



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

THE EMPLOYEE PERCEPTION ON QUALITY OF WORK LIFE TOWARDS JOB SATISFACTION IN BANKING INDUSTRY

¹Ms. Alfida Roblet R., ²Mr. John Paul M.

¹Student, ²Assistant Professor

School of Business Administration

Sathyabama Institute of Science and Technology, Chennai-600119, India.

Abstract: The current study analyzed the representative discernment on nature of work life towards work fulfillment in banking industry. Nature of work life is the nature of connection between the representatives and all out workplace, worry for the effect of work on people just as on hierarchical viability and the possibility of investment in authoritative critical thinking and dynamic. Advantageous examining technique is utilized in this investigation for information assortment. Overview was led and information was examined based on reactions given by 120 respondents. The exploration is spellbinding in nature. Factual apparatuses, for example, chi square and ANOVAs have been utilized to decipher information.

Index Terms - Job Satisfaction, Quality of Work, Work Life Balance

I. INTRODUCTION

Nature of work life (QWL) towards work fulfilment alludes to the degree of satisfaction or misery with one's career. The term was really presented in the last part of the 1960's from that period till now the term is going increasingly more significance all over, at each work place. At first nature of work life was zeroing in on the impacts of work on the overall prosperity and the strength of the specialists. Be that as it may, presently its centre has been changed. The equilibrium is accomplished when a person's entitlement to a satisfaction life inside and outside paid work is acknowledged and regarded as shared advantage of the individual business and society. The individuals who make the most of their career as said to have a top notch of work life while the individuals who are despondent will have inferior quality of work life.

II. LITERATURE REVIEW

Dr. Roopalibtra, (2016)[1] highlights the basic purpose to develop jobs and working conditions that are excellent for employees as well as the awareness, perception and satisfaction of private and public bank employees towards different parameters of quality of work life. Lalitha Kumari, (2012)[2] the study emphasized that each of the WLB factors on its own is a salient predictor of job satisfaction w.r.t various factors of WLB. Arunima Shrivastava And Pooja Purang,(2009) [3] in this study they examined the job satisfaction level of a public sector and private sector bank employee in India. They also highlighted important satisfiers and dissatisfies present in the job and suggest both the banks to take performance initiatives in the areas where employees have reported reduced satisfaction. Dr.Barkha Gupta, (2016)[4] has identified a number of factors contributing to job satisfaction and quality of working life including healthy working environment, motivational climate, stimulating work environment productivity, work redesign, sense of accomplishment, and employee's democracy enthusiasm at work place. Deepti Sinha (2013)[5] in this study they examined the job satisfaction is largely a matter of an individual comparing to their job. But from the knowledge of being observed this finding provides strong evidence that people work for purposes other than pay.

III. OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE: The main objective of the study is to identify the employee's quality of work life towards job satisfaction in private banks.

SECONDARY OBJECTIVE: To analyze the satisfaction level of the working employees' conditions, job security and other welfare measures. To study the impact of different variables such as the occupational level, age, education, organizational climate and gender on the various factors affecting the overall job satisfaction. To identify the factors responsible for satisfaction and non satisfaction of the bank employees. To suggest suitable measures to improve the quality of work life among workers.

IV. RESEARCH METHODOLOGY

A research design is a collection and analysis of data. Descriptive research design was adopted in order to achieve the objectives of the study. The research study used both the primary and secondary data. Convenience method was adopted and data collection was done through questionnaire method for 120 samples. The closed end questions were also asked to the respondents.

V. DATA ANALYSIS

The Descriptive Analysis Method, Chi Square Test and ANOVA Test Were Used For the Analysis of the Data.

4.1 Percentage Analysis

Table 1. Demographic representation corresponding to the respondents

S. No.	Particulars	No. of Respondents	Percentage
1	Age		
	18-25 Years	37	30.8
	26-35 Years	31	25.8
	36-45Years	36	30.1
	46&Above	16	13.3
	Total	120	100
2	Satisfaction Level Of Work And Personal Life Balance		
	Strongly Agree	50	41.7
	Agree	58	48.3
	Neither Agree nor Disagree	6	5
	Disagree	4	3.3
	Strongly Disagree	2	1.7
	Total	120	100
3	Promotion on the Hierarchical Level		
	Strongly Agree	33	27.7
	Agree	69	57.7
	Neither Agree nor Disagree	15	12.5
	Disagree	3	2.5
	Strongly Disagree	0	0
	Total	120	100

4.2 Chi-Square Test

Null Hypothesis (H₀): There is no significant relationship between age of the respondents and the job satisfaction to balance the work and personal life

Alternate Hypothesis (H₁): There is a significant relationship between age of the respondents and the job satisfaction to balance the work and personal life

Table-2. Showing the relationship between the age of the respondents and the job satisfaction to balance the work and personal life

CHI SQUARE TEST	VALUE	DF	ASYMP. SIG. (2-SIDED)
Pearson Chi-Square	56.718 ^a	24	.000
Likelihood Ratio	47.841	24	.003
N of Valid Cases	120		
a. 27 cells (77.1%) have expected count less than 5. The minimum expected count is .07.			

