

Quality of Work Life among Employees in both Private and Public Banking Sector Special Reference to Chalakudy Municipality

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Abstract: *The cultural, social and economic development of any country depends upon the human resources consumed. Globalization of both public and private sector. Organizations in India makes human resource management more challenging. Because it has raised a number of issues like cross-cultural training, advanced technology, compensation and benefits etc., hence competent human resources and their commitment is essential for effective management of organization and appropriate organization and motivation can grow and develop their potential in the long run..*

Keywords: Banking Sector

I. INTRODUCTION

In banking sector, the overall performance depends on the quality of human Resources along with other resources. Thus, one of the major tasks before bank management must be to utilize the human resources to the optimum for better results and to meet the new challenges in the competitive scenario. The skilled and competent work force influences the identification and socialization process of the organization that indirectly as a supplement to improved technologies, business models, works culture, conventions and sentiments that determine the performance of banking sector. In the wake of Liberalization, Privatization and globalization(LPG) of the Economy, the banking philosophy, objectives, priorities, targets and human resources management policies have also been considerably changed from time to time and as A result, the mindset of the employees as well as the employers have also changed.

II. REVIEW OF LITERATURE

- 1.Ashwini and Anand D. (2014), studied about the “Correlation of QWL Factors with employee satisfaction in manufacturing sector”. The study conclusively demonstrated that all QWL factors had significant impact On the overall satisfaction of the employees and the satisfied employees were found To be more productive and contribute to the growth of the organization and they also Take the initiative to change the work environment.
2. Mohan, R. Sivarethina (2013), found through the analysis of “Effect of Quality Of Work Life on employee retention in private sector bank that 60% respondents Perceived better QWL regarding work and total life space and 40% for social Relevance. Further, it was observed that there was no significant difference among various designations and years of experience of the employees for various Dimensions of QWL but contrary to this, significant relationship observed between Income and dimensions of QWL and between family income and good working conditions, social integration and quality of work life feeling
3. Islam, Mohammad Baitul (2012) conducted a study to find out the “Factors Affecting the Quality of Work Life of employees of Private Limited Companies in Bangladesh”. The study exposed that six factors like work load, compensation Policy and benefits, family life, working conditions and career growth, displayed Significant influence on QWL. Hence it was concluded that adequate compensation and organization culture and career growth facilities improve productivity of the Employees.
4. Bolhari, Alireza, Rezaeean, Ali, Bolhari, Jafar, Bairamzadeh, Sona and solan, Amir Arzi (2011) studied “The relationship between QWL and demographic characteristics of I.T Technology staffs”. The results evident Moderate level of quality of work life and it required managers’ attention to enhance It. Further, no significant relation was



observed between QWL and gender but quality of work life was significantly correlated with income, age and work Experience.

5. Kaur, Daljeet (2010), from his study on “Quality of Work Life in ICICI Bank Ltd, Chandigarh” found that the employees were happy with the working conditions And felt safe and secure in the bank; but believed that the bank should provide extra Care to the employees like health camps, etc. In contrary to this, employees were Not happy with the system of performance appraisal and exhibited rigidity regarding Their social responsibilities from the part of management and hence, employees Were less satisfied with their social responsibilities on jobs.

6. Saraji, G.N and Dargahi H. (2006), on their study of “Quality of Work Life(QWL)” observed that the majority of employees were dissatisfied with occupational health and safety measures (90%); relations with senior managers (89%), adequate income (about 97%) and work life balance (82%). Further, about 62% of the employees specified that their work was of monotonous nature and over 25% of the workers were dissatisfied with their career prospects.

7. Ammmina Bhavi, Ratna Ravi Shanker S and Vijayalaxmi A. (2005), conducted a study of “Quality of Work Life of Nationalized and Non-Nationalized Bank Employees”. The Nationalized employees averred significantly higher QWL Than those of Non- Nationalized for the dimensions autonomy, work speed and it was Explicated than 74% of the deviation in the level of job stress was explicated by Task-related and working environment-related factors. In addition to this, role Ambiguity was found to be the most significant factor of job stress in comparison to role conflict; and other factors related to working environment, such as working Conditions, relationships with colleagues and bullying and harassment were no significantly correlated with stress.

