



## A STUDY OF WORK LIFE BALANCE AMONG WOMEN EMPLOYEES IN BANKING SECTOR

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### **Abstract**

*The study discusses the difficulties that banking industry women face in achieving a healthy work-life balance. The organizational structure that an organization has in place to accomplish its goals is one factor that might indicate how effective and reliable an organization is. Experts need to check to see whether or not they are getting the most positive results from the resources available to them. Keeping and attaining a work-life balance is one of the most important aspects that would speed up the process of acquiring the greatest productivity from an organization's resources through different sectors. This would be achieved by keeping and achieving a healthy balance between work and personal life. It is essential for employers to invest in the mental well-being of their workforce so that a positive atmosphere may be maintained inside the company. As a result, maintaining a healthy balance between one's personal, family, and professional lives is vital for the success of any individual working inside an organization. Achieving harmony in one's life requires striking the right balance between these three aspects. In order to achieve the desired higher level of production. To this extent, in this article, we share our thoughts on striking a balance between one's professional and personal lives. The principal findings of the survey reveal that married working women in all fields find it very difficult to find time for their own personal hobbies or other forms of leisure activity, as well as to maintain friendships or other forms of extended connections. The study also discovered that women who made more were better able to find a balance between their work and personal life when compared to women who earned less. This was shown to be the case when comparing women who earned more to women who earned less. Because those folks are generating more money, they are now in a position to pay for conveniences that make it easier for them to maintain a healthy balance between their personal and professional life.*

**Keywords:** WLB, Women, Employees

### **Introduction**

Work-life balance is a crucial aspect of modern employment, affecting the well-being, productivity, and overall quality of life for employees. The pursuit of work-life balance is particularly relevant in the banking sector, where employees often face demanding work schedules, high expectations, and the need to balance their professional and personal lives effectively. This study aims to explore and understand the work-life balance among women employees in the banking sector, shedding light on the unique challenges and opportunities they encounter. Women's participation in the workforce has significantly increased over the years, with many taking on pivotal roles in various industries, including banking. However, women often face distinct challenges and expectations that can make achieving work-life balance more complex. These challenges may include juggling familial responsibilities, navigating career advancement, and managing societal expectations.



The banking sector is known for its fast-paced, competitive environment, and as such, employees often find themselves under constant pressure to meet targets and adhere to strict schedules. In this context, it is essential to examine how women in the banking sector perceive and experience work-life balance, and what strategies they employ to manage their personal and professional lives effectively.

### **Women in Indian Banking Sector**

Since the beginning of the economic reforms, the banking industry in India has been going through a period of unprecedented development and expansion. Because of this, women now have more options than ever before to obtain work in the banking industry. In point of fact, the nationalization of the banking industry in India in 1969 served as the first important step toward reducing gender discrimination against women in banking employment. This change was brought about as a result of the Indian independence movement. The career opportunities that are available in banks are seen as being more appealing to job-seeking women and more suited to their personalities. Because women naturally possess certain characteristics that are compatible with the needs of the profession, financial institutions were not only not opposed to hiring them but really encouraged their arrival. Members of society and families have also begun to accept the notion that men and women are entitled to equal rights. Women from India are demonstrating their ability to compete by ascending to the highest levels of management at a number of the world's most prominent financial institutions. They are involved in making significant choices; they are offering novel ideas; and they are making some sort of contribution to the growth and development of the economy. The ability to lead, the capacity to manage, and the administrative prowess are the three components that come together to make things happen. The fact that women are becoming more visible in a variety of spheres of society is a progress that should be celebrated. On the other hand, every woman has an additional aspect of her life, including her house and her personal life, which she is responsible for managing. The interaction between one's personal life and their professional life has gained greater relevance in today's world, and as a result, it warrants a greater amount of attention. Stress can be brought on by the demands of either one's professional or personal life. It has been discovered via a number of studies that being in such a circumstance may have an effect on a person's health on both a physiological and psychological level. Therefore, it is of the utmost significance for workers to strike a good balance between their personal life and the demands of their jobs. In the past ten years, Indian society has seen a rise in the number of women participating in the labor market, particularly in the banking industry. This is a direct result of globalization, which has opened up a great deal of opportunity for educated women. In addition, globalization has helped to bring about gender equality in the workplace. It is imperative that a more in-depth investigation of the phenomena of the work-life balance of Indian women professionals be carried out in view of the growing number of women working in the banking industry. The professional domain of women in India is undergoing rapid transformation as a result of a number of factors, including the gradual elimination of trade barriers, rapid technological advancement, a market place that is networked internationally, intense levels of competitiveness and commercial rivalry, and shifting patterns of family life and population.

