QUALITY OF WORK LIFE OF WOMEN EMPLOYEES IN BANKING INDUSTRY

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Abstract
Women participation in banking sector is found to be increasing every year. Since women have to play a dual role in official and personal life, the stress in employed women is a serious issue. To enhance their productivity and to maintain a balance between work and personal life, banks have to maintain a better Quality of Work Life. This paper identifies the Nature of Job, Monetary Benefits, Work Environment and Career Advancement as the major factors of Quality of Work Life. These factors are analysed by using the various statistical tools like Percentage analysis, t-test, Oneway Anova and correlation. The study concludes that the marital status and age group of women employees does not influence the Quality of Work Life.

Keyword: Quality of work life, Nature of Job, Working Environment, Monetary, Benefits, Career Advancement.

Introduction

Human resource plays a vital role in the successful functioning of an organisation. Hence management of human resource should be given due importance. Among various aspects of human resource management Quality of Work Life (QWL) is considered as crucial because an organisational environment conductive for human work requires the creation of work condition that can enhance the quality of an employee's work life in the organisation towards increased performance and productivity. According to the American Society of Training and Development, it is "a process of work organization which enables its members at all levels to actively participate in shaping the organization's environment, methods and outcomes. This value based process is aimed towards meeting the twin goals of enhanced effectiveness of organization and improved quality of life at work for employees.

The major factors determining QWL can be summarised as below.

I. Nature of Job	Job security Authorities and responsibilities Proper Work Life Balance Cooperation from co-workers Timing Structure
II. Monetary Benefits	Salary Over time Compensation Accommodation Transport Facilities
III. Work environment	Hygiene Working Condition Health and safety Policies Equality Policies against work place Harassment
IV. Career Advancement	Training and Development Reward and Recognition Job Enrichment and Rotation Appraisal and Promotion System

Significance of the Study

In this modern era we experience an increased women participation in almost all the fields of work force. The working environment and all other factors determining QWL has a great influence in the output of women employee. Every year the number of women entering in to banking sector has been increasing significantly. A lot of women play both primary breadwinner and primary care taker role which create a tension that men do not experience when juggling work and personal responsibilities. Hence the present study-' Quality of Work Life of women employees in the banking sector' finds more relevant in the current scenario.

Review of Literature

K.A. Goyal and Arpita Agrawal Babe (2015) The study attempts to find out the issues related with managing professional and personal life of employees in banking industry. The major objective of this paper is to identify specific issues and challenges in work life balance in banking industry and to suggest measures to improve work life balance.

V. Kubendran et al., (2013) Their study aimed to analyze quality of work life among the employees of IT companies in Coimbatore region. Consideration of the feedback provided by the respondents' revealed that for most of the respondents Quality of work life were largely associated with their age and there was no significant difference on respondent's opinion on QWL based on their work experience.

Tabassum et al., (2011) The study reveals that a significant difference exists between male and female employees QWL and in the following factors of QWL; adequate and fair compensation, flexible work schedule and job assignment, attention to job design, and employee relations.

Jency s and Jenica S (2016) 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.

R. Geetha and Dr. R. S. Mani (2016) This paper focuses and analyses the literature findings which involve Quality of work life.

Objectives
1. To study the factors influencing quality of work life of women employees in the banking industry.
2. To find out the relationship among the factors of quality of work life.

Hypotheses
1. Ho: There is significant difference between married and unmarried women with regard to factors quality of work life of employees.
2. Ho: There is significant difference among age group with respect to factors of work life quality of employees.
3. Ho: There is significant relationship between factors of quality of work life of employees.

Research Methodology
The study depends on primary data. The primary data is collected from women employees of banks in Trivandrum city using questionnaire. Convenient sampling method is used for selection of both banks and respondents. T- test, Oneway Anova., and correlation are the tools used for analysing the primary data.

