

ANALYSING THE EXTENT OF PROCRASTINATION IN PUBLIC AND PRIVATE SECTOR BANKS OF CHANDIGARH

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Abstract

Banks' procrastination behavior can have many negative effects, such as lost time and productivity, delay in collection of cheques, issue of draft, sanction of loans, and many other notable activities performed by commercial banks, which fail in the service levels committed by banks in dealing with their valuable customers. The present study examined the extent of procrastination among public and private sector bank employees. In order to achieve the objective (To analyse the extent of procrastination in different activities of commercial banks mentioned in the citizen charter) various activities of commercial banks were taken in consideration. The respondents were asked to express their experience of procrastination (irrational delay or delay without reason) on these banking activities as time limit is fixed by citizen charter to complete a task. The respondents have shown their experience on these different activities. On the basis of response of the customer, frequencies and percentages were calculated and finally mean score of respondents on each activity was calculated. The sample of the study was 180 customers. To analyse the extent of procrastination in public and private sector banks, the data was collected from respondents. The results shows that how procrastination differ in public and private bank customers. Finally, the practical implications and limitations of the study were discussed.

Introduction

Procrastination involves unnecessary and unwanted delay, be it decisional, implemental, or lack of timeliness (Lay, 1986; McCown et al., 1989; Mann et al., 1997; Steel, 2010). Furthermore, Steel (2007) emphasized that a core characteristic of procrastination is the realization by the actor that one will be worse off because of the delay. Hence, procrastination can be seen as irrational behavior—delaying some intended course of action, realizing that it is disadvantageous (Klingsieck, 2013). Behavioral delay in procrastination is observed in at least two ways. First, during action implementation, the person may divert to an alternative and more tempting course of action (Tice et al., 2001), indirectly delaying the original plan. Second, in a longer time perspective, the negative consequences of such diversions become visible, as for example when people postpone seeing their doctors until treatment is no longer an option (Worthley et al., 2006), or postpone the initiation of personal retirement plans (Byrne et al., 2006).

Procrastination has a bad reputation, and we are familiar with this issue. Mostly, it leads to nothing but anxiety, disappointment, and shame. In the real world, while we visit banks, we often observe a delay in the banking activities always with plausible 'excuses' that have issues to address, adversely affecting its performance and reputation. According to the city charter, the schedule for the performance of the duties is already mentioned and listed, but these rules are hardly followed. Still, despite the new recommendation and changes issued by RBI for the fast delivery of banking products and services, this objective is yet to be achieved. There is a delay in the collection of cheques, issue of drafts, sanction of loans, and many other notable activities performed by commercial banks, which fails in the service levels committed by banks in dealing with their valuable customers. The dissatisfaction consequently results in the shift of the customer from one bank to another. The reason why bank employees procrastinate is the vast challenges they face, the high workload, the lack of resources available, the development of client requests, the prompt administration of client requests, and the competition between jobs (Beheshtifar, Hoseinifar, Moghadam, 2011). Procrastinating behavior among bank employers is a result of the hectic working environment and job demands.

A competing tripartite model has divided procrastination into avoidance, arousal, and decisional (Steel, 2010). Avoidant procrastinators are those who have a fear of failure and they avoid tasks. And decisional procrastinators are those who can never make decisions or delay decisions. The individuals who have done their work at deadline given to them are among the category of

Arousal procrastinators.. The study's objective was to analyze the employees' views regarding procrastination behavior in Private and Public sector banks.

By procrastinating, we put off actions or tasks until a later date. When we procrastinate, we delay tasks that were originally planned even though we are more likely to suffer from this delay (Van Eerde, 2003). A procrastinator delays a behavior irrationally. As a result of procrastination, we put off performing tasks even when we are worse off, according to the fields of neuroscience and behavioral economics. Procrastination was characterized by Baumeister and Scher (1988) as an unwanted, lazy habit.