The transition from joint families to nuclear families has increased the number of options for women to enter the workforce in professional capacities within the banking industry.



## **Work Life Balance**

The phrase "work life balance" was first used in the year 1956. The phrase "work-life balance" is common parlance in both the professional and private spheres. A healthy work-life balance is achieved when the demands of one's personal life and one's professional life are in proportion to one another. Spending enough time on activities outside of work has been shown to improve both a person's physical and mental health, making this one of the most compelling arguments in favor of making this a priority. A healthy work-life balance is achieved when a person's employment has a good impact on all of the other key aspects of their lives, including their time with family and friends, their leisure activities, their personal growth, their involvement in their communities, and their caregiving obligations. The ideal work-life balance will seem different for different people at different points in their lives. It is not only for the benefit of women or families. It is not just for harried executives who put in long hours to further their careers; the disabled, whose problem may be a lack of flexibility and choice, are also candidates for this solution. In the modern world, finding a healthy balance between work and personal life has emerged as one of the most pressing concerns. The terms 'professional life' and 'personal life' refer to two aspects of the same continuum. Achievement and overall job happiness are the primary foci of attention when discussing work-life balance. When a working woman is able to fulfill her goals and enjoy both her professional and personal lives, we say that she has a healthy work-life balance. This implies that she should be able to have job satisfaction while also being able to advance in her career. The unfortunate reality is that working women, in comparison to working males, are typically at a larger risk of having an imbalance between their professional and personal lives. An problem that is believed to be related to work life balance is the process of establishing and maintaining a harmony between one's professional and personal lives. The development of new technologies has an effect on the difficulty of striking a healthy balance between one's home life, work life, and professional life. Employers in the banking industry are placing a greater emphasis on work-life balance policies and practices. This is due to the fact that flexible working arrangements have the potential to boost employees' motivation and happiness, as well as the profitability and productivity of the business, as well as recruiting and retention strategies.

## **Women and Work-life Balance**

In India, there is a significant proportion of the labor force that is comprised of women. However, action has to be taken to address the current condition of a significant number of highly skilled women who, for a variety of reasons, have been prevented from obtaining employment in the past. The challenges they confront are numerous, but one of the most significant is that the majority of the time, a pause in their professions is caused by motherhood and the obligations of family. Various technological advancements, shifting patterns of family life, and other factors are contributing to the rapid transformation now taking place in the working environment of women in the modern world. Work-life balance refers to the process of building and sustaining work environments that are supportive and healthy for workers. This will assist women employees to have a balance between their personal commitments and their job responsibilities, which will in turn enhance employee loyalty and productivity. A person is said to have a work-life balance when the equilibrium between their obligations at work and their responsibilities outside of paid job is where it should be for that



