

A STUDY ON WORK LIFE BALANCE AMONG BANK EMPLOYEES

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ABSTRACT

Banking is an industry that handles cash, credit, and other financial transactions. Bank employees are responsible for most of the everyday operations at financial institutions. It is their job to keep track of all the money that goes in and out of a bank. A bank employee is an individual who advises their clients with regard to financial matters. Duties concerning savings, loans, taxes, investments, and securities are all within the job realm of a banker. They provide financial assistance to their client in accordance with their required needs. Work-life balance of banking professional has become one of the greatest challenges in today's world. There can be no debate on the fact that work life balance is essential and important for a stress free and fulfilling life, especially for an employee. The increase in work ethics and consumerist culture has grown to greater extents that the value of parenting and home making has deteriorated. Work based support to employee is positively associated to job satisfaction, organisational commitment and career accomplishment. Hence this study is based on the work-life balance of bank employees in SBI.

Keywords: work life balance, job satisfaction, banking industry, employer- employee relationship.

INTRODUCTION

In the past few years, there has been increasing interest in work family balance in the new studies. Work life balance is a new concept having proper prioritization between work and lifestyle. India being a changing economy with there is a drastic change in the day to day affairs of work. Employees are the most valuable key resources in an organization. It is the most precious asset in any organization. Personal life and work life are inter needy and inter consistent. Spending more time with customers, allocating with customers and the burdens of job can delay the personal life. It is difficult to complete the domestic responsibilities sometimes. Personal life can be demanding, if you have a kid or aging parents, financial problems or any other problems of near ones. Responsibility of one can force an individual to neglect the other.

In every organization human resource is the very important factor for achieving the objectives. So the organization has great impact of employees work-life balance and their job satisfaction place a vital role in the banks. In this new form of work culture, the employee's are finding it difficult to simultaneously cope with the increasing work demands and family responsibilities and thus leading to a disturbed work life balance.

SIGNIFICANCE OF THE STUDY

Banking plays an important role in the financial system and the economy. The banking system in our country is acting an important role in the modern economic world. Banks collect the savings of the individuals and provide them out to do business, people, and manufacturers. Bank loans facilitate commerce. Manufacturers borrow from banks the money needed for the purchase of raw materials and to meet other requirements such as working capital. It is safe to keep money in banks. Interest is also earned thereby. Thus, the desire to save is stimulated and the volume of savings increases. The savings can be utilised to produce new capital assets. Finally, banks act as advisers, counselors and agents of business and industrial organisations. They help the development of trade and industry.

Good work life balance is most essential for a banking industry to be more efficient and effective. It helps job satisfaction which in turn ensures smooth service to the bank. It's a challenging job because it has lots of stress and strain related works. Though balancing between job and family life is a difficult to handle with same serious. When any problem arises in bank may disorder the family activities too because it's a two sides of a same coin. Studies revealed that employees are equally sensitive about their work and family, work place and at home.

This study focused at the theme of work life balance and to the importance of it in banking field. Work life balance is a key area for quality concern, it considers that balance between work and life is crucial importance when it comes to this competitive world. Increasing work pressure, technological developments are made with an issue with both the male and female employees, all persons working across throughout the world. Attaining 'work life balance' is not a simple one. Work and personal life conflict arises when the burden, obligations and responsibilities of work and family roles become mismatched. Responsibility of one can force an individual to ignore the other,

STATEMENT OF THE PROBLEM

Work- life balance for banking has become one of the greatest challenges in today's world. Bank employees work load not only demand their time in the bank but also extend to their home as to get prepared for the following day, apart from maintaining customers needs as a employee and related functional requirements. Employees need to spend extra time to be effective and productive in their profession so that they could attain high levels and face the challenging atmosphere. Furthermore employees not only look forward towards their duty, but need to focus on needs of customer. From this point, employees should have fruitful work-life balance.

They need to handle the daily requirements of their family as one side and the multiple schedules, meetings, business requirements and other routine responsibilities at occupation. Hence there is a relevant need to examine, compare and contrast and study the issues and factors associated with work life balance of employees working in bank and to achieve a healthy work life balance for bank employees in the selected discipline.

REVIEW OF LITERATURE

Work life balance brings superior helpfulness to each and every one's aspect of life. Employees work improved while they do create time for family and personal needs. Thus the dilemma has become important in India but it have crash in key subject of anxiety for all kinds of jobs, lot of work has been done by researchers across the world in order to discover the ways to maintain the reasonable balance between work and life. A few of the research reviews are as follows

Voydanoff (2001) have originated considerable interdependence between the roles that both requires workers to execute work-family conflict practices when balance cannot be achieved between the two roles. Each role may demand more time or more responsibilities, potentially leading to a reduction in the other.

