

JOB SATISFACTION OF EMPLOYEE IN PRIVATE SECTOR BANK: A CASE STUDY OF GULBARGA CITY

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Abstract:

This paper endeavors to study the various factors of job satisfaction among private sector Bank in Gulbarga City. It highlighted Suggestions by performing statistical technique like Chi-square test to gauge the level of significance of the study. Pay has been considered as the major factor for job Satisfaction. The result of study shown that pay has been positively influenced on job satisfaction of employees.

KEYWORDS:

Job Satisfaction Pay, Bank.

INTRODUCTION:

Job satisfaction is topic of wide interest to both people who work in organization and people who study them. It is a most frequently studied variable in organizational behavioural research and central variable in both research and theory of organizational phenomena. The traditional model of job satisfaction focuses on all the feeling that an individual has about his/her job. However what makes a job satisfying or dissatisfying does not depend only on the nature of the job, but also expatiations that individuals has about what their job should provide. Satisfied employees are more likely to stay with company and become committed and have more likely to be motivated to provide high level of customer service by doing so will also fresher enhance the employees satisfaction through feeling of achievement enhance employee satisfaction leads to improved employee retention and employee stability leads to improved employee retention and employee stability ensures the successful implementation of continuous improvement and customer satisfaction customer satisfaction will not doubt lead to corporate success and greater job security, these will further enhance employee satisfaction. Therefore employee satisfaction is a prerequisite for customer satisfaction.

LITERATURE REVIEW

If employees are more satisfied with their job it will enhance their ability of creativity and productivity. It is also directly co-related with the customer satisfaction (Al-Hussaini, 2008).

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 areas was theory, Job sires has been approached by some researchers, from the perspective of need fulfillment, Quhlen 1963 work, 1970, conrad et al 1985).

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Employee attitude towards their organisation which has great impact towards their working ways and contractions in consequences organizational clivato causes organizations performance because his climate causes organization performance because this relates directly to employees motivation. Employee perceptions to organization as define in six factor.

Factors such s pay work itself, supervision relationship with co-workers and opportunities for promotions have been found to contribute to Job satisfaction (Opkara 2002)

OBJECTIVES OF THE STUDY

- 1.To study the factors influencing on the Job Satisfaction
- 2.To major the level of job Satisfaction of employee with pay
- 3.Suggestions and conclusion

HYPOTHESES

- 1.HO: Opinion of the employee over the pay is independent.
- 2.H1: Opinion of the employee over the pay is dependent.

METHODOLOGY

The present study is mainly based on primary data and wherever found necessary Secondary Date also used.

Primary Data

Primary Data was collected through Questionnaire and personal interview

Secondary Data

The secondary date was collected from various sources such as Journal, research paper, Article, books, and various bank website.

Sample Size of the Study:

60 respondents were selected from 5 private sectors Bank located in Gulbarga city. Non-Probability sampling method was used for selecting sample size. Respondents were selected from HDFC, ICICI, ING Vysa, Karnataka Ltd. Axis Bank Ltd.

Data analysis and interpretation:

Table -1: pay and job satisfaction of employee in private sector bank

Genders	Satisfaction	Neutral	Dissatisfaction	total	χ^2	Df	H ₀ Hypotheses
Male	21(52)	11(28)	8(20)	40(67)	0.047	2	Rejected
Female	11(55)	5(25)	4(20)	20(33)			
Age							
Below 36	11(55)	5(25)	4(20)	20(33)	0.056	4	Rejected
Bet 36-46	13(52)	7(28)	5(20)	25(42)			
Above 46	8(53)	4(27)	3(20)	15(25)			
Qualification							
Graduates	15(54)	7(25)	6(21)	26(47)	0.532	4	Rejected
P.G	12(50)	7(29)	5(21)	24(47)			
Others	5(62)	2(25)	1(13)	8(13)			
Designation							
Clerks	23(51)	12(27)	10(22)	45(75)	0.611	2	Rejected
Officers	9(60)	4(27)	2(13)	15(25)			
Marital status							
Married	21(50)	11(26)	10(24)	42(70)	1.319	2	Rejected
Unmarried	11(61)	5(28)	2(11)	18(30)			

Source: Field investigation

Gender:

It is cleared from the above table that out of 60 respondents 40 respondents are male and 20 respondents are female. Out of 40 male respondents 52 percent of respondents are satisfied, 28 percent of respondents are neutral, 20 percent are dissatisfied with pay.

Age:

Respondents are classified on the basis of age group are as below 36, between 36-46 and above 46 yrs. Out of 20, 55 percent of younger age group respondents are satisfied, 25 percent are neutral, 20 percent are dissatisfied. Out of 25, 53 percent of middle age group respondents are satisfied, 28 percent are neutral and 20 percent are dissatisfied. Out of 15, 53 percent of elder age group respondents are satisfied, 27 percent are neutral and 20 percent are dissatisfied.

Qualification:

Respondents are classified on the basis of qualification like graduates, post graduates and others. Out of 26 graduates 54 percent of respondents are satisfied, 25 percent are neutral and 21 percent are dissatisfied with pay. Out of 24, P.G respondents 50 percent of respondents are satisfied, 29 percent of respondents are neutral and 21 percent are dissatisfied. Out of 8, other respondents are 62 percent of other qualified respondents are satisfied, 25 percent are neutral and 13 percent are dissatisfied with pay.

Designation:

Respondents are categorised into two such as clerks and officers. Out of 45, 51 percent of clerks are satisfied, 27 percent of respondents are neutral and 25 percent of respondents are dissatisfied. Out of 15, 60 percent of officers are satisfied, 27 percent of respondents are neutral and 13 percent of respondents are dissatisfied with pay.

Marital Status:

Respondents are categorized into two married and unmarried. Out of 42 married respondents 50 percent of married respondents are satisfied, 26 percent of respondents are neutral and 24 percent of respondents are dissatisfied with pay. Out of 18 unmarried respondents 61 percent of respondents are satisfied, 28 percent of respondents are neutral and 11 percent of respondents are dissatisfied with pay.

SUGGESTIONS

It can be suggested that there should be timely implementation of pay and on the bipartite settlement between union and IBA, it enable the employee to meet the growing cost of living and improve the standard of living employees.

It can suggest to bank that bank should have provision of continuation of existing employee for longer time and make permanent employee who's performance is found very good and dedicated employee.

The Bank must give weekly two days holiday for working employee's (i.e, Every Saturday and Sunday of week). It increases employees' freshness and interest working in the company.

CONCLUSION

It can be sensibly conclude that privet sector bank employee are most satisfied with pay scale, in almost level gender wise comparison made the result is female respondent are more satisfied and youngster are found high satisfied. It also found that unmarried respondents are also satisfied pay. Officers are found to be more satisfied with pay. Finally, it can conclude that pay influence positively on the all aspects of employee job Satisfaction. Performance, motivation and Job Satisfaction of employee in banking sectors.

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