

COMPARATIVE STUDY ON QUALITY OF WORK LIFE OF PRIVATE & PUBLIC SECTOR BANKS IN PRAYAGRAJ DISTRICT U.P.

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Abstract

The expression "quality of work life" refers to an individual's perceptions of all aspects of their employment, including financial compensation and benefits, job security, working conditions, interpersonal and group dynamics, and the intrinsic value of their work in their lives. By including them in decisions that may affect their working lives, it is a method by which an organisation aims to unlock the creative potential of its employees. Hence, it is necessary to enhance the working conditions for bank personnel in order to support the sector as a whole because they are crucial to the development of the national economy. The employees' ability to experience a sense of belonging, which is essential for a business, would be aided by the improvement in workplace quality. In the end, it might motivate them to perform or shoulder additional responsibility. Also, it will improve employee satisfaction at work and at home. This study will assist the business in developing employee career advancement, interpersonal relationships among coworkers, a modern workplace culture, suitable working conditions, and more.

The working relationship between the employer, employees, and the company as a whole determines the quality of the work. In order to meet both organisational goals and employee demands, organisations must establish a plan to create a good workplace and to enhance the quality of life for employees. The battle for the best employees has made Quality of Work Life (QWL) a crucial instrument. In order to keep the top employees and recruit the most capable workers, businesses are looking for strategies to raise the QWL. This study aims to evaluate the working conditions for both public and private sector bank employees in the Prayagraj area. This study was conducted as a result of the expansion of job prospects in banks and the realisation that in order to motivate people to work effectively, their requirements must be met. The Likert Scale is the basis for the current investigation. The sample size is 50, with 25 banks from the public sector and 25 from the private sector.

Keywords: Quality of work life, Private, Public, Job Security, Working Conditions.

Introduction

Job stability, the pay system, possibilities for training and professional advancement, and involvement in decision-making are just a few examples of the aspects that today make up the dynamic, multidimensional construct known as "quality of work life." For businesses to continue to draw in and keep people, a great quality of life at work is crucial. A comprehensive programme called Quality Workplace Learning (QWL) is run across the entire department with the goals of enhancing workplace learning, enhancing employee satisfaction, and assisting staff in managing change and transitions more effectively. The most effective form of reward you can give might be incentives for a high-quality work life. Loyalty, productivity, and retention are rewarded for managers who assist staff in enhancing their quality of work life both at home and at work. Four factors, including expertise, health, time availability, and affluence, determine the quality of work life.

Employee depression and its effects on the organisation were topics covered by Oetzel et al. More and more evidence suggests that productivity losses may be most affected by employee depression. According to Kirimaki et al., a financially feasible TQM implementation may not always prioritise the employees' well-being (in terms of job satisfaction, work motivation, and organisational commitment) and work-related perceptions, such as goal and process clarity, openness of communication, level of participation and innovativeness, and degree of autonomy.

Organizations run by people are essentially banks. The standard of human resources affects the services provided by the banking sector. As a result, it is crucial to maintain a high standard of work life at the bank. To gauge this standard, a variety of metrics are utilised. To examine how satisfied employees are with the public and private sector banks, seven factors were chosen for the study: job satisfaction, autonomy, physical working environment, salary and other benefits, career advancement and promotion, collegiality among faculty, and relationship with management. Human dignity and professional advancement are influenced by the quality of one's working life, which also results in better work-life balance for all employees and increased productivity for both employers and clients.

Literature Review

In order to tackle the demands of the competitive business climate of today, organisations are constantly searching for innovative systems, methods, and approaches of working. It is critical for employees to be content with their lives at work given how much time and energy people

expend at the office. Time pressure is a huge issue in the workplace today as more and more employees shoulder significant domestic duties while also juggling increased workloads and demands (Glass & Finley, 2012; Van der Lippe, 2017). Employers and employees may both suffer from a separation of home and work responsibilities. Indeed, researchers started looking at and tying together the effects of job and family as early as the 1960s. It has been demonstrated time and time again via many works on the topic of work life that events at work have a profound effect on people and their families (Greenhaus & Powell, 2016; Kossek & Ozeki, 1999; Lewis & Cooper, 2016). Employee morale and motivation have been significantly impacted by the conflicting demands of work and family obligations, which has led to decreased productivity, higher rates of burnout and attrition, and a decrease in overall output (Kara et al., 2017).

This is to improve the employees' quality of work life in today's global organisational environment, flexible work practises are required. The improvement of employee capacity building in line with long-term organisational goals is made possible by the quality of work life (QWL) strategy (Mayo, 1949). To give employees a positive or negative work environment is the primary goal of QWL (Keith & Newsto, 1994). The Maslow need hierarchy theory-based QWL considers seven categories of human development (health and safety, economic and family, social, esteem, actualization, knowledge, and aesthetic needs) (Marta et al., 2013).

Objective of the Study:

The purpose of this study is to evaluate the working conditions for both public and private sector employees in Prayagraj district, Uttar Pradesh, and to identify the areas where the bank can improve. The primary goals of the current study are to:

- To study an overview and analysis of the quality of the work-life balance in a number of Prayagraj District banks.
- To determine whether the employees are happy with the standard of work life that is offered to them.
- To learn how employees perceive stress, workload, time constraints, and work-life balance in their workplaces.

