

“Problems and Challenges Faced by Women in Banking Sector” With special reference to Hadoti Region.

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ABSTRACT: Banking sector is the back bone for the economical development of any country and working women, being a considerable part of the society, also played a vital role in the smooth run of banking sector. 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 Hadoti Region i.e. Kota, Baran, Bundi, Jhalawar”. Women constitute almost fifty percent of the human resource of the country. The constitution of India guarantees formal equality to all its citizens. The working environment plays a vital role for the women employees in private and public banks. Now-a-days, women employees may have a large number of working alternatives in banking sectors, and then the environment in workplace becomes a critical factor for keeping the jobs. Several legal measures have been introduced in order to develop the position of women employees. These are all admirable steps taken by the government to wipe out the devastations of hundreds of years of effacement of women by our society. However, trends in demographic data clearly indicate that benefits of these efforts seem to have largely bypassed the women. We observed that Parents are supportive to send their daughter in banking sector but other relative and Moral Values of the Society is creating problem for working women which is causing non-supportive attitude of husband of working married women. Majority of the respondent are agreed on the point that married women are facing more problem than unmarried women although the children of married are not neglected but husband and families’ attitude remain non-supportive. Most of the respondents are satisfied with salary structure but they are not satisfied with the promotional system and in the banking sector as they believe the basis of promotion is favoritism. With all these problem though, the research concludes that the Banking Sector of Hadoti region is considered to be a very good sector for female workers as more than 82% respondent are agreed for this sector should be adopted by female workers. The results of the study showed that different age group of working women have different kinds of problems and challenges and different categories as married, single, divorcee, single parent, separated, have different issues at stake in the workplace. Some problems are definitely common, like mental and physical stress, lack of proper balance between employment and family care, unfair treatment in the workplace, stressful life and work place discrimination etc. But some challenges are age or category specific, like prejudiced and stereotyped thinking, safety and security issues, ego hassles with colleagues, and problem of glass ceiling etc. Some probable solutions for problems plaguing urban working women that could help them to overcome the problems that they face in the workplace are proper safety and security measures by the parent organizations, sensitive and supporting partners at home, effective child care policies and appropriate grievance redressal mechanisms for women in place at the workplace.

KEYWORD: Female Employees, WLB, Hadoti region, Banking Sector

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I. INTRODUCTION AND LITERATURE REVIEW

There are many banks operating in our country. Some of them are public sector banks and some others are private sector banks where as some others. 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 for children, family members with a disability or elderly parents. Working women of banking sectors in India are faced with lot more challenges than their counterparts in the other parts of the world. In India men do not share on most of the household chores, it is women who have to cook, clean the house, do the dishes, wash clothes, get their children ready for school etc. Men just took care of few chores that are to be dealt outside the house. So the major burden of running the family is on the shoulders of women. It was alright for women to handle all the chores as long as they were homemakers. Now with their increasing need for getting some income for the family, they have to work all the more harder. They have to take up a 9 to 5 job and also handle all the household activities.

Problem Statement -What are Problems which are faced by working women in both Government and Private Banks in Hadoti Region. Problems regarding their personal life and their professional life. Effect of Job in on women’s Professional and Personal life of banking women.

Review of Literature- Abarca and Majluf (2003) analyzed the perceptions of men and women executives regarding the situation tackled by women working in Chilean corporations. It is based on the administration of a questionnaire of 50 women executives. Three main areas were explored in this study namely, constraints in the advancement of their professional careers, difficulties confronted by women when balancing work and family, and the differential management style of men and women. The study found that in Chile men and women hold different perceptions on the role of women and on how to balance work and family. Women at work perceive constraints reflected in the salary gap, barriers for hiring women, and the limits to career development. Women seek themselves as more people oriented, while they see men as more task oriented. Finally, to succeed, they suggest that they have to inhibit their differential traits and act more like men do in executive positions.

Wentling (2003) showed that the twin roles of women cause tension and conflict due to her social structure which is still more dominant. In her study on working women in Delhi, she has shown that “traditional authoritarian set up of Hindu social structure continues to be the same basically and hence women face problem of role conflict change in attitudes of men and women according to the situation can help to overcome their problem.”

Lilly and Duffy (2006) wrote “work-family conflict occurs for men and women in the sense that anyone with a job and family may need to cope simultaneously with the demands of both”. Job spill over, in the case of work and family, refers to the impact that work roles could have on that family and vice versa (Delgado and Canabal, 2006). It has been recognized that the long-hour work culture in many organizations does not support appropriate parenting (Wood and Newton, 2006). Long hour work includes working in the banking sector of every economy. After even the long hour daily for five days, Saturdays are now included.

