



BANKING INDUSTRY WOMEN'S WORK-LIFE QUALITY

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Abstract

Women participation in banking sector is found to be increasing every year. Since women have to play a dual role in official and personal life, the stress in employed women is a serious issue. To enhance their productivity and to maintain a balance between work and personal life, banks have to maintain a better Quality of Work Life. This paper identifies the Nature of Job, Monetary Benefits, Work Environment and Career Advancement as the major factors of Quality of Work Life. These factors are analysed by using the various statistical tools like Percentage analysis, t-test, Oneway Anova and correlation. The study concludes that the marital status and age group of women employees does not influence the Quality of Work Life.

Keyword: Quality of work life, Nature of Job, Working Environment, Monetary, Benefits, Career Advancement.

Introduction

The quality of an organization's human resources is crucial to its success. Therefore, HR management deserves our whole attention. Quality of Work Life (QWL) is one of the most important facets of human resource management because it allows companies to foster an atmosphere that is conducive to human labor by improving workers' everyday experiences on the job. Workplace learning is "a process of work organization that allows its members at all levels to actively participate in shaping the organization's environment, methods, and outcomes," as defined by the American Society for Training and Development. To achieve both increased organizational efficacy and greater quality of life for workers, this value-based method is designed.

The major factors determining QWL can be summarised as below.

I. Nature of Job	Job security Authorities and responsibilities Proper Work Life Balance Cooperation from co-workers Timing Structure
II. Monetary Benefits	Salary Over time Compensation Accommodation Transport Facilities
III. Work environment	Hygiene Working Condition Health and safety Policies Equality Policies against work place Harassment
IV. Career Advancement	Training and Development Reward and Recognition Job Enrichment and Rotation Appraisal and Promotion System

Significance of the Study

In today's contemporary society, women are increasingly present in the labor sector across the board. Women's productivity is significantly impacted by the working environment and other variables that determine QWL. The percentage of women working in banks has been steadily rising over the last several years. Many women suffer stress that men don't feel since they are the

main earner and primary caretaker in their households. Given the current state of affairs, the present research on the "Quality of Work Life of Women Employees in the Banking Sector" is very pertinent.

Review of Literature

Arpita Agrawal Babe and K.A. Goyal (2015) This research aims to better understand how professionals in the banking business juggle their personal and professional lives. The primary goal of this article is to examine the banking sector and its unique problems with work-life balance and to provide solutions to these problems. Authors V. Kubendran et al., 2013. The researchers wanted to learn more about how IT workers in the Coimbatore area perceive their work-life balance. Taking the responses into account, it became clear that the majority of respondents' perceptions of QWL were strongly influenced by their age, and that there was no discernible variation in QWL perceptions amongst respondents with different levels of work experience.

To quote Tabassum et al. (2011): QWL characteristics such as appropriate and fair income, flexible work schedule and task assignment, attention to job design, and employee interactions were shown to vary significantly between male and female workers. A 2016 study by Jency s and Jenica S. This study sheds insight on some of the narrow disparities in bank staff members' levels of satisfaction. SBI is more concerned with the happiness of its workers than other banks. Quality of work life theories see workers as an investment rather than an expense.

Dr. R. S. Mani and R. Geetha (2016) In this article, we will examine and discuss the research on Quality of Work Life.

Objectives

1. To study the factors influencing quality of work life of women employees in the banking industry.
2. To find out the relationship among the factors of quality of work life.

Hypotheses

1. Ho: There is significant difference between married and unmarried women with regard to factors quality of work life of employees.
2. Ho: There is significant difference among age group with respect to factors of work life quality of employees.
3. Ho: There is significant relationship between factors of quality of work life of employees.

Research Methodology

The study depends on primary data. The primary data is collected from women employees of banks in Trivandrum city using questionnaire. Convenient sampling method is used for selection of both banks and respondents. T- test, Oneway Anova., and correlation are the tools used for analysing the primary data.

