

# Women Employees Quality of Work Life on Work Life Balance in Private Sector Banks

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**Abstract:** *In today's society, women's employment has become a symbol of economic viability and social status. Because of changes in women's demographic backgrounds in terms of family nature, educational background, culture, and ethnic values, women in occupation have become an essential component. In the same way, organisations recognise the true value of women as employees. However, in our country, the broadcast of modernism continues to predominate over traditional perceptions of women. The attitude of family members, civilization, and surroundings continue to push women to work within constraints in terms of job, time, and activities. However, once women employees begin to perform, the benefits should be passed on to the individual, the organisation to which they belong, the society to which they belong, and the family to which they commit. Title roles for women in the service sector are especially important in the positions of low and middle executives. In this regard, the banking industry has recently increased the number of opportunities for female employees. In India's banking sector, women are being given centre stage responsibility, and this is an industry where employment and career opportunities are plentiful. Women in nature are capable of speaking and serving others with care and sympathy. The working environment, condition, attitude, relationship, competency, and support from family and society all contribute to the quality of work life. When women are positive about all of these characteristics, their effective quality of life at work has an impact on their personal, occupational, social, and family aspects. All of these factors contribute to increased job satisfaction and effective role performance in the given job, allowing banks to demonstrate consistency in terms of operation, growth, profit, and customer retention. In this aspect, research the quality of work life of women in the banking region in terms of relative analysis with reference to private banks in the Cuddalore district is required.*

**Keywords:** work life balance, women, private bank, quality of work life

## 1. Introduction

During the past decade, the Indian work force has undergone significant changes in its workforce composition and working patterns, including a change in labor legislation. The banking industry is one of India's fastest - growing industries, with the presence of private and foreign banks hastened economic progress. However, it is clear that the banking sector in India was largely dominated by male employees until the 1980s; however, in the late 1970s, women began to join banks, and their representation in the banking industry was slightly more than 11%. In 1965, just 21 percent of mothers of infants and toddlers were employed; in 1994, that figure had risen to 59 percent. . . Women in the U. S. employment had children under the age of 13 in 1999, and 38 percent had children under the age of 18. Only 17% of families are typical of the "conventional" stay - at - home mother and wage - earning father, according to the Work and Families Institute (Bond, Galinsky, & Swanberg, 1997).

The work - family literature has historically been influenced by Kahn, Quinn, Wolfe, (Sellar & Andrew, 2017) and they outlined "WLB" in respect of inter - role conflict where the role pressures from both domains (work and family) are reciprocally incompatible in some respects, i. e., involvement in work domain is made more difficult by virtue of involvement in the family domain". Research supporting this perception usually indicates that the amalgamation of work and family domain often demands women to be actively involved in more than one domain. The term "WLB" was coined in the U. K., in late 1970 (Allam & Shaik, 2020; Allen, 2001; Malik & Allam, 2021; Montgomery, Peeters, Schaufeli, & Ouden, 2003) s to illustrate the balance between an individual's personal and

professional life. In the United States, this phrase was first instituted in 1986. Work as well as family represents two most consequential realms of an individuals' life and their interface has a matter of consideration among growing number of work and family researcher's worldwide. In general, research on the work family balance has been seen as a conflict perspective because it was assumed that work and family are the two separate domains that are mutually incompatible and conflict is seen inevitable (Gaylard, Sutherland, & Viedge, 2005; Hudson, 2005; Hussain & Saleem, 2014).

Lau, Wong, Chan and Law operational zed QWL as the favorable working location that backings and promotes contentment by providing employees with prizes, job security and career growth. Indirectly the definition indicates that an individual who is not satisfied with reward may be satisfied with the job security and to some extent would enjoy the career opportunity provided by the organization for their personal as well as professional growth.

Decades have passed since the catchword quality of work life is the new sensation in the developing countries like India. In any country, the banking sector is critical to the overall development of the primary and industrial sectors. Female employees in the banking company go to great lengths to meet the diverse needs of their customers. Banking is still a developing industry in our country, with private and global banks laying the groundwork and travelling a long way from its inception. Historically, women's service in banking has been concentrated in both public and private sectors. Women's with higher education qualifications are also verdict it problematic to make balance between professional and personal life. It is vital for every

Volume 11 Issue 11, November 2022

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banking association to take necessary steps to maintain a healthy balance between work and their personal life so that both staffs and the firm can be benefited in the long duration. Work and personal life are inextricably linked and codependent. Spending more time in the bank, dealing with trades, and dealing with job pressures can have an impact on women's personal lives, making it difficult to complete household chores. Personal life, on the other hand, can be demanding due to having children, ageing parents, or financial difficulties. It can lead to skipping work, causing stress and a lack of focus at work. When the burden, commitments, and errands of work and family roles become incompatible for women, work - personal life conflict occurs. Quality of life at work has become one of the most important concerns for modern corporate employees and employers. Deficiency of services and benefits provided to the employee of a concern can lead detrimental results in all aspects. It is the utmost duty of the employer to delivered quality of work life and quality of individual life to their bodies especially ladies working in banking industry. Women employees are often expects various quality requirements from the work place, these can be classified into personal anticipatory, motivational insights, job freedom, work place needs, branch operations and working conditions.

Banking sector due its present day competition have to augment their service values to retain the customers, in addition to that pace of changing working culture in banks due to the introduction of modern work technologies and innovative banking practices also demands them to contribute effective work by personnel. The women workforces of banking sector also undergo for work pressure and for them the working condition changes, the attribute of family related aspects, socio - economic and psychological aspects bring changes in their physical, psychological level and which in turn affect their performance. In this regard, banks must verify quality work life in order to fit their female employees in various cadres for performance. However, practises in private sector banks regarding quality of work life and work life balance related aspects have changed dramatically, with the role of equity theory bringing satisfaction and dissatisfaction among female employees. The current study was designed and distributed by the researcher in order to research these aspects.