Skinner and Pocock (2008) studied the relationship between work overload, work schedule control, work hours and their fit with preferences and work-life conflict among full-time employees (N=887). It was found that the strongest association with work-life conflict was demonstrated by work overload, followed by work schedule control, work hours and work hours fit. Time-based work life policies, procedures and interventions were found necessary, but not sufficient, for addressing work-life conflict. They called for effective management of work overload to support a healthy work-life relationship.

(Hyder, 2009) In the issue of “Women & Economy” Ms. BushraHyder explained the importance of women work and its vital role in Economic Development of society. Although the contribution of women worker is neglected mostly and rarely accepted. Persuading a career out of home does not normally find encouraging responses. It’s a general perception that working outside the home for earning money is considered men’s domain and earning of women is taken as a disgrace due to cultural and social moral value and other factors. She explained
“Working women face harassments, sexual advances, Psychological pressure annoying behaviour of the society and employer are the different types of problem that working women has to face”

Babu and Vembu (2014) concluded that there are 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 and A study on Critical View of Women Employees in Banking Sector 386 technological changes in the organization. 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 factures like role uncertainty, role overload, lack of managerial support and Technological changes.

1.2 Research Objectives

The study attempts to address the following key research objectives:

1. To gain knowledge about the problems and challenges faced by working women in various public and private sector Banks.
2. To identify the key socio-economic pointers contributing to women’s status, safety and security.
3. To study banking women’s involvement in various activities/ organizations for upliftment of family, community and society that can lead to their overall development.

4. To study the Problems Hindering the Performance of Women Executives Working in Public Sector Banks in Hadoti.
5. To find out possible solutions that could help them to overcome the problems that they face in the workplace.
6. To study the influence of socio economic background and satisfaction of women employees in banking sector of Hadoti region.
7. To provide suitable suggestions to improve the working conditions of women employees in banking sector.

1.3 Research Methodology and Data Analysis

Exploratory Research Design

In this exploratory empirical research, data is collected by questionnaire from 100 respondents from the different Private and Public sector Banks of Hadoti and try to find out the problem faced by Women workers in banking sector. In the questionnaire, we try to cover the problems of both aspect of life, problems in professional life as well as of personal life. Further, we try to explore the problem of different marital status respondent to have complete idea regarding the problems and their causes.

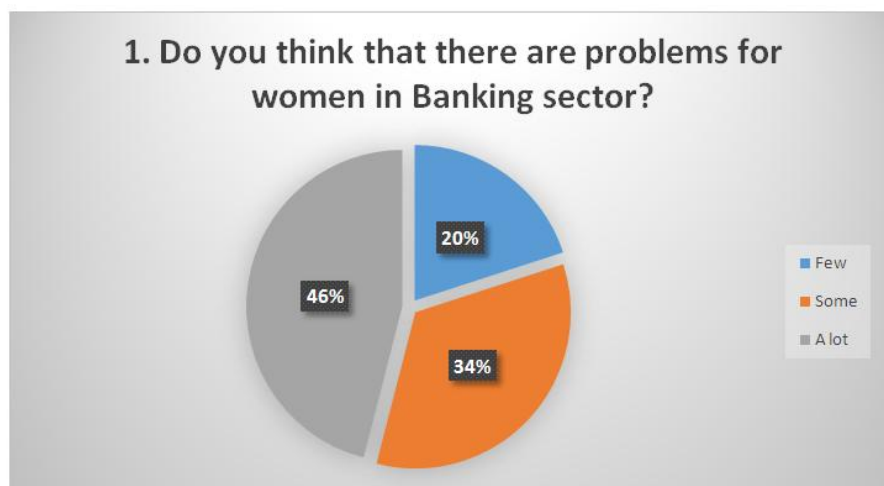
Data was collected using the personal contact approach. A set of questionnaire was developed to collect the responses from the employees of the banking sector to perceptualize the opportunities, scope and constraints with regard to study of employees of private sector banks of Hadoti. Information on geographic, sociocultural and psychological perspectives of the study area has been collected for preparing this questionnaire. Questionnaires were distributed to a sample of 100 women employees working in public and private sector banks were surveyed. 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. The statements/items for the questionnaire were formed after consulting relevant literature and some relevant research conducted in the area. Besides attitudes scale, the survey questionnaire also included a section to capture the general profile of respondents. They were asked about their demographic background including age, education level, marital status, job level, year of experience, nature of organization and type of ownership.

The Stratified Random Sampling Technique has been used in order to collect the primary data.

