

PERCEPTION OF BANK EMPLOYEES TOWARDS JOB SATISFACTION

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Abstract

This study focused on the perception and level of job satisfaction among bank employees. Bankers are the most important group of professionals for our nation's economic growth. Today, most bankers are dissatisfied with their jobs. Job satisfactions of bank employees are good not only for themselves but for society as a whole. When the bankers are satisfied with their jobs, only then are they interested in providing service efficiently and effectively. The data used in this paper is primary in nature and was collected through a questionnaire from a sample of 180 teachers. The collected data were analyzed using the weighted average and weighted mean score tests.

Keywords:

Job satisfaction, employees, Age, Area of residence, Marital status and Type of family.

Introduction

Job satisfaction, an unquantifiable metric, is defined as a positive emotional response you experience when doing your job or when you are present at work. Leading organizations are now trying to measure this feeling, with job satisfaction surveys becoming a staple at most workplaces.

It's important to remember that job satisfaction varies from employee to employee. In the same workplace under the same conditions, the factors that help one employee feel good about their job may not apply to another employee. For this reason, it is essential to have a multidimensional approach to employee satisfaction, covering the following areas:

- The challenging nature of work, pushing employees to new heights
- A level of convenience (short commutes, access to the right digital tools, and flexible hours)
- Regular appreciation by the immediate management and the organization as a whole
- Competitive pay, which employees maintain a good quality of job
- The promise of career progression in sync with employees' personal growth targets

Review of literature

Dr.Devyani (2023), made her study is on “An analytical study on the relationship between job satisfaction and work stress among bank employees of SBI & ICICI bank in meerut”. The purpose of this study is to investigate the impact of work stress on employee's job satisfaction at SBI and ICICI banks and to comprehend the relationship between work stress and job satisfaction among employees of SBI and ICICI banks. This study reveals that work stress has a significant impact on the Job satisfaction of SBI employees and ICICI Banks. All dimensions of Work Stress significantly impact the “Job satisfaction” of SBI and ICICI bank employees. The major reasons for workers not being satisfied were Employees having no freedom to work alone at work, employees have no ability to do various tasks from time to time & the way the higher officials treat them.

Mrs. Sharmila Singh (2022), conducted a research work entitled on “Job Satisfaction of Employees in Public and Private Sector Banks of Varanasi with Special Reference to SBI and ICICI”. The objective of this study was to determine the variables that influence employee job satisfaction and to determine the level of job satisfaction based on the job security& job stability. This study concluded that overall, the job satisfaction of bank employees is not very high but still satisfactory. The private banking organization should try to take every possible step in terms of pay and benefits and job security to enhance job satisfaction among employees because if employees are satisfied, customers associated with it will also be satisfied. This study concludes that public sector bank should try to recognize their employees with rewards.

Objectives of the study

1. To study the perception towards job satisfaction of bank employees.
2. To identify the level of job satisfaction among the bank employees.

Need and Scope of the Study

Job satisfaction is one of the most researched topics in organisational behaviour in India. Most of the studies revealed job satisfaction to be of great significance for the effective functioning of any organization. The purpose of the study is to identify the perception towards job satisfaction among bank employees in pollachi. The study covers select public and private sector bank employees working in banks functioning in pollachi area.

The study can be further extended to educational institutions, hospitals and various private and public sectors also.

Limitations of the Study

- This research was conducted only in and around pollachi area.
- The sample size was confined only to 180 respondents.
- Satisfaction level to environment factor may differ from person to person.

Research Methodology

The research methodology employed for carrying out the study is explained in the following section.

Data

The data required for the study is primary and secondary. Primary data were collected by issuing questionnaire to the respondent. The secondary data were collected through various websites. The design of the questionnaire is made in such a way that it considers variables related to job satisfaction.

Data collection period

Required data has been collected for the study within three months.

Sampling Procedure

A sample of 180 employees working in various bank situated in pollachi town has been considered for the purpose of this study. Convenient sampling procedure has been followed to collect data.

Perception of job satisfaction

The following table has been prepared on the basis of bank employees' opinions about job satisfaction.

According to the result of various researches, only selected variables have been taken into account to know their opinion on job satisfaction.

S.N O	Job satisfaction variables	SA	A	N	DA	SDA	Total	Weighted Average Score
1	Attractive Salary with Increment	93 (51.67%))	61 (34.17%))	13 (7.50%))	2 (0.83%))	11 (5.83%))	180 (100.00%))	4.25
2	Challenging work	90 (50.00%))	58 (32.50%))	19 (10.83%))	5 (2.50%))	8 (4.17%))	180 (100.00%))	4.22
3	Social Status	94 (52.50%))	55 (30.83%))	11 (5.83%))	9 (5.00%))	11 (5.83%))	180 (100.00%))	4.19
4	Secured Job	94 (52.50%))	54 (30.00%))	15 (8.33%))	9 (5.00%))	8 (4.17%))	180 (100.00%))	4.22
5		77	56	22	13	12	180	3.95

	Favourable physical environment	(42.50%))	(30.83%))	(12.50%))	(7.50%))	(6.67%))	(100.00%))	
6	Favourable social environment	80	80	12	2	6	180	4.23
		(44.17%))	(44.17%))	(6.67%))	(0.83%))	(4.17%))	(100.00%))	
7	Professional and personal Growth	68	76	29	4	3	180	4.12
		(37.50%))	(42.50%))	(15.83%))	(2.50%))	(1.67%))	(100.00%))	
8	Incentives	73	79	16	8	4	180	4.18
		(40.83%))	(44.17%))	(9.17%))	(4.17%))	(1.67%))	(100.00%))	
9	Promotion	80	88	7	2	3	180	4.33
		(44.17%))	(49.17%))	(4.17%))	(0.83%))	(1.67%))	(100.00%))	
10	Decision making power	54	90	16	14	6	180	3.96
		(30.00%))	(50.00%))	(9.17%))	(7.50%))	(3.33%))	(100.00%))	

The result from weighted average score shows that most of the respondent says that Promotion, Attractive salary with increment, Favourable social environment, Secured job, Social status and Incentives are the variables that are highly determined factors of job satisfaction.

Conclusion

Banks play a central role in the transmission of monetary policy, one of the government's most important tools for achieving economic growth without inflation. Bankers play an essential role in society by protecting, investing, and lending money. Many play a direct role in helping clients' make some of the most important decisions of their lives, such as saving for college, purchasing homes, and planning for their business and retirement needs. They should be satisfied with their job. The variable selected for the study is Attractive Salary with Increment, Challenging work, Social Status, Secured Job, Favourable physical environment, Favourable social environment, Professional and personal Growth, Incentives, Promotion and Decision making power. So it is concluded that Promotion, Attractive salary with increment, Favourable social environment, Secured job, Social status and Incentives are the factors that lead to Job Satisfaction.

Reference

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