

A Comparative Study on Work Life Balance and Job Satisfaction among the Working Women of Banking and Education Sector in Pune.

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INTRODUCTION:

In India the concern over work-life balance is gradually becoming a common talk especially for women employees. Work life balance is a state of equilibrium in which the demand of both professional and personal life is equal. Each role having different set of demands and when such role demands overlap, multiple problems are faced. In reality life and work overlap and interact. While framing the work life policies, an organisation should think about the commitment of employees at workplace. A balanced life for women is one where they spread their energy and effort between key areas of importance.

The research study will investigate the factors responsible for work life balance and job satisfaction level amongst the women employees working in banking and education sector. Employees are greatest resource of an organization. Attracting and retaining them is very crucial for the success of an organization. When it comes to human environment, it focuses on human aspects that influence an employee's performance and job satisfaction. Work determines a person's worth and place in society and it influences one's psychological identity and sense of well-being. Work is a purposeful human activity which will be directed toward the satisfaction of human needs and desires. It is obvious that work needs to be satisfying the job for a mutual beneficial relationship between employees and organisation. Job satisfaction creates innovative ideas among the employees. Individuals may become more loyal towards the organization. Employees will be more satisfied if they get what they expected with efficient work life balance. This study will show the factors affecting work life balance and job satisfaction level of women

employees working in banking and education sector in Pune. It will provide satisfaction to the worker who will show the maximum efficiency and effectiveness in his work.

STATEMENT OF THE PROBLEM:

Work-life balance is an issue of strategic importance to organizations and having significance to employees especially for women employees in terms of job satisfaction. Organizational awareness and action with respect to implementing job satisfaction and work life balance strategies hinges on an Organization's need to attract and retain valued employees in a highly competitive labour market.

The purpose of this research is to study the working environment and women's perception about the work life balance and job satisfaction, who are working in banking and education sector. The study will affect the work life balance on job satisfaction and initiatives taken by the organizations for effective work life balance and its relation with the job satisfaction. To fulfill the purpose of our research study a comparative study is conducted among the working women of some aided and non-aided colleges, institutions of Pune for education sector and nationalized banks running their branches at Pune for banking sector. The concept of job satisfaction and balancing work and life is important in more than one way. There can be many factors affecting the satisfaction and balance of work and life, which may be social factors, psychological factors, Working Environment, Type of job, Job satisfaction, Family background, schedule at home and life stage. An employee plays a critical role in determining the efficiency, effectiveness and sustainability of any organization. It is paramount to understand what motivates them and to what extent they are satisfied by the organization and other contextual variables. The employee, who is able to maintain balance between private and professional life and having a high degree of job satisfaction, can contribute more to the success of the organization.

REVIEW OF LITERATURE

A review of the following studies provides the direction to this research study.

1) **Dr. R. Anitha** studied that Job satisfaction is a general attitude towards one's job, the difference between the amount of reward workers receive and the amount they believe they should receive. Employees will be more satisfied if they get what they expected, job satisfaction relates to inner feelings of workers. The main aim of this study was to analyze the satisfaction level of paper mill employees. This study concluded and suggested that the organization may give importance to certain factors such as Canteen, rest room facilities, rewards, recognition and promotion policy, so that satisfaction of the employees may be improved further.

2) **Ayesha Tabassum, Tasnuva Rahman and Kursia Jahan** studied the work life

of employees of private commercial banks in Bangladesh and found that no initiative was taken to identify whether there is any significant difference among the male and female employees of the private commercial banks in Bangladesh. Thus, the study aimed to make a comparative learning of the existing QWL between the males and females of the private commercial banks through quantitative survey on 128 male and 64 female employees. The study revealed that a significant difference exists between male and female employees QWL and in the following factors of QWL; adequate and fair compensation, flexible work schedule and job assignment, attention to job design, and employee relations.

3) Alam Sajeer, Dr. Sameena Rafat, Ms. Puja Agarwal studied various variables that are responsible for employee satisfaction such as Organization development, Job security, Work task, Policies of compensation and benefit and opportunities etc. The Study concluded that an organization should develop strategies that strengthen the work environment and increase the employee morale and employee satisfaction to enhance employee performance and productivity, which ultimately results in high profits, customer satisfaction as well as customer retention. And suggested the various ways by which one can improve employee satisfaction.