Sinha (2004), says that the engineers employed in private sectors were more satisfied with job in comparison to those in public sectors. It revealed that correlation analysis of job satisfaction was significantly related to age and experiences. But in private sector there was no relation found.

Kulkarni (2012) says that the life style of employees is increasingly consumed of family and other personal responsibilities and interests. Therefore to retain employees it is increasingly important for organizations to recognize the work life balance

Vartha Raj & Vasantha (2012) studied the Work Life balance of working women in service sector. They precise that the vital performance of its employees which in turn depends on numerous factors. The relationship among personnel and professional life can be achieved in the course of emotional intelligence. Better emotion management is needed in order to achieve the objective of life.

On evaluating the reviews, work life balance is a relevant topic to study among bank employees.

OBJECTIVES OF THE STUDY

- ❖ To find out the factors affecting the work life balance of employees in Bank in the process of balancing their work and family life
- ❖ To analyse the satisfaction with work life balance of bank employees
- ❖ To identify the problems of bank employees in respect of work life balance
- ❖ To propose strategies to maintain a healthy work life balance

METHODOLOGY OF THE STUDY

The study is based on both primary and secondary data. The primary data was collected through observation method, personal interview and structured questionnaire for which samples of 200 respondents were selected for this study.

The study was carried out with convenient sample design. Secondary data is collected from various books and in articles. For analysis and interpretation only primary data is used. However for conclusion and suggestions both primary and secondary data along with the verbal knowledge and information obtained from respondents, though they are outside the parameters of questionnaires were also included. The present study is empirical in nature based on both primary research methods such as field study, observation and interview with employees of SBI and secondary data. This study is to understand the work life balance of SBI employees in Kerala.

ANALYSIS AND INTEPRETATION

Data has been analysed using simple statistical tools. It can be categorised into two sections. Table 1 deals with the demographic profile of the respondents, section 2 deals with the variables of the Work life Balance

Table 1 Demographic classification of samples

Demographic Factor	Variable	Percent
Age	25 years and below	4
	25 – 30 years	18
	30 - 35 years	26
	35 – 40 years	30
	Above 40 years	22
Gender	Male	50
	Female	50
Marital Status	Single	26
	Married	74
Income	Below 3 (lakhs)	18
	3-4 (lakhs)	24
	4-5 (lakhs)	39
	5-6 (lakhs)	11
	Above 6 (lakhs)	8

On age wise classification, majority of respondents are in between 30 – 40 age group, these group must have an impact of work life balance. Below 25 years of age group are only 4 per cent. Samples are taken equally from both genders. Out of the samples, 26 per cent are single and 74 per cent are married. With respect to the income group, majority of samples are income between 4 to 5 lakhs.

Table 2 Respondents views about Work life Balance

Sl. No	Variables	Agree (in percentage)	No opinion(in percentage)	Disagree (in percentage)
1	Are you satisfied with your work-life balance	64	12	24
2	Do you feel that your personal needs are secondary?	65	8	27
3	Do you take at least one consecutive full week of vacation each year?	23	0	77
4	Do you work more than one hour per day after official hours?	87	0	13
5	Do you get proper rewards for the work you done?	56	2	42
6	Do you get adequate sleep most nights	17	8	75
7	Do you ever miss out any quality time	93	0	7

	with your family or your friends because of pressure of work?			
8	Are u satisfied with the time you spend with family	22	11	67
9	Are u satisfied with the co-operation of co-workers or supervisors?	4	2	94
10	Do you find time to exercise, eat properly, and keep yourself healthy?	21	2	77
11	Do you hire people in your personal life to handle some of your chores such as yard work and other home tasks?	99	0	1
12	Do you bring work home with you?	76	2	22
13	Do you suffer from any stress related diseases	86	0	14
14	Do you think that if employees have good work-life balance in the organization will be more helpful to become effective and successful?	94	0	6
15	Do you feel work life balance policy in the organization should be customized to individual needs?	82	7	11
16	Do you feel that your job gives all happiness to your personal life?	53	3	44

