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Questionnaire for Employees

Name of the Bank: ____________________________
Branch: ____________________________
Designation: ____________________________

SOCIO ECONOMIC PROFILE:

1. Age:
   a) 20 and below
   b) 21-30
   c) 31-40
   d) 41-50
   e) 51 and above

2. Sex:
   a) male
   b) female

3. Caste:
   a) Scheduled Caste and Tribe
   b) Backward Class
   c) Forward Class

4. Religion:
   a) Hindu
   b) Muslim
   c) Christian
   d) Others (please specify)

5. Education:
   a) Primary and below S.S.C
   b) S.S.C
   c) Intermediate
   d) Degree and P.G
   e) Technical

6. Marital status:
   a) married
   b) unmarried
   c) Separated
   d) Widower/widow

7. Number of dependents:
   a) 3 and below
   b) 4 to 6
   c) 7 and above


9. Annual income from different sources:
   Sources
   a) Income from salary
   b) Income from agricultural land
   c) Income from house property
   d) Income from starving members
   e) Any other (Please Specify)
   Income (Rs.)

10. Indebtedness:

<table>
<thead>
<tr>
<th>Date</th>
<th>Lending Agency</th>
<th>Purpose</th>
<th>Amount</th>
<th>Percent of interest</th>
</tr>
</thead>
</table>

   ____________________________________________
EMPLOYMENT DETAILS:

1. Year of joining in the Bank:
2. Details of previous employment:

<table>
<thead>
<tr>
<th>Job Held</th>
<th>Organisation</th>
<th>Period</th>
<th>Reasons for leaving the job</th>
</tr>
</thead>
</table>

3. Number of years of service in banking industry ( )
   a. 0-5 years  b. 6-10 years  c. 11-15 years  d. 16-20 years  e. 21-25 years  f. 26 and above

4. How do you come to know about the bank job ( )
   a. Employment exchange  b. Notification / Advertisement  c. Personal enquiry
   d. Reference of existing employee  e. any other specify

5. How many stages were involved in your selection in your selection process, What were they?
   Stage 1: __________________
   Stage 2: __________________
   Stage 3: __________________
   Stage 4: __________________
   Stage 5: _________________

6. What is the basis for your selection ( )
   a. Merit  b. Influence  c. Other consideration  d. any other specify

7. Have you been given orientation / induction training Yes / No

8. What was the duration of your induction programme

9. What is your opinion on induction programme ( )
   a. Very much adequate  b. Adequate  c. Adequate to some extent  d. Inadequate

10. What is your attitude towards the nature of your work?
    a) Very easy  b) Easy  c) Neither easy nor hard  d) Hard  d) Very hard

11. What is your experience in adjusting yourself to your work?
    a) No difficulty  b) Difficulty in early years  c) Difficulty all throughout

12. What is the level of interest in your work?
    a) Highly interesting  b) Interesting to some extent  c) Least interesting
13. Are you attaining a sense of achievement in your work?
   a) Attaining to a large extent
   b) Attaining to some extent
   c) Not attaining

14. Do you feel proud of your job? Yes/No

15. Do you feel satisfied with your job? Yes/No

16. Do you feel that your place in society, as an employee of a bank is very respectable? Yes/No

17. Do you feel that your authorities are interactive in motivating the employees?
   Always / Now and then / never

**TRAINING & DEVELOPMENT**

1. Is your bank offering Training & Development programmes to employees Yes / No

2. Is there a separate Training College for your bank Yes / No

3. How many Training & Development programmes you have attended so far

4. Do you feel training is necessary for every employee in the organization?
   a. Strongly Agree   b. Agree   c. To some extent   d. Disagree   e. Strongly disagree

5. Is training required only for new employees?
   a. Strongly Agree   b. Agree   c. To some extent   d. Disagree   e. Strongly disagree

6. Training for existing employees improves

7. Your training needs are identified by

8. Does your work call for retraining Yes / No
   If “Yes”, give details of your retraining

9. What is the mode of instruction at training & development programme
   a. Lecture   b. Group discussion   c. Team training   d. Case studies
   e. any other specify   f. All the above

10. What is your opinion regarding training aids
    a. State of the art   b. Up to the mark   c. Not up to the mark   d. Out dated

