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A study on quality of work life of SBI employees

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Abstract

Quality of work life (QWL) is a comprehensive aspect of Human resource management possessing the principles of work life balance, job satisfaction, loyalty, trustworthiness, integrity, towards organisation and valuable contribution of all the employees of the organisation. Banking industry is witnessing numerous changes with more challenges. The efficiency of banking industry is dependent on the employee's quality of work. A high quality of work life is essential for organisations to attract and retain best workforce. The reason behind choosing banking sector for this study is that it plays an important role in our economy, with an objective to analyse the interrelationship between QWL and factors of Quality of work life of SBI Bank employees. Banks have grown so extensively that it now plays a significant part in the economy. This scenario has created an urge to the bank policy makers to identify the underlying situations and reasons and brought them into consideration the QWL issue. Due to the importance of this industry it is a necessity to evaluate the QWL of the employees in this sector. Here, an attempt is made to identify the factors affecting quality of work life among employees with special reference to State Bank of India (SBI) in Yadgir district, Karnataka. A structured questionnaire is used for primary data collection and data analysis is done using SPSS package.

Keywords: Quality of work life, SBI employees, economy

1. Introduction

Quality of work life has been defined as better jobs and more balanced ways of combining working life with personal life. Quality of work life basically is all about employee involvement which consists of methods to motivate employees to participate in decision making which helps in building good relationships. The study emphasizes on use of different quality of work life practices which help in solving different employees job related problems in the organization. Banking industry is playing an important role for the development of economy, and banks are focusing on new and innovative ideas to improve quality of work life by implementing different QWL programs. Technological advances further help banking industry to implement QWL programs successfully. Organizations are enjoying the fruits of implementing quality of work life programs in the form of increased productivity, an efficient, satisfied, and committed workforce which aims at achieving organizational objectives.

Quality of work life practices involve acquiring, training, developing, motivating and appraising for the best performance of the employees as per organizational objectives. Core elements of quality of work life are working conditions, employee job satisfaction, employees' behavioral aspects, and employees' financial and non financial benefits, growth and development, and supervision. (Lau & May, 1998; Hackman & Oldham, 1975; Taylor & Bowers, 1972) [13]

Banking Sectors in India play a significant role in the development of the Indian economy and it is one of the fastest growing economies in the world. Evidence from across the world suggests that a sound and evolved banking system is required for sustained economic development. India has a better banking system than other development countries, but there are several issues that need to be ironed out. Banking is a sector that reached out to almost all sections of the society.

Banking sector assumes responsibility of work life for their employees. This being the real fact and since there was absent seem and lack of job satisfaction among bank employees. The present study should be helpful in providing an insight into the perception of the workers with regard to the QWL and serves as an effective feed back to the management. It also serves as an opening for the workers to come out with their suggestions and an opportunity for the bank to formulate proper plan for improvement of QWL.

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Review of literature

- Bhanugopan and Fish (2008) [6] suggested some indicators like lack of job stress, lack of job burnout, lack of turnover intentions and job satisfaction. They included measures like job satisfaction, earning money, membership in successful teams, job security and job growth.
- Gupta and Sharma (2011) found in BSNL indicates that the coordination and cooperation in the organization is developed which justifies that the employees are socially integrated.
- Hanita Sarah Saad *et al.* (2008) their aim of the study was to find the employee s perception “about their work-life quality in the university. 251 employees in the university were surveyed for the study. Ten variables to measure quality of work life (QWL) are examined namely support from organization, work-family conflict, relationship with peers, self competence, impact on job, meaningfulness of job, optimism on organizational change, autonomy, access to resources and time control.
- Kashani (2012) found in a study of relationship between QWL and organizational citizenship behaviour that there is a positive relationship between safe and healthy environment and organizational citizenship behaviour by providing safety instrument, sanitary work place and fairly work hours.
- Lau and May (1998) [13] opined that favourable conditions and working environments that support and promote employee satisfaction by providing employees bonuses, job security and opportunities for growth.
- Peters and van der Lippe (2007) explained that flexitime and telecommuting led to more time pressure in the long run among employees with children. Most of the workforce experienced work life and personal family life interference that causes increasing stress.
- Rose *et al.* (2006) surveyed the elements which are relevant to an individual’s QWL include the task, the physical work environment, the social environment within the organization, administrative system and a relationship between life on and off the job.
- Xhakollari (2013), Lee *et al.* (2004) and Knox and Irving (1997) reveled in their study of health professionals the satisfaction of employees with safe

and health working environment is very essential.

