

# QUALITY OF WORK LIFE AND ITS IMPACT ON JOB SATISFACTION IN SELECTED BANKING EMPLOYEES IN MADURAI DISTRICT

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## ABSTRACT

*The present study has been carried out to examine the Quality of Work Life and its impact on Job Satisfaction in Selected Banking Employees in Madurai District. For that purpose Weighted Average method has been applied, Job satisfaction is a outcome of employees' perceptions of how well their job provides those things that are viewed as important. It is seen as the emotional response to a job situation.*

**Keywords:** Quality of Work Life, Job Satisfaction, Banking

## INTRODUCTION

The accomplishments of all organizations are greatly dependent on attraction of recruits, motivation and preservation of its employees. Employees are most important for every organization. In the current scenario all the business firms want to be more malleable so that they can equip to flourish their manpower and can have fulfilment in their vow. Therefore, business firms need to embrace a scenario to cultivate the workers' daily life. When workers actively participate in shaping the organizational atmosphere, procedure and result, it becomes routine of their day to day work and it is called as Working Life. The intensity of an employee for strong involvement in the organization is known as organizational commitment. Quality of Work Life (QWL) refers to the individuals' quality of life in their working organizations. It is the being of a definite set of managerial conditions or practices. The term "quality of work life" gets its meaning according to the opinion of the people. The job satisfaction of the workforce is directly influenced with the job involvement, job satisfaction and overall productivity. It becomes the duty of every business firm to make their employee very efficient so that they can concentrate on their employee's dedication, spirits and skills during a stage of downsizing, management and hasty hi-tech change should distinguish the achievement of missions and demanding goals of high performing employees.

## REVIEW OF LITERATURE

**Walton (1975)** mentioned in his study that frustration with labouring life is a barrier which has an effect on almost all recruits at one time or another, irrespective of designation or status. The aggravation, tediousness, and resentment become general to recruits to get dissatisfied with their work life can be expensive to both individual and organization. **Heskett, Sasser and Schlesinger (1997)** pointed out that QWL says about the labourers' emotions which they have on their works, fellow-workers and management in all-purpose that act as a mechanism resulting in the managements' enlargement and prosperity. The employees' happy working and a satisfying work environment increases productivity which show the positive sign of the job satisfaction. This explanation designates that the pleasing occupation atmosphere becomes the key factors which is accountable for better QWL. **Verma, O.P., and Rumna Roy, S, (1998)** revealed that the group has high job satisfaction show greater degree of organizational commitment than the low job satisfaction group. They also identified that the both work motivation and job satisfaction influence organizational commitment positively and therefore it becomes important for the organization to provide sufficient work motivation and job fulfillment to their employees so as to make them committed to their organization. **Cooper (1999)** underlined that to be victorious in the spirited market depends on the intensity of the contentment of the recruits in the business firms. The performances of the association get influenced by the pleasure or displeasure of the human resources. The positive attitudes and behaviors of the workers can be got through the job satisfaction. The nature of so many jobs gets changed due to the new methodology adopted in the working place, measures and fast-growing science and technology in the same field.

## OBJECTIVE

- ❖ To examine the Quality of Work Life and its impact on Job Satisfaction in Selected Banking Employees in Madurai.

## RESEARCH METHODOLOGY

### Data

Primary data has been used in this research to collect data with the support of questionnaire and Secondary data also used in this research to support this research.

**Sample Design**

Convenient sampling method was used in this research. 600 Bank Employees have been selected in Madurai for this research.

**Framework of Analysis**

The researcher used Weighted Average method to analyze and to interpret data.

**RESPONDENTS’ SATISFACTION LEVEL ON QUALITY OF WORK LIFE**

The researcher made an attempt to analyse the employees’ level of satisfaction towards quality of work life and the response is presented in.

**Table 1**  
**Satisfaction Level on Quality of Work Life**

Particulars	HS	S	N	DS	HDS	Total	Score	Mean Score	Rank
Awards and recognitions	102	135	39	108	216	600		2.665	16
	510	540	117	216	216		1599		
Opportunities for growth and development	132	207	39	87	135	600		3.19	5
	660	828	117	174	135		1914		
Grievance handling procedures	126	156	51	72	195	600		2.91	14
	630	624	153	144	195		1746		
Gratuity and pension schemes	171	180	33	54	162	600		3.24	4
	855	720	99	108	162		1944		
Physical infrastructure facilities	171	147	33	63	186	600		3.09	9
	855	588	99	126	186		1854		
Match of work life with social life	174	135	42	57	192	600		3.07	10
	870	540	126	114	192		1842		
Promotion policy	183	132	39	81	165	600		3.145	7
	915	528	117	162	165		1887		
Immediate boss and fellow workers behavior	117	165	57	75	186	600		2.92	13
	585	660	171	150	186		1752		
Pay and allowances	216	189	42	39	114	600		3.59	1
	1080	756	126	78	114		2154		
Encourages suggestions	117	129	24	147	183	600		2.75	15
	585	516	72	294	183		1650		
Light and toilet Facilities	129	171	72	84	144	600		3.095	8
	645	684	216	168	144		1857		
Participation in management	153	156	36	78	177	600		3.05	11
	765	624	108	156	177		1830		
Nature of Job	192	159	39	69	141	600		3.32	3
	960	636	117	138	141		1992		
Freedom to suggest and get information	138	144	69	96	153	600		3.03	12
	690	576	207	192	153		1818		
Perquisites and other benefits	153	183	45	63	156	600		3.19	5
	765	732	135	126	156		1914		
Job security	201	207	42	24	126	600		3.555	2
	1005	828	126	48	126		2133		

It is seen from the above Table that according to the Weighted Average Method, the Job Satisfaction in Selected Banking Employees in this order namely, Pay and allowances, Job security, Nature of Job, Gratuity and pension schemes, Opportunities for growth and development, Perquisites and other benefits, Promotion policy and so on.

### **SUGGESTIONS**

Employers should from time-to-time reward potential employees by way of encouraging them. Employee contributions to the corporate should be made known, as an encouragement for them and for others too. Financial rewards should be introduced to motivate better performance from the employees. Seniors should instruct positive attitude towards their juniors in helping them to achieve assigned tasks with increased efficiency and in turn learn securely with cooperation of others. An atmosphere of trust should be created whereas the employee and the employer both feel safe and secured and thus develop a sense of accomplishment. Employees should be made to feel that their legitimate opinions are valued for consideration.

### **CONCLUSION**

The quality of the work life of an employee is a very crucial aspect that should not be overlooked by human resources management. It is not something that deals with the job satisfaction part but defining and designing hierarchical policies and procedures to enhance the potentiality of an employee, that will eventually be beneficial for the organization as a whole. The wellbeing of an employee contributes to the goodwill of the company. Retention of quality manpower talent should be core purpose of the human resources functioning.

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