

IMPACT OF WORKING ENVIRONMENT ON JOB SATISFACTION OF BANK EMPLOYEES

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Abstract: Working environment comprised not only the physical resources but also intellectual resources and social relations. It reflects the relation between the two resources. Ignorance of the one factor has a great impact on another. The intellectual resources are the major asset of the organization. To make them happy and satisfied is very important to achieve the goals of the organization. A happy and motivated employee always contributes their best to achieve the results which ultimately contribute to the growth of the entire economy. Employee job satisfaction is linked to the facilities provided to them at work place. The present paper focuses to study the impact of work environment on job satisfaction of the bank employees. A sample of 250 foreign bank employees has been selected for the purpose. The result of the study found that employees are satisfied with the given working conditions.

Key words: Work, Working environment, job satisfaction, bank, employee.

Introduction

Workplace comprises different parties like employee, employer, management, etc.. All these pillars play a vital role in the development of the organization. The employer provides the resources to work and the employee uses the resources to achieve the results. Satisfaction of the employees enhance the productivity of the concern. Working conditions of the organization are the combination of compensation, job security, idea's expression, health provisions, growth opportunities, etc.. Job satisfaction is the degree of happiness among the employees related to the given working conditions.

The working environment has a significant impact on the job satisfaction of the employees (Raziq and Maulabakhsh; Salunke 2015). The physical environment as well as mental environment affects the health and functioning of the employees. Every employee wants an impartial and stress free working environment which provides them growth opportunities. Foreign banks are also a major contributor in Indian economy. There is a need to satisfy and motivate employees in banks. Satisfied and motivated employees positively contribute towards goal achievement.

Literature

Jain & Kaur (2014) studied the impact of work environment on job satisfaction with a sample of 100 people and bar chart. Study analyzed work environment and concluded that good working conditions, recreational & refreshment facilities, health & safety, fun at work place increase job satisfaction.

Raziq & Maulabakhsh (2015) studied three factors of working environment, namely top management & esteem needs, job safety, security & work hours and relationship with co-workers with a sample of 210 employees and found that the working environment has statistically significant impact on job satisfaction.

Salunke (2015) analyzed working conditions of cooperative sugar factories in Maharashtra and its impact on job satisfaction. With a sample of 850 employees and Chi Square test study found not only a significant relationship between work environment and job satisfaction, but also a positive effect of it on job satisfaction.

Aziz, et al. (2015) studied the contribution of working environment towards job satisfaction in hospitals and concluded a major role of workplace conditions to increase job satisfaction.

Bojadjiev, et al. (2015) collected data from 169 employees and identified that characteristics of working environment significantly predicts job satisfaction among the studied employees.

Agbozo, et al. (2017) assessed the effect of the physical work environment, psychological work environment and social work environment. The study found that most desirable factor that contributes in job satisfaction is the physical work environment.

Objective

The objective of the study is to assess the impact of the working environment on job satisfaction.

Research Methodology

A sample of 250 bank employees has been taken from five foreign banks, 50 from each namely HSBC, Citi Bank, Standard Chartered Bank, Deutsche Bank and Royal Bank of Scotland. Data was collected through a questionnaire with Five points Likert scale ranging from 1 for strongly disagree to 5 for strongly agree. Bar charts have been prepared for the purpose.

Analysis and interpretation

Data transcribed in SPSS 21 and processed.

1. Job offers good working conditions

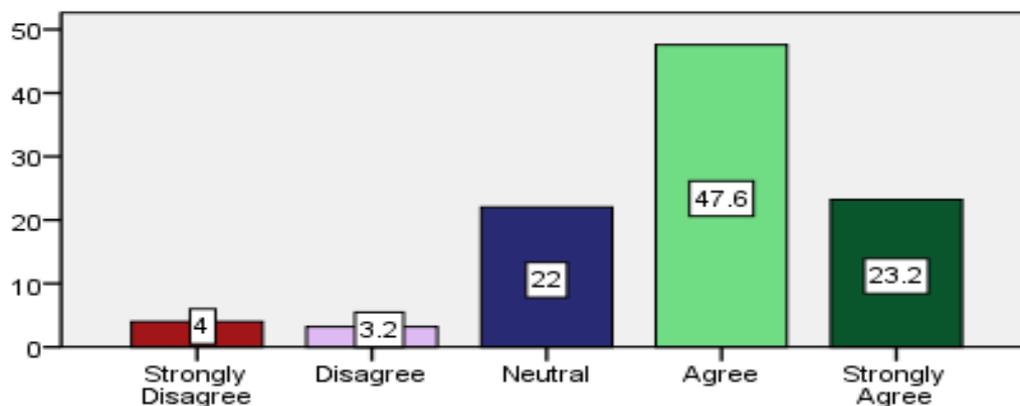


Figure 1 good working condition

Figure 1 shows that 47.6 percent of bank employees are agreed and 23.2 percent is strongly agreed that banks are offering them a good standard of living. Only 7.2 percent of employees are not agreed.

