

**A STUDY ON QUALITY OF WORK LIFE OF
EMPLOYEES IN NATIONALIZED BANKS IN RANNY
THALUK**

ANJALI JACOB *

ABSTRACT

The study on Quality of work life of employees in nationalized bank in Ranny thaluk was aimed to assess satisfaction level regarding various dimensions of QWL in nationalized banks, to investigate factors which affect overall perception of QWL, to study interrelation between dimensions of QWL and suggest the contemporary measures to improve QWL in nationalized banks. 60 respondents have been selected following convenient sampling method. Questionnaires were used as data collecting instrument. Data was analyzed using tabulation, percentages, ranking and likert scale. Recommendations from the study was the banks should provide flexible working time to employees, reduce frequent transfer of employees and should provide recreational facilities.

Keywords: Quality of work life, Employee Satisfaction, Nationalized banks.

* **GUEST LECTURER. ST. THOMAS COLLEGE, RANNY**

INTRODUCTION

Quality of work life (QWL) is a philosophy, a set of principles, which holds that people are the most important resource in the organization as they are trustworthy, responsible and capable of making valuable contribution and they should be treated with dignity and respect (Straw and Heckscher 1984). QWL encompasses mode of wages payment, working conditions, working time, health hazards issue, financial and non-financial benefits and management behavior towards employees (Islam and Siengthai 2009). According to Gadon (1984), QWL programs have two objectives: (a) to enhance productivity and (b) to increase the satisfaction of employees. Thus QWL provides healthier, satisfied and productive employees, which in turn provides efficient and profitable organization (Sadique 2003)

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.

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

NEED AND SIGNIFICANCE

Most company apply a bundle of measures to improve different dimensions of quality of work. Therefore it is difficult to single out how one specific measure affect the performance. Quality of work life and employee satisfaction directly affect the company's ability to serve its customers. There is a positive relationship between quality of work life and performance. A study and measurement of quality of work life helps in efficient and effective allocation of human resources. To enhance productivity and stability of work force it also enhance positive attitude among the employees.

STATEMENT OF THE PROBLEM

The quality of work life intents to develop enhance and utilize human resource effectively to improve the quality of the product, services and to satisfy the workers psychological needs for self-esteem, participation, recognition etc. and with a view to motivate them.

The project topic of quality of work life of employees in nationalized banks is a study about factors affecting the overall development of the employees. The present study is an attempt to know the workers opinion about available opportunities to improve their working life. The topic chooses is also helps to study the job satisfaction level of the workers.

SCOPE OF THE STUDY

Present study is done among employees working in nationalized bank in Ranny. This study is an attempt to evaluate a analyze the importance of quality of work life of employees in bank. The study is expected to identify all aspects in implementing the quality of work life programme and perception level of employees about the implementation of quality of work life programme. The researcher has made an effort to identify the various factors related to the effectiveness of quality of work life in an organization.

OBJECTIVES OF THE STUDY

- To assess the satisfaction level regarding various dimensions of QWL in Nationalized bank.
- To investigate which factors affect overall perception of QWL.

- To study behavior of interrelation between dimensions of QWL.
- To suggest a contemporary measures to improve the QWL in nationalized bank.

RESEARCH METHODOLOGY

The present study is descriptive and analytical in nature. Both primary and secondary data have been collected for this study. The primary data have been collected by utilizing questionnaire specially prepared for this purpose. The important source of secondary data are books, journal, websites etc. 60 respondents have been selected following convenient sampling method.

LIMITATIONS OF THE STUDY

The present study has several limitations. First of all, it is based on sample hence all inherent limitation of sample study are involved in this study. The QWL involves a wider range. The present study examines it from selected dimensions only. Sample size is limited in number. Some respondents may not respond properly to the questionnaire.

