

A Study of Job Satisfaction amongst Bank Employees of Privatized and Nationalized Banks

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ABSTRACT

Background: Job satisfaction is an attitude that employees have about their work and is based on numerous factors, both intrinsic and extrinsic to the individual. Job satisfaction has some relation with the mental health of the people. It spreads the goodwill of the organization. It reduces absenteeism, labor turnover and accidents. **Materials and Methods:** The sample consists of 60 bank employees of which 30 are of private sector bank employees and another 30 are of Nationalized bank employees, [both contains 15 males and 15 females] with more than 5 year experience in Ahmedabad. Job Satisfaction Measurement scale developed and standardized by Dr. Amar Singh and Dr. T.R. Sharma is used. **Results:** Results show that there is no significant difference in job satisfaction amongst males and females from private sector bank while males have more job satisfaction than females from nationalized banks. Overall, employees from nationalized banks have more job satisfaction than private sector banks. **Conclusion:** Job satisfaction level in nationalized bank employees is more than that in private sector bank employees.

Keywords: Job Satisfaction, Private Bank Employees And Nationalize Bank Employees.

To work productively and efficiently, one must be satisfied with what she/he is doing and that is why Job Satisfaction is most widely researched topic in the field of Organizational psychology (Spector, 1997). Job satisfaction is defined as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience (Locke, 1976). In the industries or work places where job satisfaction is very higher, the absenteeism is very less and productivity is very high. Workers display organizational commitment and more likely to be happy and satisfied with their life (Lease, 1998).

Employees are the backbone of any industrial development and their proper utilization for better productivity requires suitable and satisfying work place which ultimately increases job satisfaction. Researchers have identified number of different factors which affects employee job satisfaction. These include building design, air quality and temperature, lighting and noise, modifiable workspaces and workspace design as well as environment etc. It has been

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found that unfavorable conditions at work place can have negative influence on employees' job satisfaction, health and absenteeism. Research in the past has shown that if the employee is satisfied with one or two factors, it does not mean complete job satisfaction. All the factors may not be equally important to a person. Personal control and expectations are more important factors that affect Job satisfaction (Bhola, 2015). Porter, Steers, Mowday and Boulian (1974) state that job satisfaction is an attitude, which is formed very rapidly and at the same time it is transitory work attitude also, which is largely related to "specific and tangible aspects of the work environment."

Job satisfaction is affected by intrinsic and extrinsic factors. Job satisfaction is promoted by intrinsic factors like, responsibility, recognition, achievement and opportunities for advancement and growth while extrinsic factors like pay, policies, supervision, interpersonal relations, working conditions and security prevent job dissatisfaction (Szymanski & Parker, 1996).

REVIEW OF LITERATURE

Research on bank Employee Job satisfaction is scarce in Indian subcontinent. Following are some of the studies which focus on the job satisfaction in bank employees.

Chothani (2015) studied job satisfaction and occupational stress among public and private bank employees. Results of the study showed that Public Bank employees are more satisfied with their jobs and occupationally less stressed than the Private bank employees. Further Female bank employees are less satisfied and under higher level of occupational stress as compared to their Male bank employees counterparts. Whereas, there is a negative & significant co-relation between Job Satisfaction & Occupational stress of Bank employees.

Mallika and Ramesh, (2010) studied job satisfaction in public and private sector banks. Result showed that employees of private sector banks were less satisfied with their jobs compared to employees of public sector banks. Most of the private bank employees showed medium to low level of job satisfaction. Only 1% of the employees of private sector banks showed high level of job satisfaction.

Chahal et al. (2013) studied contributing variables towards job satisfaction in employees of Canara bank in Delhi-NCR. Results showed that 25% of the employees are dissatisfied with the nature of the job. Factors like working environment of the employees, performance appraisal techniques, relationship with other employees and grievance handling and safety provisions are contributing towards job satisfaction while working hours, training and development of the employees and the frequent transfers of the employees were contributing to the job dissatisfaction.

Sowmya and Panchanatham (2011) studied job satisfaction of 120 employees of several public as well as private sector banks in India. Using the factor analysis by principle component method on a large number of variables affecting the job satisfaction, the five predominant factors were identified: pay and promotion; organization aspects; supervisor behavior; job and working conditions and co-worker behavior.

Goel, Narang and Koradia (2013) examined that in bank employees, autonomy was positively correlated with family adjustment, positive self evaluation and financial adjustment. On the other side, perception of reality was negatively correlated with recreational adjustment and role distribution. A significant interactive affect of job and age, was found on marital adjustment, mental health of middle aged couples.

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Tomovska-Misoska, Stefanovska-Petkovska, Ralev and Krliu-Handjiski (2014) did a study to investigate the relation between physical workspace environment, workspace satisfaction and employees' job satisfaction in the banking and ICT sector in the Republic of Macedonia. The study was quantitative using a questionnaire as a main research instrument implemented among 250 employees. The results confirm that workspace satisfaction and job satisfaction depend on various elements of workspace design. Therefore significant attention should be paid to employees' perception of the workspace and the design of various aspects of the workspaces.

Proposed Research

The main aim of the present research is to access job satisfaction of private sector and nationalize bank's male and female bank employees. The exact research problem of the present study is *“To compare the level of Job Satisfaction between employees of private sector banks and nationalize banks”*.

Objectives

1. The study of the job satisfaction among males and females of Private sector Bank.
2. The study of the job satisfaction among males and females of Nationalize Bank.
3. To compare the job satisfaction among Private sector Banks and Nationalize Banks

Hypothesis

1. There is no significance difference in level of job satisfaction among male and female of private sector bank.
2. There is no significance difference in level of job satisfaction among male and female of Nationalize bank.
3. There is no significance difference in level of job satisfaction among Private sector and Nationalize bank.

