
Analysing the pattern of learning organisation dimensions in public and private banks in India

Nidhi Thakur*, Manosi Chaudhuri and
G.N. Patel

Birla Institute of Management Technology,
Plot No. 5, Knowledge Park – II,
Gr. Noida – 201306, Uttar Pradesh, India
Email: nidhi.thakur22@gmail.com
Email: manosi.chaudhuri@bimtech.ac.in
Email: gn.patel@bimtec.ac.in
*Corresponding author

Abstract: The idea that ‘organisations which do not learn will cease to exist’ has led scholars to investigate the presence of learning dimensions in various industries. This paper attempts to provide an empirical study on the presence of learning dimensions in public and private banks in India. The respondents for the study comprise different managerial levels and age groups with different tenures of service. The study highlights that public and private banks in India differ significantly from each other on the basis of the learning dimensions present in them. The managerial level of the respondent does not affect the perception of employees regarding the bank as a learning organisation. The analysis highlighted that ‘connection with external environment’ and ‘strategic leadership’ are considered as the most important dimensions in public and private banks in India. Thus, it implies that the need to keep pace with the changing global trends, customer preferences and technological advancements in the Indian banking sector is viewed as the most important parameter to become a learning organisation.

Keywords: learning organisation; banking industry; public banks; private banks; ANOVA; India.

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Biographical notes: Nidhi Thakur is a PhD Scholar at Birla Institute of Management Technology (BIMTECH), Greater Noida (U.P.), India. She is a Post Graduate in Management and has over six years of experience in academia and industry. Her research interests include organisational change and development, organisational culture and employee empowerment.

Manosi Chaudhuri is an Associate Professor and heads the Organisational Behaviour and Human Resource Management Discipline at Birla Institute of Management Technology (BIMTECH), Greater Noida (U.P.), India. She completed her MA in Psychology, with two gold medals, and DPhil as a UGC Senior Research Fellow in the Department of Psychology, University of Allahabad, India. Her research interests include employee engagement, occupational stress and health, management of organisational change and organisation development. Her papers have been presented at many conferences and published in national and international journals.