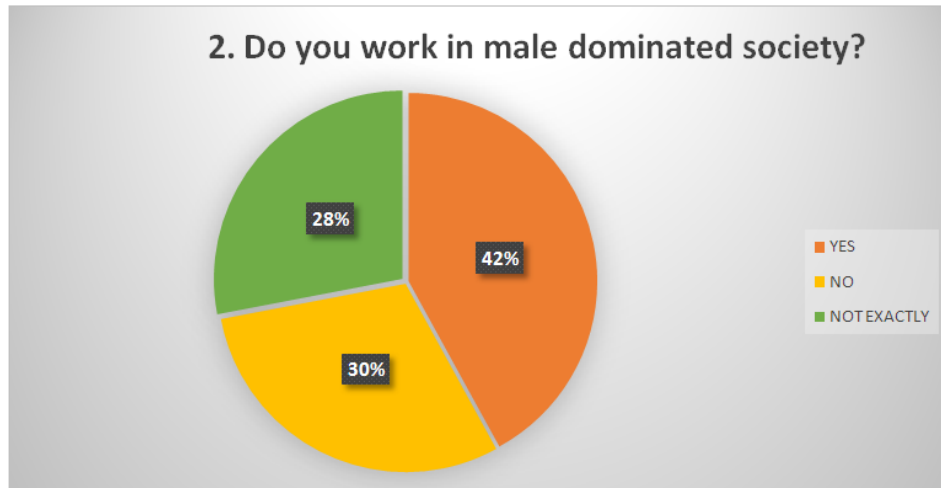
1.4 Data Findings and Interpretation

Among 100 female respondents majority are between the age of 18 to 38 and majority of the total respondent having 3 to 10 years of professional experience in banking field .Majority of the respondents are serving in private banking sectors.

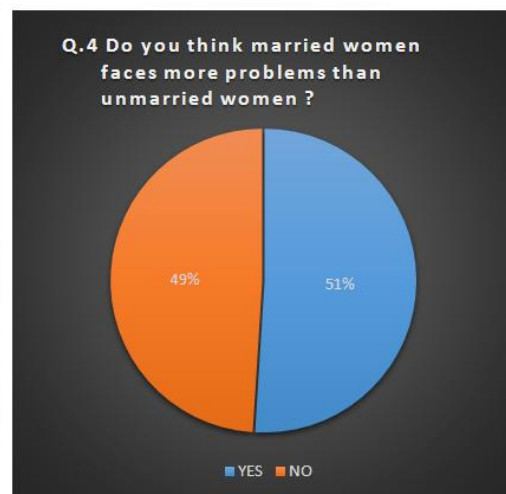
Out of these 100 respondent:



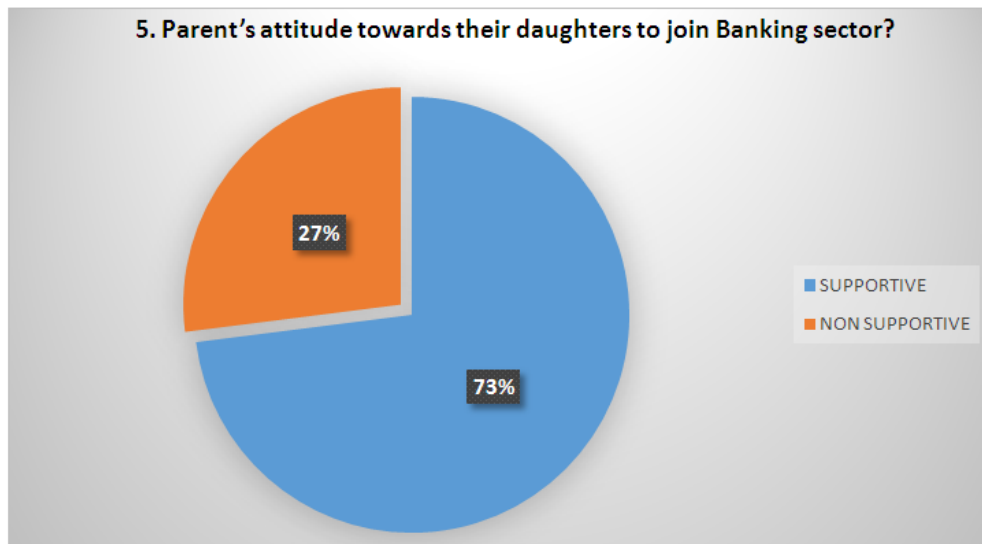
- 46% replied that they have some problem while working in banking sector while 36% response that there are a lot of problem for women in banking sector.