2.1 Statement of the Problem

My project topic for my post graduation programme is quality of Work life among employees in public and private banking section. Through this project I came down to down to the conclusion that most of employee in banking sector work under pressure and minority group faces sexual harassment from superiors. The another problem I noticed was low level of communication and bad working atmosphere of employees

2.2 Scope of the Problem

The study on Quality of Work Life and Occupational Stress among the bank employees is exclusively made to understand, analyse and measure quality of work life and occupational stress among the employees of Public and private sector bankin Thrissur district with special reference to Chalakudy Municipality.

2.3 Objectives of the Study

- To analyse the Occupational Stress and Quality of Work Life among the employees of public and private sector banks.
- To study the influence of Quality of Work Life of employees on their job satisfaction
- To identify the factors influencing Occupational Stress and Quality of Work Life.
- To find out the measure to reduce the Occupational Stress and also to improve the Quality of Work Life

III. RESEARCH METHODOLOGY

Research Methodology is a systematic process dealing with enunciation of identifying a research problem, collection of facts or data, analysing. These data and reaching on a certain conclusion either in the form of solutions towards the problem concerned or certain generalizations for some theoretical Formula. The decision of a suitable method can be arrived at through the assessment of objective and comparison of various alternatives. Research Methodology used in The present study is as under.

3.1 Population

The Universe of the study includes the entire employees of Public Sector and Private Sector Banks and the Population of the study includes all the Bank employees of both the public and private sector banks in Thrissur district.



3.2 Sample Design

The sampling units of the present study comprises of the employees From the sampled banks like Canara Bank, Union Bank of India, Punjab National Bank, Dena Bank, Vijaya Bank etc. which are public sector banks and Catholic Syrian Bank, Dhanlaxmi Bank, Axis Bank, South Indian Bank, Industrial Credit and Investment Corporation of India etc., which are private sector banks.

3.3 Data Collection

The collected data will be used for a particular research. There are two types of data collection

A. Primary Data Collection

The data which is collected for the first time from the filed under the Control and supervision of investigator is called primary data. The questionnaire

Method is the most common method to collect data.

Here, in this study also, we adopt a questionnaire method in which the questionnaire is given to the respondents who will have to answer it.

B. Secondary Data Collection

Secondary data are those data that are collected indirectly i.e., from Magazines, journals, websites and internet etc.

3.4 Framework of Analysis

The Present study has been conducted to analyze the quality of work Life and occupational stress among the bank employees of both public and private sector banks. The tools used for the analysis of collected data are Percentage Analysis, Likert Scale, Chi- Square and Ranking.

3.5 Hypothesis

To test the association between work load and satisfaction level of employees of both Public and Private sector banks

H0: Work load and Satisfaction level of employees are associated (i.e. both attributes are not independent)

H1: Work load and Satisfaction level of employees are not associated

Public Sector Bank

Work Load	Satisfaction Level		Total
	Yes	No	
SA	3	2	5
A	11	1	12
N	8	0	8
D	2	3	5
SD	0	0	0
Total	24	6	30

(SA - Strongly Agree; A - Agree; N - Neutral; D - Disagree; SD - Strongly Disagree)

Source: Primary Data

Expected Frequency:

$(24 * 5) / 30 = 4$	$(6 * 5) / 30 = 1$
$(24 * 12) / 30 = 10$	$(6 * 12) / 30 = 2$
$(24 * 8) / 30 = 6$	$(6 * 8) / 30 = 2$
$(24 * 5) / 30 = 4$	$(6 * 5) / 30 = 1$
$(24 * 0) / 30 = 0$	$(6 * 0) / 30 = 0$



O	E	O - E	$\frac{(O - E)^2}{E}$	$\frac{(O - E)^2}{E}$
16	15	1	1	.067
14	15	(-1)	1	.067
Total				0.134

$$X^2 = \sum [(O - E)^2 / E] = 0.134$$

$$\text{Degree of freedom} = (r - 1) (c - 1) = (5 - 1) (2 - 1) = 4$$

Therefore, the table value of X Is 2

For 4 degree of freedom at 05 level of significance= 9.488

Private Sector Banks

Work Load	Satisfaction Level		Total
	Yes	No	
SA	4	3	7
A	6	8	14
N	1	5	6
D	2	0	2
SD	0	1	1
Total	13	17	30

(SA - Strongly Agree; A - Agree; N - Neutral; D - Disagree; SD - Strongly Disagree)
Source: Primary Data

Expected Frequency:

$(13 * 7) / 30 = 3$	$(17 * 7) / 30 = 4$
$(13 * 14) / 30 = 6$	$(17 * 14) / 30 = 8$
$(13 * 6) / 30 = 3$	$(17 * 6) / 30 = 3$
$(13 * 2) / 30 = 1$	$(17 * 2) / 30 = 1$
$(13 * 1) / 30 = 0$	$(17 * 1) / 30 = 1$

