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Research Paper

A Study of Work Space on Job Satisfaction among Bank Employees

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ABSTRACT

The present study prevalence of work space variables (crowding, noise, privacy, pleasant, work complexity etc.) on work satisfaction among bank employees which was conducted urban areas nationalize bank in Darbhanga district of Bihar (India). A sample consisting of 85 respondents (Managers, middle level officer's and clerical grade), the sample was from bank on the basis of stratified random sampling techniques. Data was collected with the help of Personal Data Sheet (PDS), Work Environmental Scale by Moos & Insel (2005) English version were designed in the local language Hindi, Job Satisfaction Scale by Singh & Bhardwaj (2022) was used. The revealed that the work satisfaction between work space i.e. crowding and noise, pleasant, complexity, entrance, supervisor were positive correlation and significant at .05 or .01 level of confidence. Otherwise work satisfaction between work space i.e. privacy, distance from worker, enclosed side were not significant at .05 level of confidence. Their age was range from 22 to 53 years, with an average of 36.2 years.

Keywords: *Work space, Job satisfaction, Bank employees*

Job Satisfaction has always been an interesting topic among the business community. One important aspect that gains more and more prominence is the relationship between physical aspects of the work space and experienced level of Job Satisfaction. Although, there is numerous research exploiting the link between work space and Job satisfaction in Eropean and worldwide companies. Different kinds of shared and activity based offices are common today and employees experiences, perceived health, well-being, satisfaction and productivity have been studied in different type and sizes of environment (kim et.al, 2016). Studies have focused on interaction, communality and comfort. It seems that employees are more satisfied working in a single rooms and next multi-space offices. Employees in medium or large open space offices are the most dissatisfied. Those working in large open space offices also have more sick leaves than those working in smaller offices.

According to the several studies the positive aspects of multi-space offices are their technical aspects, such as their aesthetic overall appearance, as well as effective information transfer, interaction and communality. Some problems are related to technical solutions such as inadequate working space, problems with lack of privacy. Often problems are also reported as concentration difficulties, interruptions and irrelevant speech noise. Di Blasio

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et.al, (2019) found that those working in a common space were more active and experienced lower perceived stress during the working day and lower measured physiological stress outside the office than those working in their own rooms. It seems that certain types of working space solutions are reflected in workers behaviour; in this case, physical activity and that they also lead to physiological changes during free time and increase well-being. Employees and physically active when they have to move to do different work tasks. found that it has been established that cleanliness, natural lighting, orientation and regulation of lighting of the work space have significant impact of the satisfaction of employees with any kind of the work space. Carlopio & Gardner (1992) has found that good work space design begins with the knowledge of behaviour in work space. Several researcher have found that work space characteristics play a significant role in the work satisfaction/dissatisfaction. Kim & de Dear (2012) has identified temperature, noise level, amount of space, visual privacy, adjustability furniture, colours and textures and cleanliness as such basic factors. The factors were ranked according to their strengths of impact on overall satisfaction.

Present study concerns of work space variables, both physical and psychological as predictors of work satisfaction among bank employees. Bank of India usually have open plane office design where, only a few employees have enclosed spaces. Often the enclosures are through high wooden partitions on three side and wall on one side, window glasses fixed on two or three side of partitions and a closable door for higher status managers. Separate Cabin of expanded metal are also provided for cashiers etc. And a few other's have almirahs as partitions to cope with the higher density of the work space and achieve privacy. In India people are usually exposed to high density living and work setting due to high population density. Therefore, it is a special interest to study the reactions of the employees working in the open plan offices towards their work space.

Aims and Objectives of The Study:

Study of work space on work satisfaction among bank employees has been not investigated well. Now aim and objectives on the study, as well as it's methodological dimensions are as follows the study had been proposed to ascertain in the role of physical and psychological factors associated with bank employees. Context following hypothesis real formulated –

1. Work satisfaction would be positively correlated with perceived work space characteristics, pleasantness and privacy.
2. Work satisfaction would be negative relationship with crowding, noise and work complexity.
3. A positive relationship would be deserved between work satisfaction and actual work space characteristics (variables), light distance from entrance, supervisor, co-workers and enclosed sides.

Definitions of Variables:

- **Job Satisfaction–** Job Satisfaction is the positive feeling or state of contentment an employees experiences with their work.
- **Work space–** Works space refers to the physical and digital environment where is done. It includes physical spaces such as offices, conference rooms and collaborative areas as well as digital spaces such as virtual collaboration tools and shared documents.
- **Bank Employees–** Bank staffs refer to the employees of a financial institution. Such as a bank, who provide various services to customers.