The majority of bank employees spend at least an hour and a half each day doing other homework or internet tasks at work, according to extensive research. (Paulsen, 2015). Procrastination is associated with negative results, such as lower compensation, fewer prospects for business success, and underemployment, despite rarely accessible research in work settings (Nguyen, Steel, and Ferrari, 2013). The emergence of an illness that has lower self-viability (Steel, 2007), and the appearance of an illness that is more fatiguing (Wan, Downey, and Stough, 2014).

Indian banking system contributes significantly to a nation's economic productivity in numerous dimensions, such as providing loans to general public, companies, start-ups, and farmers (Ranajee, et al., 2021). The financial sector also makes a significant contribution towards industrial growth (Singh and Jyoti, 2020).

Procrastination is considered as a waste of key human efficiencies in major life activities and is considered to be linked with various cognitive, behavioural, and emotional connections. It is the deliberate delay in completing duties or just deferring the work till last moment. People might develop procrastination consistently, While most people might expect some postponement now and then, excessive or persistent procrastination can be challenging for certain people. It is rare to hear someone define procrastination as a desirable behavioural disposition, and it often has serious negative consequences. Further some people think procrastination as a way to find some psychological reward in having delay in doing their work.

This study will also help to closely understand the extent of procrastination in public and private banks of Chandigarh. To the best of my knowledge, such a study was not conducted. The study can be used to understand different types of procrastination prevalent among public and private bank employees.

Review of Literature

Gamst-Klaussen (2019) examined the role of Planning in Managing Personal Finances while facing Procrastination and the result suggests that failing to plan does not independently explain financial problems, but procrastination does. Hence, lack of planning, at least according to the present data, does not separately explain why procrastinators demonstrate more financial problems compared to non-procrastinators.

Rupali Sandhu (2022) hypothesized three immediate reasons among the employees for procrastination in the workplace and finally confirmed these as factors. The study pivots around the three factors i.e., number of alternatives available, level of anxiety, and cyberslacking. The results empirically confirmed these factors and provide a scale for future research. The circular association among various variables gives a glimpse for handling this phenomenon to the organizations. For example- avoiding providing multiple choices to employees can scrutinize their work and reduce stress. Surveillance at the right level is also necessary to reduce procrastination among employees.

As Hosein and Moghadam (2019) do phenomenological research and concluded that procrastination is the reason that creates burden among the employees of the workplace, the literature is enriched with evidence suggesting that all three constructs, namely, procrastination, work stress, and mental health are associated with each other. Procrastination and performance at work were also examined in another study. According to research results, employers report less stress when they procrastinate less than those who procrastinate more.

In a study by Singh (2022), research was carried out to find out the relationship between procrastination and entrepreneurial intentions. There was a negative relationship between avoidant and decisional procrastination and entrepreneurial intentions, as indicated by the results. Shokeen (2018) also directed the study to understand how procrastination affects academic achievement and stress. In total, 100 Bachelor of Education students were chosen to collect data. Procrastination was mentioned as having an impact on stress and academic success.

Researchers Zer, and Essau (2014) found a relation between stress and procrastination in another study. The information was gathered from 116 pupils. The results showed that procrastination predicts participant stress levels and is a direct cause of stress. In a 2014 study, Beheshtifar, Moghadam, and Hossenifar looked into the relationship between procrastination and work stress. 245 people were chosen for the study, and data were collected from them. Stress at work is directly linked to procrastination. In an additional research study by Singh, Bala, and Sood (2007), the study explored the role of MBEP and Laissez-Faire leadership styles in predicting procrastination in leaders. The research was conducted to determine if procrastination and stress are related.

among teachers by Van den Bosch et al. (2016). As a result of the study, procrastination and stress were found to be correlated. The results showed that people who procrastinate more often have high levels of stress, whereas those who procrastinate less often have low levels.

An additional study conducted by Singh, Dhaliwal, and Bala (2017) examined the procrastination tendency of teachers in different departments. For this study, 75 teachers were interviewed, including assistants, associates, and professors. The procrastination behavior of respondents was significantly affected by profile. A significant correlation was also found between respondents' age and procrastination behavior.

