

---

## IMPACT OF COMPETENCY MAPPING IN BANKING SECTOR OF INDIA

VRUSHALI PRAMOD PARKHI  
ASSISTANT PROFESSOR

OF  
S. S. MANIAR COLLEGE OF COMPUTER & MANAGEMENT  
NAGPUR.

**DECLARATION:** I ASAN AUTHOR OF THIS PAPER / ARTICLE, HEREBY DECLARE THAT THE PAPER SUBMITTED BY ME FOR PUBLICATION IN THE JOURNAL IS COMPLETELY MY OWN GENUINE PAPER. IF ANY ISSUE REGARDING COPYRIGHT/PATENT/ OTHER REAL AUTHOR ARISES, THE PUBLISHER WILL NOT BE LEGALLY RESPONSIBLE. IF ANY OF SUCH MATTERS OCCUR PUBLISHER MAY REMOVE MY CONTENT FROM THE JOURNAL WEBSITE. FOR THE REASON OF CONTENT AMENDMENT/ OR ANY TECHNICAL ISSUE WITH NO VISIBILITY ON WEBSITE/UPDATES, I HAVE RESUBMITTED THIS PAPER FOR THE PUBLICATION. FOR ANY PUBLICATION MATTERS OR ANY INFORMATION INTENTIONALLY HIDDEN BY ME OR OTHERWISE, I SHALL BE LEGALLY RESPONSIBLE. (COMPLETE DECLARATION OF THE AUTHOR AT THE LAST PAGE OF THIS PAPER/ARTICLE

**Abstract:** *NPA assume significant part in profitability of bank which is exceptionally fundamental for the bank to comprehend the need and can control the degree of NPA and furthermore assists with realizing the necessities to control it. A 'non-performing resource' (NPA) is characterized as a credit office in regard of which the intrigue and additionally portion of chief has stayed 'past due' for a predetermined timeframe. The current paper is to examine the perception of Non-Performing Assets (NPAs) in State Bank of India with exceptional reference to Credit Officers. The investigation territory is Madurai. The specialist has discovered 22 factors. The scientist has utilized a comfort inspecting strategy to distinguish the respondents for the current examination. The scientists were utilized in essential information. The information has been gathered through surveys from the Credit Officers. The reactions are gotten from 175 Credit Officers. The scientist has utilized rates, weighted normal techniques, and chi-square tests. According to the investigation, among the main ten causes, seven causes are related with instructive capability and month to month pay of the factors. There are seven causes the borrowers unfit to reimburse the loan. This is the significant cause of NPAs in SBI.*

**Key words:** *Non-Performing Assets, Loan, Causes of NPAs, SBI, perception, credit officer*

### 1. INTRODUCTION

The economic advancement of a nation is quickened by the effective stream and allotment of budgetary assets, from surplus units to shortage units. The monetary intermediation is important to move assets for advancement exercises. Numerous experimental investigations have underlined the significance of monetary help part advancement for the general improvement of the economy. Beck, T (2005), saw that monetary division advancement encourages economic development and diminishes neediness by extending and widening the admittance to back and dispensing the general public's investment funds all the more productively. The soundness of the money related division involves strategy concern particularly in creating nations where the disappointment of budgetary intermediation can fundamentally disturb the improvement cycle. Business banks are significant constituents in the money related assistance segment. NPA represents a genuine danger to the effectiveness of the financial segment in allotting assets for improvement purposes. Quick increment in NPA during the most recent twenty years brought about the breakdown of many financial organizations over the world. The centrality of the NPA in banking segment emergency is expressed in different public and global

investigations and master advisory group reports

Loaning is one of the chief elements of banks. Loaning consistently conveys a danger, typically known as credit hazard, emerges out of the powerlessness of the borrower to fulfill their commitments to the budgetary organizations. The issue of terrible loans (clarified in banking terms as NPA) existed directly from the times of Goldsmith banking in seventeenth Century England, where numerous Goldsmiths' fizzled because they couldn't satisfy their commitments due to non recuperation of their loan sums. The economic emergencies of numerous countries that were overwhelmed by the banks in their monetary structure started from the awful loans of banks.

As indicated by Reserve Bank of India, a benefit, including a rented resource, becomes non-performing when it stops to create pay for the bank. As it were, NPA alludes to an obligation commitment where the borrower has not paid any recently settled upon intrigue and head reimbursements to the assigned loan specialist for an all-inclusive timeframe.