DATA ANALYSIS AND DISCUSSION

TABLE 3. 1

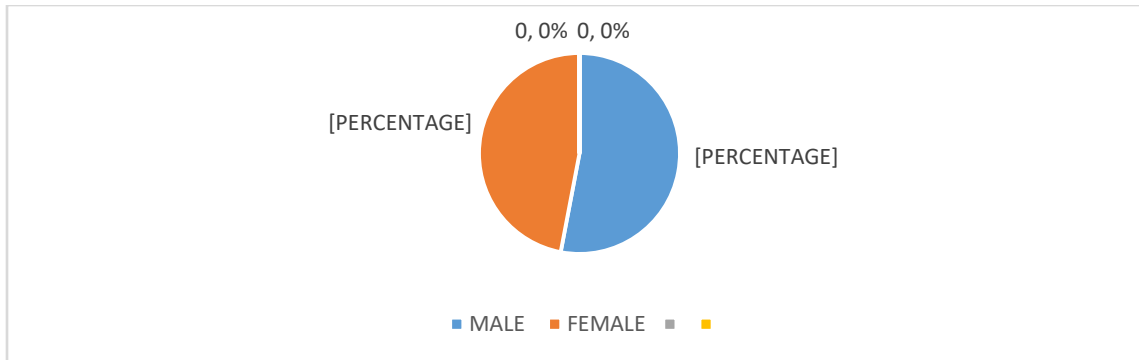
GENDER OF RESPONDENTS

Gender	No of Respondents	Percentage
Male	32	53
Female	28	47
Total	60	100

(Source: primary data)

CHART 3.1

GENDER OF RESPONDENTS



Interpretation

The above analysis shows the gender of respondents. The above table and chart reveals that out of 60 respondents 53% are male and 47% are female.

Table 3.2

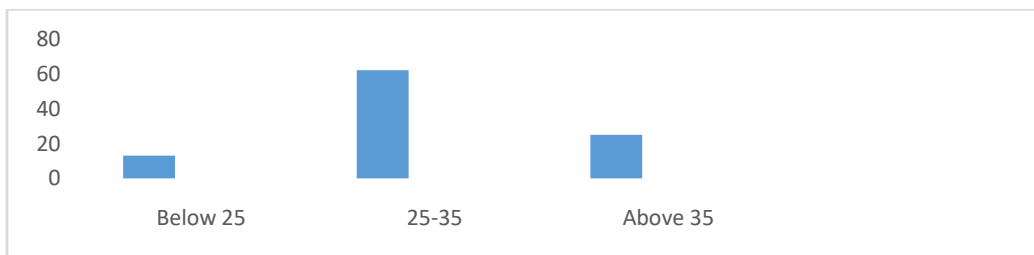
AGE OF RESPONDENTS

Age	No. of respondents	Percentage
Below 25	8	13
25-35	37	62
Above 35	15	25
Total	60	100

(Source: Primary Data)

CHART 3.2

AGE OF RESPONDENTS



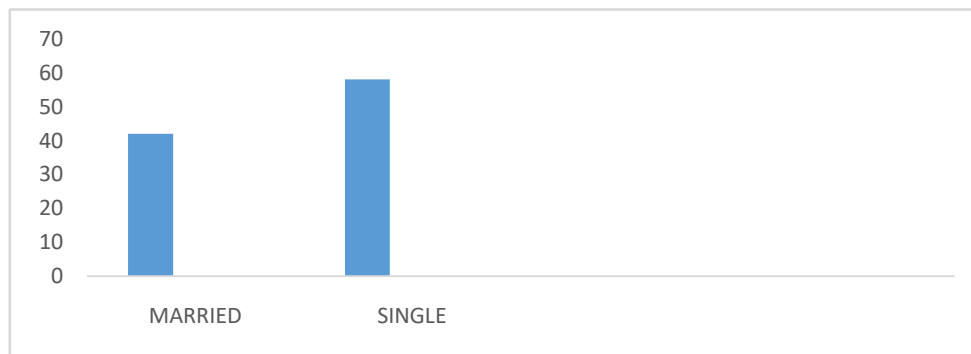
Interpretation

The above analysis shows the age of respondents ,13% of them represents with below 25 age of respondents, 62% of them represents with 25- 35 age of respondents, 25% of them represents with above 35 age of respondent

Table 3.3**MARITAL STATUS**

Marital status	No of respondents	Percentage
Single	35	58
Married	25	42
Total	60	100

