

**HUMAN RESOURCE PRACTICES AND QUALITY OF WORK
LIFE AMONG THE EMPLOYEES OF COMMERCIAL BANKS IN
KATHMANDU**

A Thesis

By

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RECOMMENDATION LETTER

It is certified that thesis entitled “Human Resource Practices and Quality of Work Life among the Employees of Commercial Banks in Kathmandu” submitted by Jyoti Paudel is an original piece of research work carried out by the candidate under my supervision. Literary presentation is satisfactory and the thesis is in a form suitable for publication. Work evinces the capacity of the candidate for the critical examination and independent judgment. Candidate has put in at least 60 days after registering the proposal. The thesis is forwarded for examination.

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APPROVAL SHEET

We, the undersigned, have examined the thesis entitled “Human Resource Practices and Quality of Work Life among the Employees of Commercial Banks in Kathmandu” presented by Jyoti Paudel, a candidate for the degree of Master of Business Studies (MBS Semester) and conducted the viva-voce examination of the candidate. We hereby certify that the thesis is worthy of acceptance.

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CERTIFICATION OF AUTHORSHIP

I certify that the work in this thesis entitled “**Human Resource Practices and Quality of Work Life among the Employees of Commercial Banks in Kathmandu**” has not previously been submitted for a degree nor has it been a part of requirements for a degree except as fully acknowledged within the text.

I also certify that the thesis has written by me under the supervision of Prof. Dr. Bal Krishna Shrestha. In addition, I certify that all information sources and literatures used are indicated in the reference section of the thesis.

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ABBREVIATIONS

| | |
|------|---------------------------------------|
| QWL | Quality of Work Life |
| S.D. | Standard Deviation |
| FC | Fair salary and benefit |
| HC | Opportunity to Develop Human Capacity |
| WE | Safe and Healthy Working Environment |
| AJ | Autonomy in Job |
| ER | Employee Relation |
| JVB | Joint Venture Bank |
| POB | Privately Owned Bank |
| PB | Public Bank |

ABSTRACT

This study is about the quality of work life among the employees of commercial banks in Kathmandu. The specific objectives of the study are to analyze QWL level of employees of commercial banks in Kathmandu, to identify the major factors influencing QWL of employees of commercial banks of Kathmandu, to examine the differences in perceived QWL between male and female employees in commercial banks of Kathmandu, and to assess the need for enhancing QWL in commercial banks of Kathmandu.

This study develops a modified questionnaire, divided into five different sections. The section A covers respondent profile. The section B consists of 5 Likert Scale question and it includes 26 different statements regarding the employees' perception on various factors influencing QWL and in section C consists of one open ended question regarding the need assessment of quality of work life. Descriptive analysis is used in this study. Sampling method used for this study are stratified sampling, cluster sampling and systematic random sampling method. The total no. of respondent is 123. The study is based on primary data, collected data were analyzed by using statistical tools, Excel and SPSS software. Cronbach's alpha is used to test the reliability and validity of data. The study revealed that public bank is better than the other banks in terms of employees' perception towards the factors influencing the quality of work life. Other than that, the overall result shows that there is no huge difference among these three banks in Kathmandu.

The study also found that employee relation is the most influencing factor of quality of work life, opportunity to develop human capacity is the second, adequate and fair salary and benefit is the third, autonomy in job is fourth, and safe and healthy working environment is the fifth influential factor of quality of work life. Further, the study also revealed that male employees' quality of work life in the commercial banks of Kathmandu is very good than female and also there is a need for enhancing quality of work life in the commercial banks of Kathmandu.