### **1.1 Concept of Non-Performing Assets**

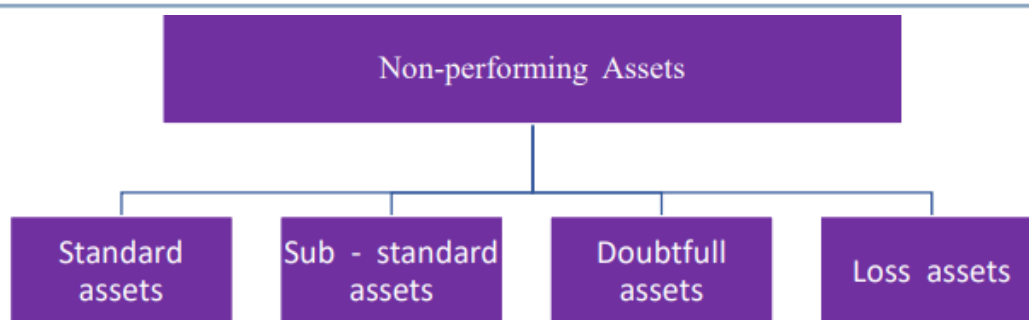
Non-performing assets is a loan/advance for which the re-portion of head or intrigue or the two remains exceptional for a more drawn out period in straightforward term non-performing assets implies the obligation were the re-installment is unpredictable its known has non-performing assets (NPA)

NPA came into Indian money related framework with the presentation of prudential record standard. An advantage, which incorporate a leased asset, which transforms into non-performing when it as stop to deliver compensation to the bank Such Non-Performing Asset may have particularly described credit deficiencies, which chance the liquidation of the commitment and portrayed by undeniable likelihood that a bank would uphold same mishap, If the requirements are not adjusted appropriately.

A 'Non-performing asset' (NPA) was portrayed as a credit office considering which the enthusiasm just as fragment of fundamental has situated as 'past due' f0r a foreordained time slot. NPA is known as non-performing resource, the benefit which is infers the different orders for loans in the books of records which are default and have back payments on the installment of enthusiasm on its underlying sum. In specific cases, obligations are being separated as non – performing, when advance portions have not been paid for a time of 90 days or more. Performing assets are the different differenced standard or the credits where the significant period is least 90 days through the finish of the budgetary year. It doesn't cover any danger to the normal business. A nonperforming resource is profited where it repayment isn't predictable. Bank raises assets on fresh stores, just as by re utilizing of credit creation. aside from this current, NPA's persuasions benefits as well, as non-booking premium, compensation and further more higher provisioning. Since it higher NPAs is higher which infers a generous bit of the advantages ought to be kept aside as plan against awful credits.

### **1.2 Assets Classification**

As per the rules of RBI, bank must characterize their assets on an on-going premise. the loan accounts have been characterized into 4 classifications as demonstrated as follows.



**Figure 1: Classifications of NPA**

- **Standard assets:** - Standard assets are a standard assets and credits that organization are their preferred position and significant bits on schedule, regardless of all the reality they are rarely default as long as 90 days. Standard assets are also known as performing assets
- **Sub - standard assets:** - Sub-standard assets are the assets those credit assets that stays non-performing for a period which isn't equivalent to 1 year.
- **Doubtful Assets:** - The assets that become suspicious in the event that it remains has inadequate assets for a time of 1 year.
- **Loss Assets:** - The mishap assets which is perceived as an aggregate has not been totally made off. There are most part which are uncollectible. There is a possible regard which is low to the point that continuation as bankable assets isn't ensured.

### 1.3 CAUSES FOR NPAS IN BANKS

A record doesn't transform into a NPA short-term. It shows the in-adequately balances in the loan where it needed to play it safe to keep away from the slippage of the record into NPA division. An inside review taken by the RBI tells that the solicitation of indisputable quality, the going with factors added to the NPAs are

#### Internal causes

- Time period and cost rates are over destroyed during the task execution.
- In-productive administration of loans
- Product oldness
- Poor credit examinations, inappropriate SWOT examination as for the boycottk

#### External causes

- Economic decline
- Input or power imbalance
- Raising of price
- Fluctuation of exchange rates

## 2. REVIEW OF LITERATURE

**Poonam Devi\* Dr. Arati Pant (2018)** - A all around fabricated and profitable financial framework assumes a significant function in the steadiness of the taken overall monetary area arrangement of the nation. The issue of the NPA which was unnoticed till as of late, has been given moving thought after advancement of financial division in India. A broker may be outstandingly cautious in giving, because the speculator isn't giving money out of his own capital .At present NPA in the overseeing on account region is reasonable conversation topic considering the way that NPA is extending step by step particularly out in the open division banks. The examination depends on the optional information recovered from report on pattern and progress of banking in India. The extent of the examination is restricted to the investigation of NPA of general society and private area banks for just five years from 2012 to 2016. The investigation will help banks to assemble and improve the guidelines of banking part.

