AN ARTIFICIAL INTELLIGENCE BASED COGNITIVE ANALYSIS OF EMOTIONAL INTELLIGENCE ON QUALITY OF WORK AMONG BANKERS

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ABSTRACT

The accomplishments of all organizations are greatly dependent on attraction of recruits, motivation and preservation of its employees. Employees are most important for every organization. In the current scenario all the business firms want to be more malleable so that they can equip to flourish their manpower and can have fulfilment in their vow. This has been reinforced by land management leaders, where personal skills and relationships can be built on self-awareness, love and confidence, which can increase productivity and satisfaction. The office is an expert in marketing technology, a combination of emotional intelligence. There is a clear connection between professionalism and employee productivity. The world is beginning to realize the potential of this partnership, focusing on increasing employee intelligence. Therefore, business firms need to embrace a scenario to cultivate the workers’ daily life. When workers actively participate in shaping the organizational atmosphere, procedure and result, it becomes routine of their day to day work and it is called as Working Life. The intensity of an employee for strong involvement in the organization is known as organizational commitment. Quality of Work Life (QWL) refers to the individuals’ quality of life in their working organizations.

Keywords: Artificial Intelligence, classifications, Cognitive intelligence, bankers, mental health, quality of work, quality of life

I. INTRODUCTION

Theoretical categories which composed make up the working life quality. It has enough and fair reimbursement, protected working conditions, instantaneous chance to use and improve human capacities, chance for nonstop escalation and security, social combination in the business firm and the communal relevance of job life. The main focus of the theoretical categories is on the obstacles of human work environment because when obstacles are got ridden from the business firm then the workers can work together and contribute lot to managerial objectives. Regular efforts are taken by the management to achieve the quality of work life, regular [4-8].

Fig 1. Mental Health of Bankers (Source: https://bit.ly/3bYp7zo)
It gives the workers more probabilities for their career’s effectiveness and collaboration. It becomes the duty of every business firm to make their employee very efficient so that they can concentrate on their employee’s dedication, spirits and skills during a stage of downsizing, management and hasty hi-tech change should distinguish the achievement of missions and demanding goals of high performing employees. The favour or unfavour condition should alarms the hard-working workers and they should address the problems in the working environment to the management. So, all the management with a best and powerful efficiency is looking for traditions to make the employees to extent a degree of competence by applying their self-endowment and brilliance and it can be attained through appropriate QWL [1-20].

II. REVIEW OF LITERATURE

Mirvis and Lawler (1984) proposed that life of the working quality is connected with the workers’ contentment with pay, hours and carrying out circumstances. They describe it as the “key factors of a good quality of work life”. They also say that the workers expect for the secure occupational surroundings, reasonable wages, equivalent employment opportunities and opportunities for advancement [2].

Heskett, Sasser and Schlesinger (1997) pointed out that QWL says about the labourers’ emotions which they have on their works, fellow-workers and management in all-purpose that act as a mechanism resulting in the managements’ enlargement and prosperity. The employees’ happy working and a satisfying work environment increases productivity which show the positive sign of the job satisfaction. This explanation designates that the pleasing occupation atmosphere becomes the key factors which is accountable for better QWL [3].

Kenny et al. (2000) suggested that the feeling of working satisfaction affects the behaviors of the workers in the organization and it also becomes the one of the most important factors in the OWL. The contemporary trends in service conditions may wear away levels of profession pleasure and directly detrimental the physical and mental health of recruits and so many researches give evidence to the statement [4].

Lokanadha Reddy, M and Mohan Reddy.P (2010) advised that many factors determine the working affirmation of life, among all which is so important is working surroundings. QWL has plenty of favorable circumstances for bustling to equip in group working arrangements or predicament solving that become an important reciprocated profit to jobholders or wage earners, based on labor management cooperation [5].

Vijayaraj, Sathyavathi and Malarvizhi (2012) studied various influencing factors of the working affirmation of life of jobholders in Jeppiaar Cements Private Limited, Perambalur District. The study suggests that the company should address the problems of jobholders so that they do not feel deprived of their rights. The company shall provide moral support and guidance when the worker is not regular or not performing well which might be caused by his family situation. Facilities like food, transportation, growth opportunities, and health and yoga camps shall be provided on regular basis to make the workers get rid of stress of work load. The study concludes that employers need to handle jobholders in a good and pleasing way so that they do not get frustrated with stress and overburdened [6].

Madhu, and R. Mohan Kumar (2015) in their study find out private sector bank employees were feeling their job is not secured. Walton (1975) mentioned in his study that frustration with labouring life is a barrier which has an effect on almost all recruits at one time or another, irrespective of designation or status. The aggravation, tediousness, and resentment become general to recruits to get dissatisfied with their work life can be expensive to both individual and organization [7].

