



## International Journal of Research Publication and Reviews

Journal homepage: [www.ijrpr.com](http://www.ijrpr.com) ISSN 2582-7421

# A Study on QWL and its Impact of Job Satisfaction and Performance of Employees with Special Reference to Private Banks in Raipur

*Ms. Ayushi Shukla<sup>1</sup>, Dr. Payal Dubey<sup>2</sup>, Mr. Ayush Kumar Mishra<sup>3</sup>, Ms. Anushka Singh<sup>4</sup>, Dr. Suresh Kumar Pattanayak<sup>5</sup>*

<sup>1,3,4</sup>MBA-2, Amity University, Raipur, Chhattisgarh

E. mail: [ayushi.shukla7@s.amity.edu](mailto:ayushi.shukla7@s.amity.edu)<sup>1</sup>, [ayush.mishra24@s.amity.edu](mailto:ayush.mishra24@s.amity.edu)<sup>3</sup>, [anushka.singh73@s.amity.edu](mailto:anushka.singh73@s.amity.edu)<sup>4</sup>

<sup>2</sup>Assistant Professor, Amity University, Raipur, Chhattisgarh [pdubey@rpr.amity.edu](mailto:pdubey@rpr.amity.edu)<sup>2</sup>,

<sup>5</sup>Associate Professor, Amity University, Raipur, Chhattisgarh Email: [skpattanayak@rpr.amity.edu](mailto:skpattanayak@rpr.amity.edu)

### ABSTRACT

This look at is warranted within the meaning that Quality of Work Life (QWL) may help to steer activity pride and worker overall performance in fact, however it may do so in private quarter banks best in Raipur. As a end result, small banks' personnel in huge numbers are overburdened with work that, in the prevailing excessive-stress banking environment, requires tight deadlines, long running hours, and regular overall performance from the personnel. The QWL should not simply be responsive, however preventative in nature of these adversities at the mental and physical well-being of the personnel. It refers to the environment of the place of work. The examination of process safety, good wages, operating situations, and identical opportunities for professional development in control in supportive control and work-existence stability has helped within the look at to determine how those elements help expand employees' pride with their jobs and the level to which this pride catalyzes the enhancement in their overall performance. Data changed into a gather sampling approach. The responses that have been elicited from employees crushed under the load in their day-by-day obligations and which have been associated with the work surroundings and the jobs, repayment, guide systems, and potentialities they've at their place of job, have been then stored and analyzed using software that detects relationships and traits in records. The results indicated a very strong and fantastic relationship between great work existence and job pride. Indeed, it turned out that personnel brought greater output and positivity at work after they obtained higher operating conditions which covered truthful pay, and the paintings changed into itself doable, and that they had encouraging leadership. Of all the determinants, the best of work life became the most dominant. Those who had accomplished the right exceptional in juggling their non-public and professional responsibilities noted the least strain and maximum normal happiness. Career improvement opportunities and honest pay have been also strong incentives. Sure, demanding situations nonetheless linger. There are the lengthy hours and the sensation of not being identified.

Key phrases: Quality of Work Life (QWL), Job Satisfaction, Employee Performance, Work-Life Balance, Private Sector Banks.

### INTRODUCTION-

In these days' fast-paced work surroundings, the concept of Quality of Work Life (QWL) has become increasingly more critical, particularly in carrier sectors like banking. Organizations now understand that employee well-being is directly related to their achievement. The banking industry, recognised for its competitive nature and excessive-overall performance expectancies, often puts personnel under pressure to satisfy cut-off dates and acquire objectives, making work-existence balance a real task. In towns like Raipur, where non-public banks are hastily developing to serve a broader consumer base, this stress has only multiplied. This increases a important query: How do those demanding conditions influence personnel's best work existence, and what effect does that have on their process pride and universal overall performance? This research ambitions to discover the connection among QWL, process satisfaction, and worker overall performance in non-public area banks in Raipur, Chhattisgarh. Given the significance of personal banks in India's economic gadget, it's essential to apprehend how those elements engage to develop better techniques for creating supportive and efficient workplaces. The look at considers numerous factors of QWL, which include task protection, possibilities for professional growth, compensation, work-life balance, and the general paintings surroundings. Raipur has seen a constant rise in the variety of private banks in recent years. While this enlargement has created employment opportunities, it has additionally intensified opposition amongst employees. A fantastic paintings life enjoys turns into key to maintaining personnel satisfied and effective. This study is especially relevant to expertise in the role that QWL plays in shaping employee delight and performance in Raipur's non-public banking quarter. Several major components contribute to QWL, each significantly affecting how employees perceive their jobs:

- **Work Environment** – A smooth, secure, and supportive place of job boosts motivation and comfort.
- **Job Security** – Stability in employment reduces strain and builds self-assurance.
- **Work-Life Balance** – Reasonable workloads and bendy schedules assist personnel stability non-public and professional obligations.