**Rashmi Kumari, et al (2018)** - The motivation behind this paper is to diagnostically look at the connection among NPAs and monetary execution (ROA) of chose public and private-segment banks. The information has been taken from the banks official sites, based on market capitalization of recorded public and private division banks in India. Board information relapse model has been applied from 2013-2017 to look at the effect of non-performing assets on budgetary execution of public and private parts banks. Discoveries of the examination uncover that there is critical and positive effect of GNPA over money related execution of Indian financial area. Correspondingly the effect of NNPA on monetary execution of Indian financial divisions having a similar effect as GNPA. Generally the examination discovered positive and huge effect of NPAs on the budgetary exhibition of banks. The current investigation builds up the limit with regards to past assessments related with non-performing assets and recommends the general population and private area banks to give consideration on NNPA and GNPA of banks which impact the monetary presentation of both financial areas. This examination widens the writing by look at the general effect of NPAs on the monetary exhibition of banks.

**R. Santhanakrishnan & Dr Ganesan (2017)** In their exploration paper "non-performing assets" a profound investigation of SBI have been made to endeavor the analyst of the NPA of SBI over the previous decades. Beginning from monetary year 2002 to the money related year 2012 The specialists on this paper planned to consider the wellsprings of improvement across different and pick banks. They incredibly analyzed on the gross and the net NPA of the bank and directed the examination on the effect of NPA through the profitability of the bank. which have likewise recommended to take measures to improve NPA.

**Avani Ojha and Hem Chandra Jha (2017)** - During FY 2016-17, a relative report was had to examine the effect of NPA on working of the State Bank of India (Corporate) and SBI Patna Circle. Subsequent to investigating the information it was presumed that Credit-Deposit proportion (%) in the circle was only 42.96% when contrasted with the public normal of 80.38%. Notwithstanding, according to course of the administration, the bank had found a way to expand its advances. Because of such advances, normal development in credit-store proportion (%), net advances and need area progresses were expanded more than the SBI's public normal and during 2016-17, the circle had need segment propels as 71.2% of its complete advances. Notwithstanding, on one hand, nature of assets had decayed and the circle had nearly more development in unsatisfactory and dicey assets and on the opposite side, lower development was enlisted in absolute assets, complete business, per representative business, capital

ampleness proportion (%), other salary, other pay (%) and all out stores. Thusly, because of helpless reimbursements of loans and interests, similarly higher development rate in net NPA, net NPA (%), and net NPA (%) was enlisted, which constrained the hover to make nearly more arrangement for NPA. Such expanded the absolute costs and cost of store (%) of the circle and impactsly affected net intrigue salary and at last to the all out pay of the circle. Thus, more negative development in net intrigue salary (%), cost to pay proportion (%), net intrigue edge (%), yield normal on progresses (%), and normal profit for assets (%) was seen. Eventually, because of such awful effects of NPA, the circle had lower development normal in working profit, per worker profit and net profit when contrasted with the public normal of the SBI.

**Parmar. R (2014)** He Attempts to go altogether the current example everything being equal, net NPA, net advantages, of SBI bank. From recent years all advances and net advantages was shown upward example in the bank.so it has been featured the association between net profit and net NPA, since SBI demonstrated positive association between net NPA and net profit.

### 3. OBJECTIVES OF THE STUDY

- To study the concept of Non -performing assets.
- To study and analyse the causes of the Non performing assets in SBI
- To analysis the perception of Non Performing Assets to the Credit Officers in State Bank of India

### 4. RESEARCH METHODOLOGY

In this study, Madurai area has been purposively chosen by the specialist present study.

#### 4.1 Sample design

The specialist has utilized accommodation testing technique for embraced to recognize the respondents of the current study.

#### 4.2 Sample size

The researcher has chosen 175 Credit Officers of State Bank of India in Madurai.

#### 4.3 Data collection

The data have been gathered through the primary and secondary sources. In primary source the data have been gathered through the meeting strategy and in secondary source the data have been gathered through the magazines, papers, diaries, research papers and so on.

#### 4.4 Hypotheses of The Study

- There is no significant relationship between educational qualification and perception of NPAs of Credit Officers.

