The research is on the basis of "A Comparative Study on Quality of Work Life, Job Satisfaction and Performance of Employees of Selected Public and Private Sector Banks in Gujarat". Vast changes have been seen in the banking sector over the past two decades. Bank employees have been facing the maximum work pressures in the process of delivering timely services to meet organizational goals and ensure customer satisfaction. Factors like increased use of technologies and equipment, online bank transactions, increased banking habits of customers, socio-economic changes, Government and RBIs guidelines and controls etc. have increased the problem of work stress of employees causing declined quality of work life. Apart from regular banking business now, banking industry has to provide a wide range of financial products and services to corporate entities and retail customers. They are exposed to higher levels of work stress in the changed work environment. All these affect the banking profession and skill requirements as well as their commitment to performance in banks. It has adverse impact on the physical and psychological health of the employees, resulting in low quality of work life.

Due to changes in technology and to meet various demands of the customers and to withstand the place in the global market the banks have to focus on quality of work life, employees satisfaction on major areas like job security, job satisfaction, medical facilities, canteen facilities, rewards, ESI, etc. Both employers and employees are now recognizing and appreciating the significance of the quality of work life in organizations. In view of this, bank management has to ensure quality of life for employees that can provide satisfaction and enhance job performance.

In this thesis, an attempt is made to review the literature on quality of life to identify the concept and measurement variables as well its linkage with satisfaction and performance. The study was based on the descriptive research design. The sampling design being used here is simple random sampling. The sample size 320 has been used. Thus thesis seeks to utilize primary research, through structured questionnaires and secondary method involves data collection through magazines and websites. The tools being used for analysis and interpretation are Chi-Square test and five point liker scales.

Ashok D. Gaur