- **Career Growth** – Opportunities to examine and increase sell a sense of cost and engagement.
- **Compensation and Benefits** – Fair and well-timed pay, at the side of blessings like health insurance, at once influence pride and loyalty.

### STATEMENT OF THE PROBLEM

The private banking sector in India is known for its disturbing work culture. Employees often face lengthy hours, strain to meet monetary desires, and high customer expectations. These challenges make it even more critical to attention on worker nicely-being. While a good first-class of work life is thought to reinforce satisfaction, engagement, and overall performance, little research has been carried out in Raipur to apprehend how QWL impacts non-public bank employees especially.

This study addresses a critical hole: How does QWL influence process delight and overall performance in Raipur's non-public banks? By exploring this, the look at goals to help banks create more healthy work environments that reduce turnover and enhance employee overall performance. It also investigates how better QWL can lead to more motivation and lower absenteeism. Despite its significance, the topic hasn't been explored enough in Raipur, making this have a look at each relevant and essential.

### JUSTIFICATION OF THE STUDY

The motivation for this research lies In the Increasing Importance of QWL, in sectors like banking that call for excessive overall performance. With private banks developing unexpectedly and underneath pressure to supply results, worker nicely-being can occasionally be ignored. This can result in strain, burnout, and activity dissatisfaction. Employees are the backbone of any employer. Ensuring high-quality paintings experience not best complements task satisfaction however additionally leads to higher engagement, decreased attrition, and progressed output. For non-public banks in Raipur, this indicates a greater dedicated and productive workforce. By understanding what affects QWL and the way it links to performance and pleasure, this observe presents treasured insights for bank managers to enhance their paintings environments and support their groups better.

### OBJECTIVES-

- To explore the important thing additives that enhance personnel' fine of labor lifestyles.
- To recognize the impact of QWL on employees' standard activity satisfaction.
- To have a look at how QWL influences the performance and productivity of personnel.

### LITERATURE REVIEW-

- **Michael, A.R., & Muhila, M.G. (2024).** -This observe investigates the relationship among QWL, activity pride, and activity performance amongst financial institution personnel in the Kanniyakumari district. Findings verify that QWL considerably impacts activity satisfaction and overall performance, with job pride acting as a mediator among QWL and overall performance. Granthaalayah Publication.
- **Singh, M., & Singh, R.P. (2024).** – This research compares public and personal zone banks in India, reading how employee pleasure affects QWL. It finds that whilst public banks provide task protection, non-public banks offer better profession boom possibilities, influencing ordinary QWL.
- **Saxena, S. (2024)**- Focusing on private banks in Madhya Pradesh, this looks at identifies leadership fashion, work-lifestyles balance, company tradition, and generation adoption as key factors influencing activity pleasure.
- **Ram, A.K., & Sain, M. (2024)** - Examining SBI Bank, this study highlights the correlation among QWL and worker productiveness, suggesting that advanced QWL ends in better productiveness levels.
- **Kalkar, P., Shrivastava, A., Kumari, R.L., Dash, B., & Swadia, B.U. (2023)**-This study explores the connection among paintings-existence stability and emotional intelligence amongst personal financial institution personnel. It highlights that higher emotional intelligence helps employees manipulate strain efficiently, leading to improved job overall performance and pride.
- **Dubey, P., Bachhil, R., Sharma, S.D., & Singh, A. (2022)**- A Study of Work-Life Balance and Its Impact on Employees in SBI and ICICI Bank Comparing SBI and ICICI Bank, this examine investigates how paintings-existence stability influences personnel, finding that better balance leads to stepped forward process satisfaction and overall performance.
- **Kumar, S., & Sharma, R. (2022)**- Highlighted challenges and possibilities in accomplishing work-existence balance in Indian banks and counselled ways to improve it.
- **Gaikwad, S., & Swaminathan, L. (2021)**- Impact of Work Engagement on Job Performance Among Millennials Working in Public and Private Banks. This research examines how paintings engagement impacts task overall performance amongst millennial personnel in banks, finding a high-quality correlation among the two.

