a fundamental transformation in the concept of banking function.

Trade union and its working has a great say in this transformation. The trade union can be regarded as a symbol of democracy, they are continuously working as agencies of democracy. In India, economic aspect can not be separated from political aspect. (with the growth of labour force). Indian labour acquired greater zeal and more and more areas were covered for industrial command on the canvas of organised labour.

The activities of trade unions are greatly responsible for increased production and consequently more development. Trade unions should take the responsibility regarding the discipline of workers encouraging them for more work. In a communist country
trade unions have the additional function of encouraging increased production maintaining discipline and to some extent they have acted as social welfare agencies. They do not resort to strike in support of wage demands. In western countries on the other hand the first function of the trade unions is to make demands on employers in regard to wages, working condition and other such matters.

The study reveals that the trade union movement has been a process of give and take as far as Indian trade union is concerned. In India, industrialization has been a slow progress and more the labour force gained strength the greater industrial unrest increased in intensity and vigour. Trade unions however have worked for the betterment of labour and further improved working condition of the labour also for and matured and educated leadership therefore gave it respectability.

Trade unions are effectively capable of giving protection to their co-workers, to safeguard and to promote the interests, rights and privileges of the workers in all matters, like social, cultural, economic and political. On the other side constructive activities are the fundamental condition for the healthy trade
union. Shri Achyut Patwardhan (trade union leader) states "our role should not be negative. Our role must organise the people, the kisans, the maz doors, and through constructive work amongst them, we must create power. We have to build organisations. Which can develop the forces of social change-- we will have to develop intensity far constructive and combine activities".

Thus, trade union, is an organ which can play an important role in the development of economy, the duty conciousness is another factor which is greatly needed among them, they are organised not only for their demands but they are expected in favour of increased performance efficiency which is again a basic objective of a developing country. Trade unions can bring a grater change in the economy.

The role of trade union movement receives much attention in economic development. It is always felt that strong trade union is necessary both for safeguarding the interest of the labour and for realising the targets of production. However multiplicity of trade unions, political rivalries, lack of resources and unity in the ranks of workers, are some of the major weaknesses in a number of existing unions.
Which adversely affects not only their interests but also the production and economic development of the country. Therefore improvement in trade unions is needed so that it may be proved successful agent and effective tool for economic development of the nation. Some codes of conduct are presented given below:

I. The AITUC elaborates to place industry under national ownership and control in suitable form in order to realise the objective in the quickest time.

II. To promote generally the social, political and civic interest of the working class.

These codes of conduct were formulated by All India trade union congress which governs all trade unions activities. It shows that trade unions are very much associated with duty conscious along with their rights. The duty bound service which is responsibility oriented, will lead trade unions not only for their self interest but also for the duty towards their nation.
2. DEVELOPMENT OF CONSUMER CLIENTAGE POTENTIAL AND NATIONALISM

The first and foremost objective of trade union is to grow clientage of consumers and nationalism. To promote clientage of consumers as their important target. The goal can be achieved only when the members of trade unions are trained and possess incentive. The capable trade union infuses confidence among its members and removes from their minds the sense of being exploited. Again its trade union can inspire its members to work in favour of increasing the clientage. The trade unions have a great responsibility to indulge in to it. We can not dis-agree that workers interest and their defending is equally significant to make them, secure.

In banks the function of trade union is somewhat different. As it is a service industry it has a close relationship with consumers. Therefore they are expected to give top priority to their consumers. The main motto should be to provide satisfactory service to the consumer. The service is the end product of a bank work and its efficiency depends on the range and quality of service it can offer to its clientele. The trade
union in banking institutions may achieve its target easily as the educational level of workers in banks is higher. The bank workers can understand their duty better than other workers.

The Banking Industry provides various financial services for the benefit of its customers. The working of deposits and borrowings attracts consumers particularly in rural areas where the institution like a bank is either absent or is found in few numbers. Therefore with increasing the banking institution bankers in India may try to search agriculturists small land-holders, small artisans, small traders and small industrialists to enlarge the probability of clientage. The rural people who are not aware of rights and opportunities, may become an instrument of developing consumer number in banks. They may be tackled psychologically. The polished, well wishing, and quick service, and security, these are the factors which may attract these people.

The lack of working interest, absenteeism, carelessness, improper behaviors of workers will be the causes of retardation. The leader of trade union possesses consolidated power of workers, hence he may
utilize his power in favour to improve his performance efficiency. He may encourage his members to be more active and dutiful. The consistent and concise view with full encouragement will lead to increase a number of customers in the banks.

The nationalism on the other part, is equally or rather more important factor from the nations point of view. The active participation of trade union to aggravate the emotions of nationalism is not unknown to them. Before independence they have been deeply involved in freedom activities. The leaders of Indian trade unions were attached to national movements. The slogan of "Free India" was achieved successfully.

