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## A STUDY ON QUALITY OF WORK LIFE AMONG WORKING WOMEN IN BANKING SECTOR

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### Abstract

*Many major Indian banks are now hiring college-educated young Indian women for administrative roles, and this trend has led to the banks' remarkable growth and success. Women's empowerment is It may be deduced that women are more dedicated than men since they outnumber men in positions of authority and clerical service. Female workers like this field because it provides them with a solid foundation on which to build their careers and their families. Workplace safety and wages are improving in certain Indian industries, but these improvements lag behind those in others. The banking industry also has to improve its policies and goals to raise workers' living standards. its female employees. One of the most important factors nowadays is the nature of one's professional life. Every business has its share of issues. The success of every business is directly tied to the level of satisfaction its workers feel about their working conditions. Employees.*

Keywords:Quality of work life, Employment.Job Satisfaction. Working Environment.

### Introduction

The participation rate of Indian women in the labour force has increased dramatically since the turn of the century. More women are assuming leadership positions in traditionally male-dominated industries including tourism, finance, insurance, healthcare, and academia. More women are actively seeking employment, according to data. In contrast to traditional sectors, the banking sector in India has been growing rapidly in recent years. Changes in legislation, greater competition from new private (corporate) sector banks, downsizing, technological advancements, and other factors have all contributed to dramatic shifts in the banking industry during the last decade. Workers in the banking industry are under a lot of pressure as a consequence of these shifts. The Consequences Although organizations use cutting-edge technology, powerful human resources are still required for those organizations to use that technology successfully and efficiently. As a consequence, the QWL gained prominence across all demographics and in all settings. Prioritization of employees' health and happiness was central to discussions about job satisfaction in the past. To retain its employees for the long term, however, the company has started to place equal weight on monetary and non-monetary incentives. This allows the organisation to prolong the time period during which its goals may be achieved. Raise the living standards of employees in service businesses like banking in order to improve productivity. They expect non-monetary benefits as well, such as better working conditions, less interpersonal and role disagreements, more job pressure, less employment flexibility, and access to challenging work. Participatory management has replaced paternalistic management in businesses. To better meet the employees' pressing needs for greater productivity, organisations have evolved. As a result of these shifts, the personal and professional lives of bank employees have been altered in profound ways. The term "knowledge workers" refers to professionals who regularly In modern India, women's status was raised throughout the British period, but it wasn't until independence that they began to reap the rewards. Several provisions in the constitution provide women the same legal protections as men and set them on a path to professional success. Women in the modern day have a significant role in society and in their families, and they make excellent use of their intelligence, education, and experience. They can afford to do anything they want, whenever they want, whether they're working in the main or secondary economy or the military and defence industries.

### **Meaning and Definition of Qwl:**

Quality of work life refers to how happy or unhappy workers are in their daily workplace. The productivity of workers increases when they are provided with a safe and healthy workplace. Employee output improves when working conditions are conducive to health. A poor experience related to quality of work life is one that negatively impacts productivity and organisational performance. Quality of work life aims to improve unfavourable working circumstances that have a negative or inverse influence on productivity and morale in the workplace. The Quality of Work Life programme has shifted its focus throughout the years. It was conceived as a means to better workers' compensation and working conditions. After then, various Jobs have been expanded and enriched as part of efforts to boost employee motivation and output. The people that work for a company are its backbone. So, a good quality of work life is important for mental and physical well-being, equity in the workplace, the success of employees, and the bottom line. Therefore, quality of work life is an all-encompassing notion that includes not just an individual's emotional state but also how they feel about their jobs, including how stress-free and fulfilling their jobs are.

### **Review of Literature**

Kun1 and Gadanez (2019) revealed that psychological well being was positively and significantly related with happiness of teachers. Further, hope, 54 optimistic nature and inner resources were also significantly associated with psychological well being of teachers

Lee (2019) found that self esteem, optimistic thinking, active participation and better coping were positively affecting psychological well being employees. Further, demand of job, support of colleagues and supervisors and power were not influencing their psychological well being.

Anagha and Kanchan (2019) The researchers discovered conclusive evidence linking nurses' work-life balance to their psychological well-being. In addition, their mental health was suffering due to issues such as stress, arguments with others, a lack of social support, the pressures of their work, and other issues.

Porkalai and Sivapriya (2018) discovered that factors like as job satisfaction, stress, pay, and security all have a role in fostering professional development, employee competence, recognition, and the free exchange of ideas. Therefore, a considerable correlation exists between a high degree of job satisfaction and psychological well-being.

Azad et al (2018) found that impaired women's mental health was strongly influenced by factors like self-awareness, compassion, self-esteem, employment environment, and social support.

Yang and Zhao (2018) shown that workers' mental health improved significantly when given more freedom to make decisions on the job. Furthermore, there is a modest connection between workers' psychological health, autonomy on the job, and their own initiative.