- **Kumar, I., Prakash, B., & Verma, J.K. (2021)-** Factors Affecting Quality of Work Life of Bank Managers in Public and Private Sector Banks in Bihar, India. This comparative looks at identifies elements influencing QWL among financial institution managers in Bihar, noting differences among public and private region banks.
- **Arul doss, A., Kowalski, K.B., & Paramita, S. (2021)-** This looks at examines how QWL relates to work-lifestyles stability, with process pressure, satisfaction, and dedication serving as mediators. The findings indicate that higher QWL reduces job pressure and enhances pleasure and commitment, thereby improving work-life stability.
- **Mehta, S., & Bhattacharya, A. (2021)-** Organizational Culture and Employee Engagement within the Banking Sector. Focusing on SBI, this observe explores how organizational lifestyle influences worker engagement, highlighting the importance of a supportive tradition for employee pleasure.
- **Nair, P., & Gupta, R. (2021)-** Quality of Work Life: A Comparative Study of Public and Private Sector Banks in India. This comparative looks at analyzes QWL in public and private zone banks, identifying variations in employee perceptions and studies.
- **Dev, S.S., & Mano Raj, S.J. (2021)-** A Comparative Study of Work–Life Balance Policies and Practices in Public Sector and Private Banks. This looks at compares paintings-existence stability guidelines in public and personal banks, concluding that powerful guidelines appreciably impact employees' work-life stability.
- **Singh, R., & Jain, N. (2020)-** Career Development and Employee Satisfaction inside the Banking Sector. This research examines the connection between career improvement opportunities and worker pleasure in SBI, finding a tremendous correlation.
- **Ravi, P., & Prasad, V. (2019)-** Employee Benefits and Job Satisfaction. This study explores how employee blessings effect activity pride in Indian banks, suggesting that complete advantages packages decorate satisfaction tiers.

---

### Research Methodology-

The studies technique acts as a roadmap that outlines how this study changed into performed in a systematic and organized manner. This segment details the strategies used inside the observe titled “A Study on Quality of Work Life (QWL) and its Impact on Job Satisfaction and Performance of Employees with Special Reference to Private Banks in Raipur.” It includes the layout of the studies, key objectives, sampling strategies, facts sources, and analytical gear used, as well as any barriers encountered.

**Research Design-** This look at adopts a mix of descriptive and analytical studies designs. The descriptive element helped in expertise the key features of employees' first-class of labor life. The analytical element became used to explore the relationship among QWL, activity delight, and overall performance amongst employees in private banks.

**Research Approach-** A quantitative method changed into accompanied for these studies. To gather dependable and measurable insights, a based questionnaire became advanced the use of standardized scales. This ensured the information became regular and allowed for objective evaluation.

### Universe and Sampling-

- **Target Population:** The examine centered on personnel running in non-public banks within Raipur.
- **Sampling Method:** Convenience sampling was used, in which personnel who have been effectively available and willing to respond were decided on. Efforts were made to ensure range in process roles and banks.
- **Sample Size:** A general of a hundred responses have been amassed from personnel throughout leading non-public banks like ICICI Bank, HDFC Bank, Axis Bank, and Kotak Mahindra Bank

### Sources of Data

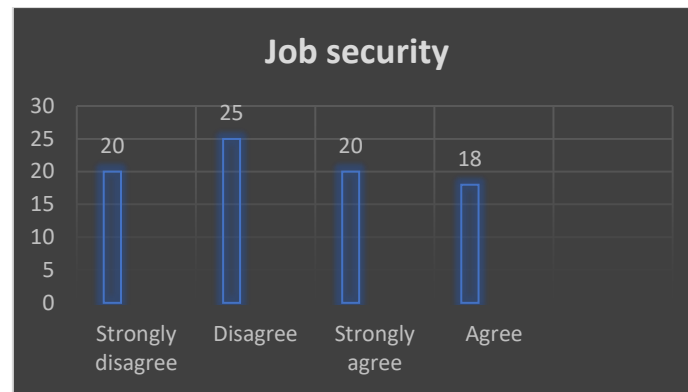
- **Primary Data:** Collected without delay through established questionnaires crammed out through bank personnel.
- **Secondary Data:** Sourced from books, academic studies papers, online journals, organizational reviews, and reliable publications.

---

### Data Analysis and Interpretation-

Charts and interpretations were used to spotlight trends and relationships between QWL, satisfaction, and overall performance.