Significance value(0.000)<0.05.

The results of the "**Pearson Chi-Square**" say that $\chi(24) = 56.718, p = 0.000$. This tells us that there is a statistically significant association between age of the respondents and job satisfaction to balance the work and personal life

4.3 One Way ANOVA

Null hypothesis (H₀): There is no statistically significant relationship between age of the respondents and their opinion on the most suitable parameters to motivate the employee for better outcome (promotion)

Alternate hypothesis (H₁): There is a statistically significant relationship between age of the respondents and their opinion on the most suitable parameters to motivate the employee for better outcome (promotion)

Table-3. Showing the relationship between the age of the respondents and their opinion on the most suitable parameters to motivate the employee for better outcome (promotion)

ANOVA			
	SUM OF SQUARES	DF	Asymptotic significance
Between Groups	92.488	9	.002
Within Groups	348.979	110	
Total	441.467	119	

This is the table that shows the output of the ANOVA analysis and we have a statistically significant difference between our group means. We can see that the significance level is 0.002 ($p = .002$), which is more than 0.005, therefore, there is a statistically significant relationship between age of the respondents and their opinion on the most suitable parameters to motivate the employee for better outcome (promotion)

IV. RESULTS

The analysis of this study exhibits the satisfaction level and quality of work life of the employees in banking sector. 67.5% of the respondents are male and 32.5% of the respondents are female.48.3% is satisfied with the level of work and personal life balance. Chi square test is used for this analysis. The first chi-square test denotes that there is a statistically significant association between age of the respondents and job satisfaction to balance the work and personal life. The second ANOVA test denotes that there is there is a statistically significant relationship between age of the respondents and their opinion on the most suitable parameters to motivate the employee for better outcome (promotion)

V. CONCLUSION AND SUGGESTIONS

Nature of Work Life is helpful to improve creation, hierarchical viability, resolve of a representatives and financial advancement of the country. Nature of work life covers different viewpoints under the overall strong authoritative conduct. Giving great Quality of Work Life decreases wearing down as well as helps in diminished non-appearance and improved occupation

fulfillment. In addition to the fact that QWL contributes to an organization's capacity to enroll quality individuals, yet additionally it upgrades an association's seriousness .The investigation analyzes the variables influencing Quality of Work Life. Banks needs to introduce special schemes related to pension, gratuity retirement, and other related benefits to enhance the employee's sense of security. Special attention should be given towards reducing working hours and frequent transfer of the employees. Employee's performance should be appraised from time to time so that organization can come to know about the efficiency of the organization. Training and development programs should be conducted from time to time so that employees do not get bored from their job.

REFERENCES

- [1] Arunima Shrivastava And Pooja Purang, Employee perceptions of job satisfaction comparative study on Indian banks,vol.14,July 2009, 65-78
- [2] Dr. Baskha Gupta factors effecting quality of work life among private bank employee's pacific business international. march 2016 VOLUMN - 8 issue no- 9.
- [3] Deepti Sinha Study of job satisfaction of employees of private sector bank's April 2013 ISSN – 2279 – 0179 VOLUMN – 2 ISSUE – 2
- [4] Lalita Kumari employee perception on work life balance and its relation with job satisfaction in Indian public sector banks FEB- 2012 ISSN NO – 2249 – 2585 VOLUMN 2 ISSUE 2
- [5] Dr. Roopali Batra a study of quality of work life among banking professionals April 2016 ISSN: 2278 – 6236 VOLUMN – 5,202-223
- [6] Kh. Devananda Singh* And B. D. Onahring Entrepreneurial intention, job satisfaction and organisation commitment - construct of a research model through literature review .
- [7] Grisha Tanjena, Banks employees perception on quality of work life and its relation with job satisfaction in malwa region of Punjab,vol.2, September 2012, 70-76
- [8] Kalleberg, A.L. (1977). Work Values and Job Rewards: A Theory of Job Satisfaction. American Sociological Review, 124–43. 37. K. W. Luthans, and S. M. Sommers (2005). The impacts of high performance work on industry level outcomes. Journal of Managerial Issues.17 (3): 327-345 38.