Based on prior research, the following hypotheses were developed:

- H1: There would be a major difference in procrastination levels in different bank activities of the Public and Private sector

Research Methodology

In this study, the focus was on descriptive data. A sample of 50 customers of various professions was taken for the study. Public sector and private sector bank customers in Chandigarh (India) were interviewed. A five-point Likert scale was used for analysing the extent of Procrastination according to citizen charter. Data analysis was conducted using SPSS software. Several public and private bank customers in Chandigarh were tested for procrastination.

Analysis and Interpretation

As shown in Table 1, data collected from respondents include 71.7% males and 28.3% females. Accordingly, 30% of respondents were between the age group of 20-30, 55% between 30-40 years, and 14.4% between the age group of 40-50. Only 18.3% of respondents were post-graduated. Maximum respondents were graduated, and only 13.3% were under-graduated. In the research, the maximum number of respondents were from urban areas, which was 91.7%, and only 8.3% were from rural areas.

Table 1: Demographic profile of Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Gender	Male	129	71.7	71.7	71.7
	Female	51	28.3	28.3	100.0
	Total	180	100.0	100.0	
Age	20-30	54	30.0	30.0	30.0
	30-40	100	55.6	55.6	85.6
	40 -50	26	14.4	14.4	100.0
	Total	180	100.0	100.0	
Qualification	PG	33	18.3	18.3	18.3
	G	76	42.2	42.2	60.6
	UG	24	13.3	13.3	73.9
	Other	47	26.1	26.1	100.0
	Total	180	100.0	100.0	
Resident	Urban	165	91.7	91.7	91.7
	Rural	15	8.3	8.3	100.0
	Total	180	100.0	100.0	

Comparing the extent procrastination in public and private sector bank employees of Chandigarh

Table 2 shows the results related to experience of procrastination on opening of saving bank account. It shows that 4.8% percent respondents' response "not applicable" option. It reflects they had no experience of procrastination on this activity. Most of respondents (45.9 %) shows that they rarely experience procrastination on this activity. Only 2.2% respondents have faced always procrastination on this activity. The results shows that 30.8 % respondent have experienced procrastination sometimes on this activity. The response of 3.9 % respondents is often and 12.3% respondent is neutral regarding experience of procrastination on this activity. Overall, the results showed that procrastination was not experienced by most of the respondents on this activity. Figure 5.1 also shows bar charts of percentage of respondents on different activities.

Table 2 Opening of SB Account

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	17	4.8	4.8	4.8
Sometimes	1	110	30.8	30.8	35.6
Rarely	2	164	45.9	45.9	81.5
Neutral/never	3	44	12.3	12.3	93.8
Often	4	14	3.9	3.9	97.8
Always	5	8	2.2	2.2	100.0
	Total	357	100.0	100.0	

Table 3 displays the results of procrastination on the opening of a Term Deposit Account. It reveals that 35.3% of respondents chose the "not applicable" option. It demonstrates that they had no prior experience with procrastination in this activity. Most respondents do not procrastinate on this activity. Only 2.2% of respondents have never procrastinated on this activity. The results show that 24.9% of respondents procrastinated on this activity at some point. 2.5% of respondents said they procrastinated on this activity frequently, while 10.4% said they were neutral. Overall, the findings revealed that most respondents on this activity did not experience procrastination.

Table 3 Opening of Term Deposit Account

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	126	35.3	35.3	35.3
Sometimes	1	89	24.9	24.9	60.2
Rarely	2	88	24.6	24.6	84.9
Neutral/never	3	37	10.4	10.4	95.2
Often	4	9	2.5	2.5	97.8
Always	5	8	2.2	2.2	100.0
Not Applicable	Total	357	100.0	100.0	

The results of procrastination on opening a current account are shown in Table 4. It reveals that 35.3% of respondents chose the "not applicable" option. It demonstrates that they had no prior experience with procrastination in this activity. 26.3% of them report that they rarely procrastinate on this activity. Only 2.0% of respondents have never procrastinated on this activity. The results show that 31.1% of respondents procrastinated on this activity at some point. In terms of procrastination on this activity, 1.4% of respondents say it happens frequently, while 3.9% are neutral. Overall, the findings revealed that most respondents on this activity did not experience procrastination.

