

A STUDY ON JOB SATISFACTION AMONG BANK EMPLOYEES IN SHOLINGANALLUR

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

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DECLARATION

I ALOCIOUS MARY S (42410213) hereby declare that the Project Report entitled **"A STUDY ON JOB SATISFACTION AMONG BANK EMPLOYEES IN SHOLINGANALLUR"** done by me under the guidance of **Dr. M. SOUNDARYA**, at SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY, CHENNAI is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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INTERNAL EXAMINER

EXTERNAL

EXAMINER

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ABSTRACT

The study of job satisfaction among Bank employees is important because there are various aspects of the job that are highly attractive and lead to satisfaction and aspects of the job that lead to dissatisfaction. Positive aspects include the opportunity to work in Bank and employees to accomplish common goals, developing banking background and the ability to work with coworkers.

It is important to identify which factors contribute to job satisfaction as well as those that may lead to job dissatisfaction to assure that the manager ship is attractive to potent. There are many variables that have been hypothesized to be a result of job satisfaction or dissatisfaction.

It is an established fact that the success of any organization depends on the satisfaction of its work force. The aim of this study is to determine that bank employees are satisfied with their job and also to identify those factors that are of high concern to bank employees regarding their satisfaction.

CHAPTER-I

1.1 INTRODUCTION

Human life has become very complex and completed in now-a-days. In modern society the needs and requirements of the people are ever increasing and ever changing. In this era of competitive world, success of any organization depends on its human resource. Banks are noexception to this. The employees of the Bank are valuable assets to the organization. If they are highly satisfied, they produce more and it is profitable for the organization. So, in this competitive environment it is necessary to know the employee's views toward their job and to measure the level of satisfaction with various aspects job satisfaction.

Efficient human resource management and maintaining higher job satisfaction level in banks determine not only the performance of the bank but also affect the growth and performance of the entire economy. So, for the success of banking it is very important to manage human resource effectively and to find whether its employees are satisfied or not only if they are satisfied, they will work with commitment and project a positive image of the organization. If they are highly satisfied, they produce more and it is profitable for the organization.

Job satisfaction is a general attitude towards one's job, the difference between the amount of reward workers receives and the amount they believe should receive. Employee is a back bone of every organization; without employee no work can be done. So, employee's satisfaction is very important. Employees will be more satisfied if they get what they expected, job satisfaction relates to inner feelings of workers.

1.2 Industry Profile

Banking refers to the system of financial institutions, such as banks and credit unions, that provide various financial services to individuals, businesses, and governments. Banking services mainly include accepting deposits, lending money, facilitating transactions, and offering various financial products like savings accounts, loans, and credit cards.

Banking plays a crucial role in the economy by facilitating the flow of money and enabling economic activities.

Types of Banks

- a. Central Bank
- b. Commercial Banks
- c. Private Sector Banks
- d. Public Sector Banks
- e. Regional Rural Banks
- f. Foreign Banks
- g. Co-operative Banks
- h. State Co-operative Banks
- i. Urban Co-operative Banks

CHAPTER-II

2.1 Review Literature

According to Dr. M.G. Varshney and Sangeeta Malpani (Feb2014) have been suggested the levels of job satisfaction of bank employees in Udaipur and Rosamund districts and the factors contributing to job satisfaction. Finally, the research concluded that dimensions and degree of job satisfaction of bank employees of Udaipur and Rosamund are not uniform and there is no single dimension.

Ankita Sharma et al., (Aug. 2014) investigated the level of job satisfaction of public sector bank employees in district Hamirpur. The research concluded that increase in level of salary of employees, performance appraisal system, promotional strategies, training and development program improves overall satisfaction of employees.

According to Vrinda N.N. and Nisha Ann Jacob (Feb. 2015) studied the impact of job satisfaction on job performance. This study investigated the most satisfying event of an employee in the job, why employees stay and leave the organization and also the determination of job satisfaction. The study concluded that job satisfaction and performance was found to be even higher for professional jobs than for less complex jobs.

2.2 Need of the study

From the literature reviewed the lacuna was identified that promotion and work environment play a vital role for job satisfaction of the employees. The present study is focused on the analyzing the Job Satisfaction of Bank Employees whose Work Culture is different to other type of employees. This study also aimed to analyses the various factors which positively impact the job satisfaction of employees. The study can be further extended to educational institutions also

2.3 Objectives of Studies

- a. To study whether the employees are satisfied with the welfare measures.
- b. To study the job satisfaction of employees in relation to working condition
- c. To analyze the job satisfaction of employees in relation to promotion.
- d. To identify and suggest some measures for improving the satisfaction level of the bank.
- e. To identify and suggest some measures for improving the satisfaction level of the bank

2.3 Scope of study

Employee welfare amenities are comprehensive term inducing venous service are benefits and facilities offered to the employee by the companies to help the industry of know the various satisfactory and non-satisfactory welfare measure adopted by the companies. To reveal overall effectiveness of the welfare measure. So that the company came to identify the drawbacks and suitable changes based on present research.

