

WORKING CONDITIONS AND JOB SATISFACTION: A STUDY WITH SPECIAL REFERENCE TO PRIVATE SECTOR BANKS

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Abstract : This study explained the nature of relationship between working conditions and job satisfaction of the employees in the banking sector of Ernakulam. It helps to measure the working conditions effectiveness by the job satisfaction so that banks can improve their performance by satisfying their employees. For the measurement of the job satisfaction and working conditions, Friedman Rank Test was considered to analysis the nature of relationship between them. This paper focuses on the relative importance of working conditions and their impact on the overall job satisfaction of employees.

Keywords: **Job satisfaction, Banking sector, Employee perception, working conditions of employees**

I. INTRODUCTION

Job satisfaction is an important factor about working conditions and the predictors of work behaviour. The benefits of job satisfaction for an organization are to reduce complaints and grievance regarding workers, better turnover and absenteeism and to reduce cost of training as termination of employees and also improved punctuality and work morale of the workers. Working condition is a crucial factor to satisfy worker. Working conditions include latest technological aid, adequate rest time, infrastructure facilities, safety measures, cleanliness and air circulation etc. This study determine the relationship between employee's working condition and job satisfaction as it is a cause of negative profit of banking sector. In addition banks can make strategies to perform better by satisfying their employees. Job satisfaction relates how an individual is satisfied with his or her job. Higher the job satisfaction of the workforce, higher is the improvement in work quality and productivity which eventually leads to better satisfaction of loyal customers. It is a measure of worker's sense of achievement and success and is inferred to be directly connected to productivity as well as to personal wellbeing.

II. Review of Literature

(Nadaf, 2018) suggested job satisfaction is considered as psychological ideas and it is more depend upon the organizational feelings of employees. He also selected some variables for analysis such as Demographic profile, nature of work, job security, promotional opportunities and family and work life balance. He also explained about the various concept and factors affecting job satisfaction and their connection with all factors. Based on the analysis it is understood that working hours of bank, salary package, basic requirements, leave facilities, age of employees are significant relation with job satisfaction.

(Aarit Chahal et al., 2013) have surveyed the level of job satisfaction of Canara Bank employees in Delhi. He enquired about the variables affecting the satisfaction level of employees and the relationship between their personal factors. Factors like salary of employees, work load, performance appraisal system, working hours, promotional strategies, employees relationship with management, have serious influence on improving job satisfaction of employees in Canara Bank.

According to (singh, 2011) this study brings into notice about how sectoral difference brings a huge difference and demonstrates the impact on the level of job satisfaction of the employees. Certain sectoral differences like the differences in terms of compensation, social and job environment along with enrichment, growth opportunities and exposures play an

important and significant role in influencing the job perceptions and the satisfaction of employees in both the Indian and other banks worldwide. In addition to the above, the current study strives and attempts to enrich and upgrade the existing knowledge and knowledge base in the area of attaining job satisfaction in the whole of bank sector and to encourage the bank employees to focus on the job satisfaction in both Indian and the foreign banks.

Hussain (2006) in his study entitled as “A Study on Perception, Aspiration and Job Characteristics of the Employees in Private Sector Banks in Sivagangai District of Tamil Nadu” was done in order to calculate the difference and also in order to analyze the perception and aspiration of the job characteristics and how it affects the level of job satisfaction of the employees. The study was done with the help of 21 officers and 79 clerks. They were selected at a random method from 5 different private sector banks with around 31 branches. The result showcased a positive relationship between the perception of the job characteristics with an uprising favour of job security, recognition and work environment.

(Zaki, 2003) in his study analyzing the level of job satisfaction of one non – managerial staff of the Lebanese banking pointed out there existed a prominent relationship between the reference to pay and supervision and the level of satisfaction of the employees. It is the prime responsibility of management to take care of the supplements by maintaining the satisfaction of the job level high. The study also showcased that the female employees were satisfied with the pay whereas the male employees with the level of supervision.

(Nazir, 1998) for his study, the data was collected from a sample of 245 clerks of private banks in Srinagar situated in the district of Jammu and Kashmir. This study was adopted in order to study the perceived importance of job facts and attempted to clear and study the overall level of job satisfaction of the employees. Moreover it also try to identify the determinants of job satisfaction including the perceived importance of some jobs as well as the background factors of their overall job satisfaction of the employees working under the banking sector. The result showcased that over 76% of the clerks were well satisfied with their jobs whereas 24% were dissatisfied.

(Arya, 1984) in his study titled “Work Satisfaction and its Correlates”, concludes that the employees working in union with the trade unions seen to be more satisfied and contempt whereas employees working under disturbed organizations that is in poor industrial relations were usually found to be more disturbed and less satisfied. A worker who is completely in stress cannot work efficiently and thus could not produce good outcomes as expected. by many of the modern day undertakings. Two major competitive disadvantages faced were the higher employee turnover and dissatisfaction in the job .