- There is no significant relationship between monthly income and perception of NPAs of Credit Officers.

## 5. DATA ANALYSIS

### 5.1 Demographic Profile of Credit Officers

The analyst has broke down the financial status of Credit Officers. The segment factors are Gender, Age, Marital Status, Educational Qualification, Occupation, Monthly Income, familiarity with loan subtleties, and last factor is Purpose of Loan.

**TABLE 1 Demographic Profile**

S.No	Gender	Number of Credit Officers	Percentage
1	Female	77	44
2	Male	98	56
Total		175	100
S.No	Age(Years)	Number of Credit Officers	Percentage
1.	Below 30	33	18.9
2.	30 to 35	9	5.1

Source: Primary Data

Table 1 uncovers that around 56 percent of Credit Officers are guys and the remainder of 44 percent of Credit Officers are females. It is gathered that most of the Credit Officers are guys. Results demonstrate that 24 percent respondent the age run from 40 to 45 years of age, trailed by 19.4 percent respondents in the age gathering of 35 to 40 years. The respondents age at under 30 years at 18.9 percent Credit Officers and 17.1 percent respondent in the age gathering of 45 to 50 years. The over 50 years of age respondent at 15.7 percent defaulting borrowers in the State Bank of India. Most of the Credit Officers in the age gathering of 40 to 45 years of age at 24 percent. The outcomes show that about 85.7 percent of Credit Officers are hitched and the remainder of 14.3 percent of Credit Officers are unmarried. It is deduced that most of the Credit Officers are hitched. Seen that 52.6 percent of respondents are finished post graduates followed by 21.1 percent of Credit Officers are finished professional courses and 17.7 percent of Credit Officers are goes under alumni. The 4.6 percent of Credit Officers are ITI qualified and least 4 percent of Credit Officers are at school level. Consequently, it uncovers that the vast majority of the Credit Officers are finished in post graduates. According to table that 55.4 percent of Credit Officers are occupation for money managers followed by 13.7 percent respondents are salaried representatives. The 12 percent of Credit Officers are every day wages and independently employed. The 6.9 percent of respondents are occupation for horticulture. Subsequently, most of Credit Officers are occupation for business. Table uncovers that 55 respondents (31.4 percent) month to month salary are up to Rs. 20001 to Rs. 30000 followed by 38 respondents (27.7 percent) month to month pay are up to Rs.40001 to Rs. 50000. The 37 respondents (21.1 percent) month to month pay are of above Rs.50000

and 23 Credit Officers are (13.1 percent) month to month pay are up to Rs. 30001 to Rs.40000. The last 22 Credit Officers (12.6 percent) month to month pay are between Rs 10001 to Rs. 20000. It is construed that a large portion of the respondents' month to month salary are up to Rs.20001 to Rs.30000. Its reasons that out 175 Credit Officers, a most extreme 84(48 percent) respondents are sources of mindfulness from broker, trailed by 65 (37.1 percent) of the defaulting borrower sources of mindfulness from the companions and family members The 11 respondents (6.3 percent) are sources of mindfulness based on media and 9 Credit Officers (5.1 percent) are know the mindfulness from the confirmation specialist. The 6 respondents (3.4 percent) are mindfulness from the nearby lawmaker. It is featured that a large portion of the Credit Officers are sources of mindfulness from the brokers.

## 5.2 CREDIT OFFICERS PERCEPTION ON NPA IN SBI

The scientist has distinguished the 22 causes of non-performing assets perception about Credit Officers of State Bank of India. The 22 causes are low pay of family, absence of leftover portion from bank, business disappointment/market disappointment, joblessness of the borrower, unexpected occasions in the family, high EMI, characteristic disasters, absence of help from guardians, time invade, absence of training of borrowers ,cost overwhelm, high pace of premium, use of loan to reimburse the old loan, reimbursing the cash moneylenders, individual issues, raising financing cost, administrative inadequacies, unexposed to showcasing and items, putting resources into high danger assets, extensive and time taking technique of loaning, delay in arrival of endorsed limits by banks, misappropriation reserves. These causes, the specialist have utilized weighted normal for estimating the causes of NPAs. Table 2 shows that real score of assessment about NPA

s.