2. Job security

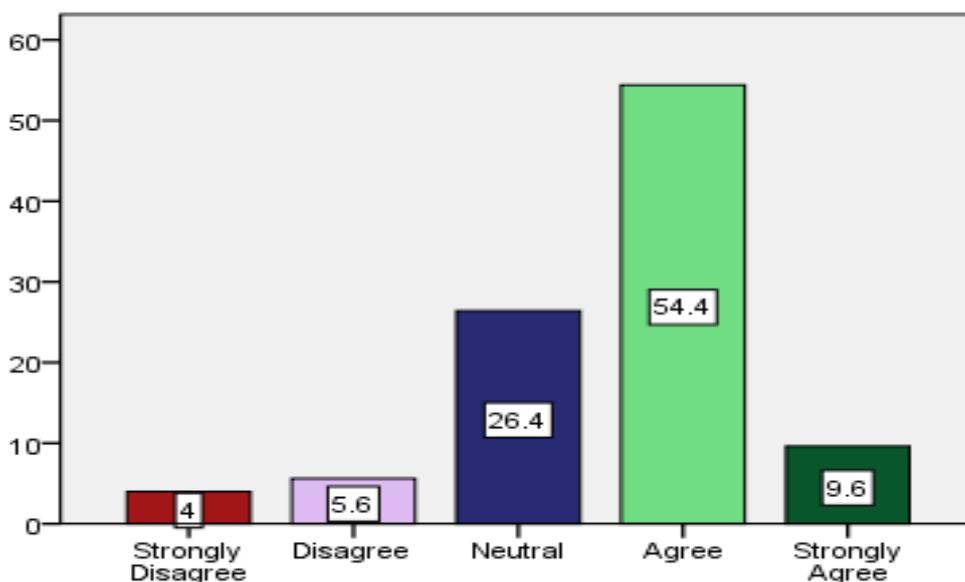


Figure 2 enough job security

Figure 2 shows that banks are providing enough job security to employees with given percent of 54.4 as agreed and 9.6 strongly agreed.

3. Sufficient health and safety provisions

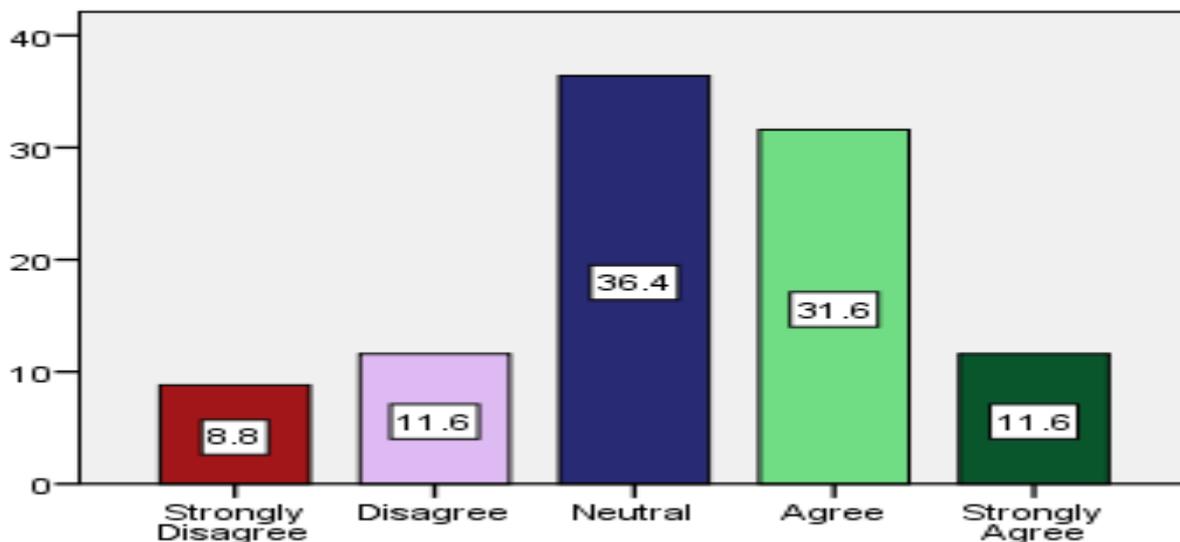


Figure 3 sufficient health and safety provisions

Figure 3 reveals that employees are less satisfied with his given health and safety provisions as shown by the percentages of agreed and strongly agreed.

