

Job Satisfaction of Employees In State Bank of India In Thanjavur District-Tamilnadu

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Abstract

In today's scenario where there is no dearth of competitors in the market, it is essential that employees work with dedication and sincerity. Job satisfaction is an extent of positive feeling that individuals have towards their jobs. Employee satisfaction is no rocket science and trusts me; it does not take much to satisfy the employees. Employee satisfaction is of utmost importance for employees to remain happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario. Level of education of an individual is a factor which determines the degree of job satisfaction. Higher level job provide more satisfaction as compared to lower levels. This happens because high level jobs carry prestige and status in the society which itself becomes sources of satisfaction for the job holders. Job require interaction with co-workers and bosses, following organizational rules and policies, meeting performance standards, living with working conditions that are often less than ideal, and the like. This means that an employee assessment of how satisfied or dissatisfied he or she is with his or her job is a complete summation of a number of discrete job elements. The job satisfaction of State Bank of India employees in Thanjavur District are highly satisfactory level.

Key words: Job Satisfaction, Bank Employees, Work Environment and Promotion.

INTRODUCTION

In today's scenario where there is no dearth of competitors in the market, it is essential that employees work with dedication and sincerity. Employee satisfaction is no rocket science and trusts me; it does not take much to satisfy the employees. Small but sincere efforts are enough satisfy employees so that they not only enjoy their current roles and responsibilities but

also stick to the organization for a long time. Employee satisfaction is utmost important for organization to grow and also survive the cut throat competition. The employees are true assets and it is essential that they remain happy and satisfied with their jobs for them to strive hard and deliver their level best. Job satisfaction end feeling is a person after performing a task. To the extent that a person's job fulfils their dominant needs and inconsistent with their expectations and values, the job will be satisfying.

Importance of Employee Satisfaction

Employee satisfaction is of utmost importance for employees to remain happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario. They do not work out of any compulsion but they dream of taking their organization to new level. Employees need not be passionate towards their work and passion comes only with when employees are satisfied with their job and organization on the whole. Employee satisfaction leads to a positive ambience at the work place.

Determinants of job satisfaction:

There are various factors determining the degree of job satisfaction as follows:

Individual factors:

Individuals have certain expectations are met from the jobs, they feel satisfied

Level of education:

Level of education of an individual is a factor which determines the degree of job satisfaction. For example, several studies have found negative correlation between level of education, particularly, higher level of education, and job satisfaction.

Age:

Individuals experience different degree of job satisfaction at different stage of their life. Job satisfaction is high at the initial stage, gets gradually reduced, starts rising up certain stage and finally dips to a low degree.

Other factor:

Besides the above two factors there are other individuals factors such as, sex which effect job satisfaction. If an individual does not have favourable social and family life, he may not feel happy at the work place.

Occupation level:

Higher level job provide more satisfaction as compared to lower levels. This happens because high level jobs carry prestige and status in the society which itself becomes sources of satisfaction for the job holders.

Job content:

Job content refers to the intrinsic value of the job which depends on the requirements of skills for performing it, and the degree of responsibility and growth it offers. A higher content of these factors provides higher satisfaction.

Situational variables:

Situational variables related to job satisfaction lie in organizational context formal and informal

Working conditions:

Working conditions, particularly work environment, like conditions of work place and associated facilities for performing the job determine job satisfaction.

Supervision:

The type of supervision affects job satisfaction as in each type of supervision the degree of importance attached to individuals varies. The employee oriented supervision provides more satisfaction than job-oriented supervision.

Measuring of job satisfaction

Jobs require interaction with co-workers and bosses, following organizational rules and policies, meeting performance standards, living with working conditions that are often less than ideal, and the like. This means that an employee's assessment of how satisfied or dissatisfied he or she is with his or her job is a complete summation of a number of discrete job elements.

Additional benefits

Surveys have many other benefits as well as the flow of communication in all directions is improved. Surveys can serve as a safe valve, or emotional release. Training needs can be identified. Surveys can also help managers plan, and monitor new programmes by getting feedback on proposed changes in advance and then conducting a follow-up survey to evaluate the actual response.

Job satisfaction and turnover

Satisfaction is negatively related to turnover. Evidence indicates that an important moderator of the satisfaction turnover relationship is the employee's level of performance. Job satisfaction is more important in influencing poor performance to stay than superior performers. Regardless of level of satisfaction, the latter are more likely to remain with the organization because the receipt of recognition, praise and other rewards give them more reasons for staying.

Job security

With regards to job security the survey question asked if the respondent agrees with the following statement: 'I feel that my job is secure in this work place'. In this study, those who strongly agree or agree with this statement are assigned a value of one and zero otherwise.

Inclusion of this dummy variable in the regressions in Table 3 indicates that a secure job leads to highly significant, higher satisfaction levels for all measures of satisfaction considered.

Employee

Someone hired by an employer under a contract of employment to perform work on a regular basis at the employer's behest. An employee works either at the employer's premises or at a place otherwise agreed, is paid regularly, or enjoys fringe benefits and employment protection.

Employee benefits

Employee benefits are the assortment of rewards and compensation schemes that move from the employer to the employee. It is an affective instrument for boosting the motivation level of the employees. The paper examines the different employee benefit options. In this context, some related federal laws are also discussed.

Satisfaction

The act of satisfying is the state of being satisfied; gratification of desire; contentment in possession and enjoyment; repose of mind resulting from compliance with its desires or demands.

