



A study on the problems faced by women in private banking sector with special reference to Palakkad district

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Abstract

Banking sector is the backbone for the economic development of any country and the women had played a vital role in the smooth running of the banking sector. The Nationalization of the banking sector in 1969 was the first step which helped to reduce the gender discrimination against women in banking and insurance sectors and paved the way for women empowerment. The phenomenal growth of banks has created massive employment opportunities for the educated women of our nation. The women job seekers find job in banks more attractive and more comfortable. The present woman confronts the challenge of fulfilling her responsibilities as an employee and a home-maker. With clear distinction of work life and family life it has led to work/family imbalance. Today's families are tending to be nuclear and the support received from extended family structure is totally missing. Both the spouses are to work to maintain a standard of living in their urban life. Our focus in this research is on the "Problems faced by working women in the Banking Sector and to know the influence of socio economic background on them in Palakkad district".

Keywords: banking sector, problems and challenges, women employees

1. Introduction

Traditionally Indian women had been home makers but in the recent decades, proper education and better awareness, in addition to the ever increasing cost of living has made them to go out and choose careers. In a patriarchal society like India it is still believed that a man is the primary bread winner of his family. Although Indian women have started working outside their homes but still they have a long way to go both culturally, socially and economically, to bring in positive attitudinal changes in the mind-set of people. India has been taking many measures in recent years to introduce gender equality to the work place. Working women of banking sectors in India are faced with a lot of challenges than their counterparts in the other parts of the world. Now-a-days, the banking sector are flourishing towards high rate that the women have to work for longer hours to uphold the standard of living and accomplish their basic needs. However, in our demanding lives, many people struggle to balance work and the responsibilities of caring of children, family members with a disability or elderly parents. Having a career poses challenges for women due to their family responsibilities.

1.1. Statement of the Problem

Working women employees in any sector face a lot of challenges like gender inequality, work pressure, stress, distress, working imbalances, etc. Banking sector is the most attractive sector chosen by women since it carries the advantages of comforts. But being women, they face a lot of problems in their work. Hence the study entitled "A study on the problems faced by women in banking sector with special reference to Palakkad district" is the analysis of the problems and challenges, both personal and professional, faced by women employees in the banking sector and its effect in their life and career. It has helped to suggest a few

measures to overcome the challenges and create a work life balance in their lives.

1.2 Objectives of the study

- To know the problems and challenges faced by women employees in the banking sectors.
- To find the possible solution to overcome the problems and achieve work life balance.
- To provide suitable suggestions to improve the quality of working of women employees in banking sector.

2. Review of Literature

Babu and Vembu (2014) concluded that these are the different stressors among women employees in public sector Banks such as lack of participation in decision making, poor working conditions relating work shifts, work overload, role ambiguity, in appropriate leadership style, poor working relationship lack of social support, transfer. Excessive stress may result in bodily disturbances like peptic ulcers, headache, migraine, fever etc., By testing the hypothesis, the researcher concluded that high level of stress is experienced by women employees due to factors like role uncertainty, role overload, lack of managerial support and Technological changes.

P. Ashok Kumar & K. Sundar (2012) [3], identified the factors preventing women employees from aspiring for higher post and problems faced by women employees in banking sectors related to work performance.. The three factors which are highly responsible for the problems experienced by women executives are fear of transfer which disturbs peace of family, stress from physical strain, and leave strategies of the bank. These factors prove to be the hindrance to women executives in banks.

G. Delina and Dr. Prabhakara Raya (2011) had analyzed that problems faced by working women in terms of work

life balance are very high which affect their quality of life. Their study also concluded that married women find it very hard to balance their work and personal life irrespective of their career sector, age, children and spouse’s profession. This imbalance results in stress, headaches, muscle tension, weight gain and depression.

Ulrick Lidwall (2010) in the article “work family interference and long term sickness absence” says that balance between life and work is an important factor of long time sickness in women. Therefore women would hamper the balance of work and life and thereby increase the risk of long term sick leave. It shows that women are forced to sick by work pressure and stress.

Hyder (2009) in the issue of ‘Women and Economy’ Ms Bushra Hyder explained the importance women work and its vital role in Economic Development of society. The contribution of women employees is usually neglected and it is rarely accepted. There are no good responses for working women. It is usually perceived that men are to work and earn money earning of women is degrading and disgrace due to cultural and social moral values and other related factors.

3. Research Methodology

Convenience sampling method is used for the survey of the study. It is a non-probability sample. Data is collected by questionnaire from 120 respondents from the different Private and Public sector Banks of Palakkad district and try to find out the problem faced by Women workers in banking sector. In the questionnaire, it is tried to cover the problems

of both aspect of life, problems in professional life as well as of personal life. In the Questionnaire, Likert’s five point scale was also employed to determine scores, where respondents were asked to rate each attribute on 5-point scale ranging from highly satisfied to highly dissatisfied, The data so collected was subjected to Factor Analysis

4. Limitations of the study

1. The study was conducted only in the Palakkad district hence the data cannot be compared with other areas.
2. The analysis is made based on the information provided by the respondent which is subjected to bias.
3. The result arrived is applicable only to the study period.
4. Respondents opinion are dynamic, they keep on changing.