Table 4 Opening of Current Account

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	126	35.3	35.3	35.3
Sometimes	1	111	31.1	31.1	66.4
Rarely	2	94	26.3	26.3	92.7
Neutral/never	3	14	3.9	3.9	96.6
Often	4	5	1.4	1.4	98.0
Always	5	7	2.0	2.0	100.0
	Total	357	100.0	100.0	

Table 5 displays the findings related to procrastination on cash receipt. It demonstrates that no one selected the "not applicable" option. It reflects that everyone procrastinated on this activity. The majority of respondents (43.7%) indicate that they frequently procrastinate on this. Only 2.5% of respondents have experienced procrastination with this activity. 3.9% of respondents say they rarely face it, while 16% are neutral about their experience with procrastination on this activity. Overall, the findings revealed that the majority of respondents on this activity experienced procrastination.

Table 5 Receipt of Cash

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	0	0	0	0
Sometimes	1	9	2.5	2.5	2.5
Rarely	2	14	3.9	3.9	6.4
Neutral/never	3	57	16.0	16.0	22.4
Often	4	156	43.7	43.7	66.1
Always	5	121	33.9	33.9	100.0
	Total	357	100.0	100.0	

The results of procrastination on Term Deposit Payment are shown in Table 6. It demonstrates that no one selected the "not applicable" option. The majority of respondents (42.3%) report that they rarely procrastinate on this activity. Only 4.2% of respondents have never procrastinated on this activity. According to the findings, 26.9% of respondents have procrastinated on this activity at some point. 9.0% of respondents said they procrastinated on this activity frequently, while 17.6% said they were neutral. Overall, the findings revealed that the majority of respondents on this activity experienced procrastination.

Table 6 Payment of Term Deposit

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	0	0	0	0
Sometimes	1	96	26.9	26.9	26.9
Rarely	2	151	42.3	42.3	69.2
Neutral/never	3	63	17.6	17.6	86.8
Often	4	32	9.0	9.0	95.8
Always	5	15	4.2	4.2	100.0
	Total	357	100.0	100.0	

Table 7 shows the results related to experience of procrastination on Withdrawal of Cash. It shows that no one opted for "not applicable" option. 15.4% respondents show that they rarely experience procrastination on this activity. 23.0% respondents have faced always procrastination in this case. The results show that only 3.9% respondents have sometimes experienced procrastination on this activity. The response of 34.2% respondents is often and 23.5% respondents are neutral regarding experience of procrastination on this activity. Overall, the results showed that procrastination was experienced by most of the respondents on this activity.

Table 7 Withdrawal of Cash

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	0	0	0	0
Sometimes	1	14	3.9	3.9	3.9
Rarely	2	55	15.4	15.4	19.3
Neutral/never	3	84	23.5	23.5	42.9
Often	4	122	34.2	34.2	77.0
Always	5	82	23.0	23.0	100.0
	Total	357	100.0	100.0	

Table 8 shows the results related to experience of procrastination on **Closing of SB/ Current Account**. It shows that 35.3% respondents opted for "not applicable" option. 6.2% respondents show that they rarely experience procrastination on this activity. 15.1% respondents have faced always procrastination in this case. The results show that only 1.7% respondents have sometimes experienced procrastination on this activity. The response of 30.0% respondents is often and 11.8% respondents are neutral regarding experience of procrastination on this activity. Overall, the results showed that procrastination was experienced by most of the respondents on this activity.

