

JOB SATISFACTION AMONG THE PUBLIC BANK EMPLOYEES: A STUDY OF HISAR CITY

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ABSTRACT

Job Satisfaction is the result of various attitudes the person hold towards his job, towards related factors and towards life in general. Hence Job satisfaction is a pleasant and positive attitude possessed by an employee towards his job as well as his life. The present study is to find out the satisfaction level regarding their jobs among the bank employees. A sample of 72 respondents was selected randomly from Hisar city with null hypothesis i.e. the demographic factors of the respondents such as gender, qualification status, age and experience have no significant difference towards their jobs among the bank employees.. For measuring various phenomena and analyzing the collected data effectively and efficiently for drawing sound conclusions, ANOVA test has been used. It is found that there is significant difference between experience of respondents regarding perks, salary, job security, employee welfare scheme and rewards but as far as working hours, training and development, duty and responsibility, working environment, work culture, promotional polices and strategies, co-operation, co-ordination, authority and plan, management information system and unity of command and direction are concerned there is no significant difference in the responses of respondents in various age groups.

Keywords: Job satisfaction, Job security, Random sampling, ANOVA.

INTRODUCTION:

The term job satisfaction was brought to limelight by Mop pock. According to him, "job satisfaction is the combination of psychological, physiological and environmental circumstances that cause a person to truthfully say I am satisfied with my job". Perhaps one way to define job satisfaction may be to say that; it is the end feeling of a person after performing a task. The feeling would be positive or negative depending upon whether need is satisfied or not. The term job satisfaction also refers to an individual's genera towards his or her job. A person with a high level of job satisfaction holds positive attitude towards the job, while a person who is dissatisfied with his or her job holds negative attitudes about the job' When people speak of employee attitudes, more often than not they mean job satisfaction In fact, the two are frequently used interchangeably However, attitudes are said to be evaluative statements - either favourable or unfavourable - concerning objects, people or events. They reflect how one feels about something. When I say, "I like my job", I am expressing my attitude towards work. Job satisfaction is different from "motivation end morale Motivation refers to the willingness to work n person and equipped with all kinds of abilities and skills but may have no will to work Satisfaction, on the other hand, implies a Positive emotional slate, which may be totally unrelated to productively. However Productivity job satisfaction (Havithorne's Theory) implies a general attitude towards work and work environment it is a group phenomenon whereas job satisfaction is an individual feeling. Job satisfaction may be considered a dimension of morale arc; morale could also be a source of satisfaction. The level of job satisfaction seems to have some relation with various aspects of work behaviour such as accidents, absenteeism, turnover and productivity. Several studies have revealed caring degrees of relationship between job satisfaction and these factors of work behaviour. But whether work behaviour is the cause or effect of job satisfaction is not clear. Roughly six decades back the employee attitude surveys were undertaken to measure job satisfaction and morale. Measuring job satisfaction is also called survey of morale. Management conducts opinion, attitude, climate or quality of work life in order to get information for making sound decision. It is now a standard practice for almost organization to conduct such surveys more frequently. The surveys generally conducted as a part to organization development program, job satisfaction whether in total specific aspect of the organization is measured by especially constructed "standard attitude scale". There are a number of ways of measuring job satisfaction. The most common method of measurement includes ruling scales, critical incident, and interview & action tendencies.

REVIEW OF LITERATURE:

Clark and Kristensen (2007) examined that individual job satisfaction is higher when other workers in the same establishment are better-paid. This runs contrary to a large literature which has found evidence of income comparisons in subjective well-being. We argue that the difference hinges on the nature of the reference group. We here use co-workers. Their wages not only induce jealousy, but also provide a signal about the worker's own future earnings. Our positively estimated coefficient on others' wages shows that this positive future earnings signal outweighs any negative status effect. This phenomenon is stronger for men, and in the private sector. Thakur (2007) analyzed that the success of any organization depends on its human resource. Banks are no exception to this. The present paper makes an effort to study the job satisfaction level among employees of selected private and public sector banks in Ludhiana. Bank jobs have always remained the first preference of the youth here. So, this study is also an effort to find out what they think of this job afterwards. Shrivastava and Purang (2009) examined the job satisfaction level of a public sector and private sector bank employees in India. The sample consisted of 340 bank employees from both sectors. This study used independent samples t-test and qualitative analysis to study the differences in employee attitudes. Results indicated that the means of the public and private banks were significantly different from each other. It was found that private sector bank employees perceive greater satisfaction with pay, social, and growth aspects of job as compared to public sector bank employees. On the other hand, public sector bank employees have expressed greater satisfaction with job security as compared to private sector bank employees. Kamal and Sengupta (2009) studied that the banking sector has undergone a sea-change over the years, which has put new pressures and realities in front of the bank employees. Bank Officers have perhaps felt the maximum heat. Bank Officers form a delicate link

between the management and the clerical staff. The success of the bank to a large extent depends upon the coordination, synchronization and cooperation of the Bank Officers with these two very divergent entities. Through this research study an attempt has been made not only to ascertain the degree of overall job satisfaction prevailing among the Bank Officers but also to elicit officer's views on the different factors contributing to their job satisfaction, in the light of current realities. Sehgal (2012) analyzed the level of job satisfaction of the Public Sector and Private Sector Bank employees in Shimla by considering AXIS Bank and UCO Bank branches located at Shimla through well-structured interview schedule. Primary data is comprised of information collected from the questionnaires. Secondary data collected using books, journals, magazines and internet. Given the nature of the data and findings of the study, the statistical tools used were percentage method and t-test.

