



## Quality of Work Life of Bank Employees With Reference To State Bank of India

### KEYWORDS

JENCY S

JENICA S

Mphil Scholar, Department of Commerce S B College, Changanassery

Mcom, Department of Commerce Fatima Mata National College, Kollam

**ABSTRACT** Human resources are the most important assets an organization has and their effective management is the key to its success. The effectiveness of organization depends on the quality and efficiency of its human resource. Quality of Work Life (QWL) plays significant role in overall job satisfaction and employee's involvement in the organization. Quality of Work Life is viewed as an alternative to the control approach of managing people. The QWL approach considers people as an 'asset' to the organisation rather than as 'costs'. It believes that people perform better when they are allowed to participate in managing their work and make decisions. The reason behind choosing banking sector for this study is that it plays an important role in our economy. Banks have grown so extensively that it now plays a significant part in the economy. This scenario has created an urge to the bank policy makers to identify the underlying situations and reasons and brought them into consideration the QWL issue. Due to the importance of this industry it is a necessity to evaluate the QWL of the employees in this sector. Because if employees feel that quality of working life is not balanced, they may leave the job and seek a better QWL. Here, an attempt is made to identify the factors affecting quality of work life among employees with special reference to State Bank of India(SBI) in Kollam district and to offer suitable suggestions for the bank to take necessary steps to improve the Quality of Work Life among its employees.

### INTRODUCTION

Quality of work life (QWL) refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfulfilled are said to have a low quality of work life. Quality of work life is viewed as an alternative to the control approach of managing people. The quality of work life approach considers people as an asset to the organization rather than as costs. It believes that people perform better when they are allowed to participate in managing their work and make decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce, organizations need to concentrate on job designs and organization of work. Further, today's workforce is realizing the importance of relationships and is trying to strike a balance between career and personal lives.

It is generally assumed that people are normal when they are in organization with lot of work to be done within a short time. They project their real life when they are in tight corner denouncing both to their sub-ordinates and superiors. Quality of Work Life of the employees in an organization is the work environment. It is the responsibility of the management to provide a work environment, which conducive to good performance. To prevent such possibility from arising, the management should provide a good working environment where employees can work without stress, where necessary information for accomplishing task is made available adequate and fair compensation is given in the work place is safe, healthy and the supervisors motivates the employees. The Management in every organization should sincerely invite their employees to suggest ways to improve their operation and the quality of their work life, only if these ideas are received in a spirit of appreciation.

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### STATEMENT OF THE PROBLEM

The work life balance must be maintained effectively to ensure that all employees are running at their peak potential and free from stress and strain. The QWL can affect such things as employee's timing, his or her work output, his or her available leaves etc. QWL helps the employees to feel secure and like they are being thought of and cared for by in which they work.

Banking sector assumes responsibility of work life for their employees. This being the real fact and since there was absent seem and lack of job satisfaction among bank employees. The present study should be helpful in providing an insight into the perception of the workers with regard to the QWL and serves as an effective feed back to the management. It also serves as an opening for the workers to come out with their suggestions and an opportunity for the bank to formulate proper plan for improvement of QWL

### SCOPE OF THE STUDY

This study is concentrated on the analysis of employee's opinion towards quality of work life of bank employees and to provide various suggestions to improve the QWL of bank employees. The present study covers the employees in SBI, Kollam.

### OBJECTIVES OF THE STUDY

The study was conducted with the following objectives:

To identify the factors affecting quality of work life of bank employees in SBI, Kollam.

To suggest suitable measures to improve the quality of work life among workers.

**RESEARCH METHODOLOGY**

**Type of Research**

A study on QWL of bank employees is done in the form of descriptive study to analyze the measures taken by the bank to improve the QWL among employees.

**Source of Data**

For this study both primary and secondary data are collected. Primary data relating to the attitude towards QWL were collected from the SBI employees in Kollam. Secondary Data were collected from the journals, magazines and different website.

**Data collection method**

Secondary data are collected from the journals, magazines and different web sites. Primary data have been collected through sample method. Data are collected through a questionnaire.

**Sampling Size**

The sample size for the study is taken as 100 comprising equal number of male and female.

**Sampling technique**

Sampling techniques for the study was simple random sampling. Bank employees are selected at random from branches of SBI employees in Kollam.