Statement of the problem

The quality of work life must be maintained effectively to ensure that all employees are running at their peak potential and free from stress and strain. The QWL can affect such things as employee’s timing, his or her work output, his or her available leaves etc. QWL helps the employees to feel secure and like they are being thought of and cared for by in which they work. Banking sector assumes responsibility of work life for their employees. This being the real fact and since there was absent seem and lack of job satisfaction among bank employees. The present study should be helpful in providing an insight into the perception of the workers with regard to the QWL and serves as an effective feed back to the management. It also serves as an opening for the workers to come out with their suggestions and an opportunity for the bank to formulate proper plan for improvement of QWL.

Scope of the study

This study is concentrated on the analysis of SBI bank employee’s opinion towards quality of work life and to provide suggestions to improve the QWL of bank employees. Study covers employees working in SBI, Yadgir district.

Objectives of the study

The study was conducted with the following objectives:

- To identify the factors affecting quality of work life of bank employees in SBI, Yadgir.
- To suggest suitable measures to improve the quality of work life of SBI employees.

Data collection

Both primary and secondary data are collected. Primary data relating to the attitude towards QWL were collected using structured questionnaire. Secondary Data was collected from the research papers, journals, thesis, magazines and website. The sample size for the study is taken as 100 including male and female. Sampling techniques used for the study was simple random sampling method was used to select the sample. Bank employees are selected at random from branches of SBI employees in Yadgir.

Table 1: Show that 50% of the respondents agreed that they get adequate and fair compensation

SI no	Factors affecting QWL	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	%
1	Adequate and fair compensation	30	50	0	10	10	100
2	Safe and healthy environment	30	40	0	15	15	100
3	Immediate opportunity to use and develop human capacities	5	50	0	10	35	100
4	opportunity for growth and Security	00	60	30	10	0	100
5	Social integration in the work organisation	10	40	10	20	20	100
6	Constitutionalism in the work organisation	20	30	20	10	20	100
7	Work and total life space	00	60	00	20	20	100
8	Social relevance of work life	20	20	00	50	10	100

Source: Field work

Interpretation

Table 1 show that 50% of the respondents agreed that they get adequate and fair compensation. 40% of the respondents strongly agreed that they work in safe and healthy environment. 40% of the employees have immediate opportunity to use and develop human capacities. 50% of

the respondents are agreed with the future opportunity for growth and Security. 50% of the respondents strongly agreed that social integration in the work organisation. 60% of the employees agree that there is a good work and total life space in the bank. 50% of employees disagree that they have social relevance of work life.

Findings

The findings of the present study reveals QWL related issue faced by bank employees of SBI, Yadgir such as social relevance of work life is too poor in banking sector due to heavy work pressure leading to major stress and unbalanced life of employees. Technology is boon to banking sector even then it's more difficult for the banking employees to reach targets; some people face issue of digital gap towards the usage and applicability of different applications, frequent transfers is another major problem as managing family and children is more difficult.

Conclusion

Employees feel very hectic work schedules in banks, not able to cope up with the current issues related to banking. Transfers being a major issue hampering the family life of employees badly. The outbreak of pandemic resulted into major problems to banking sectors also s they were under risk to work during pandemic, the families of employees were scared to send employees to banks.

Compensation being a dominant variable impacting personal life of bank employees, management must take care of their employees during uncertainties and motivate them and retain them. Employee's services must be acknowledged even during time of difficulty which helps the employees to remain loyal with their organisation and give their best performance towards their job and banking sector.

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