

The Influence of Workplace Comfort towards Job Satisfaction among Private Bank Employees

V. M. Suryaprakash, M. Hema Mary,



Abstract: 'Comfort' is one of the most sought for factors to keep one's life stress-free. This holds good for workplace comfort too, as both the genders are equally employed now a days. Especially in a busy sector like banking, where long hours of sitting and compulsion to stay alert, the need for comfort level relatively takes a higher order of importance. This study is attempted to analyse the level of comfort the private bank employees experience at workplace, which ultimately impacts their job satisfaction beyond monetary benefits. The aim of this study is to analyse the relationship of comfort level at workplace towards employee job satisfaction, the factors that impact employee comfort at workplace and to suggest measures to effect a stress-free comfortable workplace for private bank employees. A sample size of 70 has been employed using simple random sampling method and the results thus sought are analysed and interpreted statistically.

The results thus derive that there is a significant relationship between gender and job rotation practices; Age and work timing; Age and Promotion practices; Designation and work timing; designation and training and development practices. It is also derived that educational qualification, number of dependents and gender have significant difference with respect to salary; that age, number of dependents and designation have significant difference with respect to Training and development practices in private banking sector.

Keywords: Workplace, Work life balance, Banking industry, Stress, Job rotation, Work pressure.

I. INTRODUCTION

Banking is one of the rapidly emerging industries in present days. Transaction through banking is inevitable in the contemporary world due to this there is n numbers of banks that have emerged. Foreign banks, private sector banks and nationalized banks are competing with one another to satisfy and sustain the existing customers and to magnetize the new customers and their aim is to get optimum output from limited human resources for that purpose potential employees are required to execute the banking process effectively. Employee performance is one of the key factor for success of any industry but mostly employers are only focusing on

customer satisfaction rather than employees, especially in private banking sector employees are highly depressed due to the lack of comfort at the work place. There are many factors that influence the level of job satisfaction at the work place like, salary, incentives, promotion practices, transfer practices, job rotation practices, work timings, training and development practices, confined space, inadequate lightening and ventilation, lack of up gradation in technology and transport facilities etc.

Employee's satisfaction level mostly depends upon the comfort level at work place because they spend more time in workplace rather than their home. In such situation, if work environment is unable meet the expectation level obviously the employees are obsessed by stress. Sometimes comfort level at work place is one of the factors that play a vital role in the decision of whether to continue in the profession or to withdraw. If employees are working under inconvenient circumstances it obviously leads to low performance and to encounter occupational health diseases causing absenteeism and also lead to high employee's attrition rate.

Definition: Levi (1996) defines that "stress is caused by a large number of demands (stressor), such as a deficient fit between what we need and what we are capable to do, and what our situations offers and what it requests of us".

1.1. OBJECTIVE OF THE STUDY:

- To examine the relationship between comforts level at workplace and job satisfaction among private bank employees.
- To analyse the factors which are influencing the comfort level at work place.
- To suggest measures to improve the comfort level at place.

1.2. STATEMENT OF THE PROBLEM

Comfort at workplace plays a vital role in employee job satisfaction. In order to create comfort at work place the organization should employ some strategies to make the employees satisfied. Inconvenient work place leads employee stress. Therefore the researcher makes an effort to study the comfort level employees at workplace in banking industry.

1.2. LIMITATION OF THE STUDY

- Research was carried out on the questionnaire method.
- Sample size was restricted to 70.
- Simple Random sampling technique was engaged and it was restricting to only private bank employees in Salem district

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II. REVIEW OF LITERATURE

Md. Hasebur Rahman and Md. Kamruzzaman (2013). This study is carried out to explore how does stress factors influences on work life of employees in present-day of private banks in Bangladesh. The study reveals that employees professed that long working hour and workload have alleged as top most stressors of both public and private commercial banks in Bangladesh. It is statistically significant that there is no apparent difference in stress stressors of public and private banks.

K. Suresh & Dr. M. Hema Nalini (2018) The researchers explored that employees are obsessed by stress due to various spectacle like, High workload, Role ambiguity & conflict, ,Lack of feedback, unachievable targets, heavy and tireless work, late night working, peer group pressure, lack of job-security, and enforced transfers, careful and meticulous work , travelling distance etc. The study concludes that the level of stress towards their job is directly related with their

age, designation, salary, number of dependents, experience, and location of the workplace, work timing. Etc.