**Table 2 Causes of Non Performing Assets**

Particulars	5	4	3	2	1	Total
Low income of family	30	28	9	54	54	175
Lack of remainder from bank	11	34	21	53	56	175
Business Failure/Market Failure	30	46	26	42	31	175
Unemployment of the borrower	37	41	23	61	13	175
Unforeseen events in the family (Illness, death etc.)	6	15	21	78	55	175
High EMI	17	18	47	75	18	175
Natural Calamities	34	14	40	70	17	175
Lack of support from parents	22	17	32	40	64	175
Time Over Run	34	32	80	28	1	175
Lack of Education of Borrowers	9	14	32	41	79	175
Cost Over Run	56	29	66	21	3	175
High Rate of Interest	34	20	42	49	30	175
Utilization of Loan to Repay the Old Loan	15	32	56	34	38	175
Repaying the money lenders	48	46	46	34	1	175
Personal Problems	11	11	29	62	62	175
Raising Interest Rate	21	11	65	39	39	175

Managerial Deficiencies	16	35	80	39	5	175
Unexposed to Marketing and Products	31	38	58	37	11	175
Investing in High Risk Assets	24	37	54	39	21	175
Lengthy and Time Taking Procedure of Lending	12	16	24	52	71	175
Delay in Release of Sanctioned Limits by Banks	9	15	42	73	36	175
Misappropriation of Funds	35	44	32	46	18	175

Source: Primary Data

Table 2 infers that the real score picked up for the every announcement of causes of NPAs. The scientist has given the genuine score according to slipping request from 5-1 (5-Strongly Agree, 4- Agree, 3- Neutral, 2- Disagree, 1- Strongly Disagree).

**Table 3 Weight Score of the Causes of Non Performing Assets**

Causes	Weight					Total Score	Mean Score	R a n k
	5	4	3	2	1			
Weight Score								
Low income of family	150	112	27	108	54	451	2.58	X V
Lack of remainder from bank	55	136	63	106	56	416	2.38	X V II
Business Failure/ Market Failure	150	184	78	84	31	527	3.01	I X
Unemployment of the borrower	185	164	69	122	13	553	3.16	V I
Unforeseen events in the family (Illness, death etc.)	30	60	63	156	55	364	2.08	X X I
High EMI	85	72	141	150	18	466	2.66	X II I
Natural Calamities	170	56	120	140	17	503	2.87	X I
Lack of support from parents	110	68	96	80	64	418	2.39	X V I
Time Over Run	170	128	240	56	1	595	3.40	II I
Lack of Education of Borrowers	45	56	96	82	79	358	2.05	X X II



Cost Over Run	280	116	198	42	3	639	3.65	I
High Rate of Interest	170	80	126	98	30	504	2.88	X
Utilization of Loan to Repay the Old Loan	75	128	168	68	38	477	2.73	X II
Repaying the money lenders	240	184	138	68	1	631	3.61	II
Personal Problems	55	44	87	124	62	372	2.13	X I X
Raising Interest Rate	105	44	195	78	39	461	2.63	X V I
Managerial Deficiencies	80	140	240	78	5	543	3.10	V II
Unexposed to Marketing and Products	155	152	174	74	11	566	3.23	I V
Investing in High Risk Assets	120	148	162	78	21	529	3.02	V II I
Lengthy and Time Taking	60	64	72	104	71	371	2.12	X X
Procedure of Lending								
Delay in Release of Sanctioned Limits by Banks	45	60	126	146	36	413	2.36	X V II I
Misappropriation of Funds	175	176	96	92	18	557	3.18	V

Source: Primary Data, Computed

Table 3 clears that the defaulting borrower first causes of NPA is cost invaded followed by second causes is reimbursing the cash moneylenders. The third cause is time over run and a fourth cause is unexposed to promoting and item. The fifth cause is misappropriation of assets and 6th cause is joblessness of the borrowers. The seventh cause is administrative lacks and eight causes is putting resources into high danger assets. The ninth cause is business disappointment/market disappointment and ten cause high pace of premium. The eleventh causes is regular catastrophes followed by twelfth cause is use of loan to reimburse the old loan. The thirteen cause is high EMI followed by fourteen cause is raising loan cost. Fifteen cause is low salary of family followed by sixteen cause is absence of help from guardians. Seventeen causes are absence of leftover portion

from bank followed by eighteen causes is delay in arrival of authorized cutoff points by banks. Nineteen cause is close to home issue followed by 20th cause is long and time taking strategy of loaning. 21 causes is unanticipated occasions and last cause is absence of instruction of borrowers.

