



Volume:2, Issue:4, 175-177
April 2015
www.allsubjectjournal.com
e-ISSN: 2349-4182
p-ISSN: 2349-5979
Impact Factor: 3.762

P. Vijayalakshmi
Ph.D. (F.T) Research
Scholar, PG & Research
Department of Commerce,
A.V.C.College
(Autonomous),
Mannampandal, Mayiladut
hurai

K. Kalidoss
Assistant Professor, PG & R
esearch Department of Com
merce, A.V.C.College (Auto
nomous), Mannampandal,
Mayiladuthurai

Correspondence:
P. Vijayalakshmi
Ph.D. (F.T) Research
Scholar, PG & Research
Department of Commerce,
A.V.C.College
(Autonomous),
Mannampandal, Mayiladut
hurai

Determinants of job satisfaction of bank employees- A study with reference to public sector banks in mayiladuthurai town

P. Vijayalakshmi, K. Kalidoss

Abstract

Job satisfaction is a set of favorable or unfavorable feelings with which employees view their work. It is a worker's sense of achievements and success and is generally perceived to be directly linked to productivity as well as to personal well being. A Job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. Job satisfactions can be influenced by a variety of factors, e.g., the quality of one's relationship with their supervisor, the quality of the physical environment in which they work, degree of fulfillment in their work etc., Therefore the present study to focus the job satisfaction of bank employees with reference to public sector banks in Mayiladuthurai town.

Keywords: Job satisfaction of Employees, Public Sector Banks

1. Introduction

A Job satisfaction is a very important attributes which is frequently measured by organisations. Therefore, the organisation can identified the root causes of job issues and create solutions for improvements with an accurate perspective of employee views discover what motivates people, what drives loyalty, and what genuinely makes and keeps your employees happy. Satisfaction levels increase when an employee knows that their issues are being addressed. There is a direct link between employee job satisfactions and financial results. The more satisfied your employees are the more motivated and committed them will be to your organization's success. A Job satisfaction is the feeling an employee gets when the job he does fulfils all his expectations. While morale refers to the attitude of the employees of an organisation and is a group concept, a job satisfaction is the feeling of an individual employee.

Concept of Job Satisfaction

- ❖ Job satisfaction is the degree to which individuals feel positively or negatively about their jobs. It is an attitude or emotional response to work task as well as to the physical and social of the work.
- ❖ Job satisfaction can be defined as the positive feeling about one's job resulting from an evaluation of its characteristics. A person with high level of job satisfaction holds positive feeling about the job, while a person who is dissatisfied holds negative feeling about the job.
- ❖ Robert dictionary of Industrial Relation defines job satisfaction as " those outward or inner manifestations which give the individuals a sense of accomplishment or enjoyment in the performance of his /her work"
- ❖ According to Jit S Chandan; job satisfaction can be defined as " as the extent of positive feeling or attitudes that individuals have towards their jobs. When a person says that he has a high job satisfaction; it means that the he really likes his job, feels good about it and values his job highly.

Factors Determinants of Job Satisfaction

The success of an organisation depends not merely on its technical efficiency, updated machinery, good plant layout and dynamic organisation etc., but also depends upon its human resources. A satisfied, happy and hardworking employee is the biggest assets of

any organisation, including banks. Workforce of any bank is responsible to a large extent for its productivity and profitability. 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. Job satisfaction is important one for every organisation at the same time to determine various factors is discussed below.

It goes out without saying that the financial consideration like fair wages, do matter in job satisfaction, but apart from that there are good many other things that influence job satisfaction.

These are personal factors and organizational factors

Personal Factors

The following are the personal factors to determine by the job satisfaction.

- ❖ Age
- ❖ Sex
- ❖ Educational Qualification
- ❖ Experience
- ❖ Ability
- ❖ Perceptions

Organisational Factors

The following are the various organizational factors to determine by the job satisfactions.

- Nature of the work assigned
- Pay and other benefits
- Superior –Subordinate relationship
- Inter – personal relationship
- Opportunities for advancement

Other Factors

- ✓ Relative status, which an individual's holds within the economic and social groups with which he identifies himself.
- ✓ Relationship with supervisors and associates on the job.
- ✓ Work situations, including the nature of work.
- ✓ Working conditions- earning, hour of work, facilities, etc.,
- ✓ Greater opportunities for advancement.
- ✓ Variety in work, that does away with the dullness and monitoring of work.
- ✓ Thrill and excitement of the work.
- ✓ Job security – steady employment.
- ✓ Ability to adjust oneself to unpleasant circumstances.
- ✓ In 1959, psychologist Frederick Herzberg and his associates in their research report finding entitled "the motivation of work" in Pittsburgh have stated that five factors are in job satisfactions and these are;

Achievement

It brings to the workers, feeling that he has done something of which he could naturally be proud of. He feels satisfied and pleased with his achievement.