Participants

- The sample of 60 bank employees was obtained by purposive sampling.
- In 60 subjects, 30 are of Private Sector Banks Employees and another 30 are of Nationalize Bank Employees.
- In 30 subjects of Private Sector Banks 15 are male and 15 are female.
- In 30 subjects of Nationalize Banks 15 are male and 15 are female.

Research Design

This research was adopted 2x2 factorial design with 2 types of gender (male and female) and 2 types of banks (private sector bank and Nationalize bank).

A= Banks

B= Gender

Banks (A)	Private Sector Bank (A1)	Nationalize Bank (A2)	TOTAL
Gender (B)			
Male (B1)	15	15	30
Female (B1)	15	15	30
Total	30	30	60

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Variables

No.	Type	Type of variable	Name of the variables
1.	Gender	I.D	1) Male 2) Female
2.	Types of bank	I.D	1) Private sector 2) Nationalize
3.	Job satisfaction	D	Scores of job satisfaction

Tools For Data Collection

Job satisfaction test by Dr. Amar Singh and T.R. Sharma is used in the present research. Job Satisfaction Measurement scale is standardized by Dr. Amar Singh and Dr. T.R. Sharma. In the present scale 30 statements related with different vocation are included it shows job satisfaction.

1. Statements directly related with vocation,

- (A) Directly related statements like trading place and work situations are 6, 11, 19, 23, and 25.
- (B) The statement abstractly related with vocation like cooperation, democracy techniques etc. are 8, 15, 16, 17, 21 and 27.

2. Statements externally related with professions,

- (A) The statement related with intelligence, social groups like psychological and social matter are in the order of 1, 3, 4, 7, 10, 12, 26 and 30.
- (B) Economic matters like salary and all ounces are 2, 5, 9, and 18.
- (C) Statements number 14, 22, 24, 28 and 29 are related with quality of life, national economy and national growth etc.

Reliability: Test-retest of the said scales was given at the interval of 25 days. The reliability was 0.978 (N=52).

Validity: The validity of the said scale was compare with Muthaiya job satisfaction questionnaire comes to 0.743.

Procedure

Sample is recruited from banks in Ahmedabad. After establishing the rapport with the respondents, Job satisfaction test by Dr. Amar Singh and T.R. Sharma was administered in individual setting. After completion of the data collection, responses of each respondent were scored as per the scoring key of manual of the tool.

Statistical Analysis

Descriptive analysis- Mean, and Standard Deviation was computed. Inferential statistics such as 't' test was applied to determine the significance of difference in mean scores on said variables between Private Sector Bank Employees and Nationalize Bank Employees.

RESULT AND DISCUSSION

Table No 1- Mean, SD and 't' ratio of males and females from Private Sector Banks on job satisfaction

Factor	Gender	N	m	SD	't'	'p' value
Job satisfaction	Male	15	62.3	6.99	1.05	0.3009 [nonsignificant]
	Female	15	59.5	7.55		

{Significance level:- df =28, P value <0.05}

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In **Table no 1** an attempt is made to find out job satisfaction between male and female from private sector bank with the 't' test. Job satisfaction t-ratio of male and female group on private sector bank is 1.05. There is noticeable difference on mean score also male m=62.3, SD= 6.99 female m=59.5, SD= 7.55, but on statistical analysis 'p' value is >0.05. Thus it is clear that there is non-significant difference in level of job satisfaction between male and female from private sector bank.

Table no 2- Mean, SD and 't' ratio of male and female from Nationalize Banks on job satisfaction

Factor	Gender	N	M	SD	't'	'p' value
Job satisfaction	Male	15	72.60	5.78	3.04	0.005 [significant]
	Female	15	63.73	9.69		

{Significance level:- df =28, P value <0.05}

In **Table no 2** an attempt is made to find out job satisfaction between male and female from nationalized banks with the 't' test. Job satisfaction t-ratio of male and female group on nationalize bank is 3.04. There is noticeable difference on mean score also male m=72.60, SD= 5.78, female m=63.73, SD= 9.69. On statistical analysis 'p' value is <0.05. Thus it is clear that there is Significant difference in level of job satisfaction between male and female from nationalize bank. It clearly indicates that males have a more job satisfaction than females from Nationalize Bank.

Table no 3- Mean, SD and 't' ratio of Private Sector Bank Employees and Nationalize Bank Employees on job satisfaction

Factor	Bank	N	M	SD	't'	'p' value
Job Satisfaction	Private sec. Bank	30	60.93	7.29	2.41	0.023 [Significance]
	Nationalize Bank	30	68.17	9.04		

{Significance level:- df =58, 'p' value <0.05}

In **Table no 3** an attempt is made to find out job satisfaction between employees from nationalized banks and privates sector banks with the 't' test. Job satisfaction t-ratio of male and female group on private sector bank is 3.41. There is noticeable difference on mean score also male m=68.17, SD= 9.04 female m=60.93, SD= 7.29. On statistical analysis 'p' value is <0.05. Thus it is clear that there is Significant difference in level of job satisfaction between employees of Private sector and Nationalize Banks. It clearly indicates that employees of Nationalize Banks have a more Job Satisfaction than Private Sector Bank.

Findings of our study correlate with the findings reported by Chothani (2015) and Mallika and Ramesh, (2010).

CONCLUSION

- There is no significant difference in level of job satisfaction between males and females of Private Sector Bank.
- Male have a more Job Satisfaction than female from Nationalize Bank.
- Employees of Nationalize Banks have more Job Satisfaction than Private Sector Banks.

LIMITATION

- The sample sizes of each group were very small. So that finding of the study cannot be generalized on a large population.
- The present research work was time-bounded work, so it was conducted in limitation.

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Conflict of Interest

There is no conflict of interest.

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