**Table 4 Relationship between Education Qualification and Perception on Non Performing Assets**

Causes	value	DF	Sig.	Result
Cost Overrun	21.273	16	0.168	Accepted
Repaying the money lenders	90.030	16	0.000	Rejected
Time Overrun	21.101	16	0.175	Accepted
Unexposed to Marketing and Products	50.245	16	0.000	Rejected
Misappropriation of funds	27.442	16	0.037	Rejected
Unemployment of the borrower	55.742	16	0.000	Rejected
Managerial Deficiencies	34.852	16	0.004	Accepted
Investing in High Risk Assets	27.716	16	0.034	Rejected
Business failure/ Market failure	58.986	16	0.000	Rejected
High Rate of Interest	48.454	16	0.000	Rejected

Source: Computed

Note: \*\* Indicates significant at one per cent level

### **5.3 SIGNIFICANT RELATIONSHIP BETWEEN EDUCATION QUALIFICATION AND PERCEPTION ON NPAs OF CREDIT OFFICERS**

So as to study, the critical connection between instructive capability and the causes of nonperforming assets in Credit Officers Table 4 shows that noteworthy connection between instructive capability and causes of nonperforming assets of Credit Officers of State Bank of India.

Ho: There is no significant relationship between educational qualification and causes of NPAs of Credit Officers.

H<sub>1</sub>: There is a significant relationship between educational qualification and causes of NPAs of Credit Officers.

Table 4 uncovers that the chi-square trial of instructive capability and cost overwhelm of Credit Officers. The figure esteem is 21.273 with 16 level of opportunity, which brings about a p-esteem 0.168 is > at that point 0.05, the invalid speculation is acknowledged. Subsequently, there is no critical connection between instructive capability and cost invade of Credit Officers. The chi-square trial of instructive capability and

reimbursing the cash moneylenders of Credit Officers The compute esteem is 90.030 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Consequently, there is a critical connection between instructive capability and reimbursing the cash loan specialists of Credit Officers. The chi-square trial of instructive capability and time overwhelm of Credit Officers. The ascertain esteem is 21.101 with 16 level of opportunity, which brings about a p-esteem 0.175 is > at that point 0.05, the invalid speculation is acknowledged. Henceforth, there is no huge connection between instructive capability and time overwhelm of Credit Officers. The chi-square trial of instructive capability and unexposed to showcasing and results of defaulting borrowers The ascertain esteem is 50.245 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Henceforth, there is a critical connection between instructive capability and unexposed to advertising and results of Credit Officers The chi-square trial of instructive capability and misappropriation of assets of Credit Officers. The figure esteem is 27.442 with 16 level of opportunity, which brings about a p-esteem 0.037 is < at that point 0.05, the invalid speculation is dismissed. Subsequently, there is a critical connection between instructive capability and misappropriation of assets of Credit Officers. The chi-square trial of instructive capability and joblessness of the borrower of Credit Officers The figure esteem is 55.742 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Consequently, there is a huge connection between instructive capability and joblessness of the borrower of defaulting borrowers The chi-square trial of instructive capability and administrative inadequacies of Credit Officers. The figure esteem is 34.852 with 16 level of opportunity, which brings about a p-esteem 0.004 is < at that point 0.05, the invalid speculation is dismissed. Thus, there is a huge connection between instructive capability and administrative lacks of Credit Officers The chi-square trial of instructive capability and putting resources into high danger assets of Credit Officers. The ascertain esteem is 27.716 with 16 level of opportunity, which brings about a p-esteem 0.034 is < at that point 0.05, the invalid speculation is dismissed. Thus, there is a critical connection between instructive capability and putting resources into high danger assets of Credit Officers. The chi-square trial of instructive capability and business disappointment/market disappointment of Credit Officers The ascertain esteem is 58.986 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Henceforth, there is a critical connection between instructive capability and business disappointment/market disappointment of Credit Officers. The chi-square trial of instructive capability and high pace of enthusiasm of Credit Officers The compute esteem is 48.454 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Subsequently, there is a critical connection between instructive capability and high pace of enthusiasm of Credit Officers

#### **5.4 SIGNIFICANT RELATIONSHIPS MONTHLY INCOME AND PERCEPTION ON NPAs OF CREDIT OFFICERS**

So as to study, the noteworthy connection between month to month pay and the causes of nonperforming assets in Credit Officers The table 5 show that huge connection between month to month salary and causes of nonperforming assets of Credit Officers of State Bank of India.

Ho: There is no significant relationship between monthly income and causes of NPAs of Credit Officers.

H<sub>1</sub>: There is a significant relationship between monthly income and causes of NPAs of Credit Officers.