The implication of nationalism these days is different to those days. The meaning of nationalism now a days is related to the operational efficiency of trade unions to uplift the output level of the banking industry.

Now if we are independent politically but economically still we are not self-reliant, which we should be. There is need of working of trade union to take an active part making India economically free and self-reliant. Trade union leaders can join this
operation of economic growth and can suggest to the people for their economic betterment. The way would be clean and legal.

The trade union and its members are greatly responsible to spread patriotism in the country. Their approach is different to other political people or social workers. They are not supposed to deliver any lecture or to make any speech on nationalism, but can serve the motherland to inculcate the quality of sincerity. A trade union can use its strength in generating loyalty of work among its workers. Their deep involvement in work and their well-wishing in achieving an operational target will indicate their patriotic sentiments. The Trade union may make its members realise that their ultimate goal is not only to raise the wage but they should understand that in the developing countries where resources are limited they have to bear many things. Their faithful working will bring about fruitful results.

Now in recent times where we are still not united but heterogeneity exist in our country in one way or other, it is a demand of the present time to be a patriotic. In a developing country it is a great
responsibility of bankers to increase the rate of operational target. If the growth level increases it shows the ability of the workers which is in another sense a reliability towards patriotism.

Trade union in another way can become an instrument to raise the emotions of nationalism not only within themselves but may pass on the feeling to their consumers also. Bankers have public dealing therefore they come in contact with several customers in a day, therefore they may convey this patriotic sentiments to them. The method of conveying the massage may be slogans or phrases, which may be stuck on walls in side the banks, some watch-words may be printed on withdrawal and deposit forms. This will appeal to the mass.

The slogans may be written in regional languages too. The local people will easily swallow the message in their own local language.

The publicity measures may also be adopted for this work. As well as the advertisement of banks for any matter published (or any related factor is popularized through advertisement), the slogans may also be adjoined with it. The larger number of people will come to know the working methods involving patriotic feelings of bankers, will greatly effect the people.
3. BANKING IS AN INSTITUTION WHICH HANDLES NATIONS
WEALTH AND TRADE UNIONS ARE ARMS OF COLLECTION AND
PRESERVATION.

The Indian banking system has undergone
substantial changes both organizationally and
structurally after independence and specially after the
nationalization of banks. The banks have adopted
themselves to the economic service in the country under
the impetus of planning by changing both the banking
structure and policies. The banks are the toll which
manages all the money matters in our country. The
banking structure of India has a network in the country
from apex level to the lowest level. The Reserve Bank is
the supreme body of our financial structure and it is
the final monetary authority of the country's money. The
whole amount of currency comes out through this
institution and is diversified in different directions
of the country. The banks guards all the financial risks
of the nation. The state Bank which is known as a
statutory body complexes all the financial obligations
of the government. The maximum part of income and
expenditure of the government's finance is controlled by
this agency. Commercial banks are the back-bone of the
financial agencies. These banks are the foundation for
keeping the wealth of urban and semi-urban areas. The regional rural banks which are the blood of the banking institution are necessary for the existence in rural areas for financial control.

Thus all the business finances, trade and commerce are run only on the basis of these banks. The banks which are the principal source of finance in the country not only keep the money with themselves but they are the directors for the money investment in any private or public enterprise. Merchant banking is that phenomena which holds the economic activities inside and to some extent the country and outside. All these commercial activities are operated through the financial help of the banks. Today apart from liquid transaction which is lesser in amount, the credit transaction is in fashion. The credit papers consist of crores of Rs. only accepted on the guarantee of banks. In modern time the advance methods of credit transaction were functioned and controlled by banks only, the liquid transactions may be possible to control, to some extent by an individual but credit money is completely handled by banks. In all economic systems whether capitalism or socialism banks have a control over the finances of the country. The wealth of the country goes first in the reserve of the
bank and after wards channalises into different regions of the economy.

Therefore the banking institutions are better known as store-houses of the nation's money. The store should remian full-filled with money and riches, without which banks can not be recognised as financial agencies.