(Blum, 1968) according to this study it was concluded that the level of job satisfaction of an employees is dependent on factors like the employee’s attitude towards wages, working conditions, the employment stability, career expansion, social relations on job and includes fair treatment by employer and other factors. This tries in succeeding to cover all the industrial psychology, seen as the application of psychological knowledge and as a method to the human problem in the industry. In adding to the above mentioned it is also related and concerned with peoples work related values, behaviour, attitudes and how all these impose on impact on the level of satisfaction of the employees.

III. SIGNIFICANCE OF THE STUDY

The present study is devoted to analyze the employee’s working conditions and job satisfaction of bank employees in Ernakulam district. The study will be helpful for better understanding about the working conditions of the bank employees which may motivate them for better productivity and help make good environmental conditions for job satisfaction. It also provides better level of job satisfaction among the employees in banking sector. This study may help the banks and will be highly beneficial to both the employers and employees giving them valuable information on job satisfaction.

IV. STATEMENT OF THE PROBLEM

Banking sector has a prominent place in the economic growth of emerging economies like India. In developing countries a huge chunk of population always lives in poverty and is denied formal financial services. In the provision of formal financial services at a reasonable rate, banking sector has a prominent role to play. In the present era, there exists a stiff competition among banks in attracting customers. Improved services act as a catalyst in the drawing of customers from competitor banks. For customers to remain there better services should be provided. Instead, they will switch over to other banks. Hence in retaining the existing customers and drawing new customers towards the bank, the role of employees working in banks become more vital than ever before. This is possible only if the employees perform their duties efficiently. This efficiency enhances the quality of work. This makes it necessary to motivate the personnel who are working in the banks.

V. Objective of the study

To study the factors related to working conditions and job satisfaction of private sector bank employees.

VI. Methodology of the study

For the study of Job satisfaction simple random sampling method was adopted. The study is limited to a five selected private sector banks in Ernakulam district. Altogether five hundred were chosen from various private sector banks. A Five-point scale was used to record answers to the question. The reference period of survey was 2017 – 2018. The structured questionnaire and some personal interviews are the sources of collecting primary data. The journals and internet etc. are the main source of collecting the secondary data.

VII. Data Analysis and Interpretation

To identify the employee's perception with regard to working condition offered at their work place Friedman Rank Test is employed. The following table1 discloses the result of the study.

Table 1
Working conditions and Job satisfaction

Particulars	Strongly Agree	Agree	Neutral	Dis Agree	Strongly Disagree	Total	Mean Score	Rank
Organization provides required working conditions to do the job effectively	14	386	61	39	0	500	3.59	4
	(2.80)	(77.20)	(12.20)	(7.80)	(0.00)	(100.00)		
Latest technological aid and facilities are provided by the organization	82	281	31	106	0	500	3.61	3
	(16.40)	(56.20)	(6.20)	(21.20)	(0.00)	(100.00)		
Adequate rest time during the work is satisfactory	60	169	75	186	10	500	2.73	6
	(12.00)	(33.80)	(15.00)	(37.20)	(2.00)	(100.00)		
Infrastructure provided by the management is highly satisfied	72	266	50	111	1	500	3.49	5
	(14.40)	(53.20)	(10.00)	(22.20)	(0.20)	(100.00)		
Safety and Protection measures of the organization is satisfactory	62	320	53	65	0	500	3.72	2

	(12.40)	(64.00)	(10.60)	(13.00)	(0.00)	(100.00)		
Cleanliness, air circulation, lighting and ventilation facilities are satisfactory	79	312	54	55	0	500	3.85	1
	(15.80)	(62.40)	(10.80)	(11.00)	(0.00)	(100.00)		

From the Friedman rank test, it is inferred that majority of the employees perceive that working condition is found clean, office setup is made for having sufficient air circulation, sufficient lighting facility is provided followed by safety and protection measures offered at their organization is satisfactory, latest and updated technological aid and facilities are extended at their organization.

VIII. Findings

From the Friedman Rank Test disclosed that

- ✓ Working condition is found clean
- ✓ Office setup is made for having sufficient air circulation
- ✓ Sufficient lighting facility
- ✓ Safety and protection measures offered at their organization is satisfactory
- ✓ Latest and updated technological aid and facilities are extended at their organization.

XI. Conclusion

Based on the above analysis, the different working conditions like sufficient air circulation, lightning facilities and ventilation facilities, safety and protection measures, latest technological aid and facilities offered at their organization is satisfactory. But some working conditions like infrastructural facilities and rest time do not yield sufficient satisfaction. Hence job satisfaction is an important factor about working conditions and it leads to an improvement in quality of work and productivity.

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