- 64% of bank employees in SBI are agreed that they have balanced work life where as 24% disagreed and 12 % are no opinion about it.
- Employees feel that, 65% says their personal needs are secondary and 27 % disagreed about it.
- 77% of employees didn't take consecutive full week leave to trip and so on. 23% of employees have taken to fulfill it.
- 87% of the SBI employees say that they are working more than one hour per day, after the official time to complete the daily transactions. 13% of employees disagreed about it.
- 56 % of employees have the opinion about, they are getting proper rewards and 42% of employees are not satisfied with rewards
- 75% of the employees says that they are not getting adequate sleep because work related stress. 8% have no opinion and 17 % of them got adequate sleep.
- 93% of employees missed out the time with friends and family because of work pressure, 7% of them disagreed it.
- 67% of employees are not at all satisfied with the time spend with family and 22 % are satisfied and 11 % are neutral opinion
- 94% of employees have the opinion that they are not getting good support from co- workers and 4 % of them are of agreed and 2% have no opinion.
- Employees of SBI states that they are not getting enough time for exercise, eat or anything freely due to stress of work (77%). The other 21% says that they have and 2 % have no opinion.
- 99 % of the respondents have the opinion that they are depending on someone else to do the works in their personal life and 1% says disagreed with this statement.
- 76% of the employees says that they bring their work to home and 22% disagreed and 2% have no opinion.
- 86 % of the population says that they suffer from diseases due to heavy work schedule and 14 % of the population disagreed with this statement.
- Employees have the opinion that the work life balance helps to attain effectiveness by the organization. 94 % of employees agreed with this statement and remain of them disagreed with this statement.
- 82% of employees are the agreed that work life balance policy in the organization should be customized to individual needs, 11 % disagreed and rest of them has no opinion.
- Opinion about job gives all happiness to personal life has average feedback, 53% agreed with this and 44 % disagreed. 3% of them have no opinion about it.

FINDINGS

- ✓ Majority of employees are satisfied with their work life balance
- ✓ Majority of employees feel that their personal needs are second important compared to job.
- ✓ Majority of employees are not taken one consecutive full week of vacation each year.
- ✓ Majority of employees agreed that they work more than one hour per day after official hours for completing the daily work.
- ✓ Majority of employees says that they can't sleep well due to job stress and tension
- ✓ Majority of employees are the opinion that they missed time with their family or friends because of pressure of work.
- ✓ Majority of employees are not at all satisfied with the co-workers or supervisors.
- ✓ Majority of employees says that they are getting proper rewards for their job.
- ✓ Majority of employees have not enough time to exercise, eat properly, and keep healthy due to over stress and tension related to job
- ✓ Majority of them says that they depends others for completing some home related tasks or other related to personal life.
- ✓ Majority of them says that they bring their some work to home for completing.
- ✓ Majority of employees says that they have stress related diseases
- ✓ Majority of employees have the opinion that balanced work life brings more effectiveness in organization.
- ✓ Majority of employees says that work life balance policy of organization should be customized t individual needs.
- ✓ Majority of employees are the opinion that they get all happiness to personal life due to job.

SUGGESTIONS

- ❖ Stress is related to any job in one way or in another way; they must understand the supervisors and give proper time to complete the task.
- ❖ Each employee has family and they have expectation to keep the time with them. Conducting social events or togetherness helps to reduce stress of employee.
- ❖ Sharing a job by two employees helps to carry out the work, if any one was on leave.
- ❖ Implementing the flexible work schedule helps to balance the work life.
- ❖ Gives proper time to employees for leave to trip or other special events in the family.
- ❖ Conduct a proper seminar or orientation programs by the employer for how to maintain work life balance.
- ❖ Employee have the right to say 'no' if required.
- ❖ Time management between work and family life also helps to reduce stress related matters
- ❖ Maintain a canteen and provide good quality food helps to increase satisfaction to employees
- ❖ Proper sanitation and hygiene facilities are provided, as the employees are very much satisfied with them.

CONCLUSION

Work-life balance is an imperative aspect of any organization. Balancing the employee's personal life and work life is essential to reduce stress and tension related matters. It helps the organization to achieve the goal effectively and efficiently. It is a method which helps the employees to balance their personal and professional lives. It helps to increase the motivation of employees and reduces the dissatisfaction towards organisation.

A 'work life' balance refers to an employee's capacity to keep a healthy balance between their work roles, their personal responsibilities, and family life. Banking companies are increasingly recognizing the importance of helping their employees to achieve this balance as more staff are experiencing conflict between their work and personal roles. In today's era, many workers are considering their personal responsibilities increase, from childcare and elderly care, to volunteer work, and family commitments. This comes at a time when their work responsibilities are also increasing, resulting in a conflict between personal and work commitments and an increase in stress.

To achieve work life balance in the banking sector, and creating a balance between them is a challenge for any individual. Employees are the key asset of any organization, as in the case of banking sector also do a primary function of direct interaction with the public. While focusing on this, organisation may give due importance to the welfare and needs of the employees. Work-life balance programmes offer a win-win situation for employers and employees. While the employee may perceive work-life balance as the problem of managing work obligations and non-work responsibilities, work-life balance from the employer's point of view encompasses the challenge of creating a supportive company culture where employees can focal point on their jobs while at work. In whichever

way it is viewed, the survival of effective work-life balance programmes in an organisation will do both the employer and employee good.

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