OBJECTIVE:

To find out the satisfaction level regarding their jobs among the public bank employees.

HYPOTHESES:

The following hypotheses have been formulated and tested to the study i.e. the satisfaction level of respondents towards their jobs.

- There is no significant difference between age and satisfaction level of the respondents towards their jobs among the bank employees.
- There is no significant difference between Gender and satisfaction level of the respondents towards their jobs among the bank employees.
- There is no significant difference between qualification and satisfaction level of the respondents towards their jobs among the bank employees.
- There is no significant difference between experience and satisfaction level of the respondents towards their jobs among the bank employees.

RESEARCH METHODOLOGY:

The present study is analytical in nature and related to the analysis of the satisfaction level of respondents towards their jobs among the bank employees and sample of 72 respondents was selected from Sirsa city. The data were collected with the help of questionnaire prepared with the discussion of experts on five points likert scale i.e. strongly agreed, agreed, neutral, strongly disagree, disagree on different parameters. For analyzing the collected data effectively and efficiently to draw sound conclusions, a number of statistical techniques including ANOVA for the testing of hypotheses have been used to study the relationship between the demographic variables of the respondents and their level of satisfaction with regarding their jobs among the bank employees.

DATA ANALYSIS:

Table 1: Age groups of Respondents (in years)

Age groups (in years)	Frequency	Percent
18-25	12	16.7
26-35	29	40.3
36-45	22	30.6
Above 46	9	12.5
Total	72	100.0

Source: Survey

Table 1 presents that majority of respondents (40.3 percent) belong to the age group of 26-35 years followed by 30.6 percent from the age group of 36-45 years, 16.7 percent from the age group of above 18-25 and 12.5 percent from the age group above 46 years.

Table 2: Gender of Respondents

Gender	Frequency	Percent
Male	47	65.3
Female	25	34.7
Total	72	100.0

Source: Survey

Table 2 shows that majority of respondents are male i.e. 65.3 percent and remaining 34.7 percent are female.

Table 3: Qualification of the Respondents

Qualification	Frequency	Percent
Under Graduate	5	6.9
Graduate	15	20.8
Post Graduate	50	69.4
Other Specify	2	2.8
Total	72	100.0

Source: Survey

Table 3 depicts that 69.4 percent are post graduates, 20.8 percent respondents are graduates, 6.9 percent are under graduate and only 2.8 percent respondents are well educated like lawyers, doctors and other professional degree holders,. It also indicates that majority of the respondents are graduate and post graduate.

Table 4: Experience of the Respondents

Experience	Frequency	Percent
Less than 7 year	44	61.1
8-15	17	23.6
16-20	4	5.6
Above 21	7	9.7
Total	72	100.0

Source: Survey

Table 4 presents that majority of respondents (61.1 percent) having experience less than 7 years, 23.6 percent respondents are having experience between 8 to 15 years, 9.7 percent respondents are having experience above 21 years and remaining 5.6 percent are having experience between 16 to 20 years. It also indicates that majority of respondents are having experience less than 15 years.

Table 5: Relationship between Age and Satisfaction Level

Parameters	F-value	Sig.
Satisfaction regarding Salary and perk.	3.083	.033
Satisfaction regarding Working Hours.	1.148	.336
Satisfaction regarding Training and Development.	2.027	.118
Satisfaction regarding Job Security.	1.575	.203
Satisfaction regarding Duty and Responsibility.	.511	.676
Satisfaction regarding Working Environment.	.644	.589
Satisfaction regarding Work Culture.	.661	.579
Satisfaction regarding Promotional Policies and Strategies.	1.566	.206
Satisfaction regarding Co-operation.	2.380	.077
Satisfaction regarding Co-ordination.	1.376	.258
Satisfaction regarding Authority and Plan.	1.519	.218
Satisfaction regarding Employee Welfare scheme.	1.945	.131

Parameters	F-value	Sig.
Satisfaction regarding Management information system.	.951	.421
Satisfaction regarding Unity of command and Direction.	1.063	.371
Satisfaction regarding Reward.	3.683	.016

Source: Survey df= 3 Significant level= 5 percent

Table 5 shows the relationship between the age groups and satisfaction levels of respondents on the selected parameters. The results of ANOVA test show that there is significant difference between in various age groups of respondents regarding salary, perks and rewards but as far as working hours, training and development, job security, duty and responsibility, working environment, work culture, promotional polices and strategies, co-operation, co-ordination, authority and plan, employee welfare scheme, management information system and unity of command and direction are concerned there is no significant difference in the responses of respondents in various age groups.

