

“JOB SATISFACTION OF EMPLOYEES IN NATIONALISED BANKS- With specific reference to State Bank of India, Mysore District,Karnataka State, India”

Nandan P.

Assistant Professor, Dept. of commerce,
GFGC, bannur , mysore (Dist), Karnataka, India
nandanace@gmail.com,7090200069.

Prathima B.T.

Assistant Professor, Dept. of commerce,
GFGC, Bannur, , Mysore (Dist), Karnataka, India
prathima.bt1984@gmail.com 9632311317.

Abstract:-

“It doesn't matter whether you do small or big Job; what matters is job Contentment”

Job Satisfaction is one of the important elements for each employee who are all working in the organization. As we Quoted earlier whether it is big job or small one that does not matter if that job provide job satisfaction to the employee. The productivity of the employee is completely depending upon the job satisfaction. The productivity and job satisfaction both are interdependent term. To achieve individual objectives as well as organizational objectives there must be a positive co-relationship between productivity and job satisfaction. Job satisfaction is regarded to one's feelings or state of mind concerning the nature of their work. Job satisfaction can be influenced by a variety of factors e.g. quality of one's relationship with their superiors, quality of physical work environment, salary, timings of work etc. This Article is to understand the mind stale of the bank employees i.e. how they behave to the different working conditions, what are their perceptions towards their own superiors, how they react to the physical work settings, who are their co-workers, etc.

Key words: Productivity, job Satisfaction, individual objectives, physical work environment.

Introduction:-

Job satisfaction is one of the important factors which have drawn attention of managers in the organization as well as academicians. Various studies have been conducted to find out the factors which determine job satisfaction and the way it influences productivity in the organization. Though there is no conclusive evidence that job satisfaction affects productivity directly since productivity depends on so many variables, it is still a prime concern for managers. Job satisfaction is the mental feeling of favorableness which an individual has about his job. It is often said that “A happy employee is a productive employee.” Job satisfaction is very important because most of the people spend a major portion of their life at their working place. Moreover, job satisfaction has its impact on the general life of the employees also, because a satisfied employee is a contented and happy human being. A highly satisfied worker has better physical and mental well-being. The study tries to evaluate how human resource factors affect the satisfaction level of employees in nationalized banks in Mysore District, Karnataka, India.

The world has open spun into the new millennium and along with; it has ushered a new era of intense competition and ever changing value equations. The fact that organization has been transformed from a structured assembly line production orientation to a focus a knowledge creation by each and every personnel of the organization. In a competitive global business scenario, no organization will survive unless it is able to match the duality and the cost of its competitors. Realities are focusing us to concentrate more upon changing the attitude of employees, enabling them to take up independent responsibilities and empowering to execute them by using their knowledge and skills in latest technologies and thus motivating them to use their capabilities in their respective areas of excellence. Employees' expectations are heightened not only by their return on what they do. In terms of fees, salary and career, but they want exposure to many more ideas and developed skills. That's the window the employee and employer have for expectations to be met. Job satisfaction survey measures employee's issues, which include anything from performance management to perceptions of work place.

JOB SATISFACTION - MEANING AND DEFINITION

Job satisfaction refers to a person's feeling of satisfaction on the job which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job. Satisfaction does mean the simple feeling state embanking the attainment by an impulse of its objective. Research workers differently described the factors contributing the job satisfaction and the job dissatisfaction.

'job satisfaction is an emotional response defining the degree to which people like their job- Siegel and Lance

“Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal or one's job or job experience” - E.A.Locke

“Job satisfaction is the amount of pleasure or contentment associated with a job. If you like job intensely, you will experience high job satisfaction. If you dislike your job intensely, you will experience job-dissatisfaction” - Andrew.J.DuBrins

“job satisfaction as workers' emotional orientation toward their current job roles”- Vroom

“job satisfaction is essentially the psychological disposition of people toward their work”- Schultz

“Job satisfaction is the set of favorable or unfavorable feelings with which employees view their work” - Keith Davis and Newstrom

Job satisfaction is a result of employees' perception of how well their job provides those things that are viewed as important. It is generally recognized in the organizational behavior field that job satisfaction is the most important and frequently studied attitude.