particular individual. Both one's professional and personal lives are intertwined and mutually rely on one another. The things that happen at work and the things that happen in your personal life are two sides of the same coin. People are forced to make difficult decisions even when their personal lives and professional lives are nowhere near being in harmony. Particularly important and heartbreaking is the part that women play in this tragedy. Finding a healthy balance between one's personal life and professional obligations can be challenging for an individual worker. As a result, the backing of the organization is quite significant. Due to the fact that female employees in the banking industry are required to work in many locations, such as the office and at home, and that they conduct dual careers, these employees are experiencing bodily pains and discomfort while they are at work. During the course of their professions, the ladies are experiencing several challenges that are similar to one another. These include the amount of labor that must be done, the execution of two roles at once, the dominance of men, and the unwillingness to use infrastructural facilities. When the stress, duties, and responsibilities of work and family roles become incompatible with one another, it can lead to conflicts between work and home life. For this reason, it is essential for employees to maintain a good balance between their private lives and their professional lives. The female employees in the banking business are able to maintain a healthy work-life balance in spite of their demanding jobs. According to the findings of the survey, there are no specific rules in place to help working women achieve a healthy work-life balance. However, the vast majority of working women have embraced job sharing, and the support they receive from their coworkers is assisting them in achieving this balance. The maintenance of a healthy work-life balance is not a problem that has to be solved; rather, it is a continuing challenge that needs to be managed. The idea of striking a healthy balance between one's professional and personal life is critical in more ways than one. A healthy work-life balance can be difficult to achieve for a variety of reasons, including social issues, psychological factors, the working environment, the type of employment, the level of job satisfaction, family history, the schedule at home, and the stage of life. Employees who are able to strike a healthy balance between their personal and professional lives are in a better position to make significant contributions to the organization's overall success. The majority of women are employed in full-time service jobs, which require them to work a minimum of eight hours per day, five days per week, and deal with a growing amount of work each day. Therefore, the majority of them bring their jobs and their obligations into their private lives; yet, maintaining a healthy equilibrium between these two challenging environments in the frenetic pace of modern life demands talent, tact, skill, and prudence. The demands of high job objectives, office commitments, and packed meeting schedules, in addition to the obligations and responsibilities of life and the home, fall disproportionately on women. Employers should prioritize the development of a variety of policies and programs that promote a work-life balance in order to motivate and attract women workers.

### **Literature Review**

Meghna Mukherjee (2016) She had collated a number of studies that were linked to the stress that men and women go through in her article titled *Are Women More Stressed than Men?* which was published in the Uttar Pradesh Times. *Are Women More Stressed than Men?* was the title of her research article. She had mentioned in her article that the administration of a married woman house,



the care of her children and in-laws, the upkeep of a healthy and happy marriage, and the pursuit of professional success are all sources of stress for a married woman. The cumulative effect of all of this places an unbelievable amount of strain on her, which has the unwelcome consequence of having an impact on both her mind and her emotions. She also mentioned that gender-specific problems, such as irregular menstrual cycles, early menopause, and complications during pregnancy, are some of the causes that, according to the opinions of medical professionals, are among the factors that make the heart condition worse in women throughout the course of their lifetime. Everyone has their own personal perspective on what stress means to them, which can vary greatly from person to person. Some of the symptoms include readily being irritated, annoyed, and depressed, as well as fast becoming angry, frustrated, and gloomy; having low self-esteem; experiencing headaches; having trouble sleeping; feeling lonely and melancholy; and having difficulty sleeping. The article also recommended that women find someone to confide in, such as their husbands, partners, parents, friends, or even their own children. This is because when a woman talks about what is upsetting her, it may remove up to seventy percent of the tension from her head, which in turn makes it easier for her to begin feeling better. The article also suggested that women find someone to confide in, such as their husbands, partners, parents, friends, or even their own children.

J. Renee Arathi, R. Rajkumar (2015) had conducted an investigation with the working title "Women and Work-Life Balance: The Rationale Behind the Imbalance: An Empirical Study." According to the conclusions of the study, the amount of time and effort that individual gives to their family as well as their place of job places a pressure on all aspects of that individual's being, including their physical, psychological, emotional, and social components. As a result, it is essential for working women to find a way to strike a balance between their professional lives and the obligations of running a family. This study aimed to explore the differences in the levels of work-life balance experienced by middle-level male and female employees, as well as the key causes contributing to those differences. Additionally, the study investigated the primary variables leading to those disparities. The researcher used stratified proportional random sampling to choose the samples from BHEL at Ranipet, and the responses were collected from the tools, commercial, safety engineering, and operations departments. The results of the study indicate that maintaining a positive work-life balance is positively related with an increased likelihood of being promoted to higher-paying positions as well as receiving promotions more frequently. Therefore, promotions are a motivating factor that gives a feeling of success and emotional satisfaction, which in turn helps women employees find a better balance between their professional and home life. This is because promotions deliver a sense of accomplishment and emotional fulfillment. He arrived at the opinion that if companies emphasized the work-life balance of female workers by boosting the role effectiveness of those employees, then not only would the productivity of the company be boosted, but so would the growth of the employees themselves. He got to this conclusion after conducting research into the topic.