(Source: primary data)

CHART 3.3**MARITAL STATUS****Interpretation**

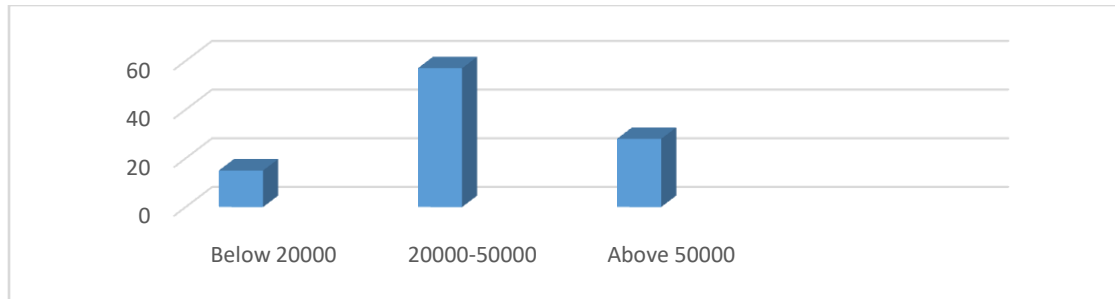
The above analysis shows the marital status of respondents, 58% of them are unmarried and 42% of them are married.

TABLE 3.4**MONTHLY SALARY**

Salary	No of Respondents	Percentage
Below 20000	9	15
20000-50000	34	57
Above 50000	17	28
Total	60	100

(Source: Primary Data)

CHART 3.4**MONTHLY SALARY**



Interpretation

From the above table and chart it is inferred that 15% of employees working with below 20000, 57% of them working with 20000-50000, 28% of them are working with above 500

TABLE 3.5

LEVEL OF SATISFACTION

Dimensions	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Compensation	15	22	21	2	0
Working environment	20	21	13	4	2
Career opportunity	10	12	20	15	3
Social recognition	16	20	19	4	1

TABLE 3.5 A

COMPUTATION

Weight		5	4	3	2	1	Total
Sl. No	Particulars	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	
1	Compensation	75	88	63	4	0	230

2	Working environment	100	84	39	8	2	233
3	Career opportunity	50	48	60	30	3	191
4	Social recognition	80	80	57	8	1	226

1. Compensation: 15 out of 60 respondents are highly satisfied about the compensation. The computed Value as per likert's scaling technique is 230 and score in the 5 point scale is 3.83. Hence we can conclude that most of the respondents are satisfied to the compensation.

2. working environment : 21 out of 60 respondents are satisfied about their working environment. The computed value as per likert's scaling technique is 233 and score in the 5 point scale is 3.88. Hence we conclude that most of the respondents are satisfied about working environment.

3. career opportunity: 20 out of 60 respondents are neutral about their career opportunity. The computed value as likert's scaling technique is 191 and score in the 5 point likert's scale is 3.18, since score is just above 3, it is clear that respondents to some extent are satisfied about their career opportunity

4. social recognition: 4 out of 60 respondents are dissatisfied to the social recognition of their job. 1 out of 60 respondents are highly dissatisfied. The computed value as per likert's scaling is 226 and the score is 3.76. since score is above 3, it is clear that most of the customers are satisfied about the social recognition of their job.

TABLE 3.6

LEVEL OF SATISFACTION REGARDING WORKING CONDITIONS

Particulars	No of respondents	percentage
Highly satisfied	16	27
Satisfied	40	67
Highly dissatisfied	4	6
Total	60	100

(Source: primary Data)