5. Statistical tools used in the study

- Simple Percentage Analysis Method
- Anova Analysis
- Henry Garrett Ranking Analysis

6. Simple percentage analysis

Table 1: Bank distribution of the respondents

S No	Bank	Frequency	Percent
1.	Federal Bank	25	21
2.	ICICI Bank	35	29
3.	South Indian Bank	60	50
	Total	120	100

Table 2: Demographic details of employees

Classification	Category	No. of respondents	Percentage (%)
Age	Below 30 years	75	62
	31 – 40 years	24	20
	41 – 50 years	13	11
	Above 50 years	8	7
	Total	120	100
Marital Status	Married	100	84
	Unmarried	20	16
	Total	120	100
Educational Qualification	Under Graduate	28	23
	Graduate	58	48
	Post Graduate	30	25
	Professionally Qualified	4	4
	Total	120	100
Type of the family	Nuclear family	86	72
	Joint family	34	28
	Total	120	100
Size of the family	Below 3 members	72	60
	3-5 members	35	29
	Above 5 members	13	11
	Total	120	100
Designation	Clerk/Cashier	68	57
	Probationary officers	15	13
	Assistant Manager	15	13
	Manager	19	15
	Chief Manager	3	2
	Total	120	100
Experience	Less than 5years	32	27
	5-10 years	64	53
	10-15 years	20	17
	Above 15 years	4	3
	Total	120	100
Salary Range / Month	Less than Rs.20000	30	25

	Rs.20001 - Rs.30000	69	58
	Rs.30001 - Rs.40000	13	11
	Above Rs.40000	8	6
	Total	120	100
Total no of Respondents		120	

Source: Primary Data

The above table clearly indicates that the respondents below 30 years is 62%, 84% of the women employees are married, 48% of the respondents are graduates, 72% of the women employees belong to nuclear family. Out of 100 respondents

60% belong to a family which consists of below 3 members, women employees of 57% work as clerk/cashier, majority (53%) have experience between 5 to 10 years and 58% of them earn a salary of 20000 to 30000 per month.

Table 3: Prominent problem faced by women executives in Banks

S. No	Problems	No of respondents	Percentage
1.	The heavy workload / Tedious work	30	25
2.	Physical strain and Mental stress	42	35
3.	Lack of concentration	4	3
4.	Gender Discrimination	34	29
5.	Workplace harassment	10	8
Total		120	100

Source: Primary Data

From table 2 it is revealed that the most prominent problem that women face in work place is Physical and mental pressure which constitutes of 35% of the respondents.

Following it, 29% feel gender discrimination and 25% face work load pressures in work. 10% feel workplace harassment and 3% face lack of concentration in the work.

7. Anova analysis

Table 4: Anova Analysis on marital status and problems of working women

Factors	Respondents Marital Status	N	Mean	Std. Deviation	Std. Error Mean	'T'	Df	Sig.
Physical/Mental Stress	Married	100	22.1077	5.61004	.69584	0.71	178.00	0.477
	Unmarried	20	21.4435	6.22557	.58054			
Heavy work load	Married	100	38.5692	6.52392	.80919	-0.97	178.00	0.334
	Unmarried	20	39.5826	6.86969	.64060			
Lack of concentration	Married	100	33.6154	4.03768	.50081	-0.69	178.00	0.491
	Unmarried	20	34.0783	4.48026	.41779			
Work burden	Married	100	4.4769	.73117	.09069	1.12	178.00	0.264
	Unmarried	20	4.3478	.74978	.06992			

Source: Primary Data

Table 3 reveals that p value is greater than 0.05 for Physical stress (0.477), heavy work load (0.334), Lack of concentration (0.491) and Work burden (0.264). Since P value is greater than 0.05, the null hypothesis is accepted at

five percent level of significance. Hence it is concluded that there is no significant difference between Physical stress, heavy work load, Lack of concentration, and Work burden with marital status.

Table 5: Anova Analysis on Type of family and problems of working women

Factors	Type of family	N	Mean	Std. Deviation	Std. Error Mean	'T'	Df	Sig.
Physical/Mental Stress	Joint	86	21.8072	5.98261	.65668	0.26	178.00	0.799
	Nuclear	34	21.5773	6.04985	.61427			
Heavy work load	Joint	86	40.1566	6.35050	.69706	1.74	178.00	0.084
	Nuclear	34	38.4124	6.99963	.71070			
Lack of concentration	Joint	86	34.3614	4.49004	.49285	1.30	178.00	0.197
	Nuclear	34	33.5258	4.15354	.42173			
Work burden	Joint	86	4.3373	.73712	.08091	-0.95	178.00	0.342
	Nuclear	34	4.4433	.74957	.07611			

Source: Primary Data

Table 4 reveals that p value is greater than 0.05 for Physical/Mental Stress (0.799), Heavy work load (0.084), Lack of concentration (0.197) and Work burden (0.342). Since P value is greater than 0.05, the null hypothesis is

accepted at five percent level of significance. Hence it is concluded that there is no significant difference between Physical stress, heavy work load, Lack of concentration, and Work burden with Family type.