4) Gururaja, Umesh Maiya, Elsa Sanatombi Devi, Anice George conducted a descriptive survey among 67 nursing faculty towards their perceptions and attitude towards quality of Work-Life. It showed that majority, 58 (86.57%) experienced well balanced work-life, 9 (13.43%) expressed moderately balanced work-life and none of them rated under poor work-life balance. Data regarding job satisfaction showed majority 35 (52.24 %) had moderate job satisfaction and 32 (47.76 %) had high job satisfaction. The correlation between work life balance and job satisfaction showed positive correlation ($r=0.77$) which can be inferred saying that at high quality of work life balance will improve job satisfaction and vice versa. This study has concluded that the work-life balance and job satisfaction are directly linked. Satisfaction in one's own area of work can lead to a satisfying career.

5) Jamal Nazrul Islam, Haradhan Kumar Mohajan, Rajib Datta's was to determine that the morale and job satisfaction plays a vital role in overall performance of the employees in the workplace? The study concluded that social status, supportive colleagues and feeling secure about the job were the top three best reasons for working in the banks. It suggested that pay, decision making authority, and promotional policy were the three top priorities for improving the work environment.

6) Khalid Latif, Muhammad Naeem Shahid, Dr. Naeem Sohail, Muhammad Shahbaz revealed influential factors contributing to job satisfaction and dissatisfaction of college teachers of district Faisalabad, Pakistan. And they examined the level of job satisfaction of teachers in public and private sector colleges. The results showed that there were significant differences in job satisfaction between public and private college teachers. Public college teachers are more satisfied with the six components (educational qualifications, nature of work, pay, job security, promotional opportunities and family & work life balance) of job satisfaction while private college teachers were not satisfied. This study suggested that to increase the satisfaction level of teachers of private colleges a proper attention should be paid on salary, benefits and promotion opportunities and like that the employers of private sector colleges will be able to retain teachers.

7) Muhammadi Sabra Nadeem, Dr. Qaisar Abbas was aimed to explore the relationship between work life conflict and job satisfaction in Pakistan. Author found that the job satisfaction is significantly negatively correlated with work to family interference and family to work interference. Job satisfaction is also found to be negatively related with stress in this research. However, the correlation of workload is positive and insignificant which shows that workload does not affect the job satisfaction of the employees in Pakistan. Findings suggested that job autonomy emerged, as having a strong and clear correlation with job satisfaction, more autonomy in a job leads to higher job satisfaction among employees.

8) Raj Kamal, Debashish Sengupta studies that the success of the bank to a large extent depends upon the coordination, synchronization and cooperation of the Bank Officers with these two very divergent entities. Through this research study an attempt has been made not only to ascertain the degree of overall job satisfaction prevailing among the Bank Officers but also to elicit officer's views on the different factors contributing to their job satisfaction, in the light of current realities. It is concluded that with the change of satisfaction determinants, level of job satisfaction also varies. It is also observed that as a person ages, his job satisfaction shows an increasing trend. With age, spiritualism of the person increases, but his alternatives for change decrease.

9) Sakthivel Rania, Kamalanabhanb & Selvarania was to analyze the relationship between employee satisfaction and work/life balance. The construct used for this research consists of career opportunity, recognition, work tasks, payments, benefits, superior subordinate relationship, employee satisfaction, and work/life balance.

This study makes a contribution to joint two distinct research streams, namely employee satisfaction, and work/life balance. Findings suggest that high correlation exists between work task and employee satisfaction with a mediator variable namely work-life balance.

10) K. R. Sowmya and N. Panchanatham studied that the term job satisfaction has been conceptualized in many ways. Job satisfaction focuses on all the feelings that an individual has about his/her job. It has been assumed by organizational behaviour research that individuals who express high satisfaction in their jobs are likely to be more productive, have higher involvement and are less likely to resign than employees with less satisfaction. However the researcher has studied job satisfaction of employees in new private sector and select public sector banks specifically in the banking sector of the main metropolitan city Chennai.

The researcher has done a factor analysis using principle component method to find out the different factors that affect the job satisfaction of banking sectors employees. The study concluded that the employees have a significant inclination towards optimistic supervisory behaviour and pleasant organizational setup and suggested that Employees must be cared for and counselled in order to increase their satisfaction level in the organization based on the aspects identified by the organizations.

11) V. Varatharaj, S. Vasanth was to study the work life balance of working women in service sector. Work life balance entails attaining equilibrium between professional work and other activities, so that it reduces friction between official and domestic life. Work life balance enhances efficiency and thus, the productivity of an employee increases. It enhances satisfaction, in both the professional and personal lives. This paper attempts to identify the various factors which help to maintain work life balance among women employees in service sector. The findings of the study revealed that the majority of the women employees feel comfortable in their workplace irrespective of their trivial personal and workplace irritants.

