

The Level of Employees Job Satisfaction in Public Sector Bank, With Special Reference to SBI Banks in Rayalaseema Division



Obulesu Varikunta, M. Sudheer Kumar

Abstract: In any business organization job satisfaction is important key factor for reduction in employees. It is an established fact that the success of any organization depends on the satisfaction of its work force. Employees regarding their satisfaction, it is a widely believed that employees participation affects employees job satisfaction. The employees are productivity and they all can create competitive advantage for the organization. The present study investigates the relationship between employee participation and job satisfaction in banking sector. For the purpose of study the data was collected from SBI bank employee job satisfaction, public sector banks one of the leading Bank from SBI banks in Rayalaseema Division Andhra Pradesh. In their recent scenario especially after globalization, Customers attrition is very high especially 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 tries to attract more customers. A satisfied and happy and hardworking employee is the biggest asset of any organization, including banking sector also.

Keywords: Employees, level of Satisfaction, Performance, Organization, Public sector Banks, and SBI Banks.

I. INTERODUCTION

Job satisfaction is an important aspect for the bank employees as dissatisfaction affects the working process and influences other roles played by the banks. The target sector is the public sector banks which is facing the different types of problems in banking sector namely as SBI banks In Rayalaseema Division. Technological advancement and challenges from inside and outside of the organization. The result in creating different type of management styles, their values, feelings about the job and environment, beliefs and opinions of the employees. Nature of human beings is differ from one to another in their basic mental abilities, skills, criteria, approaches,

qualifications and also behavior which decides the various patterns works and makeup heir mind. The high level of satisfaction will surely, pave the way for improvement in their work which is the result in projection of positive image of the organization. The purpose this paper is to review a few key variables that from the base of successful organizational with effective work force.

Individually they play a critical role in defining the success of the organization. Collectively the powerful aid to satisfy employees and to increase the satisfaction level. The target sector is public sector banks namely as SBI Banks in Rayalaseema Division. The objective of our study is to measure the level of job satisfaction of employees in SBI Banks in Rayalaseema Division. The state bank of India banking sector is considered secured in terms of their practices. And the main objective of the SBI banking sector was to encourage operational self-sufficiency and maintain competition in the present situation. The public sector which is facing the more problems in matching with the updating technological advancement and challenges from inside and outside of the organization.

II. LITERATURE REVIEW

Women employees more satisfaction with their job recognized as their ideal profession. Married employees were found to be more satisfied than their unmarried colleagues. Ahmad and Yekta (2010) in their published study entitled "Relationship between perceived organizational support, Leadership behavior, job satisfaction; an empirical study in Iran" found that leadership behavior have significant role on both intrinsic and extrinsic job satisfaction whereas organizational support was significantly related to extrinsic job satisfaction. This study identifies the factors responsible for satisfaction and dissatisfaction. But now the working culture is totally changed and the burden of work is reduced, database management is improved with lesser strain of work load. Appraisal of one's job or job experience. Information week survey reported that the challenges of the job and responsibility associated with it tend to matter more than the salary (Hannay and Northam-2000, Mateyaschuk, 1999) work environment. In their study Paper on job satisfaction of SBI employees job satisfaction of public sector bank employees (A case study of Udaipur and Rajasamand districts State Bank of India), found that job satisfaction of different employees through different dimensions and density of satisfaction.

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This study identifies the factors responsible for satisfaction and dissatisfaction. "Job satisfaction of Bank employees in Simla-A comparative of private and public sector Banks (Axis Bank and UCO Bank). In this paper he is explained that employees satisfaction, Rahaman, Gupta and Moudud-UI-Haq (2012) in their published work entitled Saleem, Majeed, Aziz and Usman (2013) carried out a study to identify the impact of factors: recruitment and selection procedures, organizational policy and strategy, nature of work, Job stress, personality and communication on Job satisfaction of employees in banking industry. They conducted a comparative study among the working women of Govt. colleges and national institute of Bhopal in education sector and nationalized banks, running their in Bhopal for banking sector. They conducted that utilizing management skills enabled employees to have a job satisfaction and balance between work and home life.

III. STATEMENT OF THE PROBLEM

The present research study is analyzing the impact of identified factors that determined influence the level of job satisfaction among the employees of public sector banking industry in Rayalaseema division.

IV. NEED AND SCOPE OF THE STUDY

This study is focused on job satisfaction of SBI bank employees in Rayalaseema division. Various dimensions on job satisfaction like Nature of job, based on job experience, Behavior of superior, performance appraisal and training and development. It has been probed into the study throws light on the factors influencing the job satisfaction and remedial measures to enhance the level of bank employees.

V. METHODOLOGY

The data and related information for the study will be collected mainly interviews with bank employees, managers. Secondary data will be collected from Books, Records journals, Reports, Websites etc. The study covers only one Public Sector Banks namely State Bank of India in Rayalaseema Division. 200 employees are taken as a sample size for the study.

VI. OBJECTIVES

- ✓ To determine the predictors of job satisfaction of the employees in Banking sector in India.
- ✓ To suggest measures to improve the level of job satisfaction of the employees.
- ✓ To examine the profile of banks and employees.
- ✓ To study the impact of employee compensation policy of the units on the job satisfaction of the employees.
- ✓ To evaluate the career advancement plans of the units in relation to employee satisfaction.
- ✓ To identify the efficacy of the supervisory practices prevalent in the units and examine to what extent they are able to satisfy the employees in their job.
- ✓ To get an in-sight into the working conditions and its influence on better work performance.