Analysis and Interpretation Demographic Variables

Table 1, Age

Age	Frequency	Percentage
Below 25	27	27
25-40	54	54
40 and above	19	19
Total	100	100

Table 2, Educational Qualification

Educational qualification	Frequency	Percentage
UG	65	65
PG and Above	35	35
Total	100	100

Table 3, Marital status

Marital Status	Frequency	Percentage
Married	74	74
Unmarried	26	26
Total	100	100

Table 4, Reliability Statistics

Cronbach's Alpha	N of Items
.978	17

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
NJ1	60.55	169.624	.873	.977
NJ2	59.52	179.404	.740	.978
NJ3	60.38	173.733	.790	.978
NJ4	59.92	177.448	.895	.976
NJ5	60.26	177.568	.872	.977
MB1	60.07	177.642	.886	.976
MB2	60.24	181.417	.841	.977
MB3	61.01	176.555	.810	.977
MB4	60.88	170.511	.878	.977
WE1	59.63	184.114	.866	.977
WE2	59.82	181.099	.882	.977
WE3	60.56	166.491	.921	.976
WE4	60.08	173.771	.888	.976
CA1	59.64	183.061	.912	.977
CA2	59.98	174.949	.926	.976
CA3	59.61	184.422	.817	.978
CA4	60.25	175.058	.893	.976

Since the individual cronbach's alpha of each statements are less than the total cronbach's alpha (0.978). It is inferred that all the statements are reliable.

Table 5,T - Test

Factors	Married		Unmarried		t value	P value
Over all factors of work life quality	Mean	SD	Mean	SD	.541	.590
	63.45	14.43	65.19	13.36		

Since P value is greater than 0.05the Ho is accepted at 5% level of significance with regard to overall quality of work life of employees.

Table 6, Oneway Anova

Factors	Age group			F value	P value
Over all factors of work life quality	Beloe 25	25 – 40	Above 40	0.074	0.092
	63.25 (14.60)	63.87 (14.10)	64.89 (14.18)		

Note: Values in the column indicate SD

Since P value is greater than 0.05the Ho is accepted at 5% level of significance with regard to overall quality of work life of employees.

Table 7, Correlation

Factors	Nature of job	Monetary benefits	Working environment	Career advancement
Nature of job	1.00	.892**	.909**	.917**
Monetary benefits	–	1.00	.921**	.927**
Working environment	–	–	1.00	.966
Career advancement	–	–	–	1.00

Note: ** denote correlation is significant at the 0.01% level of significance (2 tailed).

The correlation coefficient between nature of job and monetary benefits is 0.892 which indicate that there is positive relationship between nature of job and monetary benefits and is significant at 1% level. The correlation coefficient between nature of job and working environment is 0.909 which indicate that there is positive relationship between nature of job and working environment and is significant at 1% level. The correlation coefficient between nature of job and career advancement is 0.917 which indicate that there is positive relationship between nature of job and career advancement and is

significant at 1% level. The correlation coefficient monetary benefits and working environment is 0.921 which indicate that there is positive relationship between monetary benefits and working environment and is significant at 1% level. The correlation coefficient between monetary benefits and career advancement is .927 which indicates that there is positive relationship between monetary benefits and career advancement and is significant at 1% level. The correlation coefficient between working environment and career advancement is 0.966 which indicate that there is positive relationship between environment and career advancement and is significant at 1% level.

Findings

There is no correlation between a woman's marital status and her job satisfaction, and neither does her age group. However, there is a favorable correlation between the type of a woman's profession and her financial rewards.

There is a positive correlation between the nature of the job and the working environment, the nature of the job and the opportunity for advancement, the financial benefits offered to employees and the quality of the working environment, the quality of the working environment and the opportunity for advancement, and the quality of the working environment and the financial benefits offered to employees.

Conclusions

Findings suggest that job characteristics, pay, workplace conditions, and opportunities for growth all have substantial impacts on women's satisfaction with their working lives. There is no correlation between a woman's marital status or age and her satisfaction at work in the banking industry. As a result, it is proposed that the aforementioned considerations be taken into account while developing banking industry human resource policy.

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