

A Comparative Study–Work Life Balance and Job Satisfaction among the Working Women of Banking and Education Sector in Jhansi. U.P

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Abstract—*Work life balance requires attaining equilibrium between professional work and personal work, so that it reduces friction between official and domestic life. Job satisfaction is an important aspect for an organization's success This research report tried to find out the main factors of job satisfaction and whether they have any impact on the job satisfaction among the working women of banking and education sector JHANSI, U.P. The objective 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 source of data is collected from different branches of Banks and colleges JHANSI. U.P. The sample size is 50. This methodology explain about the overall objective research design, data collection method, sampling procedure, construction of questionnaire tools of analysis. The tool used for simple percentage analysis, and coefficient of variance (C.V). Structured questionnaire are used in this questionnaire. I am confident to say that the study gave an opportunity to analyze various factors regarding job satisfaction. And factors responsible for job satisfaction such as: supportive colleagues, supportive working conditions, mentally challenging work, equitable rewards and employee oriented policies etc.*

Keywords: *Work, balance, Employee's satisfaction; Job satisfaction; Performance, Productivity etc.*

1. INTRODUCTION

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 over-lap and interact. This study investigates 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 the right people is critical to 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. Job satisfaction has been defined as the degree to which employees have a positive & effective orientation towards employment by the organization. Work determines a person's

worth and place in society and it influences one's psychological identity and sense of wellbeing. The term "work" is being used to paid work or employment. Work establishes one in the community of human kind. It links a person to others, advances the goals of culture, and gives purpose to one's existence. Work is a purposeful human activity which is 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 employee and employer. 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 shows the factors affecting work life balance and job satisfaction level of women employees working in banking and education sector in JHANSI. Logically it is the satisfied worker who shows the maximum effectiveness and efficiency in his work.

Need for Life Balance

Psychologists define life balance as a division of energy between the different aspects of a person's life, especially family, friends and work. A few driven individuals are happiest when focused on one element of their lives, but most people need to find a balance. Too much emphasis on work frequently results in feelings of loneliness and frustration. But not enough emphasis on work prevents your employees from advancing and you from getting needed work done. Acknowledging each employee's efforts to strike a balance allows you to be part of the solution. Job satisfaction typically increases with improved life balance, which in turn increases employee loyalty, creativity and productivity.

2. REVIEW OF LITERATURE

A review of these studies provides the direction to the present study.

V. Varatharaj, S. Vasantha (2012) 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.

Dr. Sameena, Ms. Puja Agarwal (2012) 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.

The aim of research of **Sakthivel Rania, Kamalanabhan & Selvaran (2011)** was to analyze the relationship between employee satisfaction and work/life balance. The construct used for this research consists of career opportunity, employee satisfaction, and work/life balance. This study makes a contribution to join 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.

Rani, Kamalanabhan and Selvaran (2010) assessed empirically the relationship between work life balance and employee satisfaction. The study was conducted on 210 employees in IT organization. For analyzing the data correlation, structure equation model and chi square was used. Findings of the study suggest that high correlation exist between work life balance and employee satisfaction.

Raj Kamal, Debashish Sengupta (2008-09) 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. 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 decreases.

The purpose of **Jaime X. Castillo and Jamie Cano’s (2004)** study was to describe the amount of variance in faculty member’s overall level of job satisfaction explained by Herzberg, Mausner, and Snyderman’s (1959) job motivator and hygiene factors. This study concluded that the faculty was generally satisfied with their jobs. However, female faculty members were less satisfied than male faculty members. The factor “work itself” was the most motivating aspect for faculty. The least motivating aspect was “working conditions.” The factors “recognition,” “supervision,” and “relationships” explained the variability among faculty members & overall level of job satisfaction.

3. OBJECTIVES OF THE STUDY

- To study the working environment in Banking and Education sector for the point view of WLB & Job satisfaction.
- To study the effects of work life balance on job satisfaction amongst the working in Banking and Education sector.

4. RESEARCH METHODOLOGY

This methodology explains about the overall objective of research design, data collection method, sampling procedure, construction of questionnaire, tools of analysis.

The source of data is collected from different branches of banks running their branches in JHANSI (U.P.) and Govt. colleges and national institutes of Jhansi for education sector.

