



# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

## **A Study on employee's job satisfaction towards State Bank of India in Rayalaseema division**

**Mr.Obulesu Varikunta**

Research scholar

Dept. of Management studies

JNTUA-Ananthapur

**Dr.M.Sudheer Kumar**

Professor

Dept. of Management studies

RGM CET-Nandya

**Abstract:** Satisfaction as the pleasurable state of personal evaluation from their job can affect individual satisfaction or dissatisfaction affecting performance and profitability of employees. The aim of this study is to evaluate the level of job satisfaction of the employees named as state bank of India. And on the other hand, managers take organizational decisions based on the employees' performance. It is an established fact that the success of any organization depends on the satisfaction of its work force. It is an established fact that the success of any organization depends on the satisfaction of its work force. The main purpose of the study is to identify the levels of job satisfaction among employees of SBI banks in Rayalaseema Division and the factors contributing to job satisfaction. A questionnaire has been prepared including different reasons of low job satisfaction and various measures to make an increment in the satisfaction level which would have been practiced in the Organization of banking sector. This study reveals that performance appraisal, salary & benefits have significant influence on the job satisfaction of banking employees in Rayalaseema Division.

**Keywords:** Job satisfaction, Bank Employees, Performance, Work Environment, Promotions.



# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

## **Introduction**

Job Satisfaction (JS) becomes an important aspect for the bank employees as dissatisfaction affects the working process and influences other roles played by the bank. Job satisfaction is “the emotional reaction of a worker has towards his/her job after a comparison of the outputs he /she expects or desires with real outputs” (Cranny et al., 1992). Hence, the aim of the present study is to evaluate the relationship between Job Satisfaction and various other factors affecting it. This article summarizes the review of literature, the model developed, data and methodology, results and discussion of the research and the conclusion (Swami Nathan and Jawahar, 2013).

The objective of our study is to measure the level of satisfaction of employees of State Bank of India. Interview of the employees as a method of measuring job satisfaction is mostly useful in organizations that have positive relationships with employees and believe the problem is too sophisticated to be understood with a survey. Job satisfaction is a general attitude towards one’s job, the difference between the amount of reward workers receive and the amount they believe should receive the job that lead to dissatisfaction. Positive aspects include the opportunity to work in Bank and employees to accomplish common goals, The Indian money market is classified into the organized sector like private, public. The target sector is the public sector which is facing the problems in matching with the updating, technological advancement and challenges from inside and outside of the organization. The Indian Banking Sector is considered secured in terms of their practices. And the main objective of the Indian banking sector was to encourage operational self-sufficiency, flexibility and maintain competition in the system. Our banking industry is a mixture of public, private and foreign ownerships (Dwivedi and Charyulu, 2011).

## **Literature Review**

It’s crucial to the management in order to improve organizational overall performance to understand job satisfaction (Putman, 2002). The definition of Job satisfaction is described by many authors. Job satisfaction was defined by Locke (1976) as “a pleasurable or positive emotional state resulting from the appraisal of one’s job and job experiences”. Saiyadain (2009) defined Job satisfaction as the “End state of feeling” Job satisfaction was defined by Locke (1976) as “a pleasurable or positive emotional state resulting from the appraisal of one’s job and job experiences”. Saiyadain (2009) defined Job satisfaction as the “End state of feeling”. The Feelings could be either positive or negative depending on whether needs are satisfied or not (Saiyadain, 2009).



# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

In the recent years, banking sector has been able to attract young talents who have chosen banking profession as their preferred career. The nature of work is changing at whirlwind speed, and the factors that keep an employee satisfied with his or her job are also changing. Contemporary banking business considers the job of satisfying their employees most important for retaining their valuable skilled workforce (Islam and Hasan, 2005). Jegan and Gnanadhas (2011) mentioned in their study entitled "Job Satisfaction of Bank Employees Working with E-Channels" that whether the banks are public or private the main thing is the success of their business and that depends upon its technological updated employees. But now the working culture is totally changed and the burden of paper work is reduced; database management is improved with lesser strain of work load.

Job satisfaction has been extensively studied over the years. Job satisfaction has been defined in several different ways and a definitive designation for the term is unlikely to materialize. A simple or general way to define it therefore is as an attitudinal variable: Job satisfaction is simply how people feel about their jobs and different aspects of their jobs. It is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs (Spector, 1997). Locke (1976) has defined job satisfaction as the pleasurable emotional state resulting from the appraisal of one's job or job experiences. In the recent years, banking sector has been able to attract young talents who have chosen banking profession as their preferred career. The nature of work is changing at whirlwind speed, and the factors that keep an employee satisfied with his or her job are also changing. Contemporary banking business considers the job of satisfying their employees most important for retaining their valuable skilled workforce (Islam and Hasan, 2005).