Choudhary and Ahmad (2017) results showed that both older housewives and working women had lower levels of psychological well-being than their younger counterparts. Women's engagement, joy, self-esteem, socialising, and mental health all played a role in their overall well-being on the job.

Nielsen et al (2017) workers' mental health and productivity were shown to be impacted by factors such as the company culture, the tasks they were assigned, the quality of the workplace amenities, the encouragement they received from their supervisors, and the amount of stress they were under.

### **Statement of The Problem**

Women in the workforce face worse odds in India than in most other nations. Traditionally, women in our country have handled all aspects of domestic life, from meal preparation to laundry to getting kids ready for school. Women working in banks have it especially tough when it comes to striking a work-life balance. A woman's role in society is to provide for her dependents. Banks' use of modern technology to facilitate financial services for customers has greatly increased their workload, making it more difficult for employees to take regular breaks. Additionally, the timings are more stringent than usual, and the lengths are mandated to be greater than the standard eight hours. However, while she is at home, her partner does not help out with the housework.

### **Objectives of The Study**

- To measure the level of age factor is perceived by the women employees working in Banking Sector.
- To identify the major problems effects on quality of work life and the performance of women employees.

### **Hypothesis of The Study**

1. There is no significant difference among the profile of women employees.
2. There is no significance difference between the the quality of work life in banking sector.

### **Research Methodology**

The reliability and validity of the study depend on its ability to collect data in a systematic fashion and analyse it using appropriate statistical methods. The present study included both primary and secondary sources of information. A well articulated research question and the systematic collection of relevant and meaningful data through a well-structured questionnaire are the two most crucial factors in establishing the study's credibility. The primary objective of this study is to investigate how the banking business in India treats its female workers. Secondary data from a wide range of sources (journals, periodicals, websites, etc.) was analysed with primary data from a sample of 100 respondents in this research. How we went about doing this research.

### **Scope of The Study**

The answers may be found through analysing and classifying the issues that arise naturally in every given circumstance. Female workers' well-being on the job is influenced by their interactions with other women. Workers and the workplace as a whole. As an example, cashiers, clerks, subordinates, and office assistants have a different set of work-life issues than women who have strong connections with colleagues, a lower workload than any of those having more, a lower salary than those making more, pay parity with males, etc. There are a number of obstacles to women in the banking business having a better quality of life at work, including their level of education, aptitude, position, health, satisfaction, the amount of stress to be handled, the facilities provided by the banks, etc.

### **Women In Banking Sector**

The Indian banking industry not only expanded its networks significantly, but also underwent a radical transformation in its objectives, methods, and scope of operations. The role of technology in this profound change is undeniable. A turning point in India's economic development occurred when the country's banks were nationalised in two separate waves, in 1969 and 1980. As a consequence of a remarkable transformation in Indian society, women are now free to seek higher education, increasing the number of women who get bachelor's, master's, and doctoral degrees, as well as those who earn degrees in technical fields. Therefore, women looked for careers to increase family income

and afford additional luxury. In conclusion, rising rates of female education and literacy, intensifying economic pressure, and the destruction of Women are encouraged to enter competitive fields where they may make a living and support themselves. The banking industry has been actively recruiting women for over twenty years. Several studies have shown an increase in the number of women in upper-level financial positions. Blumberg and Dwaraki surveyed working women in 1977, asking which careers they favoured above their current ones. Twenty percent of respondents said they would consider working at a bank if given the choice. Since most banks are located in urban areas, women found comfort in using bank services; women also find financial stability in working in the banking industry. Reasons of the economy. Working improves one's social and familial position. They go for financial services because of the serious nature of their careers. Many women enter the banking industry with the goal of climbing the corporate ladder. They are optimistic about the future of the banking industry. Due to the local nature of banking, bank employees need not go far from home to do their jobs. Women today hold a wide range of jobs in financial institutions, and they perform those roles as well as their male colleagues. There may be greater opportunities for women to advance in banking. Therefore, needs in the economy, aspirations for social advancement, and the need to bolster the family unit The financial rewards, the ability to balance work and family responsibilities, the opportunity to put one's education to use, and the prestige of the banking industry have all played significant roles in encouraging women to enter the field. The contribution of these "knowledge workers" to India's banking industry is essential to the development of the country's economy. A bank's principal responsibility is to maximise customer satisfaction via its services. These institutions are in charge of three primary duties. They are responsible for promoting general savings through easing the public's access to banks. Second, they distribute financial resources more fairly, helping those with the greatest economic and social needs. Last but not least, banks are responsible for creating credit and facilitating commercial transactions, both of which contribute to economic growth (Desai, 1987).