SCOPE OF THE STUDY:

Work life balance for women employees is highly desirable and if there is no job satisfaction and consistency in life, it can create a dilemma for working women. Work life balance requires attaining equilibrium between professional work and personal work. A comparative study is conducted among the working women of some aided colleges, non-aided colleges and institutions of Pune in education sector and nationalized banks, running their in Pune for banking sector. The scope

of this research will study the working environment and women's perception about the work life balance and job satisfaction, who are working in banking and education sector. It will identify the factors of work life balance which can be achieved by women for their job satisfaction such as supportive colleagues, supportive working conditions, mentally challenging work, equitable rewards and employee oriented policies etc.

OBJECTIVES:

1. To study the working environment in Banking and Education sector for the point view of WLB & Job satisfaction.
2. To study the perception about work life balance and job satisfaction among the working women in Banking and Education sector.
3. To study the effects of work life balance on job satisfaction amongst the working in Banking and Education sector.
4. To study the initiative taken by the organizations for effective work life balance and its relation with the job satisfaction.

HYPOTHESIS:

Hypothesis 1 :

H_0 : Work life balance have no positive effect on job satisfaction among the working women in Banking and Education sector.

H_1 : Work life balance have positive effect on job satisfaction among the working women in Banking and Education sector.

Hypothesis 2 :

H_0 : Working women in Banking and Education sector have no positive perception about the work life balance and job satisfaction.

H_1 : Working women in Banking and Education sector have positive perception about the work life balance and job satisfaction.

RESEARCH METHODOLOGY:

Research design and methods of data collection:

Research design is defined as a framework of methods and techniques chosen by a researcher. Exploratory research study will be conducted for our research. Different statistical methods such as probability method are used for sample selection. Karl Pearson's Correlation

and Regression analysis is used to determine the relationship between work life balance and job satisfaction of the employees. Chi-square is used to determine the significant relationship between perception and attitude of employees, which will help to assume the null hypothesis, is to be true. These methods will combine various components of research in a reasonably logical manner so that the research problem is efficiently handled.

SAMPLE SIZE:

Working women of some aided, non-aided colleges and institutions of Pune which are working in educational sector and for banking sector, public banks running their branches in Pune. From the total number of aided colleges in Pune, 150 women employees will be selected from each stream. Similarly 50 women employees will be selected from different public sector banks irrespective of their branches for our study. Random sampling method will be used to select the sample from the entire population.

PRIMARY DATA:

Primary data is the first hand or raw data. The data can be collected through various methods like surveys, observations, physical testing, mailed questionnaires, will be sent to the teachers and head master of these schools, personal interviews, telephonic interviews, focus groups, case studies, parents etc.

SECONDARY DATA:

Secondary data implies second-hand information which is already collected and recorded by any person other than the user for a purpose, not relating to the current research problem. Secondary data offer several advantages as it is easily available, saves time and cost of the researcher. It is the readily available form of data collected from various sources like censuses, government publications, internal records of the organisation, reports, books, journal articles, and websites etc. will be used for research.

CONCLUSION AND EXPECTED FINDINGS:

Work life balance and job satisfaction is not a problem to be solved. These are ongoing issues to be managed. Both are not impossible, but it does take some consistent effort and reevaluation on an ongoing basis. Work can dominate your life. Recognizing what is important and necessary and striving for what is valued will make a work-life balance feasible. Utilizing management skills will enable you to have a job satisfaction and balance between work and home life. There will be many causes for stress in the workplace and the possibility for eliminating all of them is impossible. It also may be harmful. Sometimes stress provides positive

outcomes. Stress can sometimes motivate and refresh and enable people to achieve more the key factor appears to be in how individuals will be able to cope with it. Both the sector can help working women by implementing organizational strategies to control or reduce some of the major causes of stress. It could be said that with the change of satisfaction determinants, level of job satisfaction also varies. For the employers, Work-life balance and Job satisfaction of employees will be an important input in designing appropriate policies for employees to address work - life balance and job satisfaction issues.

LIMITATIONS OF STUDY:

1. This study is limited to Pune city only. It was not easy to collect accurate data due to the different attitude and perception of female employees.
2. This study measure level of job satisfaction and employees perception towards work only and it cannot be measured in quantitative terms.
3. Taking feedback of from female employee will not be an easy task due to their busy schedule.
4. This study is limited to education and banking sectors only. It is difficult to collect the data from each other servicing sector.
5. This study is limited to aided, non-aided colleges and institution of Pune and Public sector bank. Therefore, the result is limited to these institutions and banks.

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