



**THE IMPACT OF WORKPLACE ENVIRONMENT ON EMPLOYEES
PRODUCTIVITY IN PRIVATE BANKING SECTORS WITH
SPECIAL REFERENCE TO BHOPAL**

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Abstract

The workplace environment impacts employee morale, productivity and engagement - both positively and negatively. The work place environment in a majority of industry is unsafe and unhealthy. These includes poorly designed workstations, unsuitable furniture, lack of ventilation, inappropriate lighting, excessive noise, insufficient safety measures in fire emergencies and lack of personal protective equipment. People working in such environment are prone to occupational disease and it impacts on employee's performance. Thus productivity is decreased due to the workplace environment. It is the quality of the employee's workplace environment that most impacts on their level of motivation and subsequent performance. How well they engage with the organization, especially with their immediate environment, influences to a great extent their error rate, level of innovation and collaboration with other employees, absenteeism and ultimately, how long they stay in the job. Creating a work environment in which employees are productive is essential to increased profits for your organization, corporation or small business. The relationship between work, the workplace and the tools of work, workplace becomes an integral part of work itself. The management that dictate how, exactly, to maximize employee productivity center around two major areas of focus: personal motivation and the infrastructure of the work environment.

INTRODUCTION:

One of the areas of the economy that has received much attention in recent times is the financial sector. Within the broad ambit of the financial sector, it is the banking sector that has been the focus of academia and policymakers alike. With concerns about financial stability coming to the forefront, it is being increasingly realized that promoting healthy financial institutions, especially banks, is a crucial prerequisite for rapid and inclusive growth. In today's competitive business environment, organizations can no longer afford to waste the potential of their workforce. There are key factors in the employee's workplace environment that impact greatly on their level of motivation and performance. The workplace environment that is set in place impacts employee morale, productivity and engagement - both positively and negatively. It is not just coincidence that new programs addressing lifestyle changes, work/life balance, health and fitness - previously not considered key benefits - are now primary considerations of potential employees, and common practices among the most admired companies.

SCOPE OF THE STUDY:

This research paper aims at suggesting few interactions to provide better work environment at Public Sector Organizations, which is the outcome of the in depth analysis of the work



environment. To be precise, the research paper would seek to fulfill the below listed objectives:

1. To understand relationship between the employees and their work environment.
2. To analyze workplace factors affecting the employee's performance.
3. To suggest the measures to improve the working conditions for better performance.

RESEARCH METHODOLOGY:

A systematic and organized methodology was used for the research study. First, based on a detailed discussion and exhaustive literature review, the objectives of the study were chalked out. This was followed by comprehensive interviews and discussions with clients, employees and bank officials to gauge the client and employee satisfaction variables and work culture variables that affect employee satisfaction in banks. Based on the literature review, perception of the clients and bank employees in the interview and focus group discussion, 27 client satisfaction items, 27 work culture items and 29 employee satisfaction items were identified. Two tools were constructed to obtain the data according to the objectives. The first tool looked at satisfaction level of the clients of various banks in Bhopal.

DATA ANALYSIS AND INTERPRETATIONS:

1. **The effect of relations with Superiors at the Workplace for Productivity:** A supervisor support is crucial for employees to complete the job. Furthermore, interpersonal role of the supervisor is important to encourage positive relations and increase self-confidence of the employee. 100 % of survey attendees strongly agree that relations with superiors at the workplace affect their production.
2. **Fair Treatment at the Workplace:** Feeling as treated fairly is important for all employees in the workplace. Fair treatment motivates all employees to do and develop their tasks with full of interest.
3. **Communication System at the Workplace:** Communication promotes trust and loyalty among the employees and encourages better team work and relationship shows communication system at the workplace. 90% of employee strongly agree with the importance of the communication at the workplace.
4. **Behavioral Factors Affecting the Employee's Productivity at the workplace:** Employee's attitude at the workplace is affected by factors like interpersonal relations, emotional factors, job assignment, overtime duty and extended work. Since interpersonal relations at workplace does not serve a critical role in development and maintenance of trust and positive feelings among employees in the organization.
5. **Physical Aspects Influencing Employee's Performance at the Workplace:** Majority of employees ensure in bank that good condition and proper furnishing should be maintained in order to make them feel sophisticated while they work. The results show that furniture and furnishing is the most effective physical workplace environment factor which increases or decrease employee's performance. Employees ensure that poor arrangement of office space, wastes time and energy by failing to provide the means for effective work habits.

LIMITATIONS AND RECOMMENDATIONS:

Questionnaire design and results depend on employees' perception which has been implemented in order to analysis the effects of workplace environment towards to



employees' performance, Since there is no performance management measures in the bank, the real effects of workplace environment on employees' performance (productivity) could not be measured systematically. Also, analysis could be extended by investigating the gender differences towards the effects of workplace environment and productivity survey.

CONCLUSION:

The research is investigated dimensions of workplace environment in terms of physical as well as behavioral components. The survey is employed to the call center personnel of the bank who mostly are affected from the workplace conditions than the other employees due to their job requirements. The first part of the survey includes demographic questions.. Second part of the survey gives us some clues regarding the effects of environmental factors on employee's productivity from the employees' perceptions. Questions regarding relation with the supervisors, fair treatment and communication within the bank are asked to the attendees in order to be ensure that behavioral environmental component are significant for them. Almost all the attendees give strongly agree replies that relation with the supervisors, fair treatment and communications is important. Added to behavioral, also attendees evaluated the importance of physical factors. Surprisingly only 58% of employees give strongly agree replies to the question. It is the first clue that behavioral factor is more important than physical factors for the employees. In the third part, components are evaluated one by one in order to rank within each other. For the behavioral part emotional factors and relations are gotten the first two highest ranks. Comfort level of the offices is more important factor than the office lay out for the employees as physical environmental factors. In this part of the survey, satisfaction of the employees' towards the physical and behavioral environmental factors is evaluated. Employees are not satisfied with the physical factors which the bank provided for them. But on the other hand, employees' satisfaction towards the behavioral environmental factors is remarkably high. At the last question, overall satisfaction towards the workplace environment is asked to the employees, They give favorable results, almost all of them declared that they are satisfied with the workplace environment. Finally, survey results show that while the employees are unhappy with the physical conditions of the workplace, they have remarkable satisfaction with the workplace by having strong behavioral workplace conditions. According to the survey results it is proven that workplace environment affects employee performance but behavioral workplace environment has greater effect on employees' performance.

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