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OPTIMUM UTILISATION OF SUB-STAFF IN BANKS: A SUGGESTED TRAINING MODEL BASED ON A STUDY

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ABSTRACT

Out of total work force in a Bank, the subordinate staff which comprises of messenger, daftaries etc., constitute nearly 25 percent. Historically, their role has been taken for granted i.e., doing menial jobs, moving vouchers from one counter to other; stitching vouchers; accompanying cash remittances etc. In spite of the fact that they are the best paid class of employees to their counterparts in other sectors, it is generally reported that more often, than not they are found to adopt restrictive practices, remain unpunctual; indulge in frequent absenteeism, and adopt restrictive practices in serving the customers. It has been argued by many that the training needs of sub staff are not identified and training colleges of different commercial banks play a very little interest in training their subordinate staff. With the emergence of competition, the banks with customized service offerings need to fine tune their subordinate staff in handling service encounters with customers. Subordinate staff needs to reorient themselves to face the challenges of 21st century banking. These are the first contact people who can help the customers in variety of ways at the branch.

A STUDY ON ENHANCEMENT OF CONTAINER CARGO HANDLING PRODUCTIVITY FOR A PSU ORGANISATION IN TAMILNADU

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ABSTRACT

Container cargo handling is a decisive factor in determining the port productivity and the effective container handling has become an issue due to the increase in the containerization. The purpose of this study is to identify the factors impacting more to the container handling of PSU organization. The primary objective of the paper is to find out those impacting factors which are significant in enhancing the productivity of the container cargo handling. The researcher has made the analysis on the Secondary data obtained from the company over the key performance indicators for the entire financial year 2015-16. From the identified factors, the analysis is made for these factors in order to find out the original factors to be enhanced for improving the container handling productivity. The collected data have been analyzed using appropriate statistical tools.

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