

✓

**A COMPARATIVE STUDY ON
QUALITY OF WORK LIFE, JOB SATISFACTION AND
PERFORMANCE OF EMPLOYEES OF
SELECTED PUBLIC AND PRIVATE SECTOR BANKS IN
GUJARAT**

Dr. Ashok D. Gaur



**SARDAR PATEL UNIVERSITY
VALLABH VIDYANAGAR**

✓

A COMPARATIVE STUDY ON QUALITY
OF WORK LIFE, JOB SATISFACTION
AND PERFORMANCE OF EMPLOYEES
OF SELECTED PUBLIC AND PRIVATE
SECTOR BANKS IN GUJARAT

Dr. Ashok D. Gaur



SARDAR PATEL UNIVERSITY
VALLABH VIDYANAGAR – 388 120

✓

*Comparative Study on Quality of Work Life, Job
Satisfaction and Performance of Employees of Selected
Public and Private Sector Banks in Gujarat*
By Dr. Ashok D. Gaur

First Edition : March 2017

Copies : 140

Price : Rs. 270/-

© Sardar Patel University
Vallabh Vidyanagar - 388 120

ISBN : 978-93-81386-59-0

Published by : Registrar
Sardar Patel University
Vallabh Vidyanagar - 388 120

Available at : Publication Department
Bhaikaka Library
Sardar Patel University
Vallabh Vidyanagar - 388 120

Printed by : University Press
Sardar Patel University
Vallabh Vidyanagar - 388 120

FOREWORD

It gives me great pleasure to bring out this print version of the Research Work (Ph.D. Thesis) submitted by Dr. Ashok D.Gaur.

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.**

On the academic side, this study makes a significant contribution to the organizational behaviour and human resources management literature by systematically examining the influence of quality of work life on employees' job satisfaction, and performance in banking context. Overall, the current study findings provide tentative support to the proposition that quality of work life should be recognized as a significant antecedent for employees' job satisfaction, and performance in the banking sector. I am sure this would be of immense helpful to the practicing managers, management students, researchers and the industry to understand present HRD policies in changing business environment.

I gratefully acknowledge the financial assistance given by the University Grants Commission in publishing this book.

Vallabh Vidyanagar

Dr. Shirish Kulkarni

Vice-Chancellor

Sardar Patel University

o

I am also thankful to Associate Prof. (Dr.) Ketaki Sheth Dr.R. M Rathod, Shri R.M Patel and Dr.M.P.Trivedi for their kind support. Here I also acknowledge my colleagues of Shree B.J. Vanijya Mahavidyalaya ,Vallabh Vidyanagar

Last but not the least I owe a special debt to my family and friends, who have given me immense emotional support in achieving the target.

Anand

Dr. Ashok D Gaur

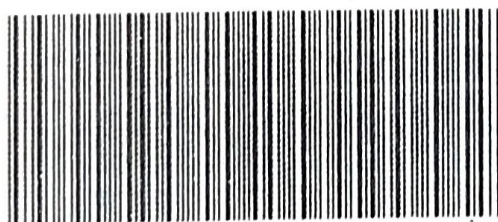
5

Content

No.	CHAPTER	PAGE No.
1	CONCEPTUAL FRAMEWORK OF HUMAN RESOURCE MANAGEMENT	1-51
2	OVERVIEW OF BANKING SECTOR IN INDIA	52-98
3	REVIEW OF LITERATURE	99-122
4	RESEARCH METHODOLOGY	123-134
5	DATA ANALYSIS AND INTERPRETATION	135-244
6	FINDINGS, RECOMMENDATIONS AND CONCLUSION	245 -265



Dr. Ashok Gaur is presently working as a Assistant Professor in B. J. Vanijya Mahavidyalaya, Vallabh Vidyanagar. He has more than 15 years of Teaching Experience. His area of interest includes Commerce and Management. He has completed his B.Com, M.Com, M.Phil and PhD from Sardar Patel University. He has also cleared UGC NET and SLET Exam in Commerce. He has written one books on topic 'Macro Economics'. He has published many research papers and articles in National and International Journals also written chapters in edited books .He is a life time member of All India Commerce Association and Indian Accounting Association.



978-93-81386-59-0