**Objectives of the Study**

- 1) To analyze the major factors influencing women employees' job satisfaction.
- 2) To evaluate the level of satisfaction of female employees in relation to several work - related attributes.
- 3) To comprehend the impact of work - life quality on work - life balance.

**Scope of the Study**

The purpose of this study paper is to understand the quality of work life of women employees in private banks in the Cuddalore area of Tamil Nadu. The study compares the work - life quality of women at private banks in the Cuddalore district. It also classifies the demographics of female employees in private banks. It focuses on the level of satisfaction of female employees with regard to numerous

work - related features, as well as the impact of work - life quality on work - life balance.

**Limitations of the Study**

- 1) The study was carried out only at Cuddalore district of Tamil Nadu
- 2) The women employees working in selected private banks were considered as the study population
- 3) The population source list was constructed based on the information gathered from the concern source

**Women employees' perspectives on job inference in home life based on marital status**

**Null Hypothesis (Ho):** There is no association among women employees about the demand of job interference in family life based on marital status of the respondents.

**Alternative Hypothesis (Ha):** There is association among women employees about the demand of job interference in family life based on marital status of the respondents.

Level of significance: 5%

**Table 1:** Women employees' perspectives on job inference in home life based on marital status

Chi - Square test			
	Value	Df	Asymp. Sig. (2 - sided)
Pearson Chi - Square	3.856	2	0.147
Likelihood Ratio	4.981	2	0.068

Table 1 test the association between women employees opinion about the job interface on their family based on their marital status. By applying chi - square test, it is inferred that there is no association between job interface and its impact on family based on the marital status of women employees working in banking sectors. Since the obtained value is 0.147 and which is more than 0.05

**Women employees' perspectives on the impact of several elements on job satisfaction based on their job position**

**Null Hypothesis (Ho):** There is no significant difference among women employees opinion about the influencing factors on quality of work life based on their designation.

**Alternative Hypothesis (Ha):** There is significant difference among women employees opinion about the influencing factors on quality of work life based on their designation.

Level of significance: 5%

**Table 2:** Women employees' perspectives on the impact of several elements on job satisfaction based on their job position

Opinion regarding factors of Quality of Work Life	Sum of Squares	Df	Mean Square	f	Significance
Independence	Between Groups	3.316	3	1.160	0.380
	Within Groups	158.670	154		
	Total				
Appreciation	Between Groups	1.673	3	0.542	0.630
	Within Groups	160.532	154		

	Total				
Social and Family Support	Between Groups	4.476	3	1.394	0.215
	Within Groups	153.437	154		
	Total				

The opinion about the influence of the factors like independence, appreciation, social and family support on quality work life do not differ significantly.

### Women employees' opinion about the job inference in WLB among of private banks:

#### Null Hypothesis (Ho):

Model 1: There is no significant difference among women employees Effect of Work Load and Organizational Culture.

Model 2: There is no significant difference among women employees Effect of Work Load, Organizational Culture and Job Involvement.

Model 3: There is no significant difference among women employees Effect of Work Load, Organizational Culture, Job Involvement and Technology.

Model 4: There is no significant difference among women employees Effect of Work Load, Organizational Culture, Job Involvement, Technology and Work Expectation.

#### Alternative Hypothesis (Ha):

Model 1: There is significant difference among women employees Effect of Work Load and Organizational Culture.

Model 2: There is significant difference among women employees Effect of Work Load, Organizational Culture and Job Involvement.

Model 3: There is significant difference among women employees Effect of Work Load, Organizational Culture, Job Involvement and Technology.

Model 4: There is significant difference among women employees Effect of Work Load, Organizational Culture, Job Involvement, Technology and Work Expectation.

Level of significance: 5%

**Table 3:** Effect of Work Load, Organizational Culture, Job Involvement, Work Expectation and Technology (Antecedents) on Job Autonomy (consequence) of WLB among Women employees of Private Banks

Model	R	R Square	Adjust R Square	Std. Error of the Estimate	R Square Change	F Change	t	Sig.
1	0.346	0.111	0.109	2.435	0.111	36.467	6.005	0.000
2	0.397	0.153	0.148	2.387	0.016	4.963	2.016	0.026
3	0.416	0.171	0.158	2.343	0.017	5.285	2.107	0.021
4	0.438	0.187	0.172	2.271	0.010	4.474	2.093	0.035

Table 3 shows that only four antecedent dimensions have influenced Job Autonomy. Multiple correlations (R) have been found 0.346 for Organizational Culture, 0.397 for Job Involvement, 0.416 for Technology and 0.438 for Work Expectation respectively. Moreover, R square which indicates the contribution of independent (antecedent) variables to the dependent (consequence) variable was also clearly shown in the table with respect to each predictor. Hence, the results obtain through above table shows that Organizational Culture, Job Involvement, Technology and Work Expectation have effects on Job Autonomy among women employees of private banks. The remaining one antecedent variable (Work Load) did not emerge as significant contributor of Job Autonomy.

## 2. Conclusion

Women's roles in the modern labour market are unavoidable. Lady staffs' idle use of abilities and knowledge can bring greater results and benefits to the organisation to which they belong. In this regard, the role and participation of women in private sector banks is critical in today's banking business. The banking business carries the logo of service, which is to provide greater client touch, which is only feasible with the serving support of female employees at all levels in private banks. According to the study, the increasing job role of women in the banking industry necessitates a better working environment and support for them to be ever productive employees, which in turn helps the banks compete effectively in the market for both organisational and consumer benefits. Private sector banks must be reinvigorated in the next years in order to improve the quality of life for women employees.

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