LITERATURE REVIEW:-

1. **Evren Esen** (2007) examined in terms of banks and staff size as well as employee age and gender more than 20 indicators of job satisfaction including career-advancement opportunities, benefits, the flexibility to balance life and work, and compensation.
2. **Herzberg's motivationhygiene theory and dual factor theory (1968)** also known as two- factor theory states that there are certain factors in the workplace that causes job satisfaction, while a separate set of factors causes dissatisfaction. He envisaged that job satisfaction and job dissatisfaction act independently. His theory suggests that to improve job attitudes and productivity, administrators must recognize and attend to both sets of characteristics and not assume that an increase in satisfaction leads to decrease in Un-pleasurable dissatisfaction. Some Researchers have approached Maslow theory of motivation to boost job satisfaction amongst employees and also considers the two-factor theory.
3. **Joanna Penn** (2008) teaches how to improve your position in your current employment, gaining more from your job, discovering more about yourself and what it is you would be happy doing, stress management and people management .
4. **M.I. Meena et.al. (2012)** studied on analysis of employee satisfaction in banking sector, where she has suggested different strategies for better job satisfaction keeping various factors of Job satisfaction in mind.

STATEMENT OF THE PROBLEM

The purpose of this study is to examine the correlation between the level of job satisfaction of Nationalized Banks with special reference to State Bank of India branches in Mysore District, Karnataka, India. State Bank of India employees are the central forces of the banks and only with their efficiency, a bank can move into success. Only with a group of satisfied employees the bank can lead into success. For employees satisfaction the bank must provide adequate welfare measures. By conducting a job satisfaction survey we can analyze whether the employees are satisfied or not and also whether they

are motivated by the general, welfare, financial and other related factors.

Conceptual Research mode:-



Objectives of the Study:-

- 1) To Analyse the factors that affects the job Satisfaction.
- 2) To Analyse the Effects of Technology on Employee Satisfaction.

Factor that affects the Job Satisfaction:

Although there is a vast number of researches have been done about the factors that affect job satisfaction, there is no clear standard that shows which aspects of a job should be considered as a measurement of job satisfaction. There are many factors which affects the job

satisfaction among the employee. They are monetary incentives, working condition, working hours, supervision, job design, stress, demographic characteristics etc.,

- 1) **Monetary incentives:-** This is one of the factors which directly influence on the job satisfaction among the employees. Monetary benefits are very much essential for all human-being to live their life. If the employees work earn good return for them, then automatically there is good productivity in the employees work.
- 2) **Working Condition:-** As we know that if there is a conducive environment in the working place, then there is a positive relationship between productivity and job satisfaction. Working condition includes good ventilation, lighting, colouring used for painting etc., According to several studies there are different factors that affect the level of employee satisfaction with their workspaces such as quality of air and temperature, design of building, lightening and noise.
- 3) **Supervision:-** Management play a crucial role in employee satisfaction. Management should treat employees as assets not the liabilities. Whatever the amount invested on the employees should be treated as assets, it will bring the return in the future days. Management should give chance or freedom to the employees to express their opinion or ideas. There should be a democratic style of leadership in the organization to increase the job satisfaction among the employees.
- 4) **Working hours:-** It also one of the important elements which influence on the job satisfaction of the employees who are working in the organization. There must be a facile working hours for the employees. The management should also concentrate on leisure hours to bring efficiency in the work. If there is no proper resting hours there is chance on adverse effect on productivity as well as level of job satisfaction.
- 5) **Job Design**:- Many theorists found that job design can influence the level of job satisfaction. Variety of reward, motivation, encouragement, autonomy and recognizing employees are the characteristics of jobs that provide satisfaction. The lack of each factor can reduce the level of job satisfaction.
- 6) **Stress**:- Stress is another factor which influence on the level of job satisfaction. There are lot of factors such as crowded branches, employee and employment ratio, government

policies etc which cause stress among employee who are working in the bank can also reduce level of job satisfaction among them.

- 7) **Demographic characteristics:** Factors such as gender, age, qualification and experience are the demographic characteristics. Many studies have been done about these factors and their relationship with job satisfaction, and the results indicated both positive and negative correlation between these factors and job satisfaction.

The Effect of Technology on Employee satisfaction:

Now a days Technology play a crucial role in the banking sector to provide good service to the customer as well as to increase level of job satisfaction among the employee of the banks. The Technology reduce the work of customer to stand queue in the bank to get the service. The way of people to do banking has changed a lot, they prefer to use ATMs and pose machines for shopping instead of standing in bank queues. some technology such as the internet, mobile and ATMs, bank branches become quiet and the pressure on employees has been decreased significantly. All in all technology has positive effect on the level of employee satisfaction . Here are some of the e-banking services which impact on the banking services and consequently job satisfaction.