11. Rate your opinion for the following aspects of training in the specified format
    a. Good   b. Satisfactory   c. Poor
12. Please rate the following aspects in specified format


a) I am given a real opportunity to improve my skills in this company ( )
b) I am satisfied with on-the-job training which I received from this bank ( )
c) I am satisfied with opportunities to get a better job with the knowledge gained here ( )
d) I am satisfied with the progress I am making in my career ( )

PERFORMANCE APPRAISAL

1. How often your performance appraisal is done ( )

2. What is the criteria for evaluation ( )
   a. Performance b. Personal traits c. Skills d. any other specify ________

3. Performance appraisal is done by ( )
   a. Committee b. Superior c. Superior in consultation with peers
   d. Superior in consultation with appraise e. any other specify ________

4. What factors may affect accuracy of performance appraisal system ( )
   a. Personal impressions b. Inadequate time to observe c. Too much intervention
   d. Humanitarian considerations e. any other specify ________

5. Findings of performance appraisal are used for ( )
   e. Promotion f. Demotion g. any other specify ________

6. Are you satisfied with the existing performance appraisal systems Yes / No
   If “No” specify the reasons ______________________________________

7. What is your opinion on the promotion policy ( )
   a. Very fair b. Fair c. Some what fair d. Unfair e. No opinion

PROMOTIONAL AVENUES:

1. What do you think about your promotional opportunities?
   a) Adequate
   b) Very few
   c) Nil ( )

2. Details of your promotions since joining:

<table>
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<tr>
<th>Date of promotion</th>
<th>From</th>
<th>To</th>
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</tbody>
</table>

iv
3. Are you satisfied with present promotional policy? Yes/No

4. If not, what are your suggestions to make it sound?
   a) Increase number of jobs to be filled by promotion
   b) Merit be taken as sole criteria
   c) Introduction of scheme of merit promotion

TRANSFERS:

1. Are you subjected to transfer to other branch? Yes/No

2. Please give the details of transfers affected in your case since inception of your career:
   Date of Transfer From To Reasons

3. Are you satisfied with the present place of work? Yes/No

4. If not, what are the reasons?
   a) High cost of living
   b) Political interference
   c) Strained relations with boss
   d) Strained relations with Co-employee
   e) Housing problems
   f) Problem of children education
   g) Others (Please Specify)

5. Are you willing to transfer to a new place? Yes/No

6. If not, what are the reasons?
   a) Possession of property at the present place
   b) Having relatives and friends at present place
   c) Having some influence at present place
   d) Low cost of living at the present place
   e) Others (Please Specify)

7. The chief motivational factors behind my work performance in order of their importance are (Please rank):
   a) Need for money
   b) Need for interesting work
   c) Need for power
   d) Need for achievement
   e) Need for safety in the work
SERVICE CONDITIONS COMPENSATION & BENEFITS

1. What are your total emoluments ( )
   a. below Rs. 10,000  
   b. Rs. 10,001 to Rs. 20,000  
   c. Rs. 20,001 to 30,000  
   d. above Rs. 30,000

2. Are you satisfied with your salary ( )
   a. Very much satisfied  
   b. Satisfied  
   c. Satisfied to some extent  
   d. Dissatisfied

3. Is your bank offering the following benefits
   a. Festival advance Yes / No  
   b. Vehicle advance Yes / No  
   c. Marriage advance Yes / No  
   d. Housing advance Yes / No  
   e. Educational advance Yes / No  
   f. LTC Yes / No  
   g. Any other specify Yes / No

4. What is your opinion towards the salary, when compared with other Public / Private banks ( )
   a. Higher  
   b. Equivalent  
   c. Lower

5. Are you getting your salary in time? Yes / No

6. If not, what are the reasons?
   a) Lack of adequate funds
   b) Delay in procedural formalities
   c) Others (Please Specify)

7. What should be done to improve the prompt payment of salaries?
   a. Provincialisation of services
   b. Priority should be given to the payment of salaries
   c. Increasing financial resources
   d. Avoid official delays
   e. Others (please specify)

8. Have you availed yourself the following benefits provided by your bank?
   a. Festival advance yes / no  
   b. Vehicle advance yes / no  
   c. Marriage advance yes / no  
   d. House construction loan yes / no  
   e. Education loan yes / no  
   f. Loans from schedule banks yes / no  
   g. Others (please specify)
9. If not, what are the reasons? (please rank)
   a. Lack of knowledge about benefits.
   b. Lack of necessity.
   c. Unsympathetic attitude of management in extending benefits.
   d. Inadequacy of benefits
   e. Non-availability in right time
   f. Others (please specify) ( )