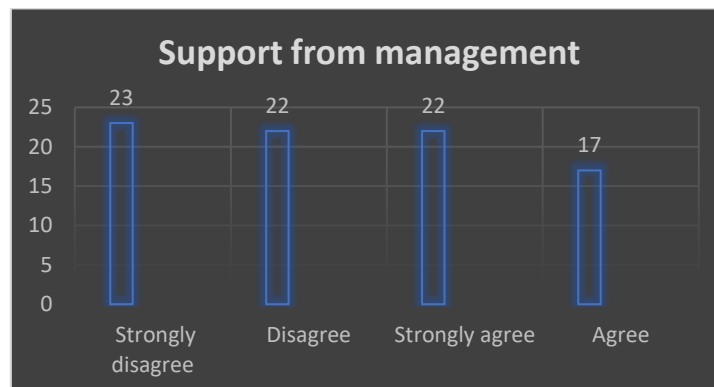
- **Perception of Job Security** - The chart suggests how personnel sense about their task protection. It offers us insight into how confident or uncertain humans are approximately the steadiness of their jobs.



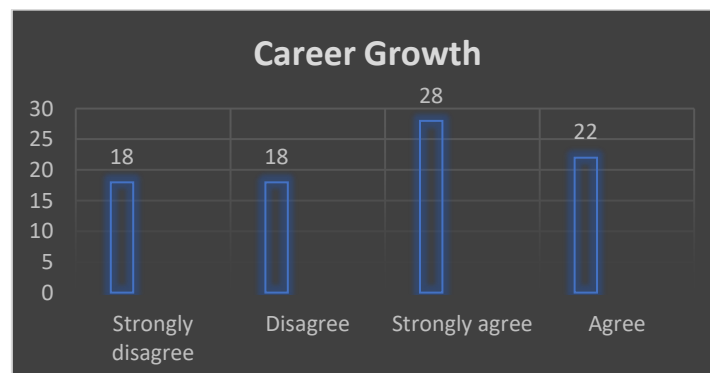
- **Perception of Competitive Salary** -The chart indicates how personnel view the competitiveness in their salaries. It offers us a feel of whether they experience fairly compensated in comparison to industry requirements.



- **Support from Management**- The chart underneath highlights how personnel experience about the level of assist they acquire from control, imparting a clearer photograph of their basic enjoy with management.



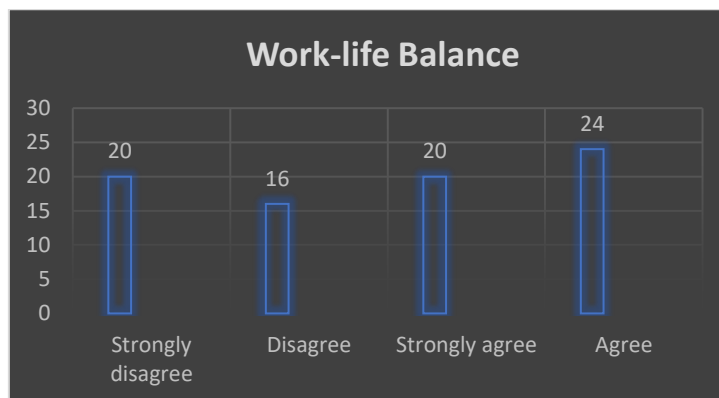
- **Opportunities for Career Growth**- This record allows to recognize the general perception of personnel regarding this component of their work lifestyles.



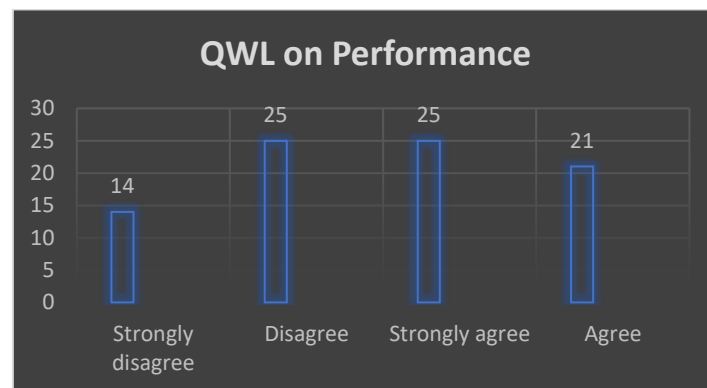
- **Overall, Job Satisfaction**- This data allows to recognize the overall perception of personnel concerning this issue in their work life.



- **Work-Life Balance-** This information helps to understand the general notion of personnel concerning this thing of their work lifestyles.