METHODOLOGY

The sample comprised 85 bank employees of different cadres namely managers. (N=05). Middle level officers (N =25) and clerical grade (N=55) were selected by stratified random sampling. Study drawn method from a pool of 350 bank employees who volunteered to participate and were working in the same branch at least for the last three years. Study of the subjects drawn Bank located in the urban areas Darbhanga district of Bihar. The age range of bank employees were 22 to 53 years with mean 36.2 years.

Tools Used

- **Personal Data Sheet (PDS):** PDS have designed by researcher, the personal information comprised detail of the sample such as age sex, habitation, level of education, work load, work place environment.
- **Work Environment Scale:** The scale developed by Moos & Insel (2005), english version were designed in the local language Hindi. The WES consisted of 20 items measuring various work space characteristics e.g. crowding and noise, privacy, pleasantness and work complexity on a 7 point Linkert type scale ranging from strongly agree to strongly disagree.
- **Job Satisfaction Scale 18:** The JSS 18 scale is a 5 point Likert type scale, ranging from very satisfied to very dissatisfied. The scale of Hindi version was developed Singh & Bhardwaj (2022).

Procedure

The questionnaire were administered to employees on the last weak day in an envelope along with a covering letter explaining the research purposes, assuring confidentiality of their responses and instructing them to complete the questionnaires. The questionnaires were collected bank from the employees after the weekend. With the consent of bank management, direct measurements with a measuring tape were also made during off work hours to assesses to distance of the edge of the occupant's own desk from nearest visible co-worker, supervisor and entrance. Number of enclosed sides each employees was having around were also recorded.

Data Analysis

The response sheet of the responded were scores using the test of significance in inter-correlations of variables i.e, work satisfaction, crowding and noise, privacy of work space, pleasant space, work complexity, distance from entrance, distance from supervisor, distance from co-worker and enclosed side.

Table – 1 : Mean, SDs, inter-correlations among study variables.

SN.	Variables	Mean	SD	Variables								
				1	2	3	4	5	6	7	8	9
1	Work Satisfaction	4.34	.71	-								
2	Crowding & Noise	4.00	1.21	.22*	-							
3	Privacy of work space	4.73	1.25	.13	.-12	-						
4	Pleasant space	6.20	1.38	.70**	-.11	.18	-					
5	work complexity	3.94	1.20	-.57**	.09	.26*	.24*	-				
6	Distance	22.65	4.20	.24*	-.18	.57**	.40**	.23				

SN.	Variables	Mean	SD	Variables								
				1	2	3	4	5	6	7	8	9
	from entrance											
7	Distance from supervisor	21.25	3.85	.35×	.07	.17	.42**	-.13	.72**	-		
8	Distance from worker	1.86	.40	-.12	-.18	.39**	.07	.11	.29**	.21**	-	
9	Enclosed side	.54	.26	-.05	.47**	.64**	.-10	.17	.07	.12	.59**	-

*** Significance at .01 level of confidence*
** Significance at .05 level of confidence*

INTERPRETATION AND DISCUSSION

It is evident from table- 1 that the respondents reported work space as moderately crowded and noisy, privacy, highly pleasant, work complexity of moderate level and level of work satisfaction. The mean distance of employees desk from entrance was 22.65 ft., neighboures desk 1.86 ft., supervisors desk 21.25 ft. and the mean number of enclosed sides was .54 ft. To test the hypothesis, pearson product movement correlation coefficients were calculated between all study variables.

Hypothesis–1 specifies positive relationship between work satisfaction and perceived work space characteristics like privacy and pleasantness. Only partial support was found for this hypothesis. Significant positive correlation was found for this hypothesis. Significant positive correlation was found between work satisfaction and privacy (r=.13). In support hypothesis–2 Significant negative correlation was found between work, satisfaction and work characteristics liking crowding and noise (r=.22) and work complexity (r=-.57). Hypothesis–3 specifies positive relationship between work satisfaction and actual work space characteristics like distance from entrance, supervisor and co-workers and enclosed sides.

The present results partially supported this hypothesis as significant correlations were found between work satisfaction and distance from entrance and supervisor (r=-24 and 35 respectively) but not between work satisfaction and distance from co-worker and enclosed sides (r=-.12 and -.05 respectively).

CONCLUSION

To conclude, psychosocial perceptions mediate the relationship between environment design variables and out-come measures, such as work satisfaction and performance (0' Neil, 1994). The results of this study tend to suggest that open plan office design of the banks in India in generally perceived by the employees as pleasant and satisfying.

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Conflict of Interest

The author(s) declared no conflict of interest.

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