2.5 Research Methodology

For the study descriptive research design is used. For the study both primary and secondary data is used. The method of data collected, tools used, data analyzed and tools used are presented in the study.

2.6 Sources of data

Two types of data were collected for the purpose of this study

1. Primary Data collection
2. Secondary data collection.

2.6.1 Primary data collection

It was collected mainly through questions and interviews from employees.

2.6.2 Secondary data collection

This was collected from the organizing records, test books and internet.

2.6.3 Sample size

The researcher has allowed doing the project in particular division in the organization. The study is limited to only that particular division.

TOTAL SIZE: 100

SAMPLE SIZE: 100

2.7 Random Sampling

Probability sampling is also known as "Random sampling" or chance sampling. Under this sampling design every item of the universe has an equal design every item of the universe has an equal chance of inclusion in the sample. It is so to say a lottery method in which individual's units are picked off from the whole group not deliberately but by some mechanical process. Here is a blind

probability I. e we can measure the errors of estimation of the significance design over the deliberate sampling design.

2.8 Limitations

- 1) This research was conducted in a limited area.
- 2) The sample size was confined only to 100 respondents.
- 3) Satisfaction level to environment factor may differ from person to person.
- 4) Measuring human attributes is complex.
- 5) The present research is conducted only through quantitative analysis with a small sample of employees in two banks

CHAPTER -III

ANALYSIS AND INTERPRETATION

AGE OF RESPONDENTS

Table No: 1

Age	Number of Respondents	Percentage
21 - 30 years	50	47
30 -40 years	46	45
40 - 50 years	2	4
50 & above	2	4
Total	100	100

Inference:

The table shows that 47% of the respondents are below 21 - 30 years of age. It is found out **that** most of the respondents are youngsters. 45% of the respondents are belongs to 30 - 40 years of age. 4% of the respondents are belongs to 45 - 50 years of age.4% of the respondents are belongs to 50 and above.

GENDER OF THE RESPONDENTS

Table No: 2

Gender	Number of Respondents	Percentage
Male	30	40
Female	70	60
Total	100	100

Inference:

60% of the respondents are belongs to female category. Hence it is found out that most of the respondents are female employees. It shows that 40% of the respondents are belongs to male category.

EDUCATION LEVEL

Table No: 3

Education Level	No of respondents	Percentage
S.S.L.C or below	3	3
HSC	2	2
UG	60	75
PG	25	15
OTHRES	10	5
Total	100	100

Inference:

75% of the respondents are belongs to UG degree. 15% of the respondents are belongs to PG .10% of the respondents are belongs to others.3%

Of the respondents are belongs to S.S.L.C. 2% of the respondents are belongs to HSC.

JOB CATEGORY

Table No: 4

Jobs	Number of Respondents
Loan Officer	10
Auditor	10
Helper	10
Branch Manager	6
Accountant	14
Asset Manager	10
Financial manager	10
Bank Manager	10
Bankcard Representative	10
Bank Marketing Representative	10
Total	100

Inference:

From the above respondents most are working in ACCOUNTANT field.

EXPERIENCE OF THE RESPONDENTS

Table No: 5

Experience Level	No of respondents	Percentage
Below 2 years	34	32
2-5 years	60	58
5-7 years	3	5
7 years and above	3	5
Total	100	100

Inference

The table shows that 58% of the respondents are having 2-5 years of experience. 32% of the respondents are having below 2 years of experience. Only few respondents are having 5-7 years and 7 years and above experience.

INCOME LEVEL

Table No: 6

Income	Number of respondents	Percentage
20000-25000	35	30
25000-35000	55	60
35000-45000	5	5
45000-60000	5	5
Total	100	100

Inference:

The table shows that 60% of the respondents are earning income of Rs.25000-35000. 30% of the respondents are earning income of Rs.20000-25000. Only few respondents are earning income of **Rs. 35000-60000**.

MARITAL STATUS

Table No: 7

Marital	Number of respondents	Percentage
Married	40	40
Un Married	60	60
Total	100	100

Inference:

From the above table is shows that 60% of Respondents are unmarried.
40% of the respondents are married.

SATISFACTION TOWARDS WORKING CONDITION

Table No: 8

Opinion	Number of respondents	Percentage
Yes	75	75
No	25	25
Total	30	100

Inference:

From the above table, it reveals that 75% of the respondents are satisfied with the working condition 25% of the respondents are dissatisfied with the working condition.

SATISFICATION TOWARDS SALARIES AND WAGES SYSTEM

Wage top of the table and salary administration refers to the establishment and implementation of sound policies and practices of employee compensation. A 'wage' is the remuneration paid, for the service of labour in production, periodically to an employee worker.