- **Impact of QWL on Performance-** This statistic allows to apprehend the overall perception of personnel concerning this element of their painting's existence.

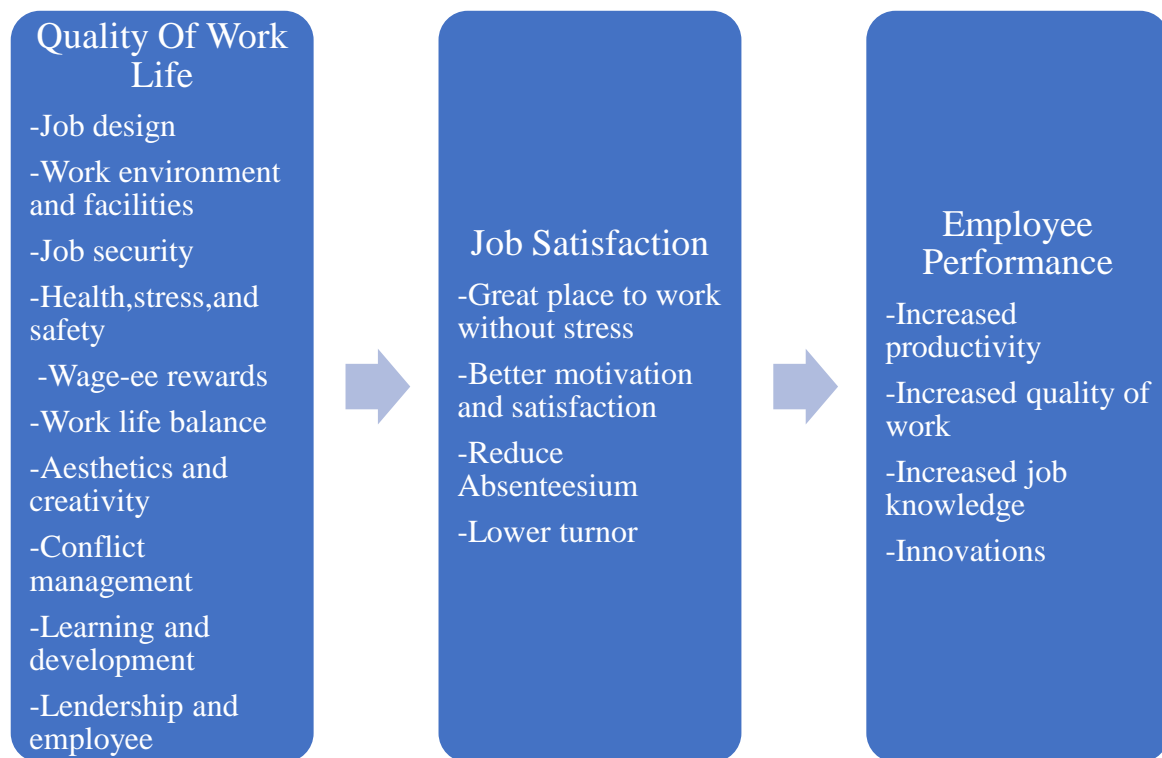


#### Walton's Quality of Work Life (QWL)-

Walton's Quality of Work Life (QWL) model is an influential framework evolved through Richard E. Walton in 1973. It outlines 8 dimensions (or constructs) that contribute to the exceptional of work existence in a company. These dimensions provide a holistic approach to enhancing employee satisfaction and organizational effectiveness.



**Figure1.1: The Eight-Dimensional Constructs Of Walton's Qwl**

**THEORETICAL CONSTRUCT OF THE STUDY-****FIGURE 1.2: THEORETICAL CONSTRUCT OF THE STUDY****CONCLUSION-**

The findings from this have a look at offer precious insights into what influences process satisfaction and performance amongst employees in non-public banks in Raipur. The research examined numerous QWL dimensions along with income, job stability, operating hours, workplace environment, managerial aid, and professional increase possibilities. Many stated a cooperative lifestyle and encouraging management as strengths. These elements contribute to peace of thoughts and foster a sense of stability at work—key factors in attaining process pleasure. However, the look at additionally exposed wonderful challenges. Chief amongst them changed into dissatisfaction with reimbursement and the dearth of clean career advancement paths. Employees—specifically the ones in entry-degree roles—felt their contributions weren’t usually matched by way of recognition or expert growth opportunities. This feel of stagnation could doubtlessly result in disengagement and better turnover if now not addressed. Work-lifestyles balance also emerged as a serious problem. Long hours and continuous stress to meet performance dreams left many employees with restricted time for non-public activities. This imbalance can bring about burnout, intellectual fatigue, and decreased motivation, in the long run affecting job performance. Importantly, the research confirmed that once personnel revel in exact QWL—such as truthful remedy, managerial support, and balanced schedules—they tend to be extra energized, devoted, and productive.