4. Schedule of work and rest

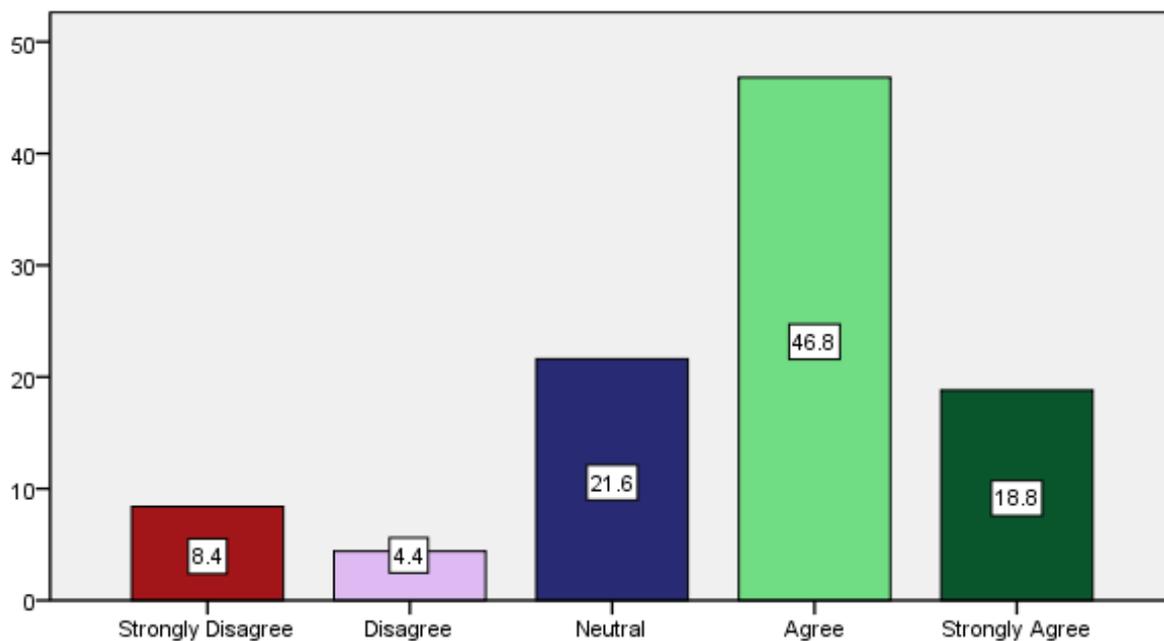


Figure 4 Schedule of work

Almost 65.6 percent are in favor that they have a balanced schedule of work only 12.8 are not in favor. And 21.6 percent are neutral in this case as shown in figure 4.