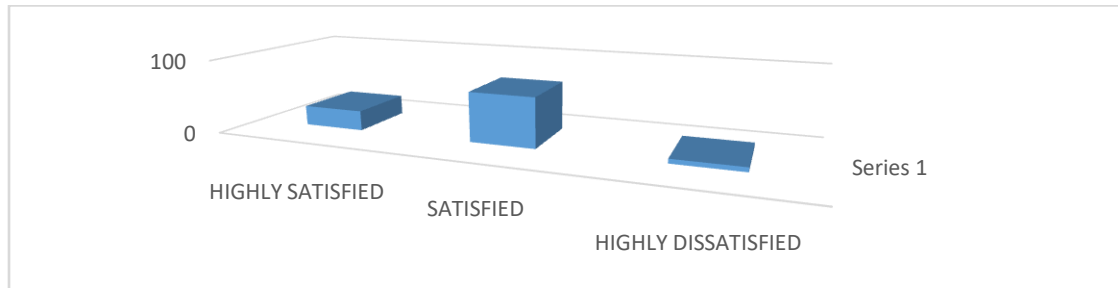
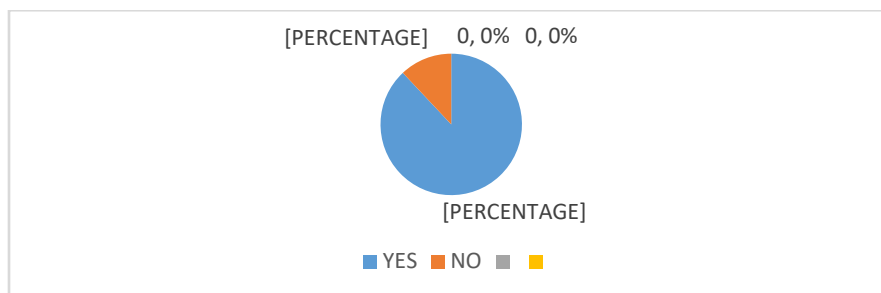
Chart 3.6**LEVEL OF SATISFACTION REGARDING WORKING CONDITIONS****Interpretation**

Table 3.8 reveals that out of 60 employees , 67 percent are satisfied ,27 percent are highly satisfied and 6 percent are highly dissatisfied.

TABLE 3.7**RELATIONSHIP BETWEEN COMPENSATION AND SOCIAL RECOGNITION**

Opinion	No of respondents	percentage
Yes	53	88
No	7	12
Total	60	100

(Source :primary data)

CHART 3.7**RELATIONSHIP BETWEEN COMPENSATION AND SOCIAL RECOGNITION****Interpretation**

88% of respondents told that there is relationship between compensation and social recognition. But 12% of the respondents told that there is no relationship between compensation and social recognition.

TABLE 3.8
FACTORS INFLUENCE QWL

Factors	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5
Work place	16	15	16	12	1
Personal characteristics	13	11	18	15	3
Job satisfaction	17	16	14	11	2
Individual employee wage	6	19	15	12	8
Others	4	13	12	16	15

(Source : primary data)

TABLE 3.8 A
COMPUTATION

Factors	1	2	3	4	5	CI	Rank
	5	4	3	2	1		
Work place	80	60	48	24	1	213	2
Personal characteristics	65	44	54	30	3	196	3
Job satisfaction	85	64	42	22	2	215	1
Individual employee wages	30	76	45	24	8	183	4
others	20	52	36	32	15	155	5

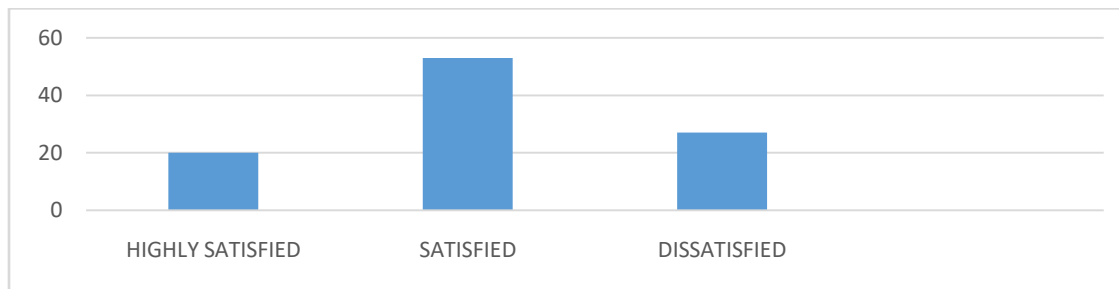
Interpretation

The factors influencing QWL are studied by arranging and ranking them. All the five factors have been considered for analysis and composite index numbers have been calculated. It is seen from the table that major factor influencing QWL is job satisfaction with 215 points. The second major factor influencing QWL is work place while personal characteristics rank third. The fourth rank is given to individual employee wages while others rank last position with 155 points.