Analysis and Interpretation
Demographic Variables

Table 1,Age

Age	Frequency	Percentage
Below 25	27	27
25-40	54	54
40 and above	19	19
Total	100	100

Table 2,Educational Qualification

Educational qualification	Frequency	Percentage
UG	65	65
PG and Above	35	35
Total	100	100

Table 3,Marital status

Marital Status	Frequency	Percentage
Married	74	74
Unmarried	26	26
Total	100	100

Table 4,Reliability Statistics

Cronbach's Alpha	N of Items
.978	17

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Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
NJ1	60.55	169.624	.873	.977
NJ2	59.52	179.404	.740	.978
NJ3	60.38	173.733	.790	.978
NJ4	59.92	177.448	.895	.976
NJ5	60.26	177.568	.872	.977
MB1	60.07	177.642	.886	.976
MB2	60.24	181.417	.841	.977
MB3	61.01	176.555	.810	.977
MB4	60.88	170.511	.878	.977
WE1	59.63	184.114	.866	.977
WE2	59.82	181.099	.882	.977
WE3	60.56	166.491	.921	.976
WE4	60.08	173.771	.888	.976
CA1	59.64	183.061	.912	.977
CA2	59.98	174.949	.926	.976
CA3	59.61	184.422	.817	.978
CA4	60.25	175.058	.893	.976

Since the individual cronbach's alpha of each statements are less than the total cronbach's alpha (0.978). It is inferred that all the statements are reliable.

Table 5,T - Test

Factors	Married		Unmarried		t value	P value
Over all factors of work life quality	Mean	SD	Mean	SD	.541	.590
	63.45	14.43	65.19	13.36		

Since P value is greater than 0.05 the Ho is accepted at 5% level of significance with regard to overall quality of work life of employees.

Table 6,Oneway Anova

Factors	Age group			F value	P value
Over all factors of work life quality	Beloe 25	25 – 40	Above 40	0.074	0.092
	63.25 (14.60)	63.87 (14.10)	64.89 (14.18)		

Note: Values in the column indicate SD

Since P value is greater than 0.05 the Ho is accepted at 5% level of significance with regard to overall quality of work life of employees.

Table 7,Correlation

Factors	Nature of job	Monetary benefits	Working environment	Career advancement
Nature of job	1.00	.892[**]	.909[**]	.917[**]
Monetary benefits	_	1.00	.921[**]	.927[**]
Working environment	_	_	1.00	.966
Career advancement	_	_	_	1.00

Note: ** denote correlation is significant at the 0.01% level of significance (2 tailed).

The correlation coefficient between nature of job and monetary benefits is 0.892 which indicate that there is positive relationship between nature of job and monetary benefits and is significant at 1% level. The correlation coefficient between nature of job and working environment is 0.909 which indicate that there is positive relationship between nature of job and working environment and is significant at 1% level. The correlation coefficient between nature of job and career advancement is 0.917 which indicate that there is positive relationship between nature of job and career advancement and is

significant at 1% level. The correlation coefficient monetary benefits and working environment is 0.921 which indicate that there is positive relationship between monetary benefits and working environment and is significant at 1% level. The correlation coefficient between monetary benefits and career advancement is .927 which indicates that there is positive relationship between monetary benefits and career advancement and is significant at 1% level. The correlation coefficient between working environment and career advancement is 0.966 which indicate that there is positive relationship between environment and career advancement and is significant at 1% level.

Findings
- Marital status of women does not affect the quality of work life of employees
- The age group of women does not influence the quality of work life of employees
- The nature of job and monetary benefits are positively positively correlated
- There is a positive relationship between nature of job and working environment
- Nature of job and career advancement are positively correlated
- Monetary benefits and working environment of employees has a positive relation
- There is a positive correlation between monetary benefits and career advancement
- Among all the factors of quality of work life working environment and career advancement show a high positive correlation.

Conclusions
The study identifies the nature of job, monetary benefits, working environment and career advancement are the most significant factors affecting quality of work life of women employees. It is found that the marital status and age group of women bank employees does not influence the quality of work life. Hence it is suggested that the above factors are to be considered while framing the human resource policies in the banking sector.

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