III. RESEARCH METHODOLOGY

3.1. DATA COLLECTION

Primary and secondary data were collected for this research, primary data was collected through a well-structured questionnaire which was individually handed out to the respondents during their leisure time to seek their responses. Secondary data was collected with the help of magazines, text books, articles, newspapers and online sources. Simple Random sampling technique was used for data collection.

3.2. SAMPLE SIZE

For the research purpose the samples were collected from 70 employees in private banks in Salem district.

3.3. TOOLS

Simple percentage analysis, Chi-Square and ANOVA are used for analysis of data with the help of SPSS.

IV. DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTILE ANALYSIS

4.1.1. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	41	58.6	58.6	58.6
	Female	29	41.4	41.4	100.0
	Total	70	100.0	100.0	

Interpretation: From the above table it is interpreted that 58.6% are male and 41.4% are female.

4.1.2. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30 Years	19	27.1	27.1	27.1
	31-40 Years	45	64.3	64.3	91.4
	41-50 Years	6	8.6	8.6	100.0
	Total	70	100.0	100.0	

Interpretation: From the above table it is interpreted that 27.1% of employees in bank are in the age group of 20-30 years, 64.3% in 31-40 years 8.6 % in 41-50 years.

4.1.3. Marital status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	38	54.3	54.3	54.3
	Single	32	45.7	45.7	100.0
	Total	70	100.0	100.0	

Interpretation: From the above table it is interpreted that 45.7% are single and 54.3% are married.

4.1.4. Educational Qualification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under graduate	45	64.3	64.3	64.3
	Post graduate	25	35.7	35.7	100.0
	Total	70	100.0	100.0	

Interpretation: From the above table it is interpreted that 64.3% are Under Graduates and 35.7% are Post Graduates.

4.1.5. Designation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Branch manager	9	12.9	12.9	12.9
	Operation manager	22	31.4	31.4	44.3

Assistant manager	21	30.0	30.0	74.3
Officer	18	25.7	25.7	100.0
Total	70	100.0	100.0	

Interpretation: From the above table it is interpreted that 12.9% are employees are Bank manager, 31.4% are Operation manager, 30.0% are Assistant manager and 25.7% belongs to Officer Role.

5.2. CHI SQUARE

4.2.1. Gender * Job rotation practices

		Job rotation practices					Total	Calculated value	Table value
		Highly satisfied	Satisfied	Neutral	Dis satisfied	Highly Dis satisfied			
Gender	Male	8	11	3	16	3	41	21.2	9.48
	Female	3	5	13	2	6	29		
Total		11	16	16	18	9	70		

Interpretation: From the above table it is found that calculated value is > table value at 5% level of significance. Hence null hypothesis is rejected and alternate hypothesis accepted. It is inferred that there is a significant relations between gender and job rotation practices.

4.2.2. Gender * Training and development

		Training & development					Total	Calculated value	Table value
		Highly satisfied	Satisfied	Neutral	Dis satisfied	Highly Dis satisfied			
Gender	Male	8	7	5	18	3	41	8.29	9.48
	Female	8	3	10	8	0	29		
Total		16	10	15	26	3	70		

Interpretation: From the above table it is found that calculated value is < table value at 5% level of significance. Hence null hypothesis accepted. It is inferred that there is no significant relations between gender and Training and development practices.

4.2.3. Age * Work timing

		Work timing					Total	Calculated value	Table value
		Highly Satisfied	Satisfied	Neutral	Dis satisfied	Highly Dis satisfied			
Age	20-30Yrs	0	0	8	8	3	19	41.46	15.50
	31-40Yrs	8	20	6	11	0	45		
	41-50Yrs	0	0	0	3	3	6		
Total		8	20	14	22	6	70		

Interpretation: From the above table it is found that calculated value is > table value at 5% level of significance. Hence null hypothesis is rejected and alternate hypothesis accepted. It is inferred that there is a significant relations between Age and work timing.

