

A STUDY ON JOB SATISFACTION OF PRIVATE BANK EMPLOYEES WITH SPECIAL REFERENCE TO TUTICORIN DISTRICT

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ABSTRACT

Job satisfaction or employee satisfaction is a measure of workers' contentedness with their job, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. The main objectives of the study, demographic profile of the sample respondents and to exhibit the job satisfaction of private bank employees in Tuticorin District. Both primary data and secondary data were used for the study. Only 60 private bank employees have selected as sample by using random sampling method. Primary data were collected by using questionnaire method. Collected data have analyzed by using SPSS Package. It was found from the study that majority of the private bank employees (63.3%) were satisfied with their job. Finally it concluded that, Bank should give good work environment, reasonable pay and allowances to their employees in order to satisfy them.

Keywords: Private Bank – Job satisfaction – Employee – Work Environment - Pay

1. INTRODUCTION

Job satisfaction or employee satisfaction is a measure of workers' contentedness with their job, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioral components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction) or cognitions about the job (cognitive job satisfaction). Job Satisfaction, as the name suggests, is the feeling of contentment or a sense of accomplishment, which an employee derives from his/her job. It is a result of appraisal that causes one to attain their job values or meet out their basic needs. It helps in determining, to what extent a person likes or dislikes his/her job.

2. LITERATURE REVIEWS

Satinder kumar, Panjabi University, Patiala in his research article entitled that “Empirical Analysis of Job Satisfaction in Relation to Motivation,” he analyzed that the relation between motivation and job satisfaction and to study the impact of motivation on the satisfaction level of teachers. The data was collected from 50 University Teachers. The Teachers were surveyed by questionnaire. The sample was drawn by using the convenient Non-random sampling technique. In this research the student also study the satisfaction level of teachers. The need of this research is to study the

satisfaction level of teachers as well as influence of motivational factors on the job satisfaction factors. This study find that most of respondents are satisfied with good infrastructure, working hours and interpersonal relationships with colleagues, administrators and students. If they have good relationships with colleagues then their level of satisfaction will high. Teachers are satisfied with the statement that student's feedback acts as a motivation for them.

Muhammad Rizwan, Waqas Mehmood Khan and et al., in their research paper titled “Empirical study of employee job satisfaction” The main objective of this research report is to find the crucial problems, faced by the employees while working in organizations and find the ways how we make our employees loyal with their organization. The purpose of this research is to elaborate the key factors which are useful for the satisfaction of the employees i.e. workplace environment, reward and recognition, training and development and team work. These factors help to make the policies effective and through this effectiveness, efficiency takes place in the management process. This research paper is based on theoretical considerations, a model was proposed linking the employee job satisfaction (EJS) constructs. The survey was conducted in 2012 and covered 200 employees within the territory of Punjab in Pakistan. Through this survey we find a strong positive relationship between team work and all other factors.

3. FRAMED OBJECTIVES

To analyze the job satisfaction of private bank employees the authors have framed the following objectives

- To analyze the demographic profile of the sample respondents
- To exhibits the job satisfaction of private bank employees in Tuticorin District
- To identify the factors influencing the job satisfaction of private bank employees.
- To give suggestions to improve the job satisfaction of private bank employees.

4. STATEMENT OF PROBLEM

The authors have formulated the following research questions to analyze the “job satisfaction of private bank employees”.

- What are the demographic profiles of the private bank employees?
- What is the level of satisfaction of the private bank employees?
- What are the factors influencing the job satisfaction of employees in private banks?

5. METHODOLOGY FORMULATED

Both primary data and secondary data were used for the study. Only 60 private bank employees have selected as sample by using random sampling method. Primary data were collected by using questionnaire method. Collected data have analyzed by using proper statistical tools like, percentage analysis, mean score, chi square test, T – Test etc. Secondary data have collected by using various web sites.

HYPOTHESES OF THE STUDY

The authors formulated the following hypotheses for testing the significance of the objectives.

- Ho: There is no mean difference between Gender and level of satisfaction of private bank employees
- H1: There is a mean difference between Gender and level of satisfaction of private bank employees
- Ho: There is no association between income and job satisfaction of private bank employees
- H1: There is a association between income and job satisfaction of private bank employees

ANALYSIS AND INTERPRETATION

TABLE: 1
DEMOGRAPHIC PROFILE OF THE RESPONDENTS

S.No	AGE	NO OF THE RESPONDENTS	PERCENTAGE
1	Below 25	16	26.7
2	25 – 35	19	31.7
3	35 – 45	20	33.3
4	Above 45	5	8.3
TOTAL		60	100
S.NO	EDUCATIONAL QUALIFICATION	NO OF THE RESPONDENTS	PERCENTAGE
1	Graduates	25	41.7
2	Post Graduates	23	38.3
3	Professionals	7	11.7
4	Others	5	8.3
TOTAL		60	100
S.NO	GENDER	NO OF THE RESPONDENTS	PERCENTAGE
1	Male	26	43.3
2	Female	34	56.7
TOTAL		60	100
S.NO	WORK EXPERIENCE	NO OF THE RESPONDENTS	PERCENTAGE
1	Below 5 Years	15	25.0
2	5Years - 10 Years	36	60.0
3	10 Years - 15 Years	6	10.0
4	Above 15 Years	3	5.0
TOTAL		60	100
S.NO	MARITAL	NO OF THE	PERCENTAGE