8. Henry garrett ranking analysis

Table 6: Factors preventing women employees to achieve higher posts in banking sector: Garret’s ranking method

S. No	Factors	Total Score	Total Mean Score	Rank
1.	Obligations of women as a home maker creates hindrance in career growth	5132	48.76	V
1.	Unavailability of time to combine personal and work life	6354	60.23	II
2.	Physical strain due to prolonged hours of work	5864	56.65	III
3.	Inability of making quick decisions	3965	35.47	VIII
4.	Work related Tours and Travel	5510	52.39	IV
5.	Transfer of job	6742	64.92	I
6.	Mental Stress	4859	45.54	VI
7.	Depression	4406	42.10	VII

Source: Primary Data

The table 5 presents perception of women executives on the factors preventing them from aspiring for higher level post in the banking hierarchy. The ranking of the various factors reveal that the fear of transfer is the most dominant factor in term of total mean score 64.92 followed by the time unavailability of combination of work and life of total mean score 60.23. Factors such as physical strain of overwork

achieves third rank in terms of total mean score of 56.65 and work related tours and travel ranked at fourth position in terms of total mean score of 52.39. The rest of the factors are playing a moderate role. In this back drop it can be interpreted that women executives attach more significance to family life while they are not neglecting the professional life.

Table 7: Garrett rank on attributes helps to achieve the quality of work life in women in banking sector

Factors	Garrett Score	Garrett Mean	Garrett Rank
Work and total life space	7522	41.79	8
The social relevance of the work life	8145	45.25	7
Job security	9118	50.66	5
Pay and other benefits	9773	54.29	1
Leave Availability (CL/EL/ML)	9653	53.63	3
Convenient work timing	9749	54.16	2
Cooperation	8631	47.95	6
Career opportunities towards growth	9229	51.27	4

Source: Primary Data

Ranking of the attributes which help to achieve the quality of work life of women employees working in the banking sector are in the order of Garrett Mean presented in the Table 6 shows first rank towards Pay and other benefits followed by other seven ranks viz. convenient work timing, Leave availability, Career opportunities towards growth, Job Security, Cooperation, The social relevance of the work life and finally, Work and total life space with the respective mean of 54.29, 54.16, 53.63, 51.27, 50.66, 47.95, 45.25 and 41.79 respectively.

9. Findings suggestions and conclusions

9.1. Simple percentage Analysis

- Majority (62%) of the working women are under the age group of below 30 years.
- 84% of the women are married and remaining unmarried.
- 48% of the respondents are graduates.
- 72% of the working women belong to nuclear family.
- Majority (64%) of the women employees are from family which include 3 to 5 members.
- 57% of the women bank employees handle the post of clerk or cashier.
- Most (53%) of the employees have 5 to 10 years’ experience in their job.
- Majority (58%) of the women employees acquire a salary package between Rs20000 and Rs30000 per month.
- It is revealed that the most prominent problem that

women face in work place is Physical and mental pressure which constitutes of 35% of the respondents of the total population.

9.2. Anova analysis

- P value is greater than 0.05 Hence it is concluded that there is no significant difference between Physical stress, heavy work load, Lack of concentration, and Work burden with marital status.
- p value is greater than 0.05 Hence it is concluded that there is no significant difference between Physical stress, heavy work load, Lack of concentration, and Work burden with Family type

9.3 Henry garrett ranking analysis

- The fear of transfer is the most dominant factor in term of total mean score 64.92 which stands at first rank followed by the time unavailability of combination of work and life of total mean score 60.23 stands at second position.
- The pay and benefits was given first rank with a man score of 54.29 followed by the work timing with a mean score of 54.29.

10. Suggestions

- Employees should be given jobs which motivates them and influences their quality of work life. But the jobs should never make them feel overload.

- Overtime for ladies should be avoided.
- The women employees should be provided with appropriate pay strategies which could help to give fair and adequate compensation to the employees. Management should make attempts to adjust pay scales according to the changes in cost of living from time to time.
- Men and women ratio should be even so that discrimination against women can be avoided.
- Proper training can be given to the women employees and hence they can be motivated to work along and equal with men, thereby ensuring equality of men and women.
- Infrastructural facilities such as crèches and day care centers.
- Special leave with a lien on service, for up to say five years, to meet certain contingencies specific to women, extending this facility to men also whenever required.

11. Conclusion

Empowerment of women, gender discrimination, and violence against women, which have become serious subjects of sociological research in contemporary times, was hitherto neglected. While contemporary social changes have exposed women to unprotected socio-economic, cultural and political environment, there are no corresponding protective social systems and institutions of social justice to safeguard their interests. There are many who are skeptical about women's ability to exercise equal rights with men and about their capacity to play equal role with men. But such apprehensions are ill-founded in the context of the broader opportunities available for women. Therefore, any attempt to assess the status and problem of women in a society should start from the social framework. Social structure, cultural norms, and value systems are crucial determinants of women's role and their position in society. In respect of the status there is a gap between the theoretical possibilities and their actual realization. Quality of work life can intimately solve these problems to a great extent in the case of working women.

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