Hackman and Oldhams (1980) underlined the concepts of QWL in connection to the communication amid work atmosphere and individual requirements. The work surrounding should fulfill employees’ individual requirements is measured to afford an affirmative interaction effect, it leads to an admirable QWL. They highlighted that when the individual requests get fulfilled as appreciations from the management like reimbursement, promotion, acknowledgment and progress which also should meet their expectations. They also draw attention to psychological growth which also should be given equal importance like that of the Quality of working life [8].

Singh (1983) stated that most of the theories do not support QWL. It is worried with all the ambiance of work place. Decreased administration, enlarged self-edict and self-governance become the stake of eminence of work life. The secure working situation, 10 reasonable salary, equivalent employment chance and chances for advancement also needed for the development of the QWL [9].
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Mortimer J. and J. Lorence (1989) in their examination have recommended workers’ eminence of work life should have general residuum on working sense and personal sense of control. The overrun report identified that one’s altitude of job contentment can influence behaviour in all the spheres of existence and its turn can influence entire existence contentment. The job related socio-psychological outcomes will affect working quality [11].

Loscocco, K. A. and Roschelle, A. R. (1991) in their widespread review viewed working quality more broadly as a personal’s assessment of the outcome of the work relationship. The researcher perceived that a worker may be said to enjoy the best affirmation of working life only when a worker has optimistic emotions on his work and its future prospects a secured state. It motivates the laborer to stay on the profession and makes him to give his best and make to feel his running life fits well with his private life to afford him a equilibrium between the two in terms of his personal values [12].

Kumar, h. and Shanubhogue, A. (1996) in his examination pointed out that life of working quality denotes the anxiety for human aspect of work. It is a nonspecific term integrating job fortification to workers’ contribution in schemes. All the schemes or technologies that improve the participation of employees, either at work or undertaking of work, irrespective of the location have to be strengthened. It could also be defined in stipulations of person development, current working place, imagination and innovativeness, apprehension for people and democratization of working environment [13].

Organ, D.W. (1997) highlighted the relationship between occupation fulfillment and quality of people’s lives. The level of occupation understanding, and results can influence a person’s broad-spectrum quality of life, either directly or indirectly. It also results on relations interactions, free time actions and height of health and energy [14].

Vanndana Misra (1996) has identified that the employees in disturbed management are relatively more dissatisfied than the employees in a comparatively peaceful management. Employees in disturbed organization are dissatisfied due to insecure job, the complexion of management policies, the lack of opportunities for participation in decision-making, the want of pension and other benefits. The industrial peace can be maintained with the relevant valuable job satisfaction factor. The employees in disturbed organizations should be made to feel secure in their job and should have opportunities to participate in decision-making [14].

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Verma, O.P., and Rumna Roy, S, (1998) revealed that the group has high job satisfaction show greater degree of organizational commitment than the low job satisfaction group. They also identified that the both work motivation and job satisfaction influence organizational commitment positively and therefore it becomes important for the organization to provide sufficient work motivation and job fulfillment to their employees so as to make them committed to their organization [16].

Lan, R.S.M, et al. (1998) in their research mentioned that QWL is related to (a) job fulfillment, humanization of labour or individualizing the business firm and (b) managerial improvement programme. According to their study, there are two types of determinants of QWL. They are (a) those which persuade the significance of a scrupulous necessitate of a personal life, and (b) those which convince or annoy that necessitate. Thus, QWL is determined by the interaction of personal and situational factor. The fundamental strategy for improving the QWL is to recognize and please people and it becomes chief needs, through their experience in their working atmosphere. The work-related rewards, work experiences and work environment get involved in the personal and external life of the workers [17].
Cooper (1999) underlined that to be victorious in the spirited market depends on the intensity of the contentment of the recruits in the business firms. The performances of the association get influenced by the pleasure or unpleasure of the human resources. The positive attitudes and behaviors of the workers can be got through the job satisfaction. The nature of so many jobs gets changed due to the new methodology adopted in the working place, measures and fast-growing science and technology in the same field [18].

Md. Mosharraf Hossain and Md. Tariqual Islam (1999) have pointed out that QWL and job happiness has noteworthy positive correlation. There is significant constructive correlation is also identified between QWL and employment performance. The peak involvement to performance is given by QWL. QWL and employment liking are appreciably higher in the midst of the respondents in the small-scale society than large-scale association [19].