**FINDINGS-**

- **Overall QWL Perception-** Employees pronounced that their normal revel in of QWL is moderate. They favored task safety, supportive managers, and a fantastic workplace subculture.
- **Workplace Pressures and Stress-** A significant quantity of personnel shared that they frequently enjoy high stress tiers because of long operating hours, heavy workloads, and steady strain to fulfill performance targets.
- **Motivation and Productivity-** Despite the demanding situations, many personnel agreed that when their paintings surroundings are supportive and balanced, their motivation improves.
- **Importance of Work-Life Balance-** One of the most often mentioned components affecting QWL become the ability to hold a healthy stability between paintings and private life.
- **Need for Recognition and Growth Opportunities-** Many employees expressed the want for better popularity in their efforts and more clean paths for career advancement.

- **Recommendations from Employees-** Employees cautioned that banks should cognizance extra on enhancing flexibility in work schedules, increasing transparency in promotions, and creating normal reputation programs.

## REFERENCES-

- Ravi, P., & Prasad, V. (2019). Employee advantages and activity delight: A study of Indian banks. *Human Resource Management Review*, 17(3), 215–228.
- Singh, R., & Jain, N. (2020). Career improvement and employee satisfaction within the banking region: Insights from SBI. *Journal of Career Development*, 26(2), 134–a hundred forty-five.
- Mehta, S., & Bhattacharya, A. (2021). Organizational way of life and worker engagement within the banking quarter: A case observes of SBI. *Journal of Banking Studies*, 19(1), seventy-eight–ninety-two.
- Nair, P., & Gupta, R. (2021). Quality of work life: A comparative observes of public and personal sector banks in India. *Asian Journal of Business Management*, thirteen(four), 211–224.
- Dev, S. S., & Mano Raj, S. J. (2021). A comparative observes of work–existence balance rules and practices in public region and private banks. *International Journal of Management Studies*, eight (2), sixty-six–79.
- Gaikwad, S., & Swaminathan, L. (2021). Impact of work engagement on job performance among millennials working in public and private banks. *International Journal of Management*, 12(three), a hundred forty-five–157.
- Kumar, I., Prakash, B., & Verma, J. K. (2021). Factors affecting best of work existence of bank managers in public and private quarter banks in Bihar, India: A comparative have a look at. *Academy of Strategic Management Journal*, 20(five), 313–326.
- Aruldoss, A., Kowalski, K. B., & Parayitam, S. (2021). The relationship between high-quality of work existence and work-existence stability: Mediating function of activity pressure, job delight and task dedication. *Journal of Advances in Management Research*, 18(four), 509–527.
- Dubey, P., Bachhil R., Sharma, S. D., & Singh, A. (2022). A study of work-existence stability and its effect on personnel in SBI and ICICI Bank. *International Journal of Innovative Research in Engineering & Management*, nine (1), 97–106.
- Kumar, S., & Sharma, R. (2022). Work-life balance in Indian banking sector: Challenges and possibilities. *International Journal of Human Resource Management*, 30(2), 153–166.
- Michael, A. R., & Muhila, M. G. (2024). Quality of labor lifestyles and its effect on activity satisfaction and performance among bank employees in Kanniyakumari district. *Granthaalayah Publication*, 18(four), 509–527.
- Kalkar, P., Shrivastava, A., Kumari, R. L., Dash, B., & Swadia, B. U. (2023). The dating between paintings-existence balance and emotional intelligence in non-public quarter banks. *Journal of Organizational Psychology*, 17(2), 310–322.
- Singh, M., & Singh, R. P. (2024). A comparative examines of worker pride and high-quality of labor lifestyles in public and personal banks. *Indian Journal of Management Studies*, 19(1), 112–125.
- Saxena, S. (2024). Leadership style, culture, and generation as predictors of task pleasure in personal banks. *Madhya Pradesh Management Review*, 22(three), 88–ninety-seven.
- Ram, A. K., & Sain, M. (2024). Quality of work lifestyles and employee productiveness: A have a look at of SBI Bank. *International Journal of Banking and Management*, 18(four), 509–527.