5. Opportunities to make own decisions

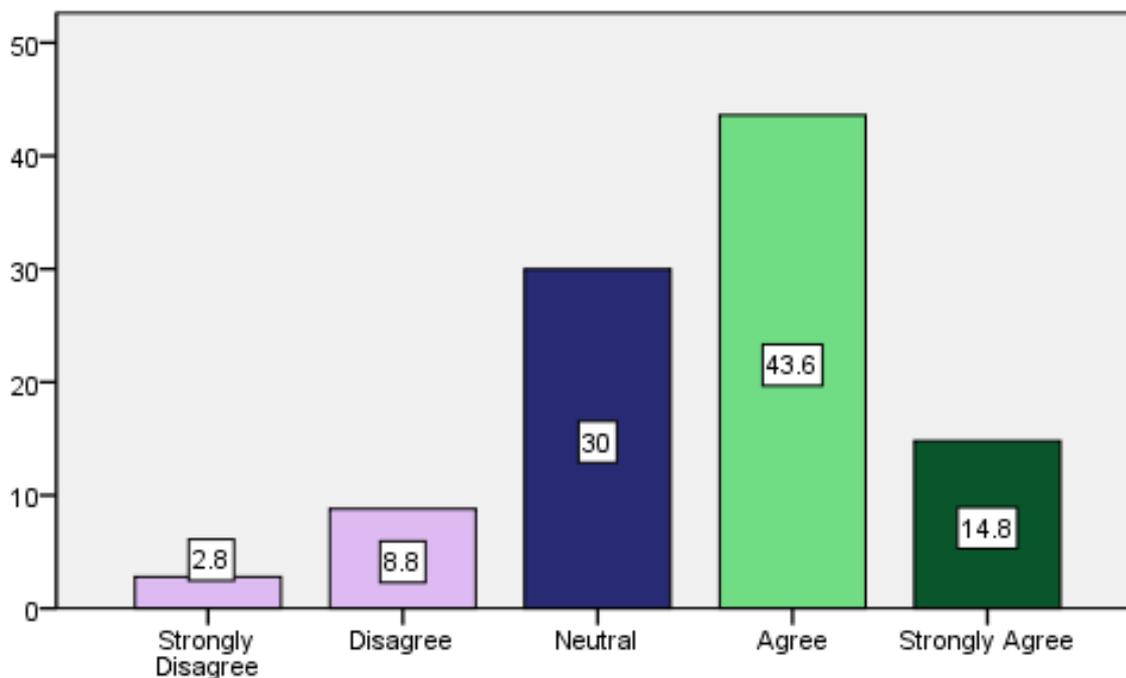


Figure 5 opportunities to make decisions

Figure 5 shows 43.6 percent of bank employees are agreed and 14.8 percent is strongly agreed that banks provide them enough opportunities to make their own decisions.

6. Recognition for good work

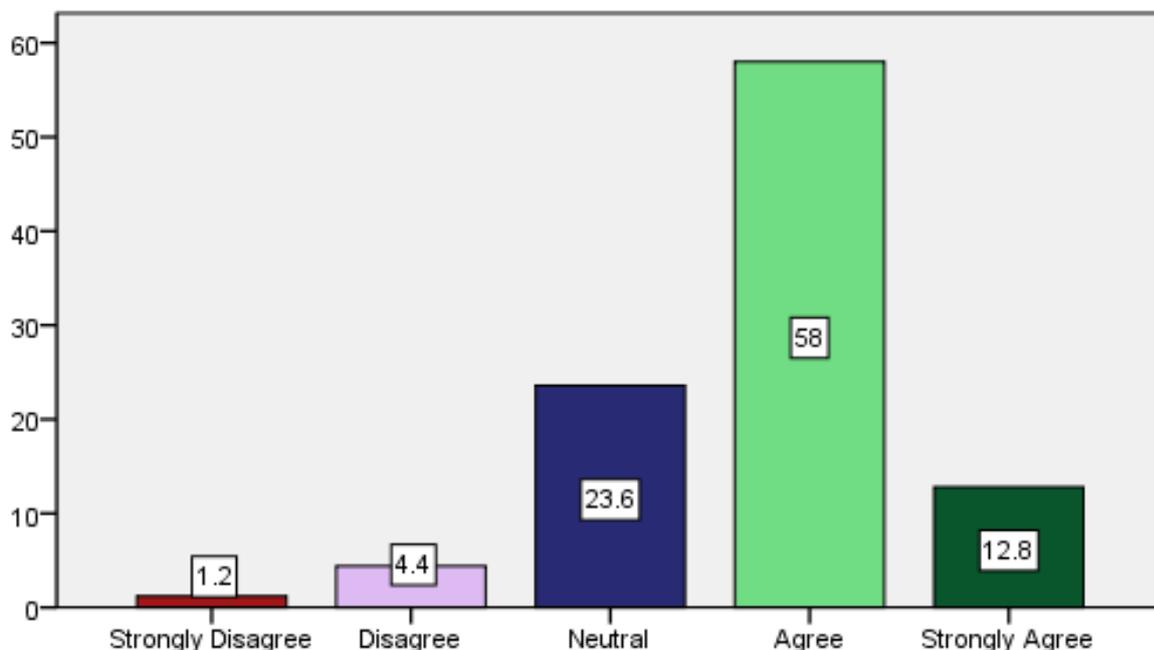


Figure 6 recognition for good work

70.8 (58+12.8) percent employees are satisfied with the given recognition for good work. Only 5.6 percent is not satisfied and 23.6 percent is indecisive.

