

## A study on quality of work life among employees in select private banks with reference to Coimbatore city

<sup>1</sup> Dr. Mahalingam S, <sup>2</sup> Suresh M

<sup>1</sup> Professor, BSMED, Bharathiar University, Coimbatore, Tamil Nadu, India

<sup>2</sup> Research Scholar, BSMED, Bharathiar University, Coimbatore, Tamil Nadu, India

### Abstract

Today the Indian banking industry is witnessing boom times better than ever before. The availability of skilled managerial and technical manpower in India will contribute considerably to the prosperity of the banking industry in future. Understanding these changes of Past studies indicate that family roles reflect needs opportunities and constrains have inflect on individual reaction to work, after all, two factor points of adult life are family and work. The role expectation of these two domains is not always. Compatible thus creating conflicts the conflicts are related to outcomes such as job dissatisfaction, job burnout and turnover, as well as to outcomes related to psychological distress e.g. depression and life and marital dissatisfaction. Work family conflicts studies have contributed to a better understanding of role conflicts and its impact on mental health and the quality of work life. So this study aims to analyze the main factors that are influencing quality of work life. The researcher can use both primary and secondary data and Questionnaire was used in this study to collect form the target respondents in private banks employees. In this study, statistical tools used from the 200 respondents. The researcher can make analysis Through in SPSS. The investigator has made an attempt in this regard and has undertaken the current study to analyze the quality of work life among bank employees reference to Coimbatore city.

**Keywords:** QWL, motivation, bank, stress, turnover, job satisfaction

### Introduction

Quality of work life (QWL) is a multidimensional construct usually referring to overall satisfaction with working life and with work/ life balance, a sense of belonging to a working group, a sense of becoming oneself, and a sense of being worthy and protectable. Programs of QWL usually deal with the work itself – its design and are requirements, the working environment, the decision making processes and supervisory behavior and the working conditions including the work and non – work balance. In QWL organizations work is meaning full self-regulated and usually done in a team arrangement. Its accomplishment also requires the use of complex skills. Decision making involves those who are affected by its implementation and those who have the knowledge, skills and experience. This generates a participative management culture which promotes cooperation and conflict management, employee commitment self-efficacy and organizational effectiveness. Work life is a process of work organisation which enables its members at all levels to actively participate in shaping the organization environment methods and outcomes. Conceptual categories which together make up the quality of working life are adequate and fair compensation safe and healthy working conditions immediate opportunity to use and develop human capacities opportunities for continued growth and security social integration in the work organization and the social relevance of work life.

### Statement of the problem

Quality of work life in an organization is essential for the smooth running and success of its employees. Quality of work life helps the employees to feel secure and like they are being thought of and cared for by organization in which they work.

For an effective development of both individual objective and company's objective, the organization should provide a good overall working environment considering factors like career opportunities participative management working environment. In this process it can generate sense of satisfaction for which on his own capability to achieve simultaneously both individual and company's objective.

### Review of Literature

It is imperative for a research scholar to do a review on the related literature for the study to have in depth knowledge about the subject. It is through this literature that the researcher takes the initial step of identifying the problem on which the study is to be done.

(Donalson, 2000) <sup>[1]</sup>. in their research, as" Relationship between quality of work life and organizational commitment" concluded that there is significant relationship between the quality of working life to organizational commitment, absenteeism from work and the delay and two components of the partner's satisfaction and job security have the strongest impact on organizational commitment.

(Lokanadha Reddy. M and Mohan Reddy. P, 2010) <sup>[2]</sup>, Quality of Work Life (QWL) is a comprehensive concept that includes an individual's job related wellbeing as well as the extent to which work experiences are rewarding, fulfilling and devoid of stress and other negative personal consequences.

(Mohammad Baitul Islam, 2012) <sup>[3]</sup>, Quality of work life is often considered in two directions, one is of removal of negative aspects of work and working conditions and other is the modification of work and working conditions to enhance the capability of employees and to promote behavior which is important for individual and society.

(Srivastava & Kanpur, 2014) [4], QWL refers to the level of satisfaction, motivation, involvement and commitment and individuals experience with respect to their lives at work. The study conducted by (Sivakumar S, Ganesan N.M, 2014) [5] shows QWL led to an identification of two general factors namely work/work environment and employee welfare and well 83 Journal of Within the first factor are included such features as democracy, task content/physical features of the job, quantity and quality of leisure time created by the job, and promotion. The second broad QWL factor mainly emphasizes employee welfare and well-being.

**Scope of the Study**

The scope of this research is to study the quality of work life among bank employees working in selected private bank. It has major influence on employee’s quality of work life. The research was conducted among employees working in five selected banks in Coimbatore district. There are many causes for dissatisfactory level in bank such as work environment safety measures relationship and cooperation with co-workers job security salary quality of work life. The result of the present study will help the management to improve the quality of work life among bank employees.

