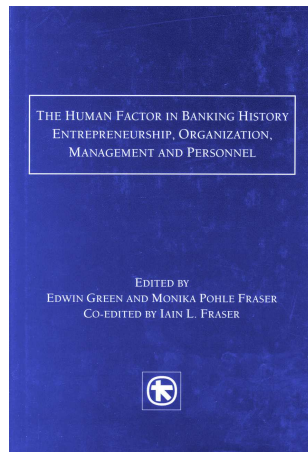


## The Human Factor in Banking History, Entrepreneurship, Organisation, Management and Personnel



The book is based on the proceedings of the fifteenth conference of the *European Association for Banking and Financial History (EABH)*, hosted by Alpha Bank in Athens in 2004. The mission of the conference was to assess the history and archives of the 'human factor' in banking and finance in a European and international setting and, so far as we know, this was the first attempt to bring together a conference on this theme in banking and financial history. For the social history of banking business is a relatively neglected topic. Most company histories of banks and financial institutions are concerned with chronological growth, corporate strategies and achievements. They usually include assessments of the big personalities but

rarely make any reference to the banking workforce below the level of general manager, Richard Sayers' history of Lloyds Bank was an early exception to this pattern, as it offered portraits of managers and employees in nineteenth century English banks [...].

Banking often appears to be a cold and impersonal discipline. The human interest of the subject, like accountancy in the old Monty Python sketches, is assumed to be at the dull, grey-suit end of the spectrum. This book attempts to set aside these assumptions by exploring the human factor in banking. The objective is to portray the history and archives of those who established banks or who were entrepreneurs of banking and finance; those who guided and managed bank businesses; and those who conducted their day-to-day operations. These people were by no means dull and, as any employee in today's banks will admit, their work is more often challenging and risky rather than safe and tedious.