7. Ergonomic furniture and office space

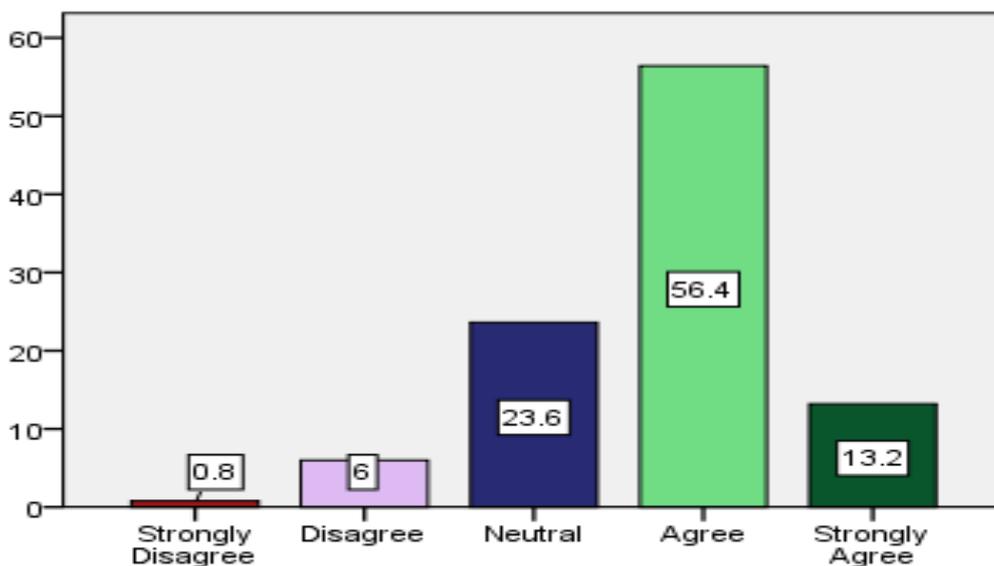


Figure 7 ergonomic furniture and office space

Figure 7 showing employees is satisfied with the office facilities with a given satisfaction percentage of 69.6.

8. Opportunities to express your ideas

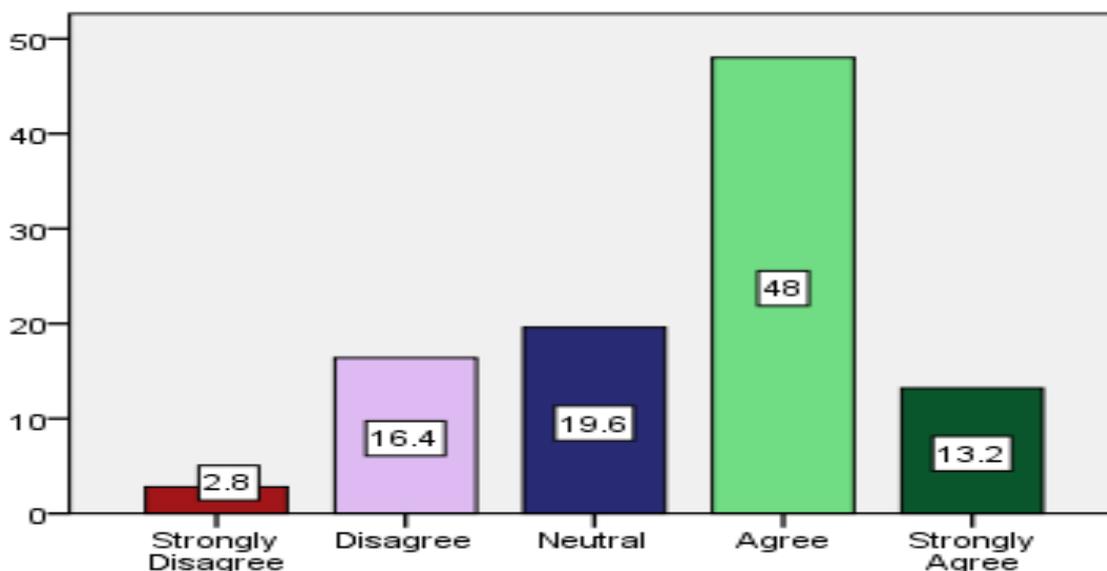


Figure 8 opportunities to express your ideas

Figure 8 shows total 61.2 percent of employees are agreed about the opportunities of idea's expression. And remaining employees are disagreeing and neutral.

Conclusion

From the given information it is revealed that a good standard of living, job security, balanced schedule of work, provisions opportunities to make their decisions, recognition, office facilities and idea's expression increased job satisfaction. Employees feel there should be more facilities of health and safety as it also increase job satisfaction supported by Jain & Kaur (2014). Provided working environment decides the degree of job satisfaction among the employees of any concern. It may be concluded that features of work place have an effect on employee job satisfaction.

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