

**ANALYTIC FRAMEWORK TO HUMAN RESOURCE DEPARTMENT TO
MANAGE THE EMPLOYEE EQUILIBRIUM IN NON BANKING FINANCIAL
SERVICE EMPLOYEES**

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Abstract

Employee equilibrium in the non banking financial service employee have considered their job responsibilities as vital part of the life and they experience the less freedom in identifying in commanding and managing the organization. The employee equilibrium arrives on extracting the employee perception by influencing the interest in the working environment. It illustrates the level to which an employee experiences their involvement in their organization's managing with strategic decisions on placing them in higher level. A position that gives sensitivity and that are optimal to be organizational usage enhances usage to these empowering models for employee equilibrium. The present study can be defined as “Analysis on employee equilibrium in the Non banking financial service employees with special reference to Coimbatore city”. Both primary and secondary data were employed to the study. Primary data was obtained to gather the level of equilibrium and the heights of job satisfaction of the populations. Secondary data was gathering from numerous sources. Initially, to obtain knowledge about the non banking sector secondary data was employed. The secondary sources of data incorporate reports, books, journals and published journal articles and employee’s correlation etc. The method employed for primary data collection is carried out through set of questionnaires. To obtain the interest of employee equilibrium have been carried from multiple respondents working in the non banking financial services such as Bajaj, HDB and TVS credit. The population of the study was carried out with 150 respondents and initial analysis is carried out is to arrive the appropriate sample size on sample with 120 respondent Questionnaire approach is employed in this research design to extract data from the employees of NBFS sector. Data exploited to this research design were interpreted using Statistical Package for Social Sciences (SPSS 23.0 version).

Keywords: Non Banking Financial Services, Employee Equilibrium , Human Resource

1. Introduction

Many employees express their passions are not reflected in their organizations. They criticize about employees being late for work, leaving early and not accomplishing tasks on time, taking more vacation time for illness, and meeting their future plans[1]. Nowadays employees are fully frustrated with lack of enthusiasm and reduced morale. The mistrust and general apathy surrounding employees should lead to joy just due to a job. Employees in NBFS Sectors perform out with 10-25 percent of their capabilities[2]. Few employees may be functioning with high capabilities with much realizing on their complex work excluding for a high level of tension and job tiredness across the various level of employee in any NBFS sector.

The world of work is moving so quick that employees are suffering from reduced job satisfaction, bad morale, tension, absenteeism and reduced job performance. When people are provided a repetitive job, which is minimal for them, they consider it as digging, indifferent and probably make extravagant errors[3]. For long time people working can reach resentful and depressed. Others turn to external expression of anger and may even destruct devices and destroy production. Multiple issues arise from considering employee as easy as machine that has to finish a considerable job on the specified time. Many managerial activities has been carried out on the happiness and fulfilment..

In this paper, an empirical study is carried out to analyze employee equilibrium in non banking financial service as it strongly considers their task are important and presented with large freedom in resolving step to control and handle organization and they each connect together to represent the work. Employee equilibrium offers for a more reliable and cost-efficiency solutions to manage and instruct to manage the organization[4]. Therefore employee equilibrium motivates employees on building strong internal beliefs Proposed design incorporate the innovative research design, data population, data sampling and data sampling techniques, data collection and data analysis.

The rest of the paper is sectioned as follows; section 2 illustrates the related works which extracts the employee impact in the non banking financial service with problem statement and objectives of the research. Section 3 projects the research methodology of the proposed research design and Section 4 represents the analysis and interpretation outcome of the hypothesis. Section 5 provides the research finding of the employee equilibrium and suggestion to human resource department and finally Section 5 Concludes the work

2. Related work

In this part, review of literature associated to the analysis of employee impacts in the non banking financial services has been explored on multiple factors

2.1. Employee equilibrium model in Software Industries

In this literature, employee equilibrium among all level of employees and quality of life has been assessed. The sample consists of six private software industries in Melbourne city. The outcomes depicts that there is notable increase in performance among the employee in organization on the establishing the employee equilibrium and on their quality of life. Further outcome of the interpretation presents that quality of life enhanced after setting the employee equilibrium and distress level decreased appreciably. These solutions will be incorporated on all the industries and will experience the similar impact of stress due to the changing work profiles[5].