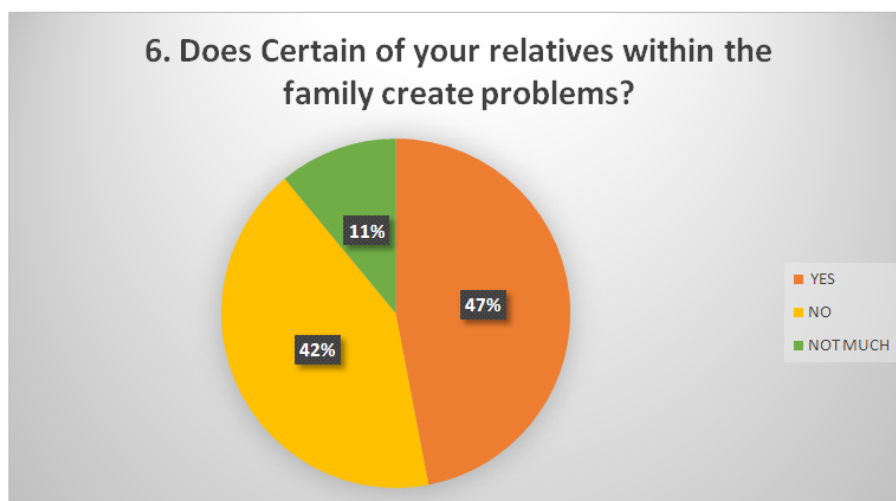
- When asked about male dominance 42% women said yes they in this 21st century also face male dominance, 28 % said not exactly but when it comes to their personal life they still experience male dominance at times and 30% denied.



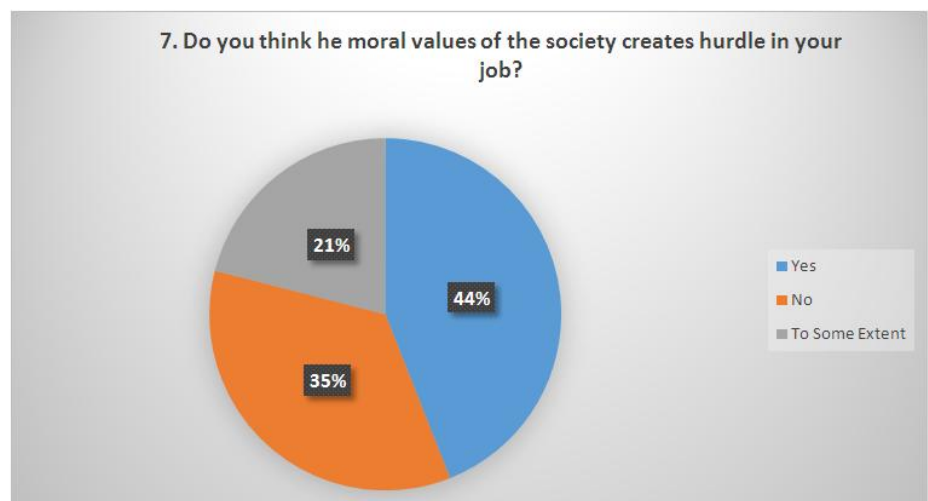
- Figure shows that 45% of women are married from which 51% thinks that married women facing more problem than unmarried women.



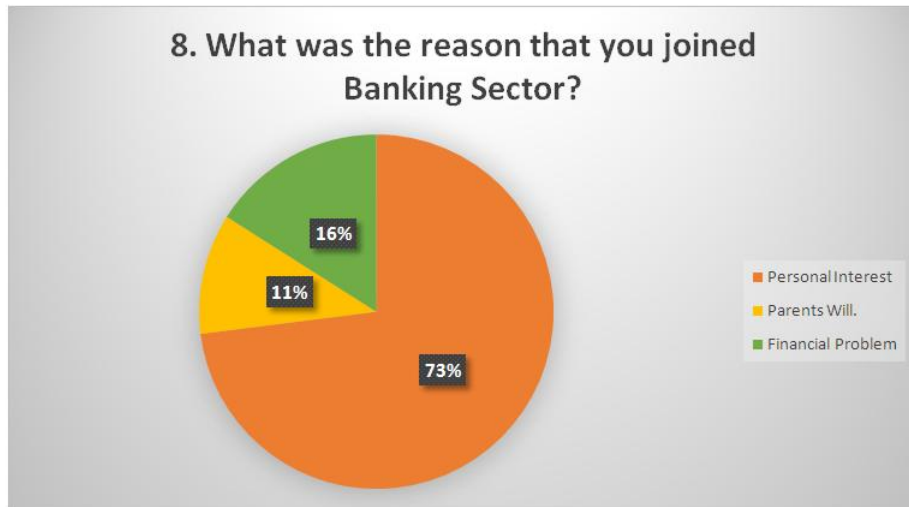
- This result shows that parents support their daughters to join banking sectors problems are not caused by them, 73% of respondent says that parents are supportive, and 27% claim that parent's attitude are not supportive toward sending the daughters in banking sector.



