

A Study on Work Life Balance Of Women Executives In Banking Industry In Chennai

¹K Majini Jes Bella, PH.D – Full Time Research Scholar ,Department of Commerce,VISTAS, Pallavaram, Chennai

²*Dr. M Chandran, Professor & HOD,Department of Commerce,VISTAS, Pallavaram, Chennai

Abstract-The purpose of this study is to analyze the work life balance of women executives in banking sector. Changes in the banking work culture and changes in the working behavior of the bank employees, customer dealing, working hours and family income affects the role of the banking executives work and life. All the women executives are facing lot of problems like child care, elder care, household activities, professional life etc it will lead stress. They are spending more time in their office so the pressures of job will affect both personal life as well as professional life of the employees. The personal and official problem, disputes with colleague creates lack of concentration both their work place and family. So both men and women employee needs to maintain time management for their healthy personal as well as professional life. Organization provides WLB facilities for their women employee to maintain healthy professional and personal life.

Key words: working hours, customer dealing, working behavior

1 Introduction

Work life balance means the balance between the responsibilities of work and personal also it refers to day to day activities of individual both their professional as well as personal life. In the past decade women are not allowed to educate so they selected only few type of job like field and shops, now majority of the women are well educated and they are choose their career and improve their family. Now a day's women help their family both physically and financially. Now the women are ready to work any kind of job like transport, air force, army, navy, teaching, banks etc., In banking sector the nature of work is different comparing to other department because bank employee should finish all the works on daily basis with in short deadline period due to work flow. It will lead stress to the women bank executives. Stress changed attention in personal lives, family morals and work life. Working mothers have additional responsibilities such as child care, elder care etc., these responsibilities and working place problem will create heavy stress both their working place as well as their home. Family friendly benefits, training and family background will help the women executives to maintain work-life balance. When an executive achieve work life balance they have a job satisfaction also they can succeed in their career.

2 Literature Review

M.Selvakumar, N.Manicka Mahesh,V.Sathyalakshmi and M.Iswarya(2016) they examined that work-life balance interacts with family time, leisure, self development, community participation and care responsibilities. Due to improved education and employment opportunities most of the women are going to job, work pressure and important demands of the family they are not able to maintain work life balance.

Parminder Walia(2014) according to this Private sector banks need WLB policies it help to retain the existing employee, reduce recruitment cost and help to motivate the employee.

Dr. MS Narayana, J Neelima (2017) according to these employees is struggling to balance their personal as well as professional life. Public sector bank executives have well knowledge about job compare to private sector executives.

Dr. K.A. Goyal, Arpita Agrawal Babel (2015) they examined that increasing work pressure, globalization and technological advancement has an impact of work life balance. Work pressure lead to stress it affects the employee health. Policies and programs are help the organization for improving productivity, reducing absenteeism, achieving improved customer services, better health and flexible working.

*Corresponding Author: Dr. M Chandran

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Foluke, Ajayi, Stella, Ojo, Chima, Mordi, (2015) This study revealed that high level of workplace stress in the Nigerian banking sector might find work pressure, family role is demanding to balance their work life.

Poonam Sharma1, Dr. Purshottam Dayal(2015) they examined that over burden of work affect the employees personal as well as professional life.

Qurrat-ul-ain Sultan, Junaid Aftab, Saif ul Amin, Uzma Anjum,(2016) they examined that work life balance in terms of field work, personal and professional life is an important role in employees' job satisfaction.

Sana Hafiz (2017) they concluded that many well qualified women employees leave their job due to various reason, it should addressed and find out the solution to continue their career.

OlumuyiwaAkinrole, Oludayo, Daniel Eseme, Gbervbie, DejiPopoola, Dare Ojo, Omonijo (2015) this study suggests that flexitime, Dependent care policies, Counseling, paid vacations, paid medical leaves, peer support groups, training for supervisors can help to the employees to maintain WLB.

3 Work Life Balance

In this fast growing and competitive world work-life balance is most important for all working women, proper planning and time management will help the women executives to maintain WLB. Work life balance is one of the most important parts of employee life it is the benefit for organization and the employee. Work-life balance is a concept including the proper prioritization between career, ambition and lifestyle. WLB is varies from one person to another because the nature of work and work style is differ from employee to employee.

Bank Executives

The main function of the bank is accept deposits and grant loans and advances to the public. Today most of the banks are appoint women executives for their day-to-day activities. Bank work is very difficult compare with other department. Because every day bank executives are met with different type of people but they come from different culture and different situation so every day they are facing lot of problems during their working hours. Even though their working time is limited they spend more time in their work place due to work flows it will create stress, so the bank executives need work life balance policy and proper training for their healthy professional as well as personal life. Annual leave, public holiday, periodical training program, and family get together, separate rest room for women employee will help the executives to work peacefully also it will help to maintain WLB of the women executives.

