

STUDY ON QUALITY OF WORK LIFE AMONG THE EMPLOYEES OF COMMERCIAL BANK

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ABSTRACT

In the present scenario Banking sector is witnessing a drastic change, which are both exciting and challenging .In the banking sector quality of human resources assumes vital importance. Satisfied employees are also more likely to be creative and innovative. In fact quality of work life motivates the employees to do their future role effectively .Quality Work Life is a process by which an organization response to employee need for developing mechanism to allow them to share fully in making decision that design their lives at work .This study is to find out socio economic back ground of employees and their contribution to quality of work life .This study also help us to know the workers basic facilities provided .It also help us to know how the workers treated by the management.

Key word; *Quality work life, commercial bank, work life balance, family life*

INTRODUCTION

Quality of work life is becoming and increasingly popular concept in recent times. It basically calls about methods in which an organization can ensure the holistic well being of an employee instead of just focusing on work related aspect. Therefore an organization have started to focus on the overall development and happiness of the employee and reducing stress level without jeopardizing the economic health of the company.

MEANING OF QUALITY OF WORK LIFE

Quality of work life is the level at which members of the organization can satisfy their personal requirements through their experience in the organization. Its main objectives is to focus on creating good working environment as a result of which employees work together in a co-operative way and contribute their best in achieving organizational goal.

Quality of work life can be defined as “The quality of relationship between employees and total working environment”.

STATEMENT OF THE PROBLEM

The study at present is dynamic in the field of human resource management. Quality of work means incorporating socio psychological needs of employee in to the requirements of particular technology and structures or process of an organization. Quality of work ensures the satisfaction of workers towards their job which in turn ensures higher productivity and greater job satisfaction of employee.

AIMS AND OBJECTIVES OF THE STUDY

1. To study quality of work life employees and find ways to improve the same
2. To know whether the employees are satisfied with their compensation and other benefit available.
3. To know whether the safe working condition exist in the organization.

METHODOOGY

This study is based on both primary and secondary data .The primary data have been collected from the employees of public and private sector bank with the help of questionnaire .The secondary data have been collected from journals reports and through websites.

ANALYSIS AND INTERPRETATION

For the purpose of analysis a survey was conducted among 50 respondents they are employee of private sector banks and public sector banks namely(1)SB1(2)CANARABANK(3)ICICI(4)FEDERAL BANK in Malappuram district. Under the study various aspects of employees are analyzed and checked Rating scale were, used for testing the aspects on the scale. SA-- strongly Agree, A- Agree, N- no opinion DA- Disagree SDA- Strongly disagree.

Table -1: Satisfaction level with the job

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	23	14	10	2	1	50
Percentage	46	28	20	4	2	100%

Inferences: From the above table it is clear that 46% strongly agree, 28% agree, 20% No opinion, 4% disagree, 2% strongly disagree

Table -2: Contributing to efficient functioning of an organization

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	30	10	6	3	1	50
Percentage	60	20	12	6	2	100%

Inferences: 60% strongly agree with this statement, 20% agree, disagree 6%, strongly disagree 2%.

Table -3: Not over burdened with work life

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	20	23	7	0	0	50
Percentage	40	46	14	0	0	100%

Inferences: 60% strongly agree with this statement, 20% agree, disagree 6%, strongly disagree 2%.

Table -4: Able to balance with work life and family life

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	30	15	3	2	0	50
Percentage	60	30	6	4	0	100%

Inferences: Around 90% employees are able to balance their family and work, 4% of employees disagree with this statement

Table -5: Compensation packages are good

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	12	24	10	4	0	50
Percentage	24	48	20	8	0	100%

Inferences: Only 70% of the employee is satisfied with compensation packages, some employees are disagreeing with this statement.

Table -6: Getting salary or wage in accordance with performance

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	15	17	7	10	1	50
Percentage	30	34	34	20	2	100%

Inferences: 40% of the employees are agree with this statement, 20% employee disagree with this statement.

Table -7: Team work in the organization

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	30	12	8	0	0	50
Percentage	60	24	16	0	0	100%

Inferences: 80% employees are agree with this statement.

Table -8: Superior support well

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	22	18	8	2	0	50
Percentage	44	36	16	4	0	100%

Inferences: Majority of the employees is believes the supervisor support them well.

Table -9: Promotions are give to person who deserve

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	8	10	12	15	5	50
Percentage	16	20	24	30	10	100%

Inferences: Majority of the employees disagree with this statement only 30% agree with this statement.

Table -10: Necessary safety measures are taken by the organization

Responses						
	S.A	A	N	D.A	S.D.A	Total
No of Responses	15	25	7	2	1	50
Percentage	46	28	20	4	10	100%

Inferences: Majority of the employees are satisfied with this statement and 20% have no opinion.

FINDINGS

Level of job satisfaction of employees seems to be high there are satisfied compensation packages, salary, working environment safety measures 44 Most of the employees are not satisfied with promotion policies exist in the organization

CONCLUSION

Quality Of Work Life is an important area of human resource management which is gaining more attention various authorities and their representatives globally .The authorities will have to take up steps to improve organizational climate maintaining employees work life balance ,providing adequate facilities ,giving compensation packages ,creating superior support well ,giving promotion who deserving and providing necessary safety measures so that product and services depends on quality of work life in order to maintain high quality of work life management should has take most care in these areas

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