The study's goal is to determine how bank employees' quality of work life is affected by high levels of work pressure, working with coworkers from different cultural backgrounds, generational differences, and issues with women employees, health issues, and performance pressure that leads to stress. 25 government personnel were the subject of the study. Twenty-

five employees of chosen private national banks, including HDFC, IDBI, and ICICI, as well as the nationalised banks Punjab National Bank, State Bank of India, Bank of Baroda, and Canara Bank.

Sources of Data Collection

Both primary and secondary facts are the foundation of this essay. A questionnaire that was personally given to bank workers was used to gather primary data. Secondary data was gathered through the internet, books, and journals.

Quality of Work Life in Banking Sector

The necessity for investigating even more employee-centered, team work-based ways to bank administration is driven by the essential factors, notably the enhancement of quality of work life and a rise in workers' desire to have influence & control over their own and their organization's performance. The bottom line and longer-term gains that more directly link productivity to improved competitive posture through higher service quality are what banks are first after.

The Indian banking sector is experiencing a better-than-average boom in contemporary India. Future banking industry success will be significantly boosted by India's availability of highly qualified management and technical people resource. The QWL covers a broad range of topics, including both financial and non-financial difficulties that are related to the environment, contents, and relationships at work. Researching the quality of work life of employees in the banking industry is therefore not absolutely necessary.

Data Analysis & Interpretation:

Table-1: Frequency Distribution of Gender of Respondents

S no.	Frequency Distribution of Gender of Respondents		
	Gender	Frequency	Percentage (%)
1	Male	25	25
2	Female	25	25
Total		50	50

This study's findings show that 25% of respondents are women and 25% of respondents are men.

Table-2: Age of Respondents

Age of Respondents			
S No.	Age Group	Frequency	Percentage (%)
1	30-35	10	10
2	35-45	14	14
3	45 and above	26	26
	Total	50	50

It was discovered that 10% of the population is between the ages of 30 and 35, 14% is between the ages of 35 and 45, and 26% is older than 45.

Table -3: Experience of the Respondents

Experience of the Respondents			
S no.	Experience (in year)	Frequency	Percentage (%)
1	Below 10	14	14
2	10-20	23	23
3	20 and above	13	13
	Total	50	50

According to the results, 14% of respondents have less than ten years' experience, 23% have between ten and twenty years' experience, and 13% have more than twenty years' experience.

Table-4: Satisfaction Framework Schedules

Satisfaction Framework Schedules				
S.No.	Work Schedules	Satisfied	Dis-Satisfied	Highly Dis-satisfied
1	working Hours	22 %	76%	4%
2	Starting Time	99 %	3%	--
3	Closing Time	--	84 %	16%
4	Lunch Break	94 %	6 %	--
5	Casual Leave	81 %	21 %	--

The results showed that 76% of the respondents are unsatisfied with their working hours, 99% are satisfied with the Bank's daily starting times, 84% are unsatisfied with the closing times, 94% are satisfied with the lunch break, and 81% are content with the days of casual leave.

Table- 5: Opinion & Occupational Stress

Opinion & Occupational Stress			
S. No.	Opinion	Yes	No
1.	Over work load	95 %	5%
2.	Happy with your Boss	80 %	20%
3.	Get overtime allowance	5%	95 %
4.	Rights & Liabilities clearly Defined	25 %	75 %

It is evident that 95% of respondents claimed they had too much work, 80% are satisfied with their boss, 95% said they don't get paid more for working overtime, and 75% said their rights and obligations aren't clearly spelled out.

Table -6: Satisfaction of women employees towards their work life

Satisfaction of women employees towards their work life			
S no.	Employees Opinion	Yes	No
1	Bank is safe for working Place for women	100 %	---
2	Separate Ladies Room	100 %	---
3	Satisfied with Maternity leaves granted	35 %	65 %
4	As a Mother do you get flexible Working Hours	---	100 %

It is evident that all respondents feel secure in their employment in the banking industry, that all respondents do not have access to separate bathrooms for women, and that 65% of respondents are not happy with the amount of maternity leave that is provided. A new mother does not receive any work-hour flexibility, according to 100% of the respondents.

Conclusion

Our analysis makes it quite evident that bank employees in the private sector are concerned about their employment. Banks in the private sector, however, give their staff decent facilities, which boosts employee morale and creates what appears to be a healthy work environment. While in a public sector bank, an employee's quality of work life is based on their expertise. Employees in the public sector anticipate greater autonomy to perform their jobs effectively. They are not happy with their compensation, bonuses, or working conditions. In order to maintain a positive work environment and encourage employees to contribute to the advancement of their organisations, the banking industry must offer additional refreshment such as game facilities, sports, yoga, and cultural activities.

Since those who do well and have a lot of influence among their coworkers are paid well, it is evident that employees in private sector banks have received impartial treatment. Employees in private sector banks have promotion prospects for professional growth. Because they must work for the same bank despite having different personalities, workers of both banks are neutral on the issue of social integration at work. As a result, they must abide by the bank's policies and procedures. The private bank has implemented performance-based pay, performance-based salaries, and performance-based promotions. Employees in public banks, meanwhile, struggle to balance work with other aspects of their lives. Workers are a dependable engine for improving the working environment at the bank. As government policy shifts, employees of public banks lose out on some benefits related to job advancement and pay at the bank.

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