O	E	O - E	$(O - E)^2$	$\frac{(O - E)^2}{E}$
13	13	0	0	0
9	11	(-2)	4	0.36
8	7	1	1	0.14
Total				0.5

$$X^2 = \sum [(O - E)^2 / E] = 0.5$$

$$\text{Degree of freedom} = (r - 1) (c - 1) = (5 - 1) (2 - 1) = 4$$

Therefore, the table value of X2

For 4 degree of freedom at .05 level of significance = 9.488



Interpretation

Therefore, we accept the null hypothesis for both public sector and private sector banks.

To test the association between mental stress and personal life of employees of both Public and Private sector banks

H0: Mental stress and personal life are associated, i.e. they are not Independent

H1: There is no association between mental stress and personal life.

Public Sector Banks

Stress From job	Work- Life Balance		Total
	Yes	No	
Definitely Will	9	5	14
Probably	5	7	12
Definitely Not	2	2	4
Total	16	14	30

Source: Primary Data

Expected Frequencies:

$(16 * 14) / 30 = 8$	$(14 * 14) / 30 = 6$
$(16 * 12) / 30 = 6$	$(14 * 12) / 30 = 6$
$(16 * 4) / 30 = 2$	$(14 * 4) / 30 = 2$

O	E	O - E	$(O - E)^2$	$\frac{(O - E)^2}{E}$
15	14	1	1	0.07
15	16	(-1)	1	0.0625
Total				0.1325

$$X^2 = \sum [(O - E)^2 / E] = 0.1325$$

$$\text{Degree of freedom} = (r - 1) (c - 1) = (3 - 1) (2 - 1) = 2$$

Therefore, the table value of X²

For 2 degree of freedom at .05 level of significance= 5.991

Private Sector Banks

$$X^2 = \sum [(O - E)^2 / E] = 0.558$$

$$\text{Degree of freedom} = (r - 1) (c - 1) = (3 - 1) (2 - 1) = 2$$

Therefore, the table value of X²

For 2 degree of freedom at 05 level of significance = 5.991

Interpretation:



Stress From Job	Work- Life Balance		Total
	Yes	No	
Definitely Will	15	1	16
Probably	9	2	11
Definitely Not	3	0	3
Total	27	3	30

Source: Primary Data

Expected Frequencies:

$(27 * 16) / 30 = 14$	$(3 * 16) / 30 = 2$
$(27 * 11) / 30 = 10$	$(3 * 11) / 30 = 1$
$(27 * 3) / 30 = 3$	$(3 * 3) / 30 = 0$

O	E	O - E	(O - E) ²	$\frac{(O - E)^2}{E}$
9	8	1	1	0.125
10	12	(-2)	4	0.333
11	10	1	1	0.1
Total				0.558

Thus, we accept the null hypothesis for both public sector and private sector banks.

IV. FINDINGS

- Gender wise classification shows that majority of the respondents, i.e., 53% in public sector and 60% in private sector are males.
- Most of the respondents (40% in public and 46% in private) belong to the age group of 26-35. The respondents of age group 36-45 are the same. The least
- Percentage of about 3% in public sector belongs to age below 25 years and about 7% in private sector belongs to age group above 45.
- 43% in public sector and 40% in private sector banks possess an experience between 1 to 5 years. Then comes, those respondents (37% and 33% in public and private respectively) with an experience below 15 years and above 5 years. The least percentage of the respondents possesses an experience less than a year while in private it is above 15 years.

V. SUGGESTIONS

- Develop a proper routine for work time, leisure time, meals time, etc. to every employee to reduce work load.
- Arrange counselling for employees so they can open up their mind thereby improving employees' grievance redressal forum.
- Only some of the employees are satisfied with the recreation facilities available at their organization. Hence make proper improvements so that all are satisfied.
- Develop the practice of job rotation which helps the employees to improve their skills as well as to interact with others in new environment.

**VI. CONCLUSION**

The present study has been conducted on the employees of both public and Private sector in Thrissur district. This study was to analyze the occupational stress among the bank employees of both sectors. From the above study, it can be Concluded that the public sector employees consider attitude of employers, work Environment, nature of job, career prospects, and reward as the main factors to Influence the quality of their work life. While in private sector banks consider these entire factors except nature of job. Both the sectors do not consider risk involved as a factors.

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