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A STUDY OF WORK CULTURE IN BANKING INDUSTRY

USHA RANI

Research Scholar, Department of Management,
Dr. A.P.J. Abdul Kalam University, Indore, M.P., India.

ABSTRACT

Banks play an important role in the economy and help it grow by facilitating monetary transactions both locally and internationally. COVID-19 affects both the financial and non-financial aspects that have an impact on the banking industry, and this has a direct bearing on how well banks function. Bank finances are negatively impacted by non-performing loans, write-offs, and the increased usage of digital technology. Non-financial factors include things like the impact on customer service, bank employee productivity, and health and safety. In order to protect themselves and their customers from the pandemic, bank employees have been instructed to maintain a safe distance from customers, wear masks, and take other safety measures. Ergonomic improvements have had a detrimental effect on workers' health and well-being. Furthermore, the outbreak forced financial institutions to re-evaluate their human resource policies and procedures in regard to personnel, with the health and safety of their employee's taking precedence above all else. The HR department rethought their approach to training and development by offering stress management and banking courses in the form of interactive online modules.