Thus trade union of banks should contribute their services in this direction. Public confidence is a necessary element for the success of banks, without the trust of the public the banks can not fetch the money successfully and efficiently. Trade unions can do much to help in this matter. It can raise the volume of confidence by its conscious and vigilant working. The banking institution is like a human body and the trade unions are arms, which are important organs to function for the collection and preservation of nation's wealth. The trade union can collect the public money for the banks. The trade unions can convince people for the use of banks and as the bank's security in un-accountable people would like to take the help of the banks. In rural areas trade unions can convince people of greater security with banks and not with money lenders. The collection will be greater if trade unions can convert
the public opinion in favour of banking. They may explain various benefits provided by banks like post office, and insurance-corporation, describe its policies in favour of exemption of income tax etc. The trade union should remain conscious in their operation or rather they have to increase operational efficiency to beget the money. To get success in this function the trade unions have to give up the traditional role and emphasis should be stressed more towards, developing functions, but it would be better to express that trade unions should spread its operational wings in all directions to increase the collection and preservation. The popularity of banking will lead to expand the quantity of these institutions, resulting in large amount of preservation with them. The technical skill, business tactics and amiable behaviour are desired qualities to be possessed by trade unions. It will have an impact on the people and consequently on the amount of collection. The conserved reserves of banks serve two purposes. Firstly, it provides protection to depositors and secondly it increases the liquidity of banks, it exercises the development functions of economy. The collection and preservation are the weapons to battle the economic war particularly in developing countries.
where huge amount of money is needed for economic functions. But the battle will be won or lost is mostly depends on the ability or capacity of working of trade unions. The greater efficient arms of trade union, the larger will be the quantity of collection hence extensive and intensive results will be obtained.

Thus the consolidated functions of bankers whether officers or subordinate can control over the finances of the nation. The harmonious relation of the whole of banking unit can be a major cause to enhance the volume of collection. An intense desire is the healthy body and capable arms. The weak body can not hold the country's wealth and feeble arms can not fetch the public collection. Therefore trade unions are required to become more lively and loyal towards its social welfare functions and are wished to revolve its wings in all the regions of the country for the point of view of accumulating the money into the banking institutions.
4. ROLE OF TRADE UNION IN DEVELOPING ECONOMY BY USING ECONOMIC TECHNOLOGIES AND INCENTIVES.

India is gradually heading from farm economy towards market economy. Service sector includes banking services, transportation, insurance, consultancy services and stock exchange etc. India has to shift to market economy for rapid development. According to Basil Caplin faced by a serious population problem "India is pushing ahead with its plan to try the market economy approach by freeing domestic industry and foreign investors from bureaucratic control and by borrowing some amount to finance its export oriented growth."

The banking industry through trade union can play an important role in providing finances to small, medium and large industries. Mechanization is a word refers to technological development or process of economic growth, through technological development. The technological development becoming necessary in view of the expansion of banking business in India. The latest fashion in technology is entitled computers. A.W.Brooke expresses "Computer will enable us to contain or expand business in an age of full employment without detracting from our standards of service to customers, to whom, in fact, we
shall progressively be able to offer a greater variety of services for our staff automation which means that the early years of routine work for carrier people will considerably be curtailed and new avenues of challenging work will be present for those who have aptitudes in computes techniques”.

The banking industry in India has undergone a sharp change in the last decade. The government wants to accomplish diversified objectives through banks. Public expectations are also rising. Banks are expected to provide finance to trade, agriculture, Industry, educated youth and weaker section of the society.

The need for technological changes and mechanization in this sector should need no explanation. The banks are expanding rapidly. The volume of transaction is becoming greater and the banks are not in a position to handle the business with manual aids alone. The mounting complaints from customers as regards the banking services have placed bank management in a high corner. The Talwar Committee observed "In the context of the present day modern banking and stress on efficient customer services vis-a-vis voluminous increase in number of cheques, and the complexity
assumed by the clearing system due to the large network of bank branches mechanization, both within the clearing housing and in the bank offices, is considered very essential".  

The banking industry in India has not been able to gain any concession from the trade unions on technological development for a long time. In the absence of modern tools the industry is languishing due to the age-old practice of over, independence on the human factor. Elimination of human error is possible only by evidence of drudgery and by greater use of modern electronic gadgets.

The National Industrial Tribunal gave clearance to mechanization and computerization in selected areas of The Reserve Bank of India's functions. After this victory the banks installed ledger posting machines in various branches. To enhance the participation of trade union, the Indian Bank Association, All India Bank Employee Association and Natinal Confederation Bank Association signed on accord on mechanization and computerization on 8th September, 1983 in Delhi.

In fact trade unions have a great role in supporting the economic development of our country. The
unions have also known that without technological development they can not reach towards their goals. However, their incentives towards the matter is badly needed. Therefore, all the unions have agreed upon the matter. It was a positive action taken by the union in view of the expansion of the banking industry. The unions took into consideration the needs of the customer services. House keeping of the bank in the context of un-precedented expansion of banking industry as well as the prevailing conditions in various other service industries including the Reserve Bank of India. The interview of a few leaders of the union was taken. They were very much agree with the new development. They considered it in accordance to their demands. Though some unions criticize the policy as they considered the mechanization is the death knell of the aspiration of the bank employees regarding promotion and other prospects. But in fact, large number of union members desire the technological development. Indeed in certain countries they have experienced a prolonged high employment together with a rapidly changing technology. This fact of technological change has at times received the preponderant share of attention. The experience has given rise to several examples effected positively in
higher employment and productivity through technological changes. Therefore it would be better for the trade union to attempt to determine in advance the likely effects of technological changes on the various aspects of production in the banking industry. The technological innovation can so profoundly affected by the economic and social welfare of the workers. It is realized that trade unions are entitled to be informed by the management to take an active part in the operation. This describes a natural link between trade unions and technological progress. Some time an industrial policy which will result in a more rapid structural transformation requiring greater problems of weaker adjustment. This mal adjustment should be rejected by the plan maker and the government.

