



## A Study of Job Satisfaction of Bank Employees: A Conceptual Study

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**Abstract:** *The manuscript aimed at finding out the factors which affects the job satisfaction of the employees who are working in service sector especially working in a Bank. The success of any organization is depend on the satisfaction of customer which in-turn depend upon the satisfaction of employees who are directly in touch with the customer, hence, there is a strong need to analyze the customer satisfaction of the employees, however, India is developing country wherein Banking is one of the major concern for economic development, hence, with an aim to find out the factors which affect the job satisfaction of employees who are working with Bank.*

**Keywords:** *Employee Satisfaction*

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### I. INTRODUCTION

The success of any business depends on its employees. To sustain its market share, every organization has to make their employee satisfied (Precy, 2005).

India is one of the developing countries wherein banking sector plays very important crucial role in the economic development of that country. In India, there are nationalized and non-nationalized banks are functioning, however, there are cooperative bank and foreign banks are also providing banking services.

Satisfaction of employee depends on what s/he gets from her/his job where s/he working, however, it is clearly understood that if s/he satisfied than he would make customer satisfied and s/he is not satisfied s/he would not carry productive task which in-turn make customer dissatisfied because banking employees are directly dealing with the customer of bank, hence, organization has to make employee satisfied.

Roy (1990) studied on the Job Satisfaction of the employees wherein researcher reveled that Job Satisfaction is a matter of several variable/element, which is not depends on a single variable/element.

Sinha and Singh (1961) conducted a study in Tisco, Jamshedpur. The t-test have been used to analyses the variable like Nature of Work they are carrying, Security, Supervision. The researcher collected 50-50 data of high and low absentees. The study reported that low absentees are more satisfied that of the high absentees.

Schneider, Parkington and Buxton (1980) attempted to study the customers' and employees' perception pertaining to banking services. Researcher has collected data from 263 employees and 1657 employees from 23 branches of New York.

Islam and Saha (2001) attempted to study the satisfaction of bank employees in Bangladesh. The study attempted to analyze the impact of various variables which may have impact on job satisfaction. Researcher has collected the data from 129 bank officers. The analysis carried adopting the tools like Factor Analysis, Multiple Regression and Multi Variant Analysis. The study reported that the factors like salary, relationship with peer, fringe benefit, work efficiency and supervision are least contributing factors for job satisfaction.

Vallejo et al. (2001) carried study which attempted to identify the relationship between job characteristics and the job satisfaction. Study focused on the variable like supervision, educational Qualification, Gender and Salary. Researcher has collected the data from 366 clerks who are working with Bank of Balearic Island (Spain).

Crossman and Zaki (2003) conducted survey with 200 samples taken from Lebanese Commercial Banking Sector (UK). Study attempted to analyze the relationship between Job Satisfaction, Job Performance, Individual Job Factors and Demographic Variables. Study reported that female employees found less satisfied in all variable cited except pay. The study also reported that lower qualified (educationally) employees' are found less satisfied as compare to higher qualified

Huang et al. (2006) studied on 812 middle level bank managers working in China, with a view to study the relationship between societal trust and distrust with HRM, Culture and Job Satisfaction. Research found positive correlation between variables.



Awamleh et al. (2007) carried study on 194 employees of 7 banks of UAE with a view to identify the relation existed between core dimension of Job; autonomy, task identity, Feedback, task Significance and skill variety. Study reported that core dimensions does have significant impact on Job Satisfaction, however, it has an impact on the performance of an employee.

Abdulla et al., (2011) have studied on the bank employees to identify and analyze the relationship between demographic factor, environmental factors and the Job satisfaction. The research reported environmental factors (pay, promotion and management) are the better predictor of Job Satisfaction that of the demographic factors

Hind (2013) attempted to analyze and identify the impact of level of education qualification and the study reported that the level of educational qualification has significant impact on the job satisfaction of employee respondents. The study also reported that the higher educational qualified employees are more satisfied that of the lower level education qualification degree.

## II. CONCLUSION

The literature has indicated that the Employee Job Satisfaction very important aspect in the organization wherein the employees are directly dealing with customers. Many researchers have carried study with a aim to identify the impact of various factors that have the job satisfaction which may be Socio-Demographic Factor, Socio-Economic Factor and/or Organizational Factors.

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