

# JOB SATISFACTION AT WORK ( A CASE STUDY OF PUNJAB NATIONAL BANK 'S EMPLOYEES OF ROHTAK DISTRICT)

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## Abstract:

Satisfaction from life and every work is the important aim of every one's life. Every employee wants to get higher level of satisfaction from his job. It may be favorableness or unfavorableness with which employees view their work. Job satisfaction is a psychological concept and it is mostly depend upon the internal feeling of the employees. There are a lot of independent variables on which job satisfaction is depending. These are pay, educational qualification, job security, promotional opportunities and family & work life balance. The objective of the study - To measure the overall level of job satisfaction , To analyze different demographic variables affecting job satisfaction level and To identify the factors which make the employees more satisfied. Mainly primary data used and the study area is limited to Rohtak District.

**Keywords:** Job satisfaction, Punjab National Bank , Need of job satisfaction, Determinants of job satisfaction.

## 1. INTRODUCTION

Job satisfaction is dynamic , as it can go as quickly as it comes. it is a positive emotional state that occurs when a person's job seems to fulfill important values, provide these values are compatible with one's needs. Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job experience. Employees have attitude about many aspects of their job , their career and their organization. Technology has a rapidly changed the nature of banking business. The success of any bank depends on its human resources. Bank employees are play a vital role between the management and the customers. Satisfied happy and hard working employees are responsible for the productivity, profitability and quality customer service of any bank. Because banking is primarily a labor intensive service sector. In short job satisfaction is a synchronization of what an organization requires of its employees and what the employees are seeking of the organisation.

It can be defined as job satisfaction as a pleasure or positive emotional state resulting from the appraisal of one's job or job experience.

### 1.1 Need of Job Satisfaction

- Job satisfaction : Its relationship with the mental health of the individual.
- A positive relation with physical health of the individual
- Goodwill about the Organisation
- Making an individual live with organization
- Reduce Absenteeism

- Reduce Turnover of Workforce

## 1.2 Determinants of Job satisfaction

Job satisfaction is derived from and is caused by many inter-related factors. Like

- **Personal Factors:**
  - ✓ Sex
  - ✓ Number of Dependent
  - ✓ Age
  - ✓ Education
- **Factors controllable by management**
  - ✓ Security
  - ✓ Pay
  - ✓ Opportunity for Advancement
  - ✓ Working Conditions
  - ✓ Co- Workers
  - ✓ Supervision

## 1.3 Punjab National Bank

Punjab National Bank is an Indian multinational banking and financial services company. It is state owned corporation based in New Delhi, India. Founded in 1894, the bank has over 6968 branches and over 9935 ATM across 76 cities. It serves over 80 million customers.

Functions of PNB

- ❖ Receiving deposits from public
- ❖ Making Loans and Advances
- ❖ Use of cheque System
- ❖ Transfer of funds
- ❖ Other functions like- Lockers to keep valuable articles of customers in safe custody, Acting as agent for its customers to buy and sell gold and silver and securities on their behalf.

## 1.4 Statement of problem

Bank plays an important role in the economic development of every nation. They have control over a large part of supply of money in circulation. . In achieving efficiency and attaining higher productivity the banks modernized their services with modern devices like computers and other gadgets. Thus in modern days the competition among banks in providing banking services has become so keen and acute. For the effective services, every bank should satisfy its employees in all aspects. The job dissatisfaction of the employees seriously affect the customers who are getting banking services from such employees. Therefore in recent times in many banks customer attrition could be noticed at a higher rate. Hence it is a serious problem affecting the national economy. Hence this research aims to explore job satisfaction level of bank employees of Punjab National Bank with special reference to Rohtak District. Therefore, this study focuses to know the satisfaction level regarding the Punjab National bank of Rohtak District.

## 1.5 Objectives of the Study

The present study has to assess the following objectives:

- 1 To measure the overall level of job satisfaction of employees.
- 2 To study the relationship between demographic profile and job satisfaction level of PNB employees..
- 3 To understand the relative importance of the factors which make the employees more satisfied.

## 2. METHODOLOGY

### 2.1 Nature of data

The present study uses both primary and secondary data in the light of the requirement of the research objectives.

### 2.2 Primary Data

For collecting primary data a set of pre-designed questionnaire were used to find out the level of job satisfaction of PNB employees of Rohtak District. In order to collect the necessary data the researcher visited the concerned branch and administered the structured questionnaire personally to the respondents.