The object of technological development should complete the meaning of job security, job satisfaction and work adjustment.

There is little doubt efficiency through mechanization and computerization. One of the uses of it in banks is clearing operation. In favour of improving the customer service, in Bombay a mini-computer works in this regard. It has expressed time to time that
technological development is required with more incentive and favour. The positive social effect can be achieved only if each bank employee involves in the matter, the increase use of technology will raise the self-reliance. The management is aggressive towards the policy implementation, but the unions are not very active, here it requires to awaken each individual of the trade union to participate in this matter and give his incentive to implement the issue as early as possible.
5. THE TRADE UNION TO DEVELOP AND HELP THE BANKING INDUSTRY AS A PUBLIC UTILITY ENTERPRISE AND ESSENTIAL SERVICE.

It is commonly assumed that the public utility is the post independence phenomena. It is important that before independence there was a significant amount of public enterprise. The public utility services were regarded as Railways, Post and telegraph, All India Radio, and in the government department the ordinance factory existed.

There is however a basic difference between the situation before independence and the role of the public sector today. Public investment, particularly in sectors other than public utility, was then limited to certain fields where private investment was either not forth coming or where the ordinance factory was functioning. There was no clear or conscious purpose governing the public sector investment and state intervention in the economic field was either on an ad-hoc basis or in response to a particular need. The policy for public enterprise meant that the state entering into new fields of economic activities would be a major instrument of the policy.
In our country the socialistic pattern of the society was accepted, under this frame work several firms and industries are operating, Social control refers to the public under-taking. The banking institution is now also a public enterprise. The government has shifted the banks from private to public hands for the benefit of the workers. Now this is the duty of the workers to run it efficiently and successfully. It is emphasized by some eminent scholars that trade unions should get involved in this field to make it popular as public utility service. Such programmes should be undertaken by the trade union in their own interests. Prof. Laski Observed "Now I am convinced that the union is the proper organ for the provision of general services for its members, as I think, they are in their nature of services which at different levels the Government of a community ought to provide.............. It rarely produces the really balanced mind........ It is to them (Development council) that I should assign "Lark" in industry, making the unions representatives of the workers".

Thus trade union can do anything to develop the process of popularity in banks to make it essential service. The medium of functions may be in different
forms like, education, recreation, social and cultural activities etc. The government makes several schemes to popularize the banking industry, the management also desires to implement it but the real outcome may be attained only, if the trade union indulges into its working. The trade union can popularize the utility of banks. Though the utility of banks, is known by the urban and even rural people, but banks are not only for the credit and for deposit purposes. The new schemes innovations, new technologies, news methods, of workings are the factors which have made the industry more effective. It is the moral duty of the trade union to advertise those new schemes.

The banks today render all economic activities and that each individual has got a right to utilize the service. However due to the lack of communication and method, people either remain un-known to those schemes or do not acquire adequate information. Trade union can move for providing its services to popularize it. The slogans, hand bills, contact to known and un-known consumers and in rural areas during festivals or "Melas" these methods may be applied and hand bills may also be distributed to them. Some video cassettes may be prepared, play of puppet-show may also be a strong media.
The requirement is greatly realized in rural areas where people are not much aware.

Trade union can convince people that the bank is a basic requirement of a person. An individual and its all-round economic activities are around the banking system. In day today life the financial activities are operated by banks. These economic activities are the part and parcel of human life and banks provide facilities to get them easily. Although people are largely depending upon the banks in the urban areas yet they are still not aware of the various benefits provided to them by banking institutions. The trade union can carry the message to the masses where they belong far and near areas and can act as messengers of the banks. The favourable results can be achieved only on the properly represented function and they are associated with all the stages of the formulation of the plan as well as its implementation. Therefore the trade union should organize a work-shop to acquaint people with the principle and working of the bank. This will help the policy to know about the institution which will become an integral part of the economic life and to prepare a strong base for mutual and cordial relationship.
Hence the trade union may be known one of the most powerful instruments creating a new industrial society where banking will be used as an essential service of the peoples' life. The trade union through its good nature can force people to utilize the bank as a public utility service.
FOOT NOTE


3. Harold Laski, Trade Union in the new society (1949) P.No. 151.