### **Problems Faced By Women Employees in Banking Sector**

Exposure to computer screens and the radiation they generate is harmful to pregnant women. Because of the prolonged inactivity required in the banking industry, it is more common for women to suffer from severe headaches and joint pain in the fingers. and shoulders, pain in the neck and shoulders, headaches, and strained eyes. Even though most women who pass the Commercial and Industrial Bank of India's (CAIIB) and other officer cadre examinations are reluctant to accept promotions out of concern for their families, many women who work in commercial and public sector banks are also successful at these exams. Women executives in their thirties are often sidetracked by thoughts of motherhood, whether it means a brand new baby, a toddler, or a kid returning from school. Family members of female executives, such as cashiers, tellers, accountants, loan officers, portfolio managers, FOREX officers, assistant branch managers, and so on, suffer more than those of male executives, and female executives themselves experience more mental stress than men do in this profession. Getting to outlying branches of public and commercial banks may be physically taxing for female executives since most are situated in central business districts. the location of employment. The psychological and physiological health of the women who went on this trip declined as a result of their participation. Due to their hectic work schedules and heavy workloads, female CEOs have a hard time striking a work-life balance. In other words, it was already a challenge for female bank executives to give up their conventional roles as homemakers. As a result of work-related commitments such as meetings, inspections, assignments, etc., female

executives throughout the bank often find themselves absent from their homes and families. This also widens the distance that exists between female CEOs and their loved ones. All of the aforementioned sources of frustration and distress for women CEOs may have a negative effect on their work output, threatening their capacity to flourish in their respective fields. Taking on leadership roles is difficult for women CEOs, just as it is for their male counterparts. Women have the same age, education, talent, skill, competence, and knowledge as men have, but they face additional barriers to climbing the corporate ladder, such as the expectation that they stay at home and care for their families, their physical inability to travel for business, etc.

**Social Relevance of Work Life**

A nation or community's legitimacy is measured by how well it provides for its people's needs and aspirations, which in turn raises everyone's standard of life. How effectively an organisation takes care of its employees is another indicator of its success. meeting their expectations in the spheres of politics, society, and the economy. Better salary, welfare services, health care, working conditions, and the sociocultural and social worth of employment are all things we can only hope to experience in today's modern business climate. When families lived together like such, younger generations were responsible for the emotional well-being of the old. When both partners in a nuclear family are in the labour force, the home dynamic is one that may take an emotional toll on everyone. The weight of social and financial responsibilities has increased. Furthermore, contemporary businesses have altered their requirements. Those who have access to the most valuable knowledge tend to achieve modest fortunes. And These "knowledge workers" are the ones who really need to find that work-life balance.

What we mean when we talk about "work-life balance" is a person's ability to successfully juggle several responsibilities across their professional, personal, and communal lives. It strengthens bonds between families and communities while also benefiting people's physical and mental well-being. What matters is that people have the freedom to do what they want with their time, both at work and in their personal lives.

**Data Analysis**

**AGE OF WOMEN EMPLOYEES IN BANKING SECTOR**

Sl.No.	Age	Number of Women Employees	Percentage
1.	20–25 years	21	21.83
2.	26–35 years	34	33.50
3.	36–45 years	32	32.00
4.	46–55 years	10	10.33
5.	More than 55 years	3	2.34
	<b>Total</b>	<b>100</b>	<b>100.00</b>

Source: Primary Data

Out of every 100 working women, 32% are between the ages of 36 and 45, while just 2.3% are 55 and over.

**QUALITY OF WORK LIFE OF WOMEN EMPLOYEES IN BANKING SECTOR**

Sl.No.	Level of Quality of Work Life	Number of Women Employees	Percentage
1.	Low	26	26.04
2.	Medium	47	47.03

3.	High	27	27.03
	<b>Total</b>	<b>100</b>	<b>100.00</b>

Source:PrimaryData

Out of a sample of 100 female workers, 47.83 percent report a medium quality of work life, while 26.04 percent report a bad quality of work life. And the best work-life balance is at a score of 27.03

**CONCLUSION:**

There is a significant gender gap between male and female bank employees when it comes to job satisfaction. There are three main distinctions between the job histories of men and women and their mental health in financial institutions. The connection between self-acceptance and fair pay is both good and negative. There is a weak and adverse association between a safe and healthy workplace and self-acceptance. Possibilities for growth and a healthy sense of self-acceptance have a weak but positive relationship. Self-acceptance and social acceptability are positively correlated. Mastery of one's surroundings has a positive correlation with fair compensation. There is a positive and negative correlation between a woman's age and her level of environmental knowledge in the workplace. When compared to males, women in the workforce are not regarded as favourably as they should be. There are three main distinctions in the characteristics of male and female bank workers in terms of their mental health. The relationship between self-acceptance and fair pay is inverse and productive. The ability to control one's surroundings is positively connected with growth prospects. There is a weak but positive relationship between social integration and environmental mastery.

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