

EMPLOYEE ATTITUDE TOWARDS TEAM ORIENTATION: A COMPARATIVE STUDY AMONG THE STATE BANKS AND PRIVATE BANKS IN THE TRINCOMALEE DISTRICT

Anuja, A and Anton Arulrajah, A

It has been generally observed that there is an empirical knowledge gap regarding Orientation (TO) among the employees of the selected bank branches (Bank of People's Bank, Hatton National Bank PLC and Commercial Bank of Ceylon PLC) in the study area. In general, the selected banks have formal and informal practices regarding working and also promoting team working practices and team culture among their employees to flourish team orientation. Therefore, in order to fill this empirical knowledge gap, a study was conducted with three research objectives such as to explore the team orientation level of team orientation of selected private and public sector bank employees and to find out differences in the team orientation of selected bank employees in terms of age, education, grade, working section and experiences. In order to achieve the first objective of this study data were collected from the secondary sources, mainly from last three years annual reports and content analysis was applied. In this case, the unit of analysis was individual employee of selected bank. Regarding second and third objectives primary data were collected from 115 employees of selected bank branches and the structured questionnaire was administered to collect data. The data were analyzed by using univariate analysis (descriptive measures such as mean and standard deviation) and bivariate analysis (only cross-tabulation). In this study the unit of analysis was individual employee of selected banks.

In connection with first objective, findings of the study revealed that both private and public sector banks are practicing various team practices, but relatively private sector banks are practicing more team practices than public sector banks. In the private sector HNB has more team practices than Commercial Bank. Regarding the second objective, the results of the study showed that there is a higher level of team orientation among the employees of the private banks (mean value was above 3.5) but there were slight differences can be observed. The mean value for the Hatton Nation Bank, Commercial Bank, Bank of Ceylon and People's Bank were 4.19, 4.18, 3.94 and 3.77 respectively. In cross-tabulating the overall level of team orientation with gender, age, education, grade, working section and experiences of employees there were some differences observed regarding the third objective. Finding of the study can be useful and important in understanding empirical knowledge regarding the concept of team orientation among employees of the banks.

Keywords: Team, Teamwork, Team orientation and Bank employee

Department of Management, Eastern University, Sri Lanka E-mail: anuja.antony@ymail.com