- 1) **Payment Cards:-** The previews payment cards had the special technology, this technology stored data on the card in machine-readable form. Although a huge number of transactions done by credit and debit cards, stripe technology have a crack, the information in cards are accessible and can easily be manipulated. Because of security problem, bank started to test smart cards with new technology. Because of the better technology that smart cards have, it can offer a more convenient and safer system for payment. These cards can also manage different applications while guaranteeing customer's security.

- 2) **Mobile Communication Devices:-**The degree of popularity of mobile payments increased more when financial sectors found this network was cheaper than traditional methods. This technology changed the way of payment from paper- based system to mobile system. Financial sectors especially banks offered the system that customers could purchase goods buy

their mobile. Customer can use various apps to make the payment as well as receive the amount without wasting of time.

3) **Internet:-** Due to internet technology the banking industry has been improved significantly. In today's world physical branches are considered as a thing of past. Nowadays credit and debit card purchases are estimated at 5.8 trillion annually. Bank started using internet banking for reducing their costs, that time the cost of branch transactions was \$3.00, for ATM \$0.75, and \$0.12 for an internet transaction, hence banks tried to provide a platform for their customers to use the internet banking. Nowadays, people not only manage their money online, but also they can shop and have the latest news. A Bank's customers will receive e-mail reminders for important events about their account such as new statement, credit limitations, payments and etc.

Conclusion:-

The future of an organization largely depends on its productivity and productivity depends on the employees who work for the organization. If the employees are very productive in nature, no one can beat the organization. To make the employees more productive, the organization should try to satisfy the employees to the maximum extent. Every organization must conduct employee survey every year to compare the present satisfaction level with the past. Job satisfaction is believed to reflect an individual's affective and/or cognitive assessment of his or her working conditions and job attributes. It has been traditionally used to confirm the effectiveness of job redesign and motivational conditions at work.

References:-

1. Applied Psychology, pp95-105 Australian Journal of Business and Management Research Vol.1 No.9 [113-123] December-2011
2. Applying Multigroup Confirmatory Factor Models for Continuous Outcomes to Likert Scale Data Complicates Meaningful Group Comparisons. *Structural Equation Modeling*, 11, 514-534
3. D.Paul Dhinakaran, "Training and Development Programmes in Tamilnadu State Transport Corporation Limited, Kumbakonam", international Journal of Research in

Commerce, IT & Management, (ISSN (online):0976 -2183), Volume 3, Issue 12, Dec2013, P. 146-149.

Arya, P.P., "Work Satisfaction and its Correlates", Indian Journal of Industrial Relations, 1984, Vol. 20, Issue No. 1

- 3) Campion, M. A. & McClelland, C. L. (1993). Follow-up and extension of the interdisciplinary costs and benefits of enlarged jobs, *Journal of Applied Psychology*, 78, 339-351.
- 4) Campion, M. A., Cheraskin, L. & Stevens, M. J. (1994). Career-related Antecedents and Outcomes of Job Rotation. *Academy of Management Journal*, 37(6), 1518-1542
- 5) Satisfaction of Workers - A Prediction Study", Harvard University, Boston, 1958. 7315.
- 6) Scheuring-Leipold, Malissa A. (2008), 'Job Satisfaction' , VDM Verlag
- 7) Sharma, B.R., "The Indian Industrial Worker: Issues in Prospective", Vikas Publishing House, Delhi, 1974.
- 8) Shartle, C.L., "Occupational Information", Prentice-Hall, Englewood Cliffs, N.J., 1969
- 9) Shurti Suresh Rao Deshpande, "Job Satisfaction among bank employees a study with Reference to Nanded (M.S.)",
- 10) Dr. M.G. Varshney, Sangeetamalpani (Feb-2014) "Paper on job satisfaction of sbi employees" published in IOSR-JBM, E-ISSN: 2278-487X, p-ISSN:2319-7668. Vol-16, Issue 1. P.p. 44-52.
- 11) D. Paul Dhinakaran, "Recruitment Selection Process in Tamilnadu State Transport Corporation Limited, Kumbakonam", International Journal of Social Science & Interdisciplinary Research, (ISSN (online) 2277 – 3630, Volume 2, Issue 4, April (2013), P.61-68.
- 12) Dubey, B.L., Uppal, K.K., Varma, K.K. and Padma Dwivedi, "Job Satisfaction and Need Hierarchy among Bank officers", Indian Journal of Labour Economics, 1983, Vol. 26, Issue No. 12.