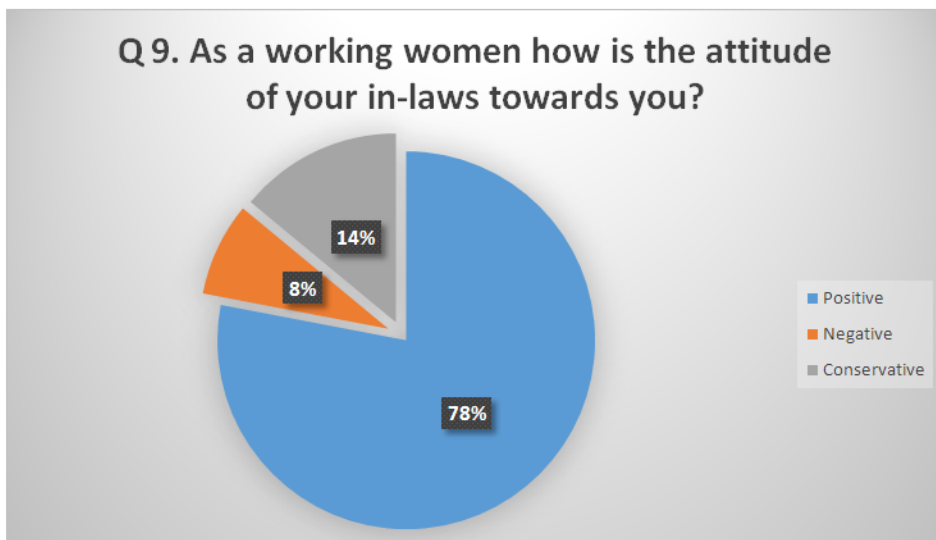
- Showing that 58% working women in banking sector of Hadoti facing problem from the relatives in family while remaining 42% having no problem caused by relatives in family.



- When asked about moral values as a hurdle in job for working women, 44% working women in banking sector think that it is a big hurdle in their way, while 35% are saying no, and 27% are replying that in some extent moral values are hurdle for working women in the banking sector.



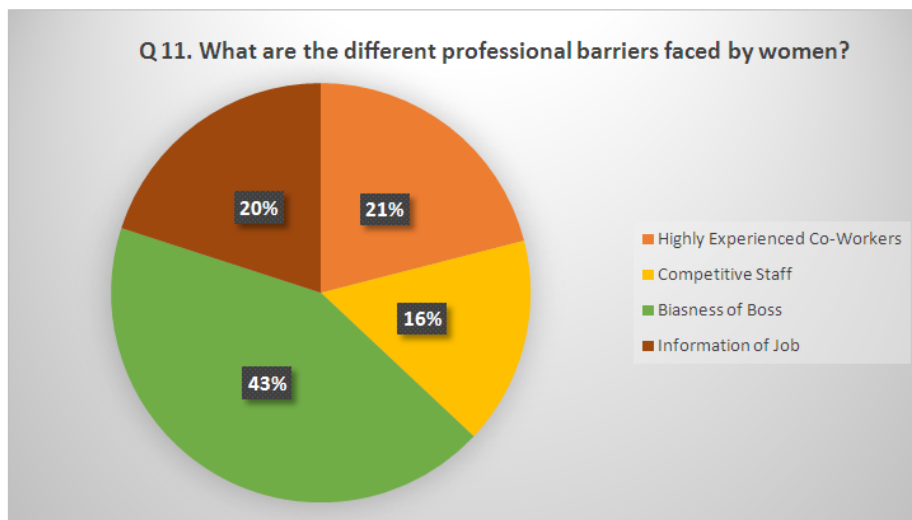
- It was found 73% women joined the bank because of their personal interest while 16% have financial problems due to which they are working in banking sector rest 11% were forced by parents.



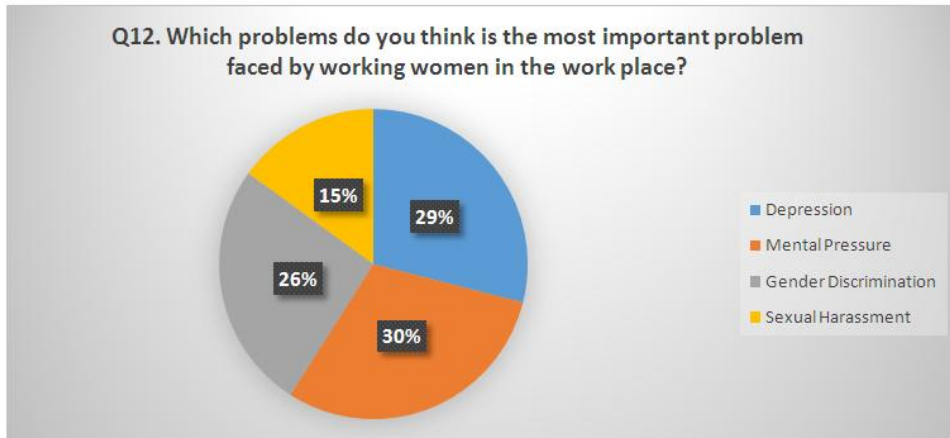
- In the matter of attitude from In-laws 78% respondents have positive attitude while remaining are facing conservative, however, the ratio of negative attitude is almost negligible.