A well-structured questionnaire from the Working women of banking sector and education

Sector was used to collect the primary data. The secondary data and information have been collected from various sources like business newspapers, journals, magazines, and publications website etc. Sample Size is 50 women employees (25 women employees from each sector sector). Used Percentage analysis and coefficient of variance (C.V) is used to analyze the primary data collected from the respondent. The research was limited to JHANSI District only.

5. QUESTIONNAIRE ANALYSIS

1-Employees are satisfied with the policies of top management in your Organization?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	7	28	5	20
2	Agree	8	32	10	40
3	Disagree	7	28	6	24
4	Strongly Disagree	3	12	4	16
Total		25	100	25	100

C.V= 35.47 C.V=42.07

From the above table it is apparent that in education sector 28 % of respondents were strongly agree and 32 % were agree and only 28 % and 12 % of respondents were disagree and strongly disagree about it respectively. And in banking sector 20 % were strongly agree and 40 % were agree While 24 % and 16 % were disagree and strongly disagree respectively. The value of Co-efficient of variance radically shows that policies of education sector are more consistent than the banking sector

2-Physical working condition and working hours in your Organization is satisfactory?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	5	20	7	28
2	Agree	7	28	9	36
3	Disagree	10	40	6	24
4	Strongly Disagree	3	12	3	12
Total		25	100	25	100

C.V=47.77 C.V= 40.00

From the above table it is understandable that in education sector 20 % were strongly agree and 28 % were agree While 40 % and 12 % were disagree and strongly disagree respectively. And in banking sector 28 % were strongly agree and 36 % were agree While majority of 24 % and 12 % were disagree and strongly disagree respectively. The value of Co-efficient of variance completely shows that physical working conditions in banking sector are more consistent than the education sector.

3-Your organization has good career prospect for its employees?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	6	24	5	20
2	Agree	12	48	8	32
3	Disagree	4	16	10	40
4	Strongly Disagree	3	12	2	8
Total		25	100	25	100

C.V=64.49 C.V=56.00

From the above table it is apparent that in education sector 24 % of respondents were strongly agree and 48 % were agree and only 16 % and 12 % of respondents were disagree and strongly disagree about irrespectively. And in banking sector 20 % were strongly agree and 32 % were agree While 40 % and 8 % were disagree and strongly disagree respectively. The value of Co-efficient of variance radically shows that education sector is more consistent than the banking sector when it comes to good career prospects for its employees.

4-Policy for work Life Balance helps in increasing productivity and satisfaction?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	7	28	8	32
2	Agree	12	48	10	40
3	Disagree	4	16	4	16
4	Strongly Disagree	2	8	3	12
Total		25	100	25	100

C.V= 69.58 C.V=52.86

From the above table it is apparent that in education sector 28 % of respondents were strongly agree and 48 % were agree and only 16 % and 8 % of respondents were disagree and strongly disagree about it respectively. And in banking sector 32 % were strongly agree and 40 % were agree While 16 % and 12 % were disagree and strongly disagree respectively. The value of Co-efficient of variance radically shows that banking sector is having a consistent work life balance policies to increase job satisfaction than the education sector.

5-Organization is able to retain its employees due to efficient organizational and Work life balance policy?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	5	20	4	16
2	Agree	10	40	7	28
3	Disagree	7	28	9	36
4	Strongly Disagree	3	12	5	20
Total		25	100	25	100

C.V=47.77 C.V=35.47

From the above table it is clear that in education sector 20 % of respondents were strongly agree and 40 % were agree and only 28 % and 12 % of respondents were disagree and strongly disagree about it respectively. And in banking sector 16 % were strongly agree and 28 % were agree While 36 % and 20 % were disagree and strongly disagree respectively. The value of Co-efficient of variance radically shows that banking sector is more consistent than the education sector in retaining the employees through effective work life balance policies.

6-Do you think that if employees have good work-life balance then they will be Satisfied by the job?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	8	32	10	40
2	Agree	12	48	11	44
3	Disagree	3	12	2	8
4	Strongly Disagree	2	8	2	8
Total		25	100	25	100

C.V=74.33 C.V=78.79

From the above table it is apparent that in education sector 32 % were strongly agree and 48 % were agree While 12 % and 8 % were disagree and strongly disagree respectively. And in banking sector 40 % were strongly agree and 44 % were agree While majority of 8 % and 8 % were disagree and strongly disagree respectively. The value of Co-efficient of variance completely shows that working women from both the sector are agree that having a good work life balance is a key to job satisfaction.