Maximum time of Man's life spend at work place so a man satisfy his life if he satisfy from his job. Five components affect the job satisfaction; work, pay promotion, salary and recognition (Khalid Salman & Irshad Muhammad, 2011) Lethal C.(2007) indicate no direct relationship between job satisfaction and level of education .Women employees more satisfaction with their job and recognized (teaching) as their ideal profession. Married employees were found to be more satisfied than their unmarried colleagues. That the employees with higher

Maximum time of Man's life spend at work place so a man satisfy his life if he satisfy from his job. Five components affect the job satisfaction; work, pay promotion, salary and recognition (Khalid Salman & Irshad Muhammad, 2011) Lethal C.(2007) indicate no direct relationship between job satisfaction and level of education .Women employees more satisfaction with their job and recognized (teaching) as their ideal profession. Married employees were found to be more satisfied than their unmarried colleagues. Lam (2013) conducted a research on the Job satisfaction of female



# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

workers in different garment factories in Dhaka city and concluded the level of satisfaction is positively correlated with level of wages they get. Zeal,

## **Statement of the Problem**

The present research study aim at studying and analyzing the impact of identified factors that determine or influence the job satisfaction level among employees of banking industry in Rayalaseema division.

## **Objectives of the study**

- The following are the objectives of the study:
- To examine the profile of State Bank of India employees.
- To study the impact of employee compensation policy of the units on the job satisfaction of the employees.
- To evaluate the career advancement plans of the units in relation to employee satisfaction.
- To identify the efficacy of the supervisory practices prevalent in the units and examine to what extent they are able to satisfy the employees in their job.
- To get an in-sight into the working conditions and its influence on better work performance.
- To study the impact of the job content on the performance as well as satisfaction of the employees.
- To study the job satisfaction of employees in relation to working conditions.
- To analyze the job satisfaction of employees in relation to promotion.
- To identify and suggest some measures for improving the satisfaction level of the bank employees.

## **Scope of the study**

The study will bring out into lime light the working condition that prevails in the banking sector in India. 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 analyse the various factors which positively impact the job satisfaction of employees.

## **Methodology**

The purpose of descriptive research is to describe the state of dealings as it exists at present. relation with co-workers supervision, employees empowerment, nature of job, employees participation,



# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

performance appraisal and training and development, etc.) on job satisfaction. The study covers only one Public Sector namely State Bank of India. 100 employees is taken as sample size for the study.

## **Sampling Design**

The researcher takes on Multi Stage sampling technique.

## **Selection of Respondents**

The respondents for the study are drawn from low level employees to top level employees as they have equal importance in their roles and responsibilities. By using Multi stage sampling method 100 respondents from the banking sector have been selected for this research. The minimum age of respondents is in the minimum range of 22 to 25 years and maximum is 55 years. The educational qualification is an undergraduate while choosing respondents; care was taken to represent all functional areas so that the sample can be considered as truly representative of the population.

## **Analysis and interpretation**

**TABLE-1 Classification on the basis of Nature of Job**

Nature of Job	Frequency	Percent
Clerical Cadre	86	86
Officer Cadre	14	14
<b>Total</b>	<b>100</b>	<b>100</b>

From the above table it is clear that 86 percent of the employees were clerical staff and remaining 14 percent were officers.

**TABLE-2 Classification on the basis of Experience**

Experience	Frequency	Percent Less
Less than 5 years	16	16%
5-10 years	16	16%
10-15 years	14	14%
More than 15 years	54	54%
Total	100	100%

Table 2 indicates that 54 percent of the employees have more than 15 years of experience and 14 percent of the employees have 10-15 years of experience.

**TABLE-3 the freedom to work independently**

	Frequency	Percent
--	-----------	---------



# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

Low	6	6%
Moderate	40	40%
High	48	48%
Very High	6	6%
<b>Total</b>	<b>100</b>	<b>100%</b>

From the above table it is clear that 48 percent of the employees were highly satisfied on their freedom to work independently, 6 percent of the employees have low level of satisfaction regarding the freedom to work independently.

**Table.4 The Residence Distribution of Respondents**

<b>Residence Area</b>	<b>Frequency</b>	<b>Percentage</b>
Rural	44	44%
Urban	42	42%
Semi Urban	14	14%
<b>Total</b>	<b>100</b>	<b>100%</b>

Majority of respondents are in rural area, Followed by 42% who live in urban area, 14% who live in urban area, and 44% who live in rural area,

## Findings based on personal factors

- Majority (44%) of the employees were in the age group of 30 to 40 years.
- About (29.%) of the employees earn monthly income of Rs.30001-Rs.40000
- Majority (74.%) of the employees were married
- About (71.8%) of the employees are highly satisfied with the attitude of the Management in providing better working conditions.
- Majority of employees (44%) is live in Rural areas.
- Regarding the opportunities for job enlargement, 67.3% of the employees are highly satisfied.
- About 59.5% of the employees agreed that they are highly satisfied with promotion opportunities.

## Suggestions



# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

Pay, Organizational Culture, Job Stress and job commitment should be the focus for a manager and to reduce the negative results of these factors, Based on the findings of the study, the following suggestions are offered as feasible to achieve the improvement of Job Satisfaction among Bank employees.