Table 6: Relationship between Gender and Satisfaction Level

Parameters	F-value	Sig.
Satisfaction regarding Salary and Perks.	1.484	.227
Satisfaction regarding Working Hours.	4.045	.048
Satisfaction regarding Training and Development.	.202	.655
Satisfaction regarding Job Security.	.051	.823
Satisfaction regarding Duty and Responsibility.	1.401	.241
Satisfaction regarding Working Environment.	.118	.732
Satisfaction regarding Work Culture.	.968	.329
Satisfaction regarding Promotional Polices and Strategies.	.112	.739
Satisfaction regarding Co-operation.	1.057	.307
Satisfaction regarding Co-ordination.	.004	.950
Satisfaction regarding Authority and Plan.	.942	.335
Satisfaction regarding Employee Welfare scheme.	.682	.412
Satisfaction regarding Management information system.	.725	.397
Satisfaction regarding Unity of command and Direction.	.008	.927
Satisfaction regarding Reward.	3.688	.059

Source: Survey df= 1 Significant level= 5 percent

Table 6 presents the relationship between the gender and satisfaction levels of respondents on the selected parameters. The results of ANOVA test show that there is significant difference between gender of respondents regarding working hours and rewards but as far as salary and perks, training and development, job security, duty and responsibility, working environment, work culture, promotional polices and strategies, co-operation, co-ordination, authority and plan, employee welfare scheme, management information system and unity of command and direction are concerned there is no significant difference in the responses of respondents in various age groups.

Table 7: Relationship between Qualification and Satisfaction Level

Parameters	F-value	Sig.
Satisfaction regarding Salary and Perks.	4.903	.004
Satisfaction regarding Working Hours.	.266	.850
Satisfaction regarding Training and Development.	2.422	.073
Satisfaction regarding Job Security.	.208	.891
Satisfaction regarding Duty and Responsibility.	1.252	.298
Satisfaction regarding Working Environment.	1.109	.352
Satisfaction regarding Work Culture.	.762	.519

Parameters	F-value	Sig.
Satisfaction regarding Promotional Polices and Strategies.	2.787	.047
Satisfaction regarding Co-operation.	1.928	.133
Satisfaction regarding Co-ordination.	3.752	.015
Satisfaction regarding Authority and Plan.	1.266	.293
Satisfaction regarding Employee Welfare scheme.	1.355	.264
Satisfaction regarding Management information system.	.484	.694
Satisfaction regarding Unity of command and Direction.	.793	.502
Satisfaction regarding Reward.	1.324	.274

Source: Survey df= 3 Significant level= 5 percent

Table 7 highlights the relationship between qualification and level of satisfaction level of respondents regarding different parameter selected. The F-value at 5 percent level of significance with 3 degree of freedom shows that there is significant difference in the various categories of respondents having different qualifications regarding the Salary and Perks, Promotional Polices and Strategies and Co-ordination. However, the difference is found insignificant in the responses regarding working hours, training and development, job security, duty and responsibility, working environment, work culture, co-operation, authority and plan, employee welfare scheme, management information system, unity of command and direction and reward.

Table 8: Relationship between Experience and Satisfaction Level

Parameters	F-value	Sig.
Satisfaction regarding Salary ant Perks.	3.348	.024
Satisfaction regarding Working Hours.	2.618	.058
Satisfaction regarding Training and Development.	.344	.794
Satisfaction regarding Job Security.	3.629	.017
Satisfaction regarding Duty and Responsibility.	1.625	.192
Satisfaction regarding Working Environment.	.947	.423
Satisfaction regarding Work Culture.	1.281	.288
Satisfaction regarding Promotional Polices and Strategies.	.413	.744
Satisfaction regarding Co-operation.	2.462	.070
Satisfaction regarding Co-ordination.	.933	.430
Satisfaction regarding Authority and Plan.	1.163	.330
Satisfaction regarding Employee Welfare scheme.	2.817	.046
Satisfaction regarding Management information system.	1.082	.363
Satisfaction regarding Unity of command and Direction.	1.080	.363
Satisfaction regarding Reward.	2.909	.041

Source: Survey df= 3 Significant level= 5 percent

Table 8 depicts the relationship between the experience and satisfaction levels of respondents on the selected parameters. The results of ANOVA test show that there is significant difference between experience of respondents regarding salary, perks, job security, employee welfare scheme and rewards but as far as working hours, training and development, duty and responsibility, working environment, work culture, promotional polices and strategies, co-operation, co-ordination, authority and plan, management information system and unity of command and direction are concerned there is no significant difference in the responses of respondents in various age groups.

CONCLUSION:

As we all know job satisfaction is important for everyone whether it is Public sector bank employees or any organisation. But, the study reveals that public sector bank employees are more satisfied with the

working hours, salary and perks, rewards, job security, employees welfare schemes, coordination, promotional policy and strategies whereas public banks employees dissatisfied with management information system of public banks, training and developments, duty and responsibilities, working environment, work culture, cooperation, authority and plan, unity of command and direction.

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