10. What are the facilities provided in banks?
    (please tick from the following)
    a. Toilets. ( )
    b. Canteen. ( )
    c. Play ground. ( )
    d. Employee cooperative society. ( )
    e. Housing facility. ( )
    f. Rest rooms ( )
    g. Drinking water. ( )
    h. Recreational facilities. ( )
    i. Cooperative housing society. ( )
    j. Children education facility. ( )
    k. Others (please specify) ( )

Working Conditions

1. Rate your opinion for the following in the specified format
   a. Satisfied b. Satisfied to some extent c. Dissatisfied
   i. Canteen facility ( )
   ii. Lunch room facility ( )
   iii. Provident Fund scheme facility ( )
   iv. Drinking water facility ( )
   v. Leave facility ( )
   vi. Travelling allowance ( )
   vii. LTC facility ( )
   viii. Provision for children education ( )
   ix. Toilets ( )
   x. Parking space ( )
   xi. Any other specify ( )

2. Are you satisfied with the work environment ( )
   a. Very much satisfied b. Satisfied c. Satisfied to some extent d. Dissatisfied

3. How many hours do you work in your bank per day ( )
   a. up to 8 hours b. 8 to 10 hours c. 10 to 12 hours d. above 12 hours

4. Are you working for long hours because of shortage of manpower
   Yes / No
   If “Yes”, give details ________________________________________________
5. Do you think you are over worked and under paid  
   Yes/No
   If “Yes”, give details  

6. Are you satisfied with the present place of work  
   Yes/No

7. Please give your transfers details since inception of your career

<table>
<thead>
<tr>
<th>S.No</th>
<th>Designation</th>
<th>Place</th>
<th>Period of Stay</th>
<th>Total Number of years</th>
</tr>
</thead>
</table>

**ATTITUDE OF PUBLIC:**

1. How frequently did you come across unpleasant situations with the public?
   A) frequently  b) now and then  c) never

2. Please specify the reasons for unpleasant situation with public:

**UNIONISM AND RELATIONS:**

1. Are you a member of any union  
   Yes/No

2. If yes, please furnish the following particulars:
   Name of the union:  Date of joining:

3. Is your union recognized?  
   Yes/No

4. Are you having good contacts with union leaders?  
   Yes/No

5. What is your motto in joining the union?
   a) Job security  
   b) For better economic and working conditions  
   c) Desire to be heard  
   d) To achieve the promotion  
   e) Others (please specify)

6. Do you think that your union leaders are:
   a) Helpful  
   b) Unhelpful  
   c) Neither helpful nor unhelpful

7. What according to your opinion are the principal functions of your trade union? (please tick from the following)
   A) To defend the interest of employees  
   B) To obtain better working conditions  
   C) To bargain for better wages and benefits  
   D) To obtain recreational and educational facilities  
   E) Others (please specify)
RELATIONS WITH COLLEAGUES:
1. My relation with colleagues on and off duty are:
   A) Friendly
   b) Unfriendly
   C) Neither friendly nor unfriendly

SUPERVISORY RELATIONS:
1. Do you get adequate guidance from him? Yes/No
2. Is your supervisor helpful while on the job Yes/No
3. Is your supervisor impartial in work distribution Yes/No
4. Does your supervisor assume responsibility Yes/No
5. Is your supervisor receptive when you offer some suggestions? Yes/No
6. Does your supervisor compliment you when you do a good job? Yes/No
7. Does your supervisor support you when you have problems with the management? Yes/No
8. Is your supervisor prompt in attending to your complaints? Yes/No

CONFLICTS AND UNREST:
1. How are the union-management relations?
   a) Cordial
   b) Satisfactory
   c) Unsound
2. What is your opinion about organisation of strikes?
   a). Strikes should be used frequently whenever the management is not willing to concede the demands.
   b). Management and workers should be willing to solve their problems through negotiations and the weapon of strike should be used sparingly.
   c). The weapon of strike should be completely replaced by constructive consultative machinery.
   d). Others (Please Specify)
3. What you do think are the important achievements of your union during your membership? (Please tick from the following)
   a). Increase in pay scales
   b). Increase in allowance
   c). More welfare benefits
   d). More promotional opportunities
   e). Security of service
   f). Prompt payment of pay
   g). None
   h). Any other (Please Specify)
4. Are you satisfied with the performance of Union? Yes / No