**Objective of the Study**

- To analyze the organizational Environment and its impact on Quality of work life of the Bank employees.
- To identify the employee preference towards Quality of work life among the respondents.
- To give a suitable suggestions and recommendation based on finding of the analysis.

**Research Methodology**

Research is an academic activity and as such the term should be used in a technical sense. According to Clifford woody “Research comprise defining and redefining problems, formulating hypothesis or suggested solutions. Collecting, organization and evaluating data, making deduction and reacting conclusions and leader carefully testing the conclusions to determine whether they fit the formulating hypothesis.

**Research Design**

A Research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combined relevance to the research purpose with economy in procedure. In fact the research design is the conceptual structural with in which research is conducted. It constitutes the blue print for the conductions, measurement and analysis of data. The study is empirical in nature based on survey method. The whole data required for the study were collected in two states.

**Sample Design**

The researcher has adopted Stratified convenient sampling tool to select 20 private banks among 216 branches in Coimbatore city. Further it classified the 4 strata such as East, West, North, and South. Simple random technique is adopted the select 200 respondent’s form 20 Private bank. The pilot study was under taken before starting the main study to avoid basis in the final study. For the prospects of present study a sample 25 were randomly selected. The data collected in the

study were analyzed using crouch be has alpha reliability test reliability is 844.

**Data Collection Method**

**Primary data**

The primary data for the presents study is collects through questionnaire method. A well-structured and closed ended questionnaire used.

**Secondary data**

Secondary data relating to this study quality of work life in particular bank were obtained from relevant studies from newspaper; UN published records, books, magazines, journals and internet sources.

**Statistical Analysis**

The researcher carried out of the analysis through variations statistical tools,

- Garrett – analysis
- Weighted average rank

**Hypothesis**

**Null – Hypothesis**

- There is no significant association between Demographic profile and satisfaction level with the job rotation and varieties in the job
- There is no significant association Demographic profile of the respondents and satisfaction level with periodic and effective training programmes.

**Limitations**

The following are the limitation identified by the researcher while collecting data:

- The study is limited to the workers of private bank in Coimbatore city, and therefore the findings of the study cannot be exceeded to another banks.
- Personnel basis of the respondents might have crept in while answering a few questions in the structured interview schedule.
- The time available for the study was limited which also provides to be a hind race in findings the accuracy of the employees information.

**Analysis and Interpretation**

The data is analyzed and interpreted using

- Garret Ranking Techniques
- Weighted average rank

**Table 1:** Age of the Respondents

Age	Frequency	Percent
21 – 30	90	45.0
31 – 40	76	38.0
41 – 50	34	17.0
Total	200	100.0

Source: Primary Data

**Interpretation**

From the above table, it is clearly stated that 45% of the respondents are between '21-30' years of age whereas 38% of the respondents are between '31-40' years of age and the emaining 17% of the respondents are between '41-50' years of age.

The result shows that majority 45% of the respondents are between '21-30' years of age

Table 2a: Garret Ranking Job Related Problems

Factors - Job Related Problems	Rank1	Rank2	Rank3	Rank4	Rank5
No uniform work load	22	69	57	32	20
Absence of team work	9	38	61	64	28
Individual Domination	12	42	45	63	38
Poor Cooperation from the peer	12	36	43	60	49
Computer enabled technology leads to high stress	23	47	66	37	27

Table 2b: Garret Value

Rank	200 * (RankValue-0.5)/5	Garrett Value
1	20	67
2	60	45
3	100	0
4	140	0
5	180	0

Table 2c: Garret Ranking

Factors	Calculated Garret Score	Average Score	Rank
No uniform work load	4579	22.895	1
Absence of team work	2313	11.565	5
Individual Domination	2694	13.47	3
Poor Cooperation from the peer	2424	12.12	4
Computer enabled technology leads to high stress	3656	18.28	2

**Interpretation**

From the above garret ranking table for job related problems, the factors are ranked from 'No uniform work load' as rank1 followed by 'Computer enabled technology leads to high

stress' as rank2, 'individual domination' as rank3, 'Poor cooperation from the peer' as rank4 and finally 'absence of team work' stood at last.

**Weighted Average of Ranks and Friedman Test**

Table 3: Weighted Average for the Economic Aspects to estimate the weighted average score for the economic aspects on various factors using rating score.