**DATA ANALYSIS AND INTERPRETATION**

**TABLE 1**

**CLASSIFICATION BASED ON DEMOGRAPHIC FACTORS**

Demographic Factors		Percentage [%]
<b>1.Age</b>	21-30	40
	31-40	25
	41-50	25
	Above 50	10
	TOTAL	100
<b>2.Gender</b>	MALE	50
	FEMALE	50
	TOTAL	100
<b>3.Educational qualification</b>	UNDER GRADUATE	15
	GRADUATE	50
	POST GRAUDATE	35
	TOTAL	100

<b>4.Total work experience</b>	Less than 1 year	16
	1 – 5 years	48
	5 – 10 years	22
	More than 10 years	14
	TOTAL	100

Source: primary data

**INTERPRETATION**

Table 1 shows that 40% of the respondents are less than 30 years, 50% of the respondents are male and 50% of them are female. It also shows that only 15% of the respondents'educational qualification is under graduate. 48% of the respondents 'total work experience is between 1 to 5 years.

**TABLE 2**

**CLASSIFICATION BASED ON STUDY FACTORS**

Sl. No.	Factors affecting quality of work life	Agreeable level of opinion					Percentage [%]
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
1	Training is Conducted at Regular Intervals	40	50	0	10	0	100
2	Working hours	30	60	0	5	5	100
3	Adequate and fair compensation	35	40	0	25	0	100
4	Participation in managerial decision making	15	15	0	10	60	100
5	Grievance handling system in the Bank	40	56	4	0	0	100
6	Safe and healthy working conditions	20	70	0	10	0	100
7	Skills Identified and Fully Utilized	6	22	60	10	2	100
8	Opportunities Given to Apply Skills Possessed	0	46	46	8	0	100
9	Interpersonal Relationship between management and employees	20	60	14	6	0	100
10	The Income Derived from Work is Satisfactory	18	42	4	26	10	100
11	Leave facility provided to employees by the Bank	20	48	8	16	8	100
12	Welfare facilities in the Bank	20	72	8	0	0	100

Source: primary data

## INTERPRETATION

Table 2 show that 50% of the respondents agreed that the training given by the bank helps them to achieve the required skills for performing the job efficiently. Only 30 % of the respondents strongly agreed that they are comfortable with the working hours. Only 40% of the employees have agreement with the statement that they are getting adequate compensation corresponding to their ability. 60% of the respondents are dissatisfied with the involvement in decision making process of bank. Only 15% of the respondents strongly agreed that the feedback given to them by the management about the work done is motivating. 56% of the employees agree that there is a good grievance handling system in the Bank. 70% of employees agree that the working environment is safe and healthy. 60 % of the respondents have no opinion of the statement that Skills Identified and Fully Utilized. The finding demonstrates the unawareness of their own skills and talents to exhibit to others in the workplace. The findings show that there is an equal response to the statement above from the respondents saying that the first half agree to fact that there are opportunities and are given to apply their skills while the second half had no opinion regarding this. Majority of total employees (60%) agree that they are satisfied with the employer – employee relationship. 42% of the employees agreed that income derived from work is satisfactory. Majority of the employees agree that bank provide necessary leave facility and welfare facilities.

## RECOMMENDATIONS

Employees should be motivated by their superiors to bring in innovative ideas by allowing employees to participative in decision making so that their views and ideas are also considered

Sufficient training programs can be arranged so that the worker productivity could be improved

Appropriate pay strategies could be evolved to give fair and adequate compensation to the employees. Performance based increments would improve the performance of the workers.

The bank should evaluate quality of work life periodically.

Providing adequate casual leave or permission may be considered.

## CONCLUSION

A happy and healthy employee will give better turnover, make good decisions and positively contribute to organizational goal. An assured good quality of work life will not only attract young and new talents but also retain the existing experienced talents. This research highlights some of the small gaps in employee's satisfaction towards the bank. Compared to other Banks SBI believes in employee's satisfaction. The quality of work life approaches considers people as an asset to the organisation rather than as costs. The Human Resources practice followed in the bank can be well accepted by other banks. The workers were considered to be the assets of the bank and they are motivated enough to perform well, SBI has steadily and consistently rewarded high productivity and profitability.

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