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Mankidy, Jacob (2000) in his study has made a try to set up an unavoidable linkage between the life of working quality and the industrial relation process. He identified that the greater possibility of improved quality of work life can be seen when there is a positive the industrial relations. Encouraging industrial affairs should make sure the improved wages, bendable hours of work, good-natured work situation, pay benefits, profession prospects, job pleasure, and meaningful member of staff involvement in result making, etc. leading to better working quality. The analysis concludes that enhanced quality of work life will obviously assist to get better kin life of the recruits and would also get better the outcomes from the associations [21].

Thomas A. et al. (2001) recommended four proportions of quality of work life through factor analysis. According to them constructive work environment, individual escalation and sovereignty, character of job and motivating opportunities and fellow workers become the important factor for the working quality. The results endow with a positive standard measure of QWL in Singapore [22].

Kirby. E.L. and Harter. L.M. (2001) have given out that the speed and level of change in business firms over topical years has brought out a converted concentration in the problem of eminence of people’s work lives. Unvaryingly diverse interest groups focus on an assortment of suggestion in assessing the excellence of people’s work lives. The principal importance to employees are job security and declining working conditions which perceive employee’s frustration and the parallel end products on productivity and on expenses of concern to employers [23].

Lewis, D., et al. (2001) specified that the worth to treat the member of staff as a human being and underlining alters in the socio- technical structure of methodical improvement in physical and psychological working situation, design and redesign of occupations practice, hierarchical composition and the production progression brought with the energetic contribution of workers in decision making become an important concept in QWL [24].

Van Der Vliet and Hellgren (2002) have underlined that the proximal factors are directly linked to employees’ work situation. They have more significant effect on observed working situation of individuals than distal factors (for example size of the organization). These distal factors are more difficult in nature and believed to have more indirect impact on employees’ work experiences [25].

Vittal (2003) observed that to give power to women in the Information Technology (IT) sector, it is obligatory to inspect the social collision of Information Technology (IT) division on the women’s population. The writer has specified the development of metro-sexual men; they are sharing the accountability of the family and it will help women to be an energetic agent [29] –[52] in the IT workforce. It also witnessed that the withdraw rates of women get amplified with their marriage and childbirth[53][54]. For women, regardless of their earnings, educational level or employment, the childcare and housework remain as women’s responsibilities. It becomes a huge burden on women and confines their choices in requisites of better job opportunities [26].

OBJECTIVE: To examine the Factors Affecting Quality of Work Life in Selected Private Bank Employees in Coimbatore City
III. METHODOLOGY

Data
Primary data has been used in this research to collect data with the support of questionnaire and Secondary data also used in this research to support this research [21-25].

Area of Study
To Study on the Factors Affecting Quality of Work Life in Selected Private Bank Employees in Coimbatore City.

Sample Design
Convenient sampling method was used in this research. 210 Private Bank Employees have been selected in Coimbatore City for this research.

Framework of Analysis
The researcher used Garrett Ranking method to analyze and to interpret data.

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<th>TABLE. 1 ANALYSIS USING GARRETT RANKING METHOD</th>
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<td>Remuneration</td>
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<td>Training and Development</td>
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<td>Job Security</td>
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<td>128</td>
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<td>Career Advancement</td>
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<td>Inter Personal Relationship</td>
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<td>Autonomy of work</td>
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<td>Respondents</td>
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It is seen from the above Table that according to the Garrett ranking test, the Factors Affecting QWL in Selected Private Bank Employees in this order namely, Job Security, Career Advancement, Inter Personal Relationship, Remuneration, Working Conditions, Training and Development, Autonomy of work, and Recognition.

IV. SUGGESTIONS
Further observances state that job instability, lack or promotion opportunities are some of the problems faced by employees in private banks. Employee compensation, flexibility of work timing and employee/manager relations,
were greatly influential. Employers should from time-to-time reward potential employees by way of encouraging them. Employee contributions to the corporate should be made known, as an encouragement for them and for others too. Financial rewards should be introduced to motivate better performance from the employees.

V. CONCLUSION

The quality of the work life of an employee is a very crucial aspect that should not be overlooked by human resources management. It is not something that deals with the job satisfaction part but defining and designing hierarchical policies and procedures to enhance the potentiality of an employee that will eventually be beneficial for the organization as a whole. This study examined the psychological intelligence level of employees and their psychological differences Demography of public and private sector banks in Dehradun (INDIA) The link between emotional intelligence and work experience. To this end, employee data The questionnaire was developed on a scale of 31 with experience in the banking industry. Great features Intelligence can affect the level of intelligence. 20, creating an emotional spirit between the elements, The work experience of employees is severely impaired. The wellbeing of an employee contributes to the goodwill of the company. Retention of quality manpower talent should be core purpose of the human resources functioning.

REFERENCES