Table 3.9**LEVEL OF SATISFACTION REGARDING WORKING TIME**

particulars	No of respondents	percentage
Highly satisfied	12	20
Satisfied	32	53
dissatisfied	16	27
Total	60	100

(Source :primary data)

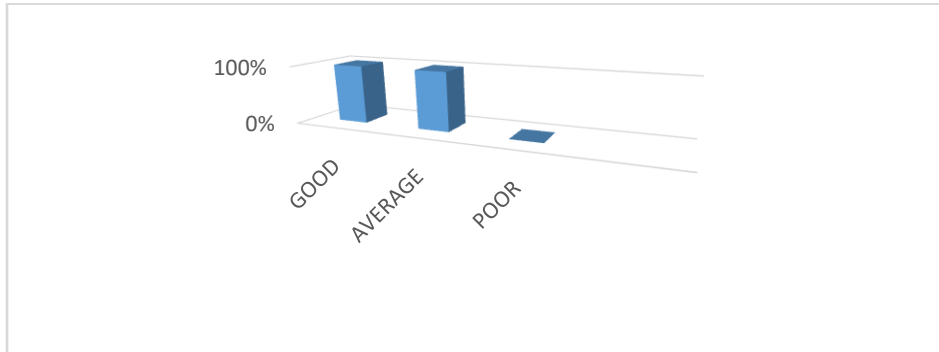
CHART 3.9**LEVEL OF SATISFACTION REGARDING WORKING TIME****Interpretation**

The above table and chart shows level of satisfaction regarding working time.20% of respondents are highly satisfied,53% of them are satisfied and 27% are dissatisfied.

TABLE 3.10**PHYSICAL WORKING CONDITION**

Particulars	No of respondents	Percentage
Good	36	60
Average	24	40
Poor	0	0
Total	60	100

(Source: Primary Data)

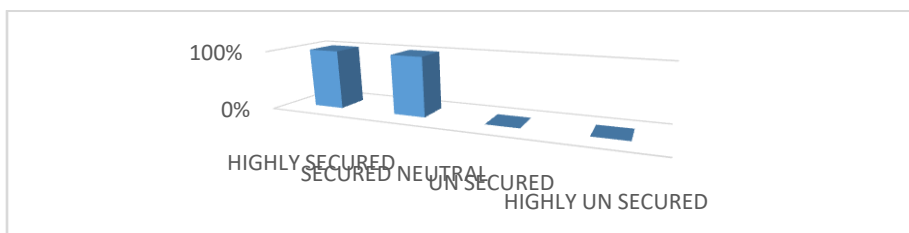
CHART 3.10**PHYSICAL WORKING CONDITION****Interpretation**

The above table and chart shows the physical working condition. 60% of respondents told that good and 40% of respondents told that average physical working condition. None of them have poor opinion.

TABLE 3.11**JOB SECURITY**

particulars	No of respondents	Percentage
Highly secured	24	40
Secured Neutral	36	60
Un secured	0	0
Highly unsecured	0	0
Total	60	100

(Source: primary data)