Table No: 9

Opinion	Number of respondents	Percentage
Highly Satisfied	40	40
Satisfied	10	10
Neutral	40	40
Dissatisfied	10	10
Highly dissatisfied	0	0
Total	30	100

Inference:

The table shows that 40% of the respondents are highly satisfied with the salaries and ways already existed in the company. 40% of the respondents are not willing to give any opinion about existing salaried and wages system. 10% of the respondents are satisfied with the salaries and wages Only few respondents are dissatisfied with the salaries and wages.

SUFFICIENT TRAINING FOR IMPROVEMENT

Training is a process of learning a sequence of programmed behavior. It is the application of knowledge. It gives the people an awareness of the rules and procedures to guide their behavior.

Table No: 10

Opinion	Number of respondents	Percentage
Yes	80	80
No	20	20
Total	100	100

Inference:

The table shows that 80% respondents said that sufficient training facilities are provided by the company is useful for their improvement. 20% of the respondents said that sufficient training facilities provided by the company is not useful for their improvement

BENEFITS EXTENDED BY THE BANK

Table No: 11

Satisfaction Level	Number of Respondents	Percentage
Strongly Agree	50	60
Agree	30	30
Neutral	10	5
Disagree	10	5
Strongly disagree	0	0
Total	30	100

Inference:

From the above reveals that all the respondents are satisfied with the benefits extended by the bank.

High level of motivation available for Employees

Table No:12

Opinion	Number of Respondents	Percentage
Strongly Agree	50	50
Agree	30	30
Neutral	20	20
Disagree	10	10
Strongly Disagree	-	-
Total	100	100

Inference:

The table shows 50 percentage of respondents are strongly agree with

High level of motivation available for employees.30% of respondents are agreeing with high level of motivation available for employees.20%of respondents are neutral agreeing with high level of motivation available for employees.10% of respondents are disagreeing with high level of motivation available for employees.

OVERALL FACILITIES

Table No: 13

Opinion	Respondents	Percentage
Strongly Agree	60	60
Agree	20	20
Neutral	10	10
Disagree	10	10
Strongly Disagree	-	-
Total	100	100

The table shows 60% of respondents are strongly agree with overall facilities.20% of respondents are agreeing with overall facilities.10% of respondents are neutral and disagree with the overall respondents.

EXTRA INCENTIVE FOR ENCOURAGEMENT

An incentive scheme is a plan or program to motivate individual or group performance. An incentive program is most frequently built on monetary rewards (incentives pay or monetary bonus) but may also include a variety of non monetary rewards or prize.

Table No: 14

Opinion	Number of Respondents	Percentage
Yes	80	80
No	20	20
Total	100	100

Inference:

It is found that 80% of the respondents said that the extract incentives are useful for their encouragement. 20% of the respondent said that the extra incentives are not useful for their encouragement.

Whether Superior accept employees Suggestion or not

Table No: 15

Opinion	Number of Respondents	Percentage
Yes	70	70
No	30	30
Total	100	100

JOB SECURITY

Table No: 16

Opinion	Number of Respondents	Percentage
Highly Satisfied	45	45
Satisfied	30	30
Neutral	15	15
Dissatisfied	5	5
Highly Dissatisfied	5	5
Total	100	100

Inference:

The table shows that 45% of the respondents are highly satisfied with their job security. 30% of the respondents are satisfied with their job security. 15% of the respondents are neutral with their job security. 5% Only respondents are dissatisfied and highly dissatisfied about job security.

SAFETY ENVIRONMENT

Table No: 17

Opinion	Number of Respondents	Percentage
Yes	85	85
No	15	15
Total	100	100

Inference:

The table shows that 85% of the respondents said that their environment is not free from accident zone, 15% of the respondents said that their environment is free from accident zone.

Co-workers are very co-operative in nature

Table No: 18

Opinion	Number of Respondents	Percentage
Yes	90	90
No	10	10
Total	100	100

Inference:

The table shows that 90% of the respondents said that the co-workers are very co-operative in nature. 10% of the respondents said that the co-workers are very co-operative in nature.

Satisfaction with the working hours

Table No: 19

Satisfaction level	Respondents	Percentage
Strongly Agree	50	50
Agree	30	30
Neutral	10	10
Disagree	5	5
Strongly Disagree	5	5
Total	100	100

Inference:

From the above table, it shows 50% of respondents are strongly agree with the working hours.30% of respondents are agreeing with the working hours.10% of respondents are neutral with the working hours.5% of respondents are disagreeing and strongly disagree with the satisfaction with the working hours.