7-I feel comfortable in discussing changes regarding work and working Arrangements with my superior?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	5	20	6	24
2	Agree	10	40	8	32
3	Disagree	6	24	7	28
4	Strongly Disagree	4	16	4	16
Total		25	100	25	100

C.V= 42.07 C.V=27.32

From the above table it is understandable that in education sector 20 % of respondents were strongly agree and 40 % were agree and only 24 % and 16 % of respondents were disagree and strongly disagree about it respectively. And in banking sector 24 % were strongly agree and 32 % were agree While 28 % and 16 % were disagree and strongly disagree respectively. The value of Co-efficient of variance radically shows that banking sector is more consistent than the education sector in making flexible working arrangements

8-Your organization takes initiative to manage work and work life of its employees?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	4	16	3	12
2	Agree	10	40	7	28
3	Disagree	6	24	5	20
4	Strongly Disagree	8	32	10	40
Total		25	100	25	100

C.V= 36.88 C.V= 47.77

From the above table it is clear that in education sector 16 % were strongly agree and 40 % were agree While 24 % and 32 % were disagree and strongly disagree respectively. And in banking sector 12 % were strongly agree and 28 % were agree While majority of 20 % and 40 % were disagree and strongly disagree respectively. The value of Co-efficient of variance completely shows that education sector is more consistent in taking initiative to manage work and work life balance than the banking sector.

9-Management is committed in helping employees to achieve a good work-life Balance and satisfaction from work?

S. No	Opinion	Education Sector	(%)	Banking Sector	(%)
1	Strongly Agree	5	20	6	24
2	Agree	11	44	12	48
3	Disagree	6	24	4	16
4	Strongly Disagree	3	12	3	12
Total		25	100	25	100

C.V= 54.45 C.V= 64.49

From the above table it is clear that in education sector 20 % of respondents were strongly agree and 44 % were agree and only 24% and 12 % of respondents were disagree and strongly disagree about it respectively. And in banking sector 24 % were strongly agree and 48 % were agree While 16 % and 12 % were disagree and strongly disagree respectively. The value of Co-efficient of variance radically shows that management of education sector is more consistent and committed to achieve a good work-life balance and satisfaction from work than the banking sector.

6. FINDINGS

Employees of both the sector report an average level of work life balance and are generally happy with their working arrangements. Most of the working women found participative environment in the education sector than the banking sector and quite satisfied and view that somewhat they look education sector as a good place to work than the banking sector. Job satisfaction affects employee morale, turnover, absenteeism, and pro-social behavior, which can be crucial for organizational success. Majority of the employees in education sector agree that their superiors are more helpful and cooperative which may be one of the reasons for job satisfaction. WLB is an important determinant of intrinsic aspects of job satisfaction. It is found that employees are more committed towards their job to get higher reward and appreciation. High quality of work life balance will improve the job satisfaction and vice versa. Working hours are satisfactory but sometimes late working and working in evening branches in banks interrupts work life balance

7. SUGGESTIONS

Work life imbalance is another reason of job dissatisfaction. So, a supportive management is required to minimize the conflict between work and family. Top management of both the sector should realize the importance of work life balance and its adverse effect on job satisfaction. Reward and recognition system should be fair and transparently to be adapted to each and every employee in the Organization in both the sectors. The employee feels that the work-loads are not equal between colleagues. So equal distribution of workloads should be done to improve the satisfaction of employee especially in the banking sector. Employees’ social gathering programs and public contact programs will be the better option to reduce the mental pressure in the work place as the study reveals more mental pressure for the Women employees.

8. CONCLUSIONS

In the light of current and previous findings, a conclusion is drawn that work life balance and job satisfaction are depend on working environment. At the end of our discussion, it is concluded from the research that the employees work and life

balance affects employee's satisfaction and their commitment with the organization. Those university and banks of employees having balance in their work and life are more satisfied with their job. So it is proved that relationship exist in WLB and job satisfaction. The result shows that significant positive relationship exists between work life balance and job satisfaction of both sector. At the end employer should try to balance employees work and life to get satisfied and committed employees. Understanding the relationship between employee job satisfaction and WLB give basis for future research and provide benefits to organization and individual.

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