

# STATE BANK OF INDIA OFFICERS' ASSOCIATION

## (BENGAL CIRCLE)

(Registered under Trade Unions Act 1926-Regd. No. 6908)

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IP No. 500077

Circular No. 117/2018

Date : 06.09.2018

### To All Members (Please Circulate)

We reproduce hereunder the Circular No. 98 dated 06.09.2018 issued by the General Secretary, All India State Bank Officers' Federation, the contents of which are self-explicit.

With revolutionary greetings,

**Soumya Datta**  
(General Secretary)

### To all our Affiliates / Members:

#### **WORK LIFE BALANCE – A PIONEERING WORK RESEARCH THROW A WHOLE LOT OF USEFUL TIPS AND INFORMATION**

One of the major initiatives of the All India State Bank Officers' Federation in the recent past in the domain of Human Resources Management is the subject of Work Life Balance in order to ensure the maximum output in the work place and also in the family front. Due to consistent efforts on the part of the Federation it could convince the Management to come out with a comprehensive communication from the Corporate Centre to all the Circles in regard to the importance of the Work Life Balance so that the employees working in the bank will not only give their best but also in their family life which will ultimately result in the maximum efficiency in the work place.

2. The Circular was so exhaustive and was informative to all the controllers and the tips were positive to show the sincerity on the part of the Management that they do acknowledge the need for maintaining a cohesive Work Life Balance by the employees working in the bank.

3. Today in the Bank we have more than 2,50,000 employees and we may reach shortly the figure of 3,00,000. That is to say nearly 3 lac families are the part of the State Bank of India. The success of the employees in the bank will be the success of the 3 lac families. Similarly, the success of 3 lac families will be the success of the bank. It is intertwined. A satisfied employee will not only give his best to the bank but the family as well. It is in this background, when the bank came out with a comprehensive circular on the subject our Mumbai Circle affiliate decided to conduct a survey and taken up research on the survey outputs in order see that the full benefit of the decision of the bank is available not only to the bank but also to the families of the employees as well.

4. The Circle association enlisted the support of Officers who are well qualified and are in a position to take up the survey work on the basis of the principles of Work Life Balance adopted in several popular institutions. The study team under took a study on the situation prevailing in various organizations. The major ones are American Express India, Sap Labs India, Marriot Hotels India Pvt. Ltd., Music Broadcast Ltd., Godrej Consumer Products, Mahindra and Mahindra Automotive and Farm Equipment etc.,

5. They also conducted an extensive survey from our own rank and file putting them certain basic questions and getting their response on such survey. The survey broadly covered the issues related to the work situation and also the environment that was prevailing in their respective homes due to the pressure of work, not getting their weekly holidays, carrying the work load to the home, not attending to the issues in the family front, the attitude of the Management while considering the personal problems of the employees etc., More than 20,000 bank employees across the various age groups were covered in this survey. The response was tremendous and encouraging.

6. The gist of the response is furnished below:-  
Out of the total responses of 19,900:

- 78% respondents were male and 22% were female.
- 76% of response is from officers posted in branches.

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- 72% officers are below the age of 40.
- A staggering 86% of the respondents felt the impact of work life imbalance on their personal life and rated it to be 'very high'.
- Surprisingly, 35% of the respondents were not even aware of the guidelines issued by the organization.
- 90% respondents felt that the organization failed to follow their guideline in its true spirit.
- 63% respondents felt that the organization failed to follow their guideline in its true spirit.
- 98% of the respondents feel that work life balance is a matter of concern.
- 93% respondents feel work-life imbalance affects their efficiency and customer service.
- 57% of respondents have reported that they receive calls from superiors outside of office hours.
- 55% of officers do not engage in any physical activities to beat work related stress.

7. The team also came out with recommendations in a comprehensive manner as regards the Work Life Balance through self-Management. The tips and guidelines covering the areas of Managing Time at work place, Taking Time for self, Having social Life, Enjoying Weekends and Vacation and Making Time for Family etc., which are extremely useful to each and every member of our organization as well as the representatives of the Management.

8. The Banking industry is passing through serious crisis in the recent past. The industry expects a stellar performance from the workforce across the country. The Managements of the Banks are expecting our full involvement and commitment in resolving the present crisis and overcoming the difficult period that the industry is passing through. It is in this background, the pioneering work done by our Mumbai Circle affiliate will come handy and will go in a long way in ensuring excellent productivity through the practice of Work-Life Balance by each and every member of the organization as well.

9. Some of the observations of the Team on receipt response from the members are as follows:-

- 72% of respondents are young below the age of 40.
- 76% of respondents are working in branches.
- More than 64% of respondents feel that they have achieved a score of 0 to 50 in maintaining work life balance.
- 86% of respondents feel that work life balance impacts their personal life.
- 35% of respondents are not aware of the organisations guidelines regarding work life balance.
- 26% of respondents have not gone through the guidelines.
- 90% of respondents feel that the guidelines are not followed in the organisation in true letter and spirit.
- 98% of respondents feel that the work life balance is matter of concern for them.
- 63% of respondents have some or other ailments; highest is represented by Blood Pressure followed by Diabetes.
- 62% of respondents feel that work life imbalance affects their efficiency.
- 80% of respondents say that customers service also gets affected due to work life imbalance.
- 99% of respondents want more reforms in the work life balance situation.
- Over 50% of respondents say that the situation is average or worse in respect of regulated working hours, hygiene at work place, need for working on holidays, frequency of official calls outside office hours, frequency of calling for meeting after office hours and ease of getting leave.
- 55% of respondents do not engage themselves in any of the physical activities.
- Over 80% of people spend between 1–3 hours per week socialising with people or engaging themselves through social media.

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10. The Team has come to the conclusion that the working conditions in public sector banks is not satisfactory. The survey also suggests that the issues of working hours, hygiene at work place, need for working on holidays, receiving calls after office hours, conducting meetings after office hours and ease of getting leave are the real areas requiring the attention of the Management. The survey has also indicated the need for bringing about positive changes in the work situation through the involvement of the employees on issues such as What I can do, What we can do and as far as the Management is concerned What they have to do with certain indications for each group to observe. It is highly revealing about the present state of working condition in the bank which can be definitely improved upon by positive participation by all concerned.

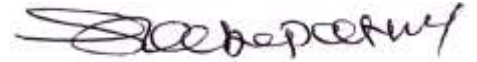
11. We convey our compliments to Mumbai Circle affiliate who have already send copies of the survey report to all the affiliates and have also handed over them to the representatives of all the constituents of UFBU as well as the Indian Banks' Association.

12. The issue will be discussed threadbare in the next Executive Committee Meeting and appropriate stand will be taken as regards the utilization of the survey report and the involvement of the Management for making the Work Life Balance a meaningful one in the bank.

13. The Federation will come out with a separate Publication on the Survey Report prepared by our Mumbai Circle affiliate for the use of our members across the country.

14. All our affiliates are members are requested to await for further developments in this regard.

With warm greetings,



(RAMKUMAR SABAPATHY)  
GENERAL SECRETARY