**Table 5 Relationship between Monthly Income and Perception On Non Performing Assets**

Causes	value	DF	Sig.	Result
Cost Overrun	25.619	16	0.060	Accepted
Repaying the money lenders	89.915	16	0.000	Rejected
Time Overrun	66.318	16	0.000	Rejected
Unexposed to Marketing and Products	85.044	16	0.000	Rejected
Misappropriation of funds	58.776	16	0.000	Rejected
Unemployment of the borrower	34.618	16	0.004	Rejected
Managerial Deficiencies	55.595	16	0.000	Rejected
Investing in High Risk Assets	86.593	16	0.000	Rejected
Business failure/ Market failure	44.255	16	0.000	Rejected
High Rate of Interest	76.561	16	0.000	Rejected

Source: Computed

Note: \*\* Indicates significant at one per cent level

Table 5 uncovers that the chi-square trial of month to month pay and cost invade of Credit Officers. The ascertain esteem is 25.619 with 16 level of opportunity, which brings about a p-esteem 0.060 is > at that point 0.05, the invalid theory is acknowledged. Consequently, there is no critical connection between month to month pay and cost invade of Credit Officers. The chi-square trial of month to month pay and reimbursing the cash loan specialists of Credit Officers The figure esteem is 89.915 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Subsequently, there is a critical connection between month to month salary and reimbursing the cash moneylenders of Credit Officers. The chi-square trial of month to month salary and time overwhelm of Credit Officers. The ascertain esteem is 66.318 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid speculation is dismissed. Consequently, there is a critical connection between month to month salary and time overwhelm of Credit Officers. The chi-square trial of month to month pay and unexposed to advertising and results of Credit Officers The ascertain esteem is 85.044 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid speculation is dismissed. Thus, there is a critical connection between month to month pay and unexposed to showcasing and results of Credit Officers The chi-square trial of month to month pay and misappropriation of assets of Credit Officers. The compute esteem is 58.776 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid speculation is dismissed. Consequently, there is a noteworthy connection between month to month pay and misappropriation of assets of Credit Officers. The chi-square trial of month to month salary and joblessness of the borrower of Credit Officers The ascertain esteem is 34.618 with 16 level of opportunity, which brings about a p-esteem 0.004 is < at that point 0.05, the invalid theory is dismissed. Henceforth, there is a huge connection between month to month pay and joblessness of the borrower of Credit Officers The chi-square trial of month to month salary and administrative insufficiencies of Credit Officers. The compute esteem is 55.595 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Subsequently, there is a critical connection between month to month salary and administrative lacks of Credit Officers The chi-square

trial of month to month pay and putting resources into high danger assets of Credit Officers. The compute esteem is 86.593 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Subsequently, there is a critical connection between month to month salary and putting resources into high danger assets of Credit Officers. The chi-square trial of month to month salary and business disappointment/market disappointment of Credit Officers The compute esteem is 44.255 with 16 level of opportunity, which brings about a p-esteem 0.017 is < at that point 0.05, the invalid theory is dismissed. Thus, there is a huge connection between month to month salary and business disappointment/market disappointment of Credit Officers The chi-square trial of month to month pay and high pace of enthusiasm of Credit Officers. The figure esteem is 76.561 with 16 level of opportunity, which brings about a p-esteem 0.000 is < at that point 0.05, the invalid theory is dismissed. Consequently, there is a huge connection between month to month pay and high pace of enthusiasm of Credit Officers.

## 6. CONCLUSION

The Reserve Bank of India, as given the rules and standards to SBI bank to direct the delinked of NPA The examination on NPA with respect to reference to SBI has striated, to investigate past the situation of the non-performing assets and that impact in the execution of the bank. Over the range in the attempt as a rule NPA's have more effect in the development in the activity of all financial establishment affecting their advantages in the report, It at long last influence their advantage's notwithstanding, it can be found in this Bank additionally it evaluate its most extreme to decrease its NPA's and furthermore avoiding potential risk towards its reasons moreover.

The current paper is zeroing in on the perception of borrowers on NPAs in SBI. The specialist has recognized 175 clients. Most of the clients are male. The analyst has eight segment factors and 22 articulations of perception from the borrowers. The specialist has estimated the critical connection between segment elements and mission statement of loan for the Credit Officers. According to the discovering, all the huge relationship of the factors are dismissed, so there is a noteworthy connection between the segment factors and reason for the loan. The analyst has distinguished the main ten perceptions of the causes of NPAs in SBI. Among these factors, cost invade is the highest cause of the unfit compensation the loan by the borrowers. The specialist gauges the critical relationship instructive capability and month to month salary of the borrower's with the best ten causes of the NPAs in SBI. According to finding among the main ten causes eight causes are identified with the segment factors and cost overwhelm, time invade and administrative lacks are not related with instruction capability. The month to month salary of the borrowers identified with the best ten causes of the NPAs in SBI. Among these ten causes there is a noteworthy relationship with the month to month salary of the borrowers aside from cost invade is tolerating the speculation. There isn't related with the month to month pay of the Credit Officers. According to the examination, among the best ten causes, seven causes are related with instructive capability and month to month pay of the segment factors. There are seven causes the borrowers incapable to reimburse the loan. This is the significant cause of NPAs in SBI.

