



## A study on employee job satisfaction towards bank sectors with special preference to Coimbatore city

Kanthasamy T<sup>1</sup>, G Karthika<sup>2</sup>

<sup>1</sup> Post Graduate Student in Commerce, VLB Janakiammal College of Arts and Science, Coimbatore, Tamil Nadu, India

<sup>2</sup> MBA, Assistant Professor, Department of Commerce, VLB Janakiammal College of Arts and Science, Coimbatore, Tamil Nadu, India

### Abstract

Employee job satisfaction is a measure of workers are with their job and working environment. Keeping morale high among workers can be of tremendous benefit to any banking sector because happy workers are more likely to produce more, take fewer days off and stay loyal to the bank. There are many factors in improving of maintaining employee satisfaction. Important to measure the satisfaction levels of the employees. This project measuring Employee job Satisfaction and its impact on employee retention.

**Keywords:** employee job satisfaction, working environment, benefit to any banking

### Introduction

Employee satisfaction in banking sector involves taking measures to encourage employees to remain in the organization for the maximum period of time. The Banking is facing a lot of problems in employee retention these days. Hiring knowledgeable person for the job is essential for the employer. But retention are more important than hiring. There is no chances of opportunities for a talented person. There are many organizations who are looking for such employees. If a person is not satisfied with the job he/ she is doing, he/she may switch over to some other more suitable job. In today's becomes very important for organizations to retain their employees.

### Objectives of the study

- To study about the demographic variables of the respondents.
- To evaluate the impact of To analyse the level of satisfaction of employees towards performance of banking sector.
- To analyze the relationship between job satisfaction and the performance of employees.

### Need of the study

- Employee satisfaction and retention have always been important issues for employees.
- To analyse the level of satisfaction of employees towards various HR activities of the bank sectors.
- To analyse the variables related to level of satisfaction which will be useful for the bank sectors to know about the perception of employees in future period of time.

### Scope of the study

- Employee satisfaction and retention have always been important issues for employees.

- Useful to know levels of absenteeism and staff turnover can affect your bottom line, as, recruitment and retraining take their toll.
- The main scope of the study is that it will help the bank sectors to know about the employee perception towards job satisfaction and the performance of employees, problems faced by employees in the bank sectors, and employees desirability towards working conditions and policies which will help them in future period of time

### Limitations of the study

- There are sample size is limited to 150.
- There may be bias in collecting the data from the respondents.
- The area of study is limited to Coimbatore.

### Review of literature

Patrick O'Leary, Natalia Wharton, Thomas Quinlan, (2009) The study finds that, overall, male employer report higher levels of satisfaction than female employers, while those who work in banking are more satisfied than those employed by bank sectors. Female employers are more satisfied in their relations with customers and colleagues than their male counterparts. The majority of employers are dissatisfied differences in job satisfaction between the self-employed with no employees, with the latter tending to be more likely to be satisfied. There are differences in job satisfaction between banking in smaller establishment and banking in larger establishments, but not for the three process-related job aspects associated with procedural utility.

### Research design and methodology sampling method

The two major methods are probability and non-probability sampling methods. The study requires probability method. Hence the study was default with sample random tool, which is one of the most popular method sampling.

**Sources of data**

**Primary data collection**

Primary data are those, which are collected afresh and for the first time and thus happen to be original in character, questions and interviews methods were accede to collect primary data by visiting the factory premises and various departments in it. It was collected from the employees working in manufacturing industry.

**Secondary data collection**

It is collected from the internal records of the bank sectors such as library records, trade journals, various manuals of the bank sectors, various training programs previously conducted and its responds etc

**Tools for data collection**

**Sample**

- Percentage analysis
- Chi-square analysis

**Table 1:** There is no relationship between age and satisfaction towards performance planning /goal setting

Crosstab							
Count							
	Satisfaction towards performance planning /goal setting						
	Highly Satisfie	Dissatisfi	Highly				
	satisfied	d	Neutral	ed	Dissatisfied		Total
Age	20-25	4	11	19	8	33	75
	26-30	5	4	9	3	9	30
	31-35	0	0	0	6	8	14
	More than 35	0	8	16	0	7	31
Total		9	23	44	17	57	150

Chi-Square Tests			
Value	Df		Asymp. Sig. (2- sided)
Pearson Chi-Square	43.046a	12	.000

**Result**

The above table depicts that there is a relationship between age and satisfaction towards performance planning /goal setting as the level of significance is at 0.000 which is less than 0.05. It reveals that maximum of the respondents who are dissatisfied towards performance planning /goal setting of the bank sectors are from the age group of 20-25.

**Result and Discussion**

- Most of the respondents are from male emyers.
- Maximum of the employees are neutral of bonus satisfying their needs. Most of the employees are highly dissatisfied towards superior showing interest in welfare development and3 encouragement.
- Maximum of the employees said that the group insurance scheme followed in the bank sectors is moderate.
- Most of the respondents are somewhat satisfied towards the medical insurance provided by the bank sectors.
- Maximum of the respondents strongly disagree for moving out of work place due to suffocation and other disturbances.
- Majority of the employees are rating moderate for supervisor with regard to people management.

- Most of the respondents are neutral towards discussing the job challenges with the supervisor.
- Maximum of the respondents are neutral towards performance review with the supervisor.
- Most of the respondents have a higher level of acceptance towards bank sectors providing loan facility.
- Maximum of the respondents disagree towards satisfaction with HRA allowance provided by the bank sectors. Most of the respondents are neutral and strongly disagree towards health and safety training provided by the bank sectors increasing the morale of the workers.
- Maximum of the respondents are neutral towards happiness of workers with the overall welfare facilities provided by the bank sectors.
- Most of the respondents said that notable concentrate on their work is creating stress which affects their work efficiency.
- Maximum of the respondents are highly dissatisfied towards performance planning /goal setting with the bank sectors.
- Most of the respondents are highly dissatisfied towards performance evaluation.
- Maximum of the respondents are neutral towards development planning with the bank sectors. Most of the respondents are highly dissatisfied towards 330-degree feedback.
- Maximum of the respondents are highly dissatisfied towards informal feedback with the bank sectors.
- Most of the respondents are highly dissatisfied towards coaching and mentoring with the bank sectors.

**Suggestions**

- The companies can change their group insurance policy as the employees are dissatisfied towards the insurance policy provided by the bank sectors
- A convenient working culture has to be given by the bank sectors as they feel the disturbances and inconvenience at the work place.
- A Proper training can be provided by the bank sectors to their managers to improve their managerial skills which leads to higher level of satisfaction among employees.

**Conclusion**

Employee job satisfaction and organizational performance have always been important issues for employees. Job performance work is regarded by researchers as one of the most important domains in work and organizational. Despite the fact that it is particularly studied in HRM and organizational behaviour and banking,

**References**

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