3. Research Methodology

In this part, initially the problem has been analyzed on the various aspect and it has been provided the objectives of the research with the new research design. Next, it has been followed by method employed for the data collection to the questionnaire constructed with major focus on sampling design and its operational definitions

3.1. Problem Statement

Employee's Equilibrium with respect to empowerment has been considered on numerous structures. In particular, it considers being significant area for the prospective growth of the employee in the organization. Employee equilibrium is a important issue on the

employees to experience their personal and career enhancement. The employees prefer economic autonomy and high organization rank to spend their abilities to enlarge organization efficiency[6].

3.2. Objectives of the study

Important objective of this study is to produce viable and concrete information regarding the effects of employee equilibrium on job satisfaction. The study will be possible to determine the advantage of employee equilibrium in increasing the complete performance of the organization[7]. The hypothesis illustrating the concept of employee equilibrium has to be analyzed. The objectives of the work are as follows:

- It is to determine the vital variation among demographic variables with respect to employee equilibrium.
- It is to analyse the relationship among the employee demographic features and employee satisfaction.
- It is to analyse the most important factor toward employee equilibrium.

3.3. Research Hypotheses

A hypothesis provides diverse primary functions, including the materiality of facts, providing architecture for granting ensuing conclusions on employee equilibrium on NBFS employee in Coimbatore region which guides the regulation of the research study and recommending the more relevant research design. On completing the detailed review of literature, the following hypotheses are devised in accordance with research problems and objective

H1a - There is a significant difference between ages on employee equilibrium

H1b - There is a significant difference between work targets on employee equilibrium

H2a - There is a significant difference between designations on employee equilibrium

H2b - There is a significant difference between designations on employee equilibrium

H3a - There is a significant difference between incomes on employee equilibrium

H3b - There is a significant difference between employee equilibrium on personality

Table 3:1 Sampling and Data Collection specifications

Sampling Method	Convenience Sampling
Sampling Units	Employees of NBFS in Coimbatore District, Tamilnadu, India
Sampling Size	120respondents

4. Analysis and Interpretation

The statistical findings and inference to pertaining of the research study has been provided on basis of percentage analysis and chi-sqaure[8] in this section to the collected data from the employees of NBFS sector. Initially Demographic data of the respondents pertaining to the research study has been analysed in terms of age, designation, salary, gender and monthly income per month

Table 4.1: Inference on Demographic variables -Gender

Categories	Frequency	Percentage	Cumulative Percentage
Valid	Male	77	64.1
	Female	43	35.9
	Total	120	100

Table 4.1 and figure 4.1 presents the inference on the demographic variable is described. The gender analysis is presented in this table are as follows:

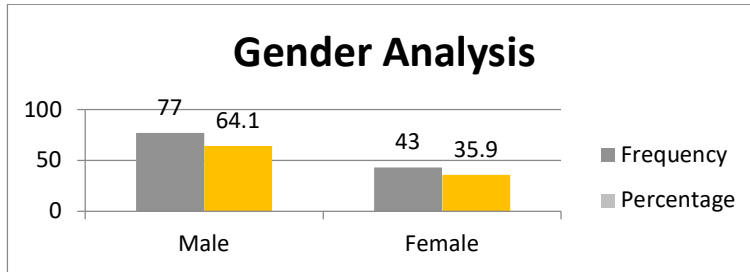


Figure 4.1 Gender Analysis

Table 4.2 and figure 4.2 presents the inference on demographic details pertaining to respondents of the research study is described

Table 4.2 Inference analysis of Demographic variables -Age

Categories	Frequency	Percentage	Cumulative Percentage
Valid	Below 25	22	18.3
	25-35	43	35.9
	36-45	35	29.1
	Above 45	20	16.7
	Total	120	100

The above table and figure shows that 43 (35.9%) between 25-35 respondents, 22(18.3%) below 25 respondents, 35(29.1%) between 35-45 respondents, and 20 (16.7%) above 45 respondents are participated in the study of commitment and relationship management and it is concluded that between 25-35 age group is highly participated in the study of employee commitment and relationship management among employee in NBFS in Coimbatore.