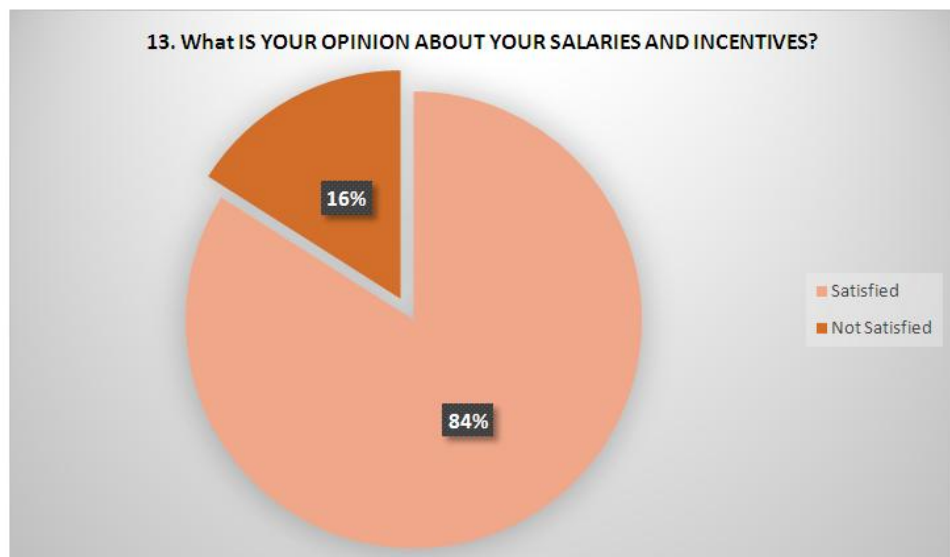
- The above data illustrates the fact that among married women, 46% working women are facing non-supportive attitude from their husbands.



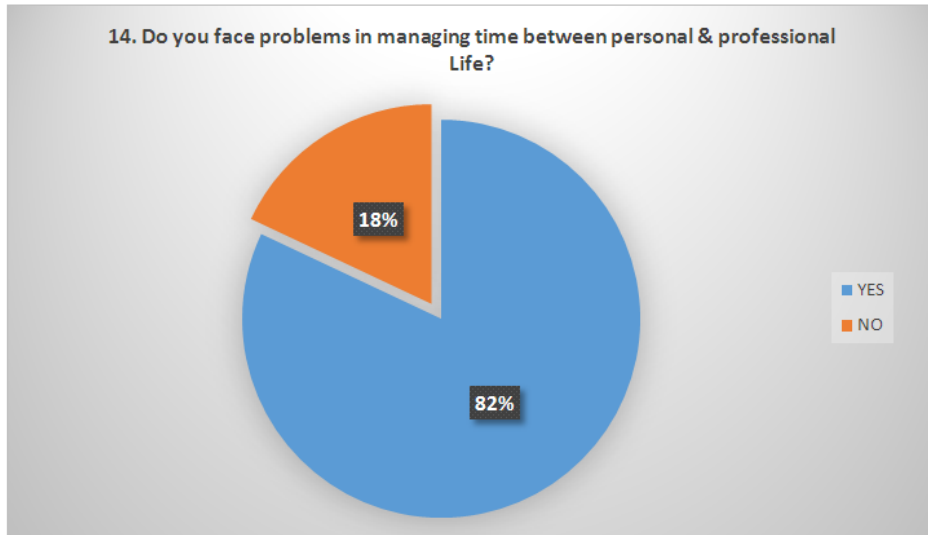
- According to the data 43% of women employees feel Biasness of Boss as a major professional barrier while 21% finds highly experienced Co-Workers as a barrier, and rest 16% are conscious about competitive staff reaming 20% of women employees that they don't have information about the job which creates problem for them.



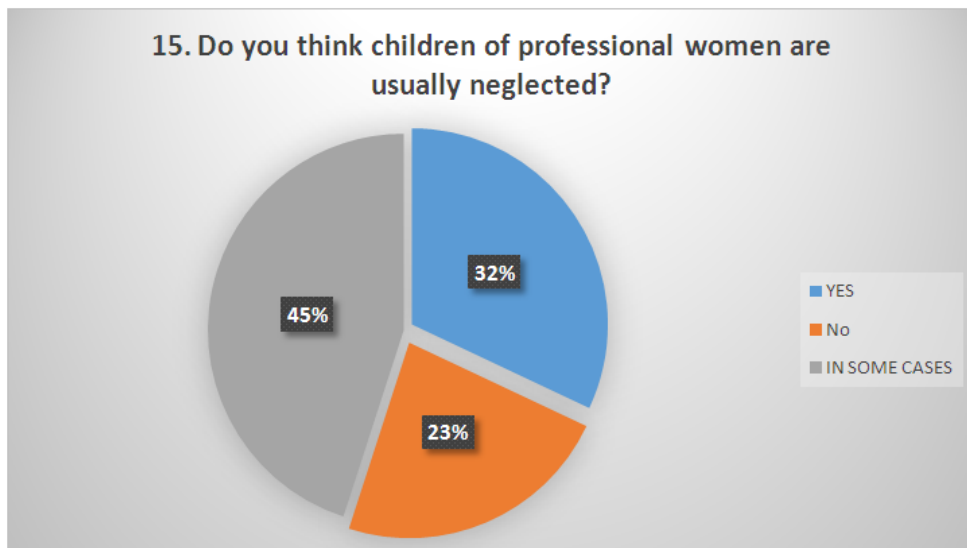
- 30% of female bank employees reported Mental Pressure as the important problem and 29% experience depression because of the working place, while 26% of females considers gender discrimination as an important problem faced by working women.