"G. Delina Dr. R. Prabhakara Raya (2013) a study was conducted on the issue of work-life balance among working women. The findings of the study revealed that characteristics such as workers' employment, age, and caring commitments, together with the amount of weekly hours worked and the



stress related with work, were extremely important drivers of employees' work-life balance. The failure of working women to strike a good balance between their professional and personal lives has a detrimental effect on their physical health. Women in the workforce had a greater propensity to report symptoms of stress, muscle tension, weight gain, and sadness compared to their male colleagues in the workforce .

Vijaya Mani (2013) As a consequence of time constraints and the responsibilities that come with having a family, Tamil Nadu came to the conclusion in her research on the subject of work-life balance and women professionals that women professionals struggle with challenges of mobility and delayed promotions. She got to this conclusion as a result of her investigation. In addition to this, they experienced difficulties in their dealings with male subordinates who worked for them. The results of the research indicate that there is a movement that is paving the way for the emancipation of women. This shift is reflected in the fact that more and more women are choosing to wed their partners of their own free will rather than having their marriages predetermined by their families, and they are also marrying people of other religions and castes. In addition, the typical age of a married pair has risen from 22 years old to somewhere between 26 and 30 years of age in recent years. On the other hand, parents educate married women and society to accept their places as subordinates to "husband" and the "home" and "children" as their share of obligation. This is something that parents teach their children. In order to accomplish this goal, married women are indoctrinated to accept their roles as servants. There are fewer obstacles to overcome for single women, but they have less opportunities to engage in social activities with their family and friends. The rate of alteration in Indian culture is slow, but women in Indian society have already started working for social change by brazenly pushing away from the conventional rules of marriage and toward modernity . This is one of the ways that Indian culture is beginning to adapt to the contemporary world.

Rincy V. Mathew and N. Panchanatham (2011) According to the findings of a research that was carried out in South India on the subject of the work-life balance of female entrepreneurs, female entrepreneurs in that region have a difficult time balancing the very time-consuming responsibilities and needs of their families, enterprises, personal lives, and societal roles. The biggest obstacles that they have in achieving a healthy work-life balance consist of having an excessive number of duties, being unable to effectively manage their time, struggling to take care of their dependents, and "lacking sufficient support networks. The complexity of these issues necessitates placing exceedingly specific expectations on the person role system", which must be met in order to address them. Problems caring for dependents and feeling overloaded with duties are two examples of factors that are inversely related to WLB. Having a strong support network, being in excellent health, and being able to efficiently manage one's time are all positive indicators of working-life balance. Even while the vast majority of respondents struggle with work-life balance (WLB) issues, there are significant discrepancies in the ways in which various types of female entrepreneurs see WLB .

### **Objectives of the Study**

1. To investigate the work-life balance perceptions and experiences of women working in the banking sector.



2. To identify the challenges and opportunities that women employees in the banking sector face when striving to achieve work-life balance .
3. To assess the impact of work-life balance on job satisfaction, well-being, and overall career advancement among women in the banking sector.

### **Research Methodology**

The 'Descriptive' type of research service is the one that has been given up as the research design option for the study. This type of research is concerned with the quality of responses from the respondents, as well as their attitudes, interests, technical abilities, experience, behaviors, beliefs and values, emotions, personality, and self-concept , amongst other things. In addition, this type of study looks at a variety of additional factors. The strategy of using a questionnaire survey to collect primary data was based on the findings of the pilot study, which served as the basis for the approach. Secondary data was collected from a wide variety of sources, such as academic journals and research papers, in order to provide support for the research.