- ✓ To study the impact of the job content on the performance as well as satisfaction of the employees.

VII. DATA ANALYSIS

Table: 1 Classification on the basis of Nature of Job

Nature of Job	Frequency	Percentage
Manager cader	40	20%
Officer cader	64	32%
Clerical cader	96	48%
Total	200	100%

Above the table more than 48 percent of the taken the nature of sample is clerical cader, the second highest nature job is officer cader is 32 percent and remaining is only 20 percent of the nature of job people is manager cader.

Table: 2 Classification on the basis of Experience.

Experience	Frequency	percentage
Less than 5 years	40	20%
5 to 10years	40	20%
10 to15 years	50	25%
More than 15 years	70	35%
Total	200	100%

Above the table classifications of different experienced employees, than more than 35 percent of the employees are more than 15 years' experience, the second high experience is 25 percent of the employees are 10 to 15 years, the next 5 to 10 years' experience of the employees are only 20percent and finally only less than 5 years' experience employees are 20 percent of the employees.

Table: 3 Performance Appraisal Systems

Opinion	Frequency	percentage
Very satisfied/very good	80	40%
Satisfied/Good	70	35%
Undecided	10	05%
Less satisfied/bad	20	10%
Dissatisfied/very bad	20	10%
Total	200	100%

Above the table 40 percent employee are very satisfied their job, and 35 percent of employees satisfied, and only 5 percent of Employees are Undecided, It's only a littlebit of the employees are dissatisfied.

Table: 4 Behavior of Superior

Opinion	Frequency	percentage
Very satisfied/very good	80	40%
Satisfied/Good	60	30%
Undecided	20	10%
Less satisfied/bad	20	10%
Dissatisfied/very bad	20	10%
Total	200	100%



Lack of proper behavior of superior efforts in an organization leads to a greater degree of dissatisfaction with the job. This is also a caution to the bank as well as success. Behavior of boss is a significant role in improving the effective of work-force makes him, In response to this query a 30 percent of the employees feel happy to superior with their job, and 40 percent of the employees are very satisfied with their job, and 10percent of employees are Undecided with their job, and 10percent less satisfied of the employees with their job, and 10percent of the employees dissatisfied to the superior with their job.

VIII. FINDINGS

- The Nature of job choose the three categories that is Manager cader, Officer cader and clerical cader, in this majority of the respondent employees clerical cader 48 percent of the employees, and second high responding employee's officer cader and low samples of manager cader.
- The Bank employee experience based to find the more than 35 percent of the employees are above 15 years, and 25 percent of the employee are 10 to 15 years' experience, and 5 to 10 years' experience of the employees are only 20 percent, and finally 20 percent of employees are below 5 years' experience to their job.
- After implementation of the performance appraisal in bank employees, 40 percent of the employee are very satisfied with their job, and satisfied of the banking employees are only 35 percent, 10percent employees are less satisfied the job, and dissatisfied of the employees are 10 percent and finally only 05 percent are Undecided of the employees.
- Behavior of superior in banking sector the employees are very satisfied to the superior 40 percent, satisfied employees are 30 percent and Undecided superior satisfaction of the employees are 10 percent and 10 percent of the employees are less satisfied and Dissatisfaction of the employees are only 10 percent.

IX. SUGGESTIONS AND RECOMMENDATIONS

- Public sector banks can provide opportunity training and education programs weekly for 3-5 hours, to learn new skills and new updated technology with the help of update knowledge to useful our nature of job oriented.
- As the staffs are not satisfied with the tea or coffee from outside of the banks can provide canteen facilities in all branches, at the same time to use full to the customers.
- Implementation of centralization schemes for waste and dust disposal, drinking water facilities, sanitary facilities, recreation and rest room facilities and canteen facilities can provide the safe and healthy working conditions of the bank branches lowest cost.

Some Common suggestions for business organization

- ❖ First find out the situation to the employees

- ❖ Employees requirements are find out.
- ❖ Understand employee nature of job demine
- ❖ Superior estimate the employee problem first
- ❖ Understand employee family problems
- ❖ Employee economical position understand the superior
- ❖ Estimate the any mind teasing problem
- ❖ Find out the how much time is devoted to his family
- ❖ Provide the good environment in the organization

X. CONCLUSION

Now days every organization depends on the manpower for success and development. If workers or employees work properly the organization can easily reach the target. While studying job satisfaction level of employees of State bank of India in Rayalaseema division. The finding that on average they were satisfied with their job. Although some weaknesses existing in contents of welfare the public sector banks can easily overcome them through improvement measures in banking sector. Since nationalization banking sector is considered to be one of the major employees, even people prefer banks as a career as the social status and wages are good enough. Indian worker feelings are very emotions and any legal contract will not motivate them. Instead there should be psychological or emotional bond between employees and the organization. This study results clearly indicate the employees in banking sector in Rayalaseema division are the satisfied with their jobs. The factors which are considered for the study are Interpersonal relations and working conditions, Environment to the job and motivated them which were the recognition, of bank employees satisfaction of the job.

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