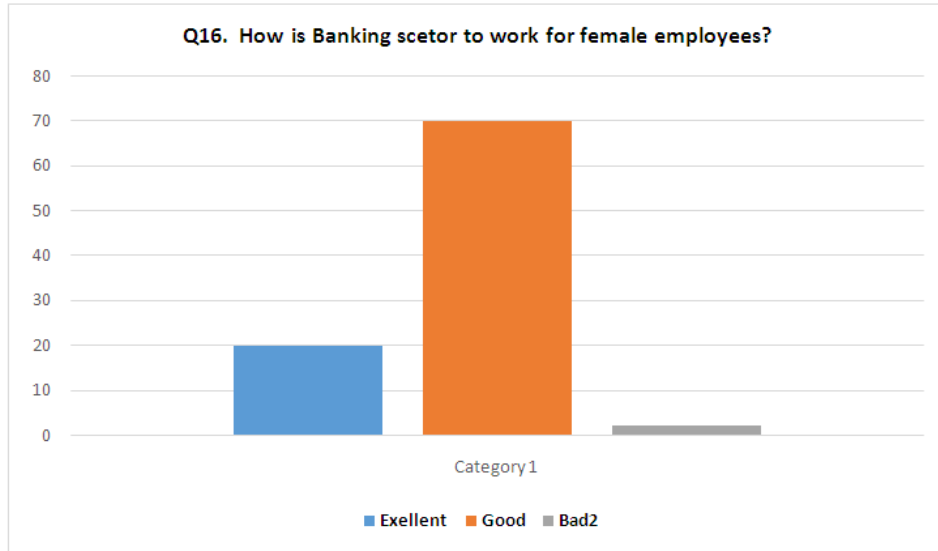
- As far as Salary and incentive problem, majority of respondents are satisfied with pay scale and incentives just 9% says they are not satisfied with the salary and incentives.



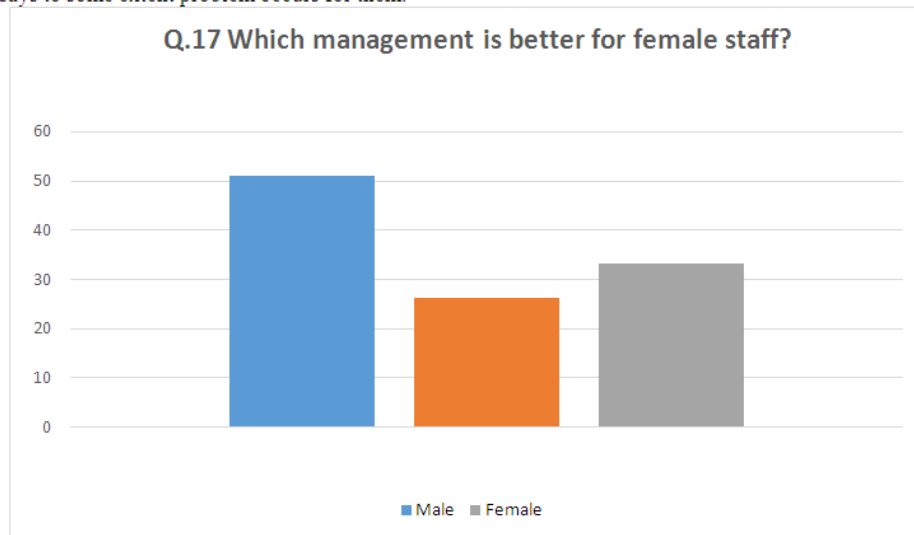
- 82% saying that they are facing problem in time management between personal and professional matters while 18% do not take it as a big problem for working women in banking sector.