Working Hours

The working hours of bank employee are 10 A.M to 5 P.M due to work flows they are working after their working hours. They force to finish the work with in short period dead line and they are not able to carry forward any work on the next date, it will create stress to the women executives in banking sector.

Customer Dealing

The main work of the bank employee is customer dealing, many functions are doing the bank like fixed deposit, Recurring deposit, Loan etc., Customer dealing creates stress to the employee so they need special training to improve their performance and improve work life balance. They are not able to take lunch on correct time it will create problem both their mentally and physically.

Working Behavior

Working behavior of the employee is differing from employee to employee. Some of the employee can able to manage in their difficult situation. Some of them are struggling to manage even smooth work time.

4 Statement Of The Problem

Quality of work life balance is essential for all employees both men and women. Bank timing is 10 A.M to 5 P.M in India but they are working long hours due to workflows. It will affect the work life balance of banking employee. The present study is to analyze quality of WLB of women employee in banking industry.

5 Objectives Of The Study

- a. To analyze WLB of women executives in banking industry.
- b. To find out level of job stress and job satisfaction of women executives.
- c. To find out influencing factors of work life balance.

6 Scope Of The Study

The research will be helpful to the banking sector to identify performance of women executives also it will help to the organization to give proper training to the women executives. The research will help the women employee to maintain work life balance.

7 Hypothesis

H1: There is significant relationship between job satisfaction and other benefits.

H2: There is a relationship between Job Stress and job satisfaction.

8 Methodology

50 questionnaires used to collect data from the banking executives. The respondents were given multiple choices to select their answers. A master table prepared with all information with the help of collected data, classification tables were prepared and the data taken for analysis. Secondary data have collected through Articles, Journals, Textbooks and Internet. The sampling method is used for collecting data from executives. A master table prepared with all information with the help of collected data, classification tables were prepared and the data taken for analysis.

50 copies of questionnaires distributed and 50 returned by the respondents, the returned questionnaire used for this study, also face-to-face interviews conducted to collect some more data for this study. One sample statistics, one sample test, paired sample correlation applied for organizational details, chi-square test done for work life balance.

i. Analysis And Results:-

Table 1: Respondents based on Age

Sl. No	Age	Frequency	Percentage
1	Below 30	11	22
2	30-40	17	34
3	41-50	14	28
4	>50	8	16
	Total	50	100

The above table shows age wise distribution. 22% of the executives are below 30 age groups, 34% of the respondents are 30- 40 age category, 28% of the executives are 41-50 age category, 16% of the executives are above 50 age. It is observed that majority of the respondents are 30-40 age groups.

Table 2: Respondents on the basis of Qualification

Sl. No	Qualification	Frequency	Percentage
1	Graduate	28	56
2	Post Graduate	22	44
3	Others	-	-
	Total	50	100

The above table based on qualification wise distribution. 56% of the executives are graduate, 44% of the executives are Post Graduate. Based on this study most of the executives are Graduate.

Table 3: Respondents on the basis of Work Experience

Sl. No	Work Experience	Frequency	Percentage
1	< 3 years	4	8
2	3- 10 years	13	26
3	11- 20 years	21	42
4	> 20 years	12	24
	Total	50	100

The above table shows experience wise distribution of the executives. 8% of the executives are less than 3 years experience, 26% of the respondents belong to 3 – 10 years experience, 42% of the respondents belong to 11-20 years experience and 24% of the respondents are above 20 years experience. It observed that most of the respondents are belonging to 11-20 years experience.

Table 4: Respondents based on Annual income

Sl. No	Annual Income	Frequency	Percentage
1	< Rs.3 Lakhs	14	28
2	Rs.3 – Rs.5 Lakhs	27	54
3	> Rs.5 Lakhs	9	18
	Total	50	100%

The above table shows annual income wise distribution of the executives. 28% of the executives are less than Rs.3 Lakhs, 54% of the executives belong to Rs.3-5 Lakhs and 18% of the executives belong to above 5 Lakhs. It observed that majority of the respondents are earning Rs.3- 5 lakhs.

Table 5: Respondents on the basis of Marital Status

Sl. No	Marital Status	Frequency	Percentage
1	Married	41	82
2	Single	9	18
	Total	50	100

The above table based on marital status wise distribution. 82% of the executives are married. Only 18% of the executives are unmarried. It observed that most of the executives are married.

Table 6: Respondents based on Organizational details

S.No	Particulars	Yes		No	
		Frequency	%	Frequency	%
1	Satisfaction of salary & other benefits	38	76	12	24
2	Able to save funds from salary	26	52	24	48
3	Training from organization	24	48	26	52
4	Promotion opportunity	15	30	35	70
5	Family support programme	26	52	24	48
6	Medical allowance	37	74	13	26

The above table based on organizational details. According to this study majority of the bank executives satisfied about their salary and other benefits also they satisfied their other benefits like medical allowance and family support programme. But some of the bank executives are not satisfied with their salary, other benefits, training program and promotion opportunity it was observed that they are private sector bank executives.