	STATUS	RESPONDENTS	
1	Un Married	32	53.3
2	Married	28	46.7
TOTAL		60	100
S.NO	INCOME	NO OF THE RESPONDENTS	PERCENTAGE
1	below 10,000	8	13.3
2	10,000 - 15,000	20	33.3
3	15,000 - 20,000	20	33.3
4	Above 20,000	15	20
TOTAL		60	100

Source: Primary Data

TABLE 2
JOB SATISFACTION OF THE RESPONDENTS

S.NO	PARTICULARS	NO OF THE RESPONDENTS	PERCENTAGE
1	Yes	38	63.3
2	No	22	36.7
TOTAL		60	100

Source: Primary Data

From this table it can be understand that, out of 60 respondents, 63.3% of them were satisfied with their job and the remaining 36.7 respondents were not satisfied with their job. It reveals that majority of the respondents (63.3%) were satisfied with their job.

TABLE 3
RESPONDENTS' OPINION TOWARDS FACTORS INFLUENCE ON JOB SATISFACTION AND SATISFACTION LEVEL

Descriptive Statistics					
PARTICULARS	N	Minimum	Maximum	Mean	Std. Deviation
level of Satisfaction	60	1	10	6.17	2.293
Nature of work	60	1	5	2.47	.929
Interpersonal relationship	60	1	5	2.77	.998
Work Environment	60	1	5	2.43	.871
Pay and Allowances	60	1	5	2.27	1.163

Source: Primary Data

From the above table it can be understood that, majority of the respondents were moderately satisfied with their job. It reveals from the mean value of 6.17. Most of the respondents told that factors like nature of work, interpersonal relationship, work environment and pay and

allowances moderately and didn't make any influence on their job satisfaction. It exhibits from the mean value.

TABLE 4
INDEPENDENT SAMPLES TEST

Gender		N	Mean	Std. Deviation	Std. Error Mean	Levene's Test for Equality of Variances	
level of Satisfaction	Male	26	5.65	2.465	.483	F	Sig.
	Female	34	6.56	2.106	.361	1.044	.311

From the above table analyze the mean difference between gender and level of satisfaction of private bank employees. It reveals that the significant value of F is greater than 0.05. Thus the H_0 is accepted. So it is concluded that there is no mean difference between Gender and level of satisfaction of private bank employees

TABLE 5
RESPONDENTS' INCOME AND JOB SATISFACTION

CHI-SQUARE TESTS

	VALUE	DF	ASYMP. SIG. (2-SIDED)
Pearson Chi-Square	1.328 ^a	4	.857
Likelihood Ratio	1.324	4	.857
Linear-by-Linear Association	.256	1	.613
N of Valid Cases	60		

From the above table it exhibits that, the calculated value of chi square test is 1.328 is higher than the table value of 0.05 at 5% level of significance. Thus the null hypothesis was accepted. So it is inferred that no association between income and job satisfaction of private bank employees.

6. FINDINGS OF THE STUDY

From the analysis the following are the main findings of the study

- Majority of the private bank employees (33.3%) are comes under the age group of 35-45 years; most of them (41.7%) are graduates. It reveals that mostly graduates are working in private banks.

- Most of the private bank employees (56.7%) are female and majority of them (60%) having 5 – 10 years experience. 53.33% of them are unmarried. Majority of them (33.3%) are earning 10,000 – 20,000 salary in a month.
- Majority of the private bank employees (63.3%) were satisfied with their job.
- Majority of the private bank employees were moderately satisfied with their job. It reveals from the mean value of 6.17. Most of the private bank employees told that factors like nature of work, interpersonal relationship, work environment and pay and allowances moderately and didn't make any influence on their job satisfaction. It exhibits from the mean value.
- It reveals from the independent T – Test, that the significant value of F is greater than 0.05. Thus the Ho is accepted. So it is concluded that there is no mean difference between Gender and level of satisfaction of private bank employees
- From the Chi square analysis it exhibits that, the calculated value of chi square test is 1.328 is higher than the table value of 0.05 at 5% level of significance. Thus the null hypothesis was accepted. So it is inferred that no association between income and job satisfaction of private bank employees.

7. RECOMMENDATIONS AND CONCLUSION

Technological change will force banks to restructure their workforce at all levels, from branch employees to traders, and to invest more in security. But technology is not the only feature that is rapidly evolving; the market is too. Customers' behavior, knowledge, and preferences are changing at a comparable rate and demand a new approach, requiring financial institutions to rethink the relationships and interactions they have with their clients as well as their employees. Bank should give good work environment, reasonable pay and allowances to their employees in order to satisfy them. Improving job satisfaction is great both from costs and profits for the organization itself, through realized efficiencies and reduces employee turnover, and also for the employees themselves, through general happiness and satisfaction.

8. REFERENCES

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