### **Data Collection**

In the process of data collecting, only primary sources are utilized as sources of information. Research is being conducted with working wives living in the cities of Chandigarh and Mohali in the Indian state of Punjab. Responders selected from the disciplines of education, health care, and the service industries. The information is acquired by having personal talks with female employees, holding interviews with significant persons in the organization, and having them fill out questionnaires. Additionally, the information is gathered by conducting interviews with important personnel in the organization. Because the poll was restricted to only being taken by married women who were also employed, each and every one of the women who participated is now in a stable relationship. One hundred different samples make up the overall amount.

### **Tools and Techniques**

Methods of statistical analysis, such as the mean, the standard deviation, and the percentage, are utilized in the process of conducting an analysis of the data that has been gathered. The word "average" is sometimes abbreviated as "mean," which is a frequent abbreviation. This average is utilized by such a large number of people since it satisfies the majority of the needs for an ideal average, including the requirements that it be straightforward and unyielding, amongst other standards. Karl Pearson, a well-known mathematician and professor in England, first invented the concept of the standard deviation in the year 1823. Because he considered it an advancement on the mean deviation, he gave it the name standard deviation in his honor because he believed it was an improvement. Std. Calculating a deviation requires first finding the square root of the arithmetic average of the squares of deviation , which are then subtracted from the arithmetic average of a series. This will give you the deviation.



**Analysis and Findings**

**Table-1 Views Regarding Balance of Personal and Professional Life**

Responses	No. of Respondents	Percentage
Yes	44	44.9
No	54	55.1
Total	98	100.0

According to Table 1, out of 98 respondents, 55.1% are unable to discover a way to create a good balance between their career and personal life. This represents a significant problem. On the other hand, 44.9% of those who participated in the survey had figured out how to maintain a satisfactory equilibrium between their personal and professional responsibilities.

**Table-2 Perspectives on the ideal work-life balance provide the greatest obstacle.**

Responses	No. of Respondents	Percentage
Yes	52	53.1
No	46	46.9
Total	98	100.0

Table 2 reveals that among the 98 working women who took part in the survey, 53.1% of them picked the option "yes" because they believe that establishing a healthy balance between their personal and professional life is one of the major challenges they face. This finding is supported by the fact that 53.1% of the working women who participated in the survey were female. On the other hand, 46.9% of respondents who picked the option "no" indicated that finding a good balance between their personal and professional life is not one of their most critical concerns. This is the group who selected the option "no."

**Table-3 Opinions Regarding the Close Connection between a Healthy Work-Life Balance and a High Quality of Life**

Responses	No. of Respondents	Percentage
Yes	61	62.2
No	37	37.8
Total	98	100





According to the data shown in Table 3, 62.2% of the total number of respondents (98) hold the belief that there is a substantial link between work home balance and quality of life, whilst 37.8% of the total number of respondents hold the belief that this statement is not accurate.

**Table-4 Views about Good Level of Satisfaction towards Quality of Life**

Responses	No. of Respondents	Percentage
Yes	44	44.9
No	54	55.1
Total		100

According to Table 4, out of a total of 98 respondents, 44 (44.9%) are satisfied with the understanding that their quality of life is extraordinary, whereas 54 (55.1%) believe that their quality of life is not excellent .

### Conclusion

The key foci of this research are the issues of work-life equilibrium as well as its opposite, work-life imbalance. Working women in the 21st century confront a number of challenging obstacles, one of the most difficult of which is trying to strike a good balance between their personal and professional lives. The conventional role of working women has shifted in many countries throughout the world as a result of altering social standards and changing economic realities. In 1969, the banking industry in India was nationalized, which was the first significant step toward eradicating gender discrimination against women in banking employment. Since then, there has been significant progress toward this goal. In the Indian banking industry, it was standard practice to discriminate against female customers. Women now have more opportunities to enter the workforce in professional capacities within the banking industry as a result of the shift from joint families to nuclear families, which has boosted the number of possibilities available to them. As a consequence of the study that was carried out on the issue of work-life balance among female employees in the banking industry, a number of noteworthy results and implications that add to our knowledge of this important subject have been unearthed. These results and implications contribute to our understanding of this critical subject. This conclusion offers a concise summary of the most important insights and recommendations that can be gleaned from the research.

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