Statement of the problem

Success and failure of the organization is depends on the satisfaction of employees of the organization. Employees are unsatisfied the most when their voices are not heard. It might be a small problem; it can be a major cause of concern. Most of the problems arise when employees are not happy with their bosses. No amount of trainings or motivation would help, unless and until individuals develop a feeling of attachment and loyalty towards their organization. Employees waste half of their time fighting with their counter parts or sorting out issues with them. Employee satisfaction is essential to ensure higher revenues for the organization. Therefore the researcher chooses "**Job Satisfaction of Employees in State Bank of India in Thanjavur District - Tamilnadu**".

Objectives of the study

- ❖ To identify various factors effecting job satisfaction of employees in banking sector
- ❖ To know the problems faced by bank employees at work place
- ❖ To examine various factors influencing job satisfaction bank employees
- ❖ To analyze and interpret the various job satisfaction of bank employees
- ❖ To conclude findings, suggestions and conclusion

Research Methodology

- ❖ Sources of data : Primary data
- ❖ Tool of data collection : Questionnaire method
- ❖ Data collection period : Ten years
- ❖ Sample size : 250

- ❖ Sampling method : Simple Random sampling
- ❖ Statistical tools : Percentage method
- ❖ Study area : State Bank of India in Thanjavur

Limitations of the study

- ❖ The study is limited to State Bank employees in Thanjavur District only.
- ❖ The study is limited only to the job satisfaction of employees in selected State Bank employees in Thanjavur District.

TABLE – 1, Suitability and opinion interest in the job

Opinion	No. of Respondents	Percent
Highly Satisfied	80	32
Satisfied	140	56
Neutral	20	8
Dissatisfied	5	2
Highly Dissatisfied	5	2
Total	250	100

Source: Primary data

Interpretation: The table 1 reveals that suitability and opinion interest in the job satisfaction of employees in State Bank of India in Thanjavur District. Among the 250 respondents 32 percent of the respondents are highly satisfied, 56 percent of the respondents are satisfied, 8 percent of the respondents are neutral, 2 percent of the respondents are dissatisfied and 2 percent of the respondents are highly dissatisfied. Therefore 56 percent of the respondents are satisfied that suitability and opinion interest in the job satisfaction of employees in State Bank of India in Thanjavur District.

TABLE – 2, Job rotation

Opinion	No. of Respondents	Percentage
Highly Satisfied	30	12
Satisfied	95	38
Neutral	50	20
Dissatisfied	50	20
Highly Dissatisfied	25	10
Total	250	100

Source: Primary data

Interpretation: The table 2 reveals that job rotation in your bank in the job satisfaction of employees in State Bank of India in Thanjavur District. Among the 250 respondents 12 percent

of the respondents are highly satisfied, 38 percent of the respondents are satisfied, 20 percent of the respondents are neutral, 20 percent of the respondents are dissatisfied and 10 percent of the respondents are highly dissatisfied. Therefore 42 percent of the respondents are satisfied that job rotation in your bank in the job satisfaction of employees in State Bank of India in Thanjavur District.

TABLE – 3, Empowerment given to schedule the job

Opinion	No. of Respondents	Percentage
Highly Satisfied	30	12
Satisfied	60	24
Neutral	35	14
Dissatisfied	90	36
Highly Dissatisfied	35	14
Total	250	100

Source: Primary data

Interpretation: The table 3 shows that empowerment to employ temporary staff during emergency in the job satisfaction of employees in State Bank of India in Thanjavur District. Among the 250 respondents 12 percent of the respondents are highly satisfied, 24 percent of the respondents are satisfied, 14 percent of the respondents are neutral, 36 percent of the respondents are dissatisfied and 14 percent of the respondents are highly dissatisfied. Therefore 36 percent of the respondents are dissatisfied that empowerment to employ temporary staff during emergency in the job satisfaction of employees in State Bank of India in Thanjavur District.

Findings of the Study

- ❖ As far as working condition is concerned, overall 56% respondents are satisfied with their work condition at State Bank of India and 8% are not satisfied.
- ❖ As far as Promotion related factors are concerned, 18% are highly satisfied 34% are satisfied and 16% are not 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 have --- Not satisfied respondents.
- ❖ As far as Work condition is concerned, maximum Highly Satisfied respondents are Post Graduates. The most dissatisfied respondents have SSLC education.

Suggestions

- ❖ Working condition in State Bank of India in Thanjavur District needs to be improved.

- ❖ Cashiers and Managers form the largest group of respondents which are dissatisfied with work condition hence special concentration should be given to improve their work condition by getting feedback specifically from them.
- ❖ Majority of Officers are highly satisfied with work condition. Personnel managers can seek to maintain the satisfaction level by enhancing the positive aspects of Manager's working environment.
- ❖ Most of the graduates are dissatisfied with promotion. It is suggested that proper internal career guidance can be arranged for Graduates in bank to show and guide them through various path of promotions.

CONCLUSION

Job Satisfaction of State Bank of India employees are analyzed the Job satisfaction's two main parameters – Work condition at bank and Promotion in bank. Job satisfaction was analyzed threadbare with respect to designation, work experience and educational qualification of respondents. It has given a clear path to personnel managers to improve Job Satisfaction among State Bank of India employees. The job satisfaction of State Bank of India employees in Thanjavur District are highly satisfactory level.

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