Table 8 Closing of SB/ Current Account

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	126	35.3	35.3	35.3
Sometimes	1	6	1.7	1.7	37.0
Rarely	2	22	6.2	6.2	43.1
Neutral/never	3	42	11.8	11.8	54.9
Often	4	107	30.0	30.0	84.9
Always	5	54	15.1	15.1	100.0
	Total	357	100.0	100.0	

Table 9 shows the results related to experience of procrastination on **Issue of Demand Draft**. It shows that no respondent opted for "not applicable" option. 2.8% respondents show that they rarely experience procrastination on this activity. 30.0% respondents

have always faced procrastination in this case. The results show that only 0.6% respondents have sometimes experienced procrastination on this activity. The response of 52.1% respondents is often and 14.6% respondents are neutral regarding experience of procrastination on this activity. Overall, the results showed that procrastination was experienced by most of the respondents on this activity.

Table 9 Issue of Demand Draft

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	0	0	0	0
Sometimes	1	2	0.6	0.6	0.6
Rarely	2	10	2.8	2.8	3.4
Neutral/never	3	52	14.6	14.6	17.9
Often	4	186	52.1	52.1	70.0
Always	5	107	30.0	30.0	100.0
Not Applicable	Total	357	100.0	100.0	

Table 10 displays the results of procrastination in **Payment of Draft**. No one chose the "not applicable" option. 6.2% of those polled say they rarely procrastinate on this task. In this case, 31.1% of respondents have always faced procrastination. Only 2.5% of respondents reported procrastination on this activity. In terms of procrastination on this activity, 44.0% of respondents say it happens frequently, while 16.2% are neutral. Overall, the results showed that the majority of respondents on this activity experienced procrastination.

Table 10 Payment of Draft

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	0	0	0	0
Sometimes	1	9	2.5	2.5	2.5
Rarely	2	22	6.2	6.2	8.7
Neutral/never	3	58	16.2	16.2	24.9
Often	4	157	44.0	44.0	68.9
Always	5	111	31.1	31.1	100.0
	Total	357	100.0	100.0	

Table 11 displays the findings related to procrastination in Retail Loan Schemes. It was found that 35.9% of respondents chose the "not applicable" option. Procrastination on this activity is rarely experienced by 23.8% of respondents. In this case, only 2.0% of respondents have never experienced procrastination. According to the findings, 12.0% of respondents have occasionally procrastinated on this activity. 5.9% of respondents said they procrastinated on this activity frequently, while 20.4% said they were neutral. Overall, the findings revealed that most respondents on this activity did not experience much procrastination.

Table 11 Retail Loan Schemes

		Frequency	Percent	Valid Percent	Cumulative Percent
Not Applicable	0	128	35.9	35.9	35.9
Sometimes	1	43	12.0	12.0	47.9
Rarely	2	85	23.8	23.8	71.7
Neutral/never	3	73	20.4	20.4	92.2
Often	4	21	5.9	5.9	98.0
Always	5	7	2.0	2.0	100.0
	Total	357	100.0	100.0	

Conclusion

The present study incorporates analysis the extent of procrastination in different activities of commercial banks mentioned in the citizen charter. The results showed that procrastination was experienced by customer on different activities and the extent was different. It was observed that most of procrastination was experienced by customer on those activities which were more related to the customer like redressal of complaints, issue of check books etc. On the other side the extent of the procrastination was low on the activities which were related to business of banks like loan schemes, opening of saving accounts etc. The results indicated

that banks system motivate customers to purchase various schemes of banks. On the other side the banks systems seems to give less attention to general activities related to the customer. Further, it was observed that there were various activities of banks which were not applicable to the customers when they were asked to response. The results indicated procrastination experience of the customer was observed for some specific group of activities. So, finally it was concluded as per customer experience procrastination was available on some specific activities.

Limitation of the study

The sample size was insufficient, and its appropriateness was not established. The study did not represent any particular portion of the sample. The scope of the study was very narrow. So, the results cannot be generalized for the whole population.

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