



AN ANALYTICAL STUDY OF JOB SATISFACTION OF SBI EMPLOYEES

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Abstract

In this highly competitive world, success of any organization depends on its human resource. Banks are no exception to this. A satisfied, happy and hardworking employee is the biggest asset of any organization, including banks. Workforce of any bank is responsible to a large extent for its productivity and profitability. Efficient human resource management and maintaining higher job satisfaction level in banks determine not only the performance of the bank but also affect the growth and performance of the entire economy. So, for the success of banking, it is very important to manage human resource effectively and to find whether its employees are satisfied or not.

This study is undertaken to find out the level of job satisfaction among the employees of SBI. Moreover, this study is to know the impact of working conditions, company policies and its impact on the job satisfaction. This study will help the organization to design their job satisfaction program.

Keywords: *SBI, Job Satisfaction, Working Condition.*

1. Introduction

Commercial banks provide banking services to the people in the country. Quiet a long period of time nationalized banks in India enjoyed a monopoly right in the distribution of financial services. The non-nationalized banks provided a supporting service in the sector. In the post globalization era, the growing competition among banks made them become much customer centered. In the provision of customer oriented services the employees working in the banks have a formidable role. The employees in banks serve better to their customers and attract further more customers towards their bank and make it much competitive in the market. It is a known fact that the satisfied employees positively perform better in their job and add more and more customers towards their bank. Such employees are the real asset to bank. The customers getting poor services in a bank due to lack of services by dissatisfied employees switch over to other banks.

In the recent scenario especially after globalization customer attrition is very high especially from public sector banks to private sector banks. One of the reasons for the higher attrition is the poor banking services. Hence every commercial bank attempts to make their employees satisfied in their job and try to attract more customers. The private sector banks are owned and controlled by private corporate bodies. Hence under the direct supervision of the owners the banks are well managed and employees are well focused towards their customers who are satisfied with the service provided. But in the nationalized banks owned by the Government and managed by the officials, good governance is not assured. Absence of good governance and the growing trade union activities in the banks make the workers stick on to labour rules and follow working norms. It leads to dissatisfaction among employees in such banks. The employees with dissatisfaction in such banks do not work so effectively as the employees in private sector banks. Therefore, the question that is raised with doubt is that how far the nationalized banks in India have achieved their objectives particularly after globalization. If so, how far the employees are contributing towards the achievement of its objectives. Hence the need for studying job satisfaction, among employees working in commercial banks especially in the nationalized banks like the State Bank of India has become inevitable.

1.1. Literature Review

Mira Singh and Pestonjee (1990) in their study entitled, “Job Involvement, Sense of Participation and Job Satisfaction – A Study in Banking Industry”, have indicated that clerical cadre employees were more satisfied in job area and social relations in comparison to officer cadre employees.



Rama (1994) in her study on, “Job Satisfaction of Bank Employees - A Study with Reference to Kamarajar District”, has stated that public sector banks have social values, interpersonal relationship and modernization whereas private sector banks have instincts, economic rewards and better work environment as job satisfaction factors. There were no much differences in job satisfaction between private and public sector banks. The study identified salary, other benefits and responsibility as the major dissatisfaction area in banks.

Joshi and Sharma (1997) in their study on “Determinants of Managerial Job Satisfaction in a Private Organization”, have opined that job contents such as autonomy, challenge and significance of work have explained much variance in job satisfaction scores of 124 Indian managers.

Nazil A. Nazir (1998)³⁸ in his study on “Perceived Importance of Job Facets and Overall Job Satisfaction of Bank Employees” has indicated that barring income and level of education, no other personal factor was found to be related to the overall job satisfaction of the respondents.

Rajeswari, A. (2000)⁴⁰ made a study on “A Comparative Study on Job Satisfaction of Women Employees of Public Sector Banks and LIC in Tirunelveli District” and identified the level of job satisfaction of the women employees in public sector banks and the Life Insurance Corporation of India.

Review of differential studies shows that job satisfaction is determined by several factors which vary from bank to bank and industry to industry.

1.2. Objectives

1. To measure the extent of job satisfaction of bank employees working in the State Bank of India in WARDHA City.
2. To identify the factors influencing the job satisfaction of employees working in the State Bank of India in WARDHA City.

1.3. Research Methodology

Primary data has been collected through administering the questionnaires personally to employees of SBI. The response will be analyzed and evaluated to extract the required information. Secondary data has been collected by way of personal meeting with employees of SBI and also various reports collected from them. Information was also collected from websites, brochures, bank journals, magazines etc.

The sample size considered for the research is 40. The sampling technique used is simple random sampling. The instruments used for research are mainly questionnaires. A set of questionnaires was presented to respondents. Because of its flexibility, it is by far the most common instrument used to collect primary data. The questions and their form, wording and sequence were carefully chosen. Close ended questions were chosen specifying all possible answers.

2. Findings

1. About 55% of the employees are very much satisfied with the Benefits offered provide security for them and to their family.
2. About 73% of the employees are very much satisfied with the Management that they solve the employee’s problems properly.
3. The employees feel that the training provided to them helps them in their work to a great extent.
4. Communication between the peers and superiors is good. About 24% of the employees feel a little uncomfortable in communicating with their superiors.
5. About 63% of the employees feel that the bank offers an excellent leadership program which helps in motivate the employees.
6. 73% of the employees were highly satisfied with the pay scale they receive matches with their job performance.



7. The physical environment of the bank is very good. Most of the employees are satisfied with the workspace provided to them.
8. The officers are provided with sufficient workspace. Some of the clerical staff feels that the space provided for work is not sufficient.
9. All the employees feel much secured about their jobs. This sense of security makes them a part of the organization's growth. Since SBI is the largest bank in India, the employees feel good to be associated with this bank as it also has an international repute.
10. The overall job satisfaction level of the employees is extremely good. The extremely good figure could be attributed to the job security in public sector banks.
11. About 83% of the employees are very satisfied with their work life. Rest of them is not satisfied with their work life.

3. 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. These surveys helped to know about employee's feelings, opinions and attitude.

Observations, interviews and questionnaire feedback helped me to understand the perception of job satisfaction. From various feedback obtained, It can be concluded that the job satisfaction level of employees is favorable in State Bank of India, in Wardha City. Employees are happy to be associated with State Bank of India and it is an extremely good organization to work with. Further research can be conducted with larger sample size and bigger geographical area for better results.

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