## REFERENCES

1. Amara ,Aamir Azeem (2014):NPA causes, precautions and expansions,Asian journal of Indian management.p 105-115
2. Amit Kumar Srivastava and Akansh Srivastava (2016), "Non Performing Assets & its' Role in

- Indian Perspective (A Study of Public, Private & Foreign Sector Banks)", [http://www.indianmba.com/Faculty\\_Column/FC1576/fc1576.html](http://www.indianmba.com/Faculty_Column/FC1576/fc1576.html)
3. Dr Tanmaya kumar Pradhan (2012):Analysis of NPA on the indian banking industries.interantional journals of economics and management research 6(11).p 770-778
  4. Kumari, Rashmi & Singh, Kumar & Sharma, V. (2018). Impact of Non-Performing Assets (NPAs) on Financial Performance of Indian banking Sector. International Journal of Commerce and Management. 6.
  5. Ojha, Avani & Jha, Hem. (2017). Impact of Non-Performing Assets (NPA) on Working of the State Bank of India. 7. 32-43. 10.5958/2249-7323.2017.00123.7.
  6. Omid Sharifi, Javaid Akhter (2016), "Effect of Non-Performing Assets on the Profitability of Public Sector Banks in India." International Journal of Engineering and Management research, Vol. 6, Issue 5, sep.-oct. 2016.
  7. Parmar. R (2014):banking reforms-operational efficiency, the hindu press, madars.journal of economy.Aug 2014,VPPK 3574.
  8. Piyush and Goyel (2017): NPA and its measurements of correlations of different banks and trend analysis in NPA of Indian bank international journal of management,8(6),pp.81-88.
  9. Poonam Devi\* Dr. Arati Pant (2018) – "Impact of NPA on Profitability Performance of Select Public and Private Sector Banks in India", International Journal of Management, IT & Engineering Vol. 8 Issue 7, July 2018, ISSN: 2249-0558 Impact Factor: 7.119
  10. R .Santhanakrishna and Dr Ganesan (2017): "non-performing assets: :a study of SBI .asian pacific journal of research, vol 1,No . pp81-88.

### Author's Declaration

I as an author of the above research paper/article, hereby, declare that the content of this paper is prepared by me and if any person having copyright issue or patent or anything otherwise related to the content, I shall always be legally responsible for any issue. For the reason of invisibility of my research paper on the website/amendments /updates, I have resubmitted my paper for publication on the same date. If any data or information given by me is not correct I shall always be legally responsible. With my whole responsibility legally and formally I have intimated the publisher (Publisher) that my paper has been checked by my guide (if any) or expert to make it sure that paper is technically right and there is no unaccepted plagiarism and the entire content is genuinely mine. If any issue arise related to Plagiarism / Guide Name / Educational Qualification / Designation/Address of my university/college/institution/ Structure or Formatting/ Resubmission / Submission /Copyright / Patent/ Submission for any higher degree or Job/ Primary Data/ Secondary Data Issues, I will be solely/entirely responsible for any legal issues. I have been informed that the most of the data from the website is invisible or shuffled or vanished from the data base due to some technical fault or hacking and

therefore the process of resubmission is there for the scholars/students who finds trouble in getting their paper on the website. At the time of resubmission of my paper I take all the legal and formal responsibilities, If I hide or do not submit the copy of my original documents (Aadhar/Driving License/Any Identity Proof and Address Proof and Photo) in spite of demand from the publisher then my paper may be rejected or removed from the website anytime and may not be consider for verification. I accept the fact that as the content of this paper and the resubmission legal responsibilities and reasons are only mine then the Publisher (Airo International Journal/Airo National Research Journal) is never responsible. I also declare that if publisher finds any complication or error or anything hidden or implemented otherwise, my paper may be removed from the website or the watermark of remark/actuality may be mentioned on my paper. Even if anything is found illegal publisher may also take legal action against me

**VRUSHALI PRAMOD PARKHI**

\*\*\*\*\*