Recognition

If the worker's supervisors, recognizing his good work. Appreciate and say a word or two of praise and gives a pat at his back for good quality of product, he has turned out, the workers feels, his achievement has been recognized and so he gets job Satisfaction.

The Work Itself

The job that involves work, which is interesting, challenging and has variety all though from the beginning to the end, itself stands complimented and afford job satisfaction to the worker.

Responsibility

Jobs done by the workers of their own initiatives, with full responsibility and without being supervised, merits consideration with the workers, as having been well accomplished and thus workers feel very much satisfied with their jobs.

Advancement

Sudden promotion of the employees in recognition of his good work caused the employees much satisfaction about his job.

Review of Literature

Maslow (1954) suggested that human needs form a five level hierarchy ranging from physiological needs, safety, belongingness and love, esteem to self actualization. Based on Maslow's theory, job satisfaction has been approached by some researchers.

Kapoor (1967) analysed some important determinants of job satisfaction and concluded that wages, housing and advancement opportunity may be considered workers primary needs and placed into a hierarchy or prepotency which if it remained unfulfilled would cause dissatisfaction.

Statement of the Problem

One of the key factors of any organisation is its employees. The success or failure of the organisation largely depends upon on their satisfaction and dissatisfaction. One of the reasons for deteriorating conditions in an organisation is low job satisfaction. Due to which, work slows down, employees remain absent and sometimes employees may leave the organisation also. High job satisfaction on the other hand, is desired by the management because it tends to be connected with the positive outcomes that managers want. Therefore, the present study is undertaken to analyze the job satisfaction of public sector bank employees in Mayiladuthurai town.

Objectives of the Study

The present study has focuses the following main objectives:

1. To analyze the factors determinants of job satisfactions of bank employees.
2. To understand the job satisfactions of public sector bank employees.
3. To suggest measure to improve the job satisfactions of employees in public sectors Banks.

Methodology

This study is mainly based on primary and secondary data. The primary data can be collected from a well designed questionnaire instrument is used to measuring job satisfactions of bank employees of public sector banks in Mayiladuthurai town. The sampling population of the study was selected by 100 employees of public sectors banks in Mayiladuthurai town by applying simple random sampling method. Otherwise, the secondary data can be collected from the various journals, magazines, books and online sources.

Limitations of the Study

This study is subject to following limitations:

- The study will be restricted to only Public Sector Banks like, SBI, IOB INDIAN BANK & CANARA BANK employees in Mayiladuthurai town..
- This study is undertaken with regard to job satisfactions of public sector bank employees in Mayiladuthurai town.

Findings

The following are the major findings of the study.

- Majority of the employees feel that, the sample banks workings conditions are good.
- The employees say that the relationship between employees and superior is cordial one.
- The employee's opinion that, level of satisfaction is mainly based on incentives provided by the bank.
- Majority of the employees feel that, the promotional opportunities of bank employees is average both the sample banks.
- The employees say that, both the banks solve the employee grievances handling system immediately.
- The employees opinion that, the cordial relationship between the co- workers.
- Majority of the employees feel that, the bank working hours is satisfied one.

Sugesstions

The following suggestions may be adopted to have a higher level of job satisfaction among the bank employees.

- ❖ Conducive working environment.
- ❖ Cordial superior – subordinate relationship.
- ❖ Better inter personal relationship between employees.
- ❖ Provision of suitable promotion opportunities.
- ❖ Creation of facilities for training.
- ❖ Both of the banks to provide the suitable incentives and social security benefits.
- ❖ Job rotations where desirable among the employees.
- ❖ Encouraging employee's participations in decision making.

Conclusion

The productivity of the work force is the most important factor as the success of an organisation. To achieve high productivity and to reduce the employee's turnover and absenteeism the employees should be satisfied. It should be ensured that they are satisfied, as the success of the organisation depends on the job satisfaction of its employees. The way of achieving is by promoting job satisfaction of the bank employees.

References

1. Tripathi PC 1997 Human Resource Development theories and correlates of job satisfaction New Delhi Chand Sons pp 37-39.
2. Sing Nirmal 2005 Motivation theory and practical application New Delhi Deep and Deep publication pp 765-780
3. Gupta CB 2003 Human Resource Management New Delhi Sultan Chand sons' pp 786-796.
4. Maslow Abraham (1954) Motivation and personality New York Harper pp -202
5. Kapoor (1967) job satisfaction of employees", International Journal of Bank Marketing, Vol.17No.3, pp.116 -123.
6. Levesque Terrence and McDougall Gordon H.G (1996); "Determinants of Customer Satisfaction in retail Banking