One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Yes	6	27.67	8.641	3.528
No	6	22.33	8.641	3.528

ONE-SAMPLE TEST

	Test Value = 0					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Yes	7.843	5	.001	27.667	18.60	36.73
No	6.331	5	.001	22.333	13.27	31.40

One Sample Test

One sample test is applied for respondents based facilities given by the organization. Mean difference is 27.667 and 22.333. Based on this study majority of the respondents are satisfy about their facilities given by the organization.

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1 Yes & No	6	-1.000	.000

Paired Samples Test

	Paired Differences					t	df	Sig. (2-tailed)			
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference							
				Lower	Upper						
Pair 1 Yes - No	5.333	17.282	7.055	-12.803	23.470	.756	5	.484			

Organization details carried out paired sample correlations and paired sample test. Correlation is -1, Mean 5.333, Std Deviation 17.282.

Table 7: Respondents based on work life balance

S.N	Work life balance	SA		A		N		DA		SDA	
		No	%	No	%	No	%	No	%	No	%
1	Finish all work with in working hours	11	22	18	36	6	12	6	12	9	18
2	Able to spend enough time with family and friends.	8	16	20	40	5	10	7	14	10	20
3	Long working hours make feel stressful	22	44	17	34	2	4	4	8	5	10
4	Superiors support will help to maintain work life balance	26	56	20	40	2	4	1	2	1	2

According to this study majority of the respondents are able to finish all works within their working hours and able to spend enough time with their family. Most of the respondents are feel long working hours create stress and superior support will help to maintain work life balance and reduce stress. It is observe that superior support and proper training will help the employee to maintain work life balance.

Calculation of Chi-Square test for respondents based on work life balance

	Finish all work with in working hours	Able to spend enough time with family and friends	Long working hours make feel stressful	Superiors support will help to maintain WLB	Row Totals
SA	11 (16.75) [1.97]	8 (16.75) [4.57]	22 (16.75) [1.65]	26 (16.75) [5.11]	67
A	18 (18.75) [0.03]	20 (18.75) [0.08]	17 (18.75) [0.16]	20 (18.75) [0.08]	75
N	6 (3.75) [1.35]	5 (3.75) [0.42]	2 (3.75) [0.82]	2 (3.75) [0.82]	15
DA	6 (4.50) [0.50]	7 (4.50) [1.39]	4 (4.50) [0.06]	1 (4.50) [2.72]	18
SDA	9 (6.25) [1.21]	10 (6.25) [2.25]	5 (6.25) [0.25]	1 (6.25) [4.41]	25
Total	50	50	50	50	200

The chi-square statistic is 29.8452. The p-value is .002946. The result is significant at $p < .05$.

Results and Discussion

According to this study public sector bank executive satisfied with their salary and other benefits also they have enough time to spend with their family members. Private sector bank executives are not satisfied with their salary and other benefits they don't have any time to spend their family members. In private sector banks most of the executives are working without any time limit and leave, so they are feeling long working hours create stress but it will reduce with heads supports and other benefits. Based on these study young women executives

satisfied their job compare with older executives, but the younger executives are struggling with some other pressures such as child care and financial commitments.

38% of the executives satisfied with their job, 26% of the respondents are able to save funds from their salary. 24% of the respondents are getting training from their organization. 15% women told they have promotion opportunity. It is observe that majority of the respondents are not having any promotion opportunity. 26% of the respondents told they have family support programme and 37% of the respondents having medical allowance. It is observe that majority of the respondents satisfied with their facilities but some of the employees have negative consequences such as lack of training, family support programme and promotion opportunity. Strong management support and heads support is very important solutions of women executives to maintain WLB.

This study carried out statistical analysis to test hypotheses formulated. One sample test and paired sample correlation and paired sample test applied for organizational details of the respondents, significant level of two tailed test is .001. Correlation is -1, Mean 5.333, Std Deviation 17.282. This study reveals that head support, training and other benefits improve the WLB of women executives and improve the productivity of organization.

9 Conclusion

Work life balance of younger age group is better compare with old age group. Younger age group women executives have vast knowledge about the latest technologies so they can finish the work with in short period. Old age group women executives are struggling to finish the work on time so it creates stress to older age group women executives. So the banking sector provides better training to the old age group executives about the latest technologies. It will help them to finish the work easily also it will reduce the stress of the women executives.

Time management and pre planning is the important and best solution of the women executives to maintain work life balance. Spending time with loved ones, sharing house hold task will help to maintain WLB of the women executives.

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