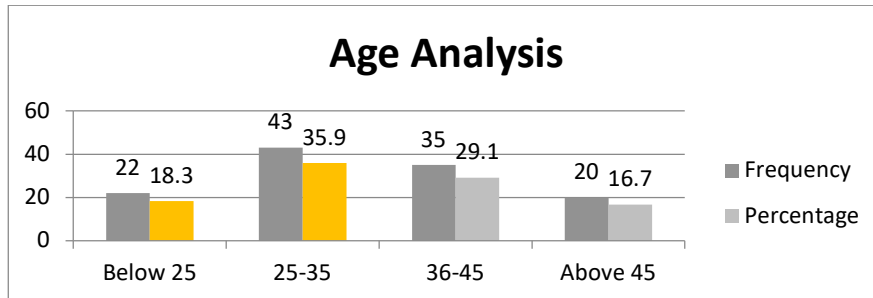


Figure 4.1.2: Age analysis

Table 4.3 Inference of Demographic variables –Designation

Categories		Frequency	Percentage	Cumulative Percentage
Valid	Collection Officer	85	70.8	70.8
	Collection Associate	15	12.5	83.3
	Collection Manager	5	4.1	87.4
	Area Collection Manager	15	12.5	100
	Total	120	100	

The above table and figure describes that 70.8% of the employees in Collection Officer level, 12.5% of the employees in Collection associate level

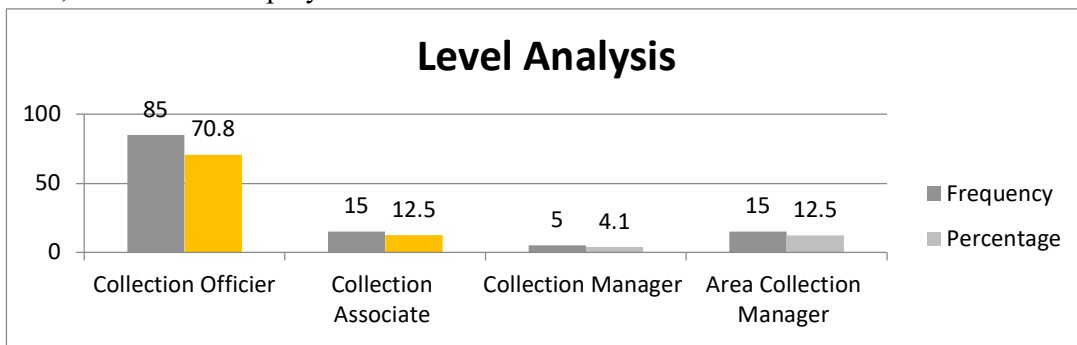


Figure 4.3: Destination Analysis

Table 4.4 : Inference analysis of Demographic variables –Salary

Categories		Frequency	Percentage	Cumulative Percentage
Valid	Below 20000	22	18.3	18.3
	21000-35000	43	35.9	54.2
	36000-50000	35	29.1	83.3
	Above 51000	20	16.7	100
	Total	120	100	

Table 4.4 and figure 4.4 presents the demographic details pertaining to respondents of the research study is described with respect to income.

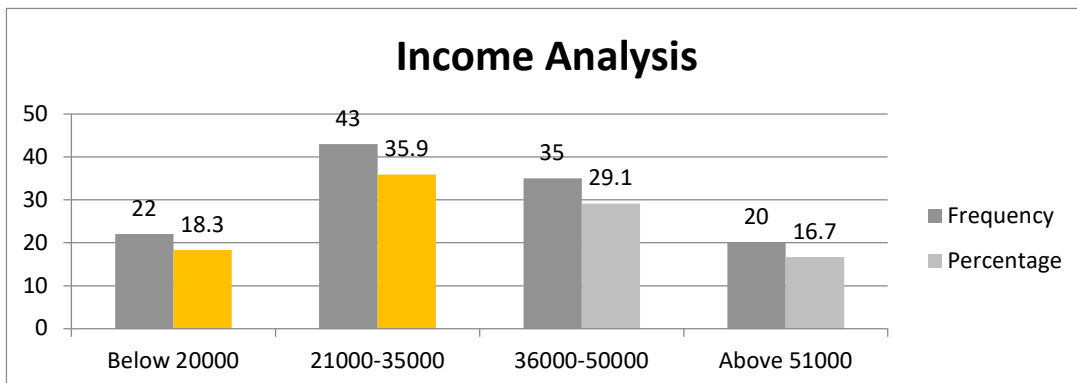


Figure 4.4: Income Analysis

4.2. Chi-Square test

Chi square test is hypothetical test used in the employee equilibrium analysis among NBFS employees on contingency table during sample is high. It calculates the difference of the employee on the major factors. It is observed on basis of hypothesis[9].