### 2.3 Secondary Data

Secondary data are the information gathered from sources already existed. In present study it would from different sources like:

- Journals, magazines, periodicals, and publications.
- Newspaper having information about PNB detail.
- Through Internet.
- Through Books and other available resources

### 2.4 Sample Size

Sample size is the number of respondents included in a research. Here, a sample of 100 employees of PNB withdrawn out of population.

### 2.5 Sample Design

As the study of job satisfaction involves relationship with various personal variables, therefore , descriptive research design is suitable.

### 2.6 Sample Technique

Probability sampling technique will be used for the study. Here, Randomly sampling technique will be adopted.

### 3. ANALYSIS AND INTERPRETATION

#### ➤ Overall satisfaction level

Table No. 1

	Range	Frequency	Percentage
Highly Job Satisfied	50 and above	18	18.00
Moderately Job Satisfied	32-49	60	60.00
Low Job Satisfied	Below 32	22	22.00

Source : primary data

Table No. 1 It is clear that majority of bank employees (60%) are moderately satisfied with their job, whereas 18% bank employees are highly satisfied and remaining 22% are low satisfied with their job.

#### ➤ Differential Analysis

The mean, SD and 't' score of job satisfaction among male and female employees of PNB is given in Table No. 2

Table No. 2

't' value for job satisfaction among male and female employees of PNB

Gender	N	Mean	S.D.	T value
Male	53	41.49	8.82	.499 <sup>NS</sup>
Female	47	42.40	9.46	

NS= Not Significant

Table 2 reveal that the mean score of male and female bank employees are 41.49 and 42.40 respectively. The t value is not significant at any level. It shows that male and female don't differ significantly on job satisfaction. Both are having almost same type of job satisfaction.

Table No. 3

ANOVA Table of job satisfaction in different age group of bank employees

Source	Sum of Square	Df	Mean Square	F	Sign Level
Between Groups	249.55	2	124.77	1.524	.223
Within Groups	7943.80	97	81.89		
Total	8193.36	99			

From table 3 , It is evident that F value of .223 with df (2,97) is not significant any level of significance. Therefore it can be said that there is no significant difference among the age group. It means that various categories pertain to the same population with regard to their mean scores. Hence it can be said that age of the bank employees does not have any impact on job satisfaction.

**Table No. 4**

**ANOVA Table of Job Satisfaction of bank employees in relation to their Salary**

Source	Sum of Square	Df	Mean Square	F	Sign Level
Between Groups	1311.40	2	655.70	9.242	.000
With in Groups	6881.95	97	70.95		
Total	8193.36	99			

From table no. 4 , it is evident that F value of 9.42 with df ( 2,97) is significant any 0.01 of significance . Therefore it can be said that there is a significant difference among the different salary groups. It means that various categories do not pertain to the same population with regard to their mean scores.

**Table No. 5**

**ANOVA Table of Job Satisfaction of bank employees to their Educational Qualifications**

Source	Sum of Square	Df	Mean Square	F	Sign value
Between Groups	654.22	3	218.07	2.77	.065
Within Groups	7539.14	96	78.53		
Total	8193.36	99			

From table 5 , it is evident that F value of 2.77 with df (3,96) is not significant any level of significance. Therefore it can be said that there is no significant difference among the different educational qualification groups.

➤ **Rank Analysis**

This section indicates about the factors which effects job satisfaction of bank employees.

**Table No. 6**

**Factors affecting Employees Satisfaction**

S.No.	Factors	Mean	Rank
1	Salary	2.06	I
2	Job Security	2.98	II

3	Co Workers	4.88	VI
4	E- Banking	3.98	V
5	Promotion	3.54	III
6	Working Condition	3.56	IV

It have been observed from the analysis of various factors that salary ( mean- 2.06) and job security ( mean- 2.98) are the major factors that affects employees satisfaction.

#### 4. FINDINGS AND CONCLUSION

- Majority of the sample respondent 53% are male and followed by 47% female respondents.
- Majority of sample respondents are 53% are in the age group of 30-50 years.
- Most of the respondent 49% monthly salary are between Rs. 25000-50000 per month.
- Most of respondents 44% are Clerks followed by 40% officers.

**While analyzing the level of job satisfaction , majority 60% respondents were moderately satisfied with their job , while a significant number of them 22% were low satisfied and 18% employees were found highly satisfied with their job.**

Employees is one of the key factors of the organization success. No Organization can succeed without a certain level of satisfaction and effort from its employees. So for the success of banking , it is very important to manage human resources effectively and to find whether its employees are satisfied or not. This study cover a wide range of indepent variables that significantly influences the job satisfaction of employees working in Punjab National Banks.

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