Work Environment

Table No: 20

Satisfaction	Respondents	Percentage
Strongly Satisfied	60	60
Satisfied	20	20
Neutral	10	10
Disagree	10	10
Strongly Disagree	-	-
Total	100	100

Inference:

From the above table, it shows 60% of respondents are strongly satisfied with the work environment. 20% of respondents are satisfied with the work environment. 10% of respondents are neutral and strongly disagree with the work environment.

CHAPTER-IV

4.1 Finding

- As far as working condition is concerned, overall, 40% respondents are highly satisfied with their work condition at Indian banks and 30% are not satisfied.

- As far as Promotion related factors are concerned, 50% are highly satisfied, 20% are satisfied and 30% are not satisfied. 10% more respondents are 'highly satisfied' with promotion than with work condition at Indian bank.

- When designation is taken into consideration, it is found that 71.4 % of Officer are highly satisfied, 50 % of Sub Staff, 46.2 % of Accountant, 16.7 % of Cashier, 33.3 % of Manager are highly satisfied.

- Majority of Officers are Highly Satisfied with work condition. Dissatisfaction level related to work condition is highest among Cashiers and Managers. Both category of designation has 50% 'Not satisfied' respondents.

- The Officers form largest percentage of 'Highly Satisfied' respondents as far as promotion is concerned. 50 % Clerks and 50 % Officers are not satisfied with promotion.

- Analysis of experience and Work condition showed that the highest Satisfaction level is found among respondents with above 25 years' experience. Largest numbers of unsatisfied respondents are in 21-25 years' experience group.

- Analysis of experience and Promotion indicates that the highest Satisfaction level is found among respondents with 16 -20 years' experience. Largest number of Unsatisfied respondents are >25 years' experience group.

- As far as Work condition is concerned, maximum 'Highly Satisfied' respondents are Post Graduates. The most dissatisfied respondents have SSLC education.

4.2 Suggestions

From the overall findings the researchers has given some suggestions to improve the concern. They are as follows.

- The organization should provide sufficient training facilities for the improvement of the employees. Then only it leads to the conducive environment in the organization.
- The Company can provide safety equipments m order to safeguard the employees.
- The company can provide proper canteen facility in nearby places. Then only the employees can work without wasting their time.
- The company can provide adequate rest rooms to the employers.
- In order to motivate the employee's performance the company can provide more incentives and rewards.
- The company can give more salaries and wages to their employees.

CHAPTER-V

CONCLUSION

A project study on **A STUDY ON JOB SATISFACTION AMONG BANK EMPLOYEES IN SHOLINGANALLUR** From the study the researcher got knowledge about employee welfare measures and has provided valuable suggestions to improve the growth of employee's welfare and organization.

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ANNEXURE

QUESTIONNAIRE

A STUDY ON JOB SATISFACTION AMONG BANK EMPLOYEES IN

SHOLINGANALLUR

1. Name:

2. Age:

- | | |
|----------------|-----------------------|
| a. 21-30 years | b. 30-40 years |
| c. 40-50 years | d. 50 years and above |

3. Sex:

- | | |
|---------|-----------|
| a. Male | b. Female |
|---------|-----------|

4. Educational level:

- | | |
|------------------|-----------|
| a. SSLC or below | b. HSC |
| c. PG | d. Others |

5. Job Category:_____

6. Working Experience:

- | | |
|------------------|----------------------|
| a. Below 2 years | b. 2-5 years |
| c. 5-7 years | d. 7 years and above |

7. Income level:

- | | |
|----------------|--------------------|
| a. 20000-25000 | b. 25000-35000 |
| c. 35000-45000 | d. 45000 and 60000 |

8. Marital Status

- a. Married
- b. Unmarried

9. Are you satisfied with the working conditions?

- a. Yes
- b.No

10. What is your satisfaction level towards salaries and wages system?

- a. Strongly satisfied
- b. Satisfied
- c. neutral
- d. dissatisfied
- e. strongly Dissatisfied

11. Does sufficient training facilities are provided to you for the improvement of the employee?

- a. Yes
- b.No

12. Are you satisfied with the benefits extended by the bank?

- a. Strongly Satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Strongly Dissatisfied

13. High level of motivation available in for bank employees?

- a. Strongly satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Strongly dissatisfied

14. Please rate following facilities:

Facilities	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied
Drinking Water					
First-aid-box					
Toilet Facility					
Lighting Facilities					
Ventilation					
Canteen					
Restroom					
Recreational facilities					

15. Do you receive any extra incentive or bonus or any other rewards for your encouragement?

a. Yes

b.No

16. Whether your superiors accept your suggestions while workings:

a. Yes

b.No

17. How do you feel about your job security?

- a. Strongly satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Strongly satisfied

18. Co-workers are very co-operative in nature

- a. Yes
- b. No

19. Do you satisfy with the working hours?

- a. Yes
- b.No

20. Any suggestions specify please _____

Thank you