Table 4.2.3 Chi-Square Test for Association between Gender and Level of Employee Satisfaction of Employees

Gender	Level of Employee Satisfaction			Total	Chi-square Value	P Value
	Low	Moderate	High			
Male	10	55	10	75	2.60	0.271
Female	5	22	18	45		
Total	15	77	28	120		

Since P value is less than 0.01, the null hypothesis is rejected at 1 percent level of significance. Hence, it is concluded that there is association between employee gender and level of employee satisfaction. 28.9 percent of males have low level of employee satisfaction and 25.3 percent of females have high level of employee satisfaction where as 22.9 percent of females have low level of employee satisfaction and 29.2 percent of females have high level of employee satisfaction.

5. Findings

On basis of analysis, finding of employee equilibrium on NBFS employee has been determined on various factors . Following are the key findings of this sub-section:

5.2.1. Finding on Demographic Variables

- ❖ Gender analysis stated that 77(64.1 %) are male respondents and 43(35.9%) are female respondents are participated in the study of employee equilibrium on job satisfaction among NBFS employees.
- ❖ Age analysis that 43 (35.9%) between 25-35 respondents, 22(18.3%) below 25 respondents, 35(29.1%) between 35-45 respondents, and 20 (16.7%) above 45 respondents are participated in the study of Impact of Employee empowerment on job satisfaction and it is concluded that between 25-35 age group is highly participated in the study of employee equilibrium on job satisfaction among NBFS employees
- ❖ Income analysis that the 18.3% of the employees earn below Rs. 20,000 income, 35.9 % of the employees earn Rs. 21,000, 29.1% of the employees earn Rs.31,000 to 50,000, 16.7% of the employees earn the income level is above 51,000Rs
- ❖ The level analysis describes that 70.8% of the employees in collection officer level ,12.5% of the employees in collection associate level. In that 4.1% of the employees in Collection Manager level and 12.5% of the employees in area collection manager level. So it is concluded that majority of the employees in collection officer level.

5.2.2. Findings on Level Equilibrium

The results indicate that 48.5 % of employees have moderate level of employee equilibrium , 26.3 % of employees have high level of employee equilibrium and 25.1 % of employees have low level of employee equilibrium[10].

5.2.3 Findings of level of employee satisfaction

The results show that 46.8 % of employees have moderate level of satisfaction, 27.1% of employees have high level of satisfaction and 26.1 % of employees have low level of satisfaction.

5.2.4 .Findings on difference between gender and employee equilibrium – T test analysis

The t-value for gender and power is 2.391 which are significant at five per cent level indicating that there is a significant difference between gender and power. The t-value for gender and knowledge is 2.409 which are significant at five per cent level indicating that there is a significant difference between gender and knowledge. The t-value for gender and self esteem is 3.682 which are significant at one per cent level indicating that there is a significant difference between gender and self esteem. The t-value for gender and leadership is 2.624 which are significant at one per cent level indicating that there is a significant difference between gender and leadership.

5.3. Recommendations

The finding of the present study suggests several avenues for future research.

- A study on employee equilibrium on employee satisfaction in banking sector may be studied in future research work.
- A further study on the impact of employee equilibrium on job satisfaction among employees in new generation banks may be carried out.
- The effect of psychological factor on job satisfaction among the bank employees may be alone examined in future research work.

Conclusion

Employee equilibrium on the NBFS Employees has been examined as research area and comprehensive analysis on major factors on the employee perception and attitude of the employees on the enhancing the skills has been assessed in depth. The inference enables to extract variation in their attitudes, values and perception of employees. This study is to tests the hypothesis which provides understanding in the primary factors governing employee behavioral characteristics. A primary contribution of the work is to test the hypothesis on establishing the association between the major factors impacting the employee and their preferences/perceptions for salary extension and proper leadership. Finally, identifies the factors influencing employee's preferences for carrier updating has positive impact on employee equilibrium.

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