4.2.4. Age * Promotion practices

		Promotion practices					Total	Calculated value	Table value
		Highly Satisfied	Satisfied	Neutral	Dis satisfied	Highly Dis satisfied			
Age	20-30 Yrs	2	3	6	3	5	19		

31-40 Yrs	8	6	8	23	0	45	26.21	15.50
41-50 Yrs	0	0	0	6	0	6		
Total	10	9	14	32	5	70		

Interpretation: From the above table it is found that calculated value is > table value at 5% level of significance. Hence null hypothesis is rejected and alternate hypothesis accepted. It is inferred that there is a significant relations between Age and Promotion practices.

4.2.5. Age * Transfer practices

		Transfer practices					Total	Calculated value	Table value
		Highly Satisfied	Satisfied	Neutral	Dis satisfied	Highly Dis satisfied			
Age	20-30Yrs	3	3	5	5	3	19		
	31-40Yrs	3	6	15	10	11	45	11.85	15.50
	41-50Yrs	0	3	0	0	3	6		
Total		6	12	20	15	17	70		

Interpretation: From the above table it is found that calculated value is < table value at 5% level of significance. Hence null hypothesis accepted. It is inferred that there is no significant relations between age and transfer practices.

4.2.6. Designation * Work timing

		Work timings					Total	Calculated value	Table value
		Highly Satisfied	Satisfied	Neutral	Dis satisfied	Highly Dis satisfied			
Desig Nation	Branch manager	0	3	0	6	0	9		
	Operation manager	3	0	8	8	3	22	40.55	21.02
	Assistant manager	0	12	0	6	3	21		
	Officer	5	5	6	2	0	18		
Total		8	20	14	22	6	70		

Interpretation: From the above table it is found that calculated value is > table value at 5% level of significance. Hence null hypothesis is rejected and alternate hypothesis accepted. It is inferred that there is a significant relations between Designation and work timing.

4.2.7. Designation * Training and development

		Training & development					Total	Calculated value	Table value
		Highly satisfied	Satisfied	Neutral	Dis Satisfied	Highly Dis satisfied			
Desig nation	Branch Manager	0	0	3	6	0	9		
	Operation Manager	8	3	5	6	0	22	38.68	21.02
	Assistant Manager	5	2	0	14	0	21		
	Officer	3	5	7	0	3	18		
Total		16	10	15	26	3	70		

Interpretation: From the above table it is found that calculated value is > table value at 5% level of significance. Hence null hypothesis is rejected and alternate hypothesis accepted. It is inferred that there is a significant relations between designation and training and development practices.

5.3.1 ANOVA

4.3.1. Table

	Sum of Squares	df	Mean Square	F	Sig.
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Gender * Salary	Between Groups (Combined)	2.748	4	.687	3.137	.020
	Within Groups	14.238	65	.219		
	Total	16.986	69			
Age * Salary	Between Groups (Combined)	1.351	4	.338	1.034	.397
	Within Groups	21.235	65	.327		
	Total	22.586	69			
Marital status * Salary	Between Groups (Combined)	1.779	4	.445	1.854	.129
	Within Groups	15.592	65	.240		
	Total	17.371	69			
No, of dependents * Salary	Between Groups (Combined)	16.951	4	4.238	2.988	.025
	Within Groups	92.192	65	1.418		
	Total	109.143	69			
Educational Qualification * Salary	Between Groups (Combined)	5.321	4	1.330	8.042	.000
	Within Groups	10.751	65	.165		
	Total	16.071	69			
Designation * Salary	Between Groups (Combined)	8.301	4	2.075	2.219	.077
	Within Groups	60.784	65	.935		
	Total	69.086	69			

Interpretation: From the above table it is found that the factors like gender ($F= 3.137$) ($P=.020$), No, of dependents ($F=2.988$) ($P=.025$), educational qualification ($F=8.042$) ($P=.000$) are statistically significant at 5% level of significance. Therefore null hypothesis is rejected at 5% level of significance. Hence it is concluded that educational qualification, No. of dependents and gender are significantly difference with salary among employees in banking sector.

4.3.2. Table

		Sum of Squares	df	Mean Square	F	Sig.
Gender * Training development	Between Groups (Combined)	2.014	4	.503	2.186	.080
	Within Groups	14.972	65	.230		
	