CHART: 3.11**JOB SECURITY**

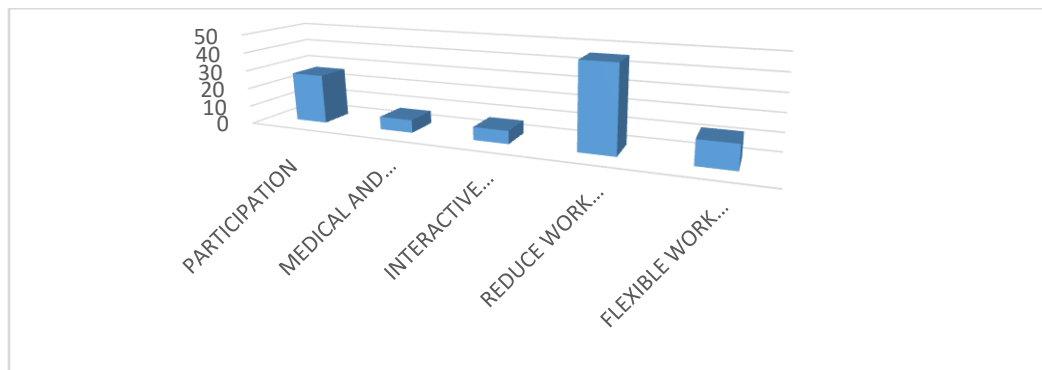
Interpretation

The above data shows opinion regarding job security of the respondents, 40% of them are in the opinion that they are highly secured, 60% are secured neutral, none of them are unsecured and highly unsecured.

TABLE 3.12**MEASURES USED TO IMPROVE QWL IN BANK**

particulars	No of respondents	percentage
Participation	16	27
Medical and health care	4	7
Interactive programs	4	7
Reduce work load	28	46
Flexible work schedule	8	13
Total	60	100

(Source: primary data)

CHART: 3.12**MEASURES USED TO IMPROVE QWL IN BANK****Interpretation**

The above data reveals that 46% of the respondents have the opinion that reduce work load will improve QWL and another 27% says that participation improves QWL, 13% of the respondents support flexible work schedule, 7% of respondents have the opinion that medical and health care

will improve QWL and remaining 7% of the respondents says that interactive programs will improve QWL.

RESEARCH FINDINGS

The research found that most of the questionnaire respondents were male. 62% of respondents are of age group of 25-35 years. Nearly 37% of the respondents are having work experience ranging between 2-5 years. 67% of employees are satisfied with working feature and working environment of the bank. 88% of employees feel that there is a relationship between compensation and social recognition. 53% of the employees satisfied with their working time. 60% of the employees are satisfied with the physical working condition of the organization. Banks provide job security to their employees. 46% of people opinioned that reduce workload leads to improve quality of work life in the bank. About 92% of respondents have the opinion that bank provide proper training for enhancing skill of employees. 73% of employees are opinionated that monetary incentives motivates them most. The main factor affect the quality of work life is job satisfaction. The majority of the employees are satisfied with their working environment.

Conclusions and recommendations

The objective for which the present project work was taken up were to asses the satisfaction level regarding various dimensions of QWL in nationalized bank, to examine demographic profile of employees , to suggest the measures to improve QWL, to investigate the factors affecting overall perception of QWL and to study behavior of inter relationship between dimensions of QWL. As per our study the major factor that affect overall perception is job satisfaction, majority of the employees are male and they are in the age group of 25-35 years, majority of the employees are satisfied with the physical working condition, the major measure to improve QWL is to reduce work load, there is a relationship between compensation and social recognition. The suggestions for improving QWL includes the employees should provide flexible working time, banks should reduce the frequent transfer of employees. This help employees to reduce the time to adjust the new place, Provide recreational facilities like canteen etc

Reference

1. Aswanthappa.k, “Human resource management”, published by the Tata M.C grace, publishing company ltd ,new Delhi
2. Dr Patrick martin, Abraham Varghese, perspective and methodology of business studies “published by pratibha publications, changanacherry
3. Casio ,wf , “managing human resources: productivity ,quality of work life ,profits ,Irwin:mc graw –hill
4. Arts, E. J., Kerksta, J. and Van der Zee (2001) Quality of Working Life and Workload in Home Help. Nordic College of Caring Sciences, 12-22.
5. Baden, S., Green, C., Goetz, A. M. and Guhathakurta (1994) Background Report on Gender Issues in Bangladesh. BRIDGE, Institute of Development Studies
- . 6. Bhuiya, M. R. (2007) Seminar on Promoting Gender Equality at the Workplace. Dhaka: BRAC Centre.
7. Elias, M. S. and Saha, N. K. (2005) Environmental Pollution and Quality of Working Lifein Tobacco Industries, Journal of Life Earth Science, **1(1)**, 21-24.