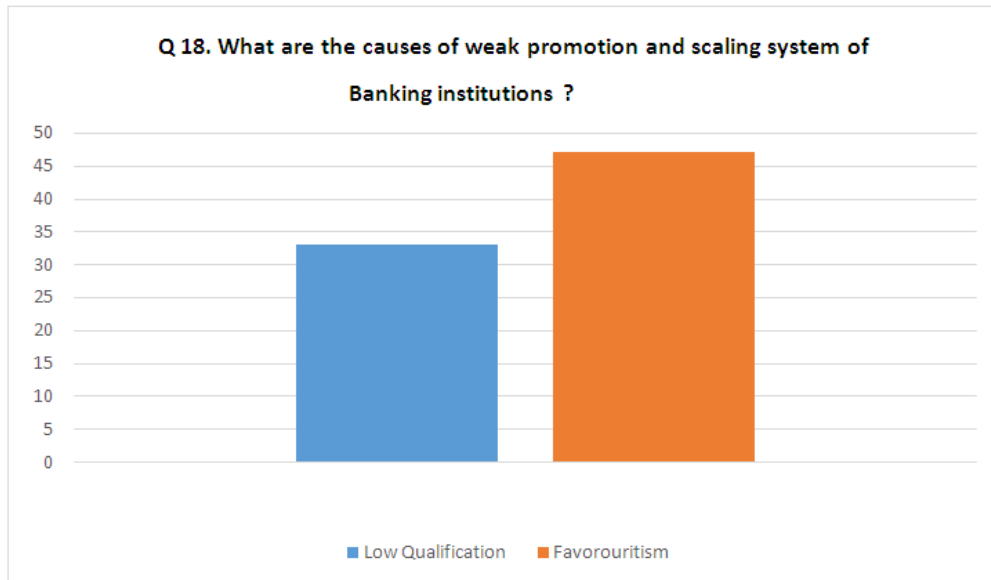
- Almost half of the respondents think that children of working women in banking sector of Hadoti are not neglected or neglected in some certain cases, while 23% saying absolutely no to neglect the children and 32% says yes the children are neglected in this section.



- For female workers, 70% of working women says banking sector is a good sector, 20% consider it as an excellent while 10% says its bad sector for working women
- On the question of Gender Diversification in Banking Sector, 36% working women in banking sector says that they are facing problem while working with male staff while 27% are facing no problem at all and 37% says to some extent problem occurs for them.



- Half of the respondents think that the management should be mixed management while 27% thinks male management is better and 33% are agreeing on female management is better.



- A considerable percentage of respondents think that promotion and scaling in the banking sector is on the basis of favoritism while 33% are in the favor of low qualification causing weak promotion.
- 51% don't want to accept the higher posts because of their family responsibilities. 21% don't get higher post because of biased attitude and 12% thinks that they are not qualified as man and also because of lone working hours they discouraged from accepting higher posts.
- It was seen that highly experienced co-workers dominates the women employees. Many employees are afraid for their competitive staff. Almost half of the respondents faced biasness of boss. Boss's biasness attitude discouraged the women employees. And rest respondent has no proper information about their job.
- Now a days women getting better position in banking industry. 60% women believed on this. 20% believed that they are on stabilized situation not so good not so bad. And rest saying the situation is bad but still improving.
According to the above information majority of the women are of the opinion that they are not given any easier jobs as compared to their male colleagues. They faced the biased treatment. 30% respondent says they have to do unimportant work many times in the banking industry. They can't get promotion on their merit basis. And rest says they have no working power or decision power in this male dominated organization sector.
- 42% women employees thinks that they progress their position with their smart work. 19% women having adaptive attitude. 23% has hardworking nature and rest 20% says that they having supportive institute.
- 44% believe that adaptable attitude is the strengths and 28% having the power to understand the customer problem. Remaining believe patience and disciplines lead their strengths into progress in future.
- The collected data describes that the ones having orthodox family children's issue their take care etc. etc. and some women are restricted by law.

Main problems which women has to face is illiteracy and non-supportive customer attitude. Because this women can't manage the customer problems and issues. And rest of women are always afraid by the rude attitude of women. And some has very limited approach or less knowledge.

Strategies to Overcome from the Problems –

- Infrastructural facilities such as creches and day care centres.
- 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.
- Provision for flexi-hours and part-time employment in suitable cases.
- The other problem is the promotion system in banking sector which is based on favoritism, there should be pure system and transparent system introduce either by Government or by State Bank for promotion of the employee whether on the basis of performance or education.

- As a summary, this study claimed that there is a positive relationship between supervisor support, co-worker support and flexible working arrangement to work-life balance. The three elements are interrelated since the implementation of the flexible working arrangement highly depends on the coordination of supervisor and co-worker. Therefore, the management should concern to this and respond to the needs of employees so that they can achieve greater work-life balance.
- As the parents attitudes is supportive but relatives are creating problem, so, Parents of working women should communicate other relative and society in order to build the trust regarding the transparency of this sector.
- Provision for a woman with a child less than three years old to work for fewer hours and receive proportionate pay.

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