- As the level of job satisfaction of female employees is lower than the level of male employees the banks have to find out ways to improve the level of satisfaction through a survey.
  - As the staffs are not satisfied with the tea from outside the banks can provide canteen facilities in all the branches.
  - There must be brain storming between employees and employers relating to their job profile, job stress, and salary from time to time in order to increase their job-commitment.
- 
- ✓ Proper award should be given for overtime.
  - ✓ Understanding employee Needs.
  - ✓ Understand his interest of domain.
  - ✓ Understand his family problems.
  - ✓ Understand his any financial issues.

## Conclusion

In today's increasing competitive environment, organizations face a lot of challenges. Indermun and Bayat (2013) stated that many organizations are struggling to be strong competitor to achieve its goals and objectives. Workforce now days are the organizational key success factor, therefore organizations put a lot of thought and effort to discover the degree of employee satisfaction in order to enhance their performance and attain overall organizations objectives (Indermun&Bayat, 2013). On one hand, job satisfaction is considered as one of the main factors that affect efficiency and effectiveness of business organizations, because job satisfaction has significant effect on organizational measures, such as customer satisfaction and financial measures (Saari& Judge, 2004). On the other hand, understanding job performance for each employee is essential as important organizational decisions are based on individual performance (Sonntag, Volmer, & Spychala, 2008), leading to an organizational success.

Based on the research findings, the researchers recommend managers to pay attention on providing employees with satisfying rewards and benefits since they are the most common effective factors on job satisfaction. Also, managers must ensure creating a work atmosphere full of happiness as



# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

much as possible because happiness found as a mutual factor that positively affect satisfaction and performance. The organization need to increase the training and development programs that boost the level of task performance and satisfy employees different needs. The important of job performance extended to include both the behavioral aspect and the outcome aspects, and both task and contextual performance. Therefore, the decision makers needed to consider them when they are evaluating the performance. Finally, periodic satisfaction and performance measurements test must be applied to track the level of these important variables and set the corrective actions.

## References

- [1] Saiyadain M. (2009). Human Resource Management (4th Ed.).
- [2] The “End state of feeling” Job satisfaction was defined by Locke (1976).
- [3] Jegan and Gnanadhas (2011) mentioned in their study entitled”Job Satisfaction of Bank Employees Working with E-Channels”
- [4] (Spector, 1997).Locke (1976) has defined job satisfaction as the pleasurable emotional state resulting from the appraisal of one’s job or job experiences.
- [5] Lethal C.(2007) indicate no direct relationship between job satisfaction and level of education
- [6] Five components affect the job satisfaction; work, pay promotion, salary and recognition (Khalid Salman &Irshad Muhammad, 2011)
- [7] It’s crucial to the management in order to improve organizational overall performance to understand job satisfaction (Putman, 2002).
- [8] Job satisfaction was defined by Locke (1976) as “a pleasurable or positive emotional state resulting from the appraisal of one’s job and job experiences”.
- [9] lam (2013) conducted a research on the Job satisfaction of female workers in different garment factories in Dhaka city and concluded the level of satisfaction is positively correlated with level of wages they get. Zeal,
- [10] Al-Hosam, A., Ahmed, S., Ahmed, F., & Joarder, M. (2016). Impact of transformational leadership on phsycological empowerment and job satisfaction relationship : acase of Yemeni Banking. Binus Business Review.
- [11] Armstrong, M., & Taylor, S. (2014). Armstrong’s handbook of human resource management practice (13 ed.). London: Michael Armstrong. Retrieved 10 15, 2016.
- [12] Awan, A., & Asghar, I. (2014). Impact of employee job satisfaction on their performance... a case study of banking sector in Muzaffargarh district, Pakistan. Global Journal of Human Resource Management, 2(4), 71-94.





# 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON KNOWLEDGE & INNOVATION IN ENGINEERING, SCIENCE & TECHNOLOGY

21 - 23 JUNE 2019

VIENNA, AUSTRIA

- [13] Balasundaram, N., & Brabete, V. (2010). Job satisfaction and employees work performance: case study of peoples bank in Jaffana Peninsula, Sri Lanka. Article in Management & Marketing, 43-47. Retrieved October 11, 2016.
- [14] Kappagoda, S. (2012). Job Satisfaction And Its Impact On Task And Contextual Performance In The Banking Sector In Sri Lanka. 1st International Conference on Management and Economics 2012. Sahiwal: COMSATS Institute of Information Technology. Retrieved 10 14, 2016.
- [15] Paul, T. (2016). Job Satisfaction of National Bank Limited: A Case Study of Kaliakoir Branch, Gazipur. Internship Report, University of Dhaka, Department of Management, Dhaka. Retrieved 11 1, 2016.
- [16] Shmailan, A. (2016). The relationship between job satisfaction, job performance and employee engagement: An explorative study. Issues in Business Management and Economics Original Research Article, 4(1), 1-8. 36