Factor related to economic aspects	SD	D	N	A	SA	Weighted Avg. Score	Rank
Salary Paid is appropriate for the skill, knowledge, ability and experience.	13	44	73	39	31	3.16	1
Salary is sufficient enough to fulfill the personal and family needs and able to accommodate the cost living	17	22	59	67	35	3.41	2
Salary reflects the present market rate for the similar types of jobs.	2	69	92	33	4	2.84	3
Basic pay, DA and HRA are paid as per Industry norms.	11	63	90	29	7	2.79	4
Annual increment is given as per the standards.	10	87	48	45	10	2.79	4

**Interpretation**

It is observed from the above table that the weighted average score for the economic aspects ranked from Salary Paid is appropriate for the skill, knowledge, ability and experience stood at first, followed by 'Salary is sufficient enough to fulfill the personal and family needs and able to accommodate the cost living' stood at second, 'Salary reflects the present market rate for the similar types of jobs' stood at third, 'Basic pay, DA and HRA are paid as per Industry norms' stood at fourth and finally 'Annual increment is given as per the standards' stood at last.

followed by 'Computer enabled technology leads to high stress' as rank2, 'individual domination' as rank3, 'Poor cooperation from the peer' as rank4 and finally 'absence of team work' stood at last

**2. Weighted Average Analysis**

The weighted average score for the economic aspects ranked from Salary Paid is appropriate for the skill, knowledge, ability and experience stood at first, followed by 'Salary is sufficient enough to fulfill the personal and family needs and able to accommodate the cost living' stood at second, 'Salary reflects the present market rate for the similar types of jobs' stood at third, 'Basic pay, DA and HRA are paid as per Industry norms' stood at fourth and finally 'Annual increment is given as per the standards' stood at last.

**Findings**

**1. Garrett's Ranking Method**

From the garret ranking table for job related problems, the factors are ranked from 'No uniform work load' as rank1

### Suggestions

The following were the suggestions are given.

#### 1. Welfare Facilities

Welfare facilities such as adequate canteen, rest and recreation facilities, sanitary and medical facilities, arrangement for travel to and from work, providing accommodation for workers employed at a distance from their home and taking social security measures may be introduced to improve employee's level of satisfaction towards quality of work life.

#### 2. Training

Sufficient training programs can be arranged in two ways

1. Indoor training schedule
2. Outdoor training schedule

#### 3. Relationship among Employer & Employee

The relationship between an employer and its employees is an important factor in the organization success.

#### 4. Grievance Handling

Grievance in the work place may range from employees complaint over unjust dismissal, to workers general complaints over management refusal to implement aspects of the collective agreement and even complainants by the employees against obstructive attitudes about some employees at work.

### Conclusion

This study aimed to find out the factors influencing quality of work life among private bank employees in Coimbatore city. The different causes that affect the employee's level of satisfaction are grievance handling procedure, denying chance to participate in decision making, lack of transport facility, development and encouragement provided for better performance. Quality of work life influences much in the performance level of the employees; hence the suggestions given in the present study will help the management in improving the level of satisfaction of the employees towards various factors influencing the work life quality

### References

1. Kothari CR. Research methodology of wishva publisher, Chennai – 17, Edition, 2001.
2. Casio WF. Managing Human Resource Management Productivity of quality of work life, profits”, sixth edition New York, 2003.
3. Dr. Choudhari KK. Human Resource Management Tata McGraw – Hill publishing company limited. New Delhi, 2003.
4. Aswathappa K. Human Resource Management and Personnel Management Tata McGraw – Hill publishing company limited, New Delhi, 1997.
5. Prasad LM. Human Resource Management, Sultan Chand and sons, 2005.
6. Pillai RSN, Bhagavathi V. Statistics of sultan Chand and sons, New Delhi. 1998, 132-141.
7. Donalson slewat. Health behavior: quality of work life and organizational effectiveness in the lunbe industry published by: sage publication. 2000, 122-130.

8. Lokanadha Reddy M, Mohan Reddy P. Quality of work life of employees: Emerging Dimensions, Asian Journal of Management Research. 2010, 827-839.
9. Mohammad Baitul Islam. Factors Affecting Quality of Work Life: An Analysis on Employees of Private Limited Companies in Bangladesh, Global Journal of Management and Business Research. 2012; 12:18.
10. Srivastava Kanpur. A Study on Quality of Work Life: Key Elements & It's Implications, IOSR Journal of Business and Management. 2014; 16(3):54-59.
11. Sivakumar S, Ganesan NM. Quality of work life of college teachers – A study with reference to Madurai district. Indian Journal of Applied Research. 2014; 4(8):369-371.
12. <http://search.ebscohost.com>
13. <http://www.articles/mgt/qualityofworklife.com>
14. [http://www.faqs.org/abstract/Engineering -&-manufacturing](http://www.faqs.org/abstract/Engineering-&-manufacturing)
15. <http://www.wikipedia.com>
16. [www.chrmglobal.com/articlest / 183/1/ quality - of - work- life](http://www.chrmglobal.com/articlest/183/1/quality-of-work-life)
17. [www.citehr.com](http://www.citehr.com)
18. [www.economywatch.com](http://www.economywatch.com)
19. [www.humanresources.com](http://www.humanresources.com)
20. [www.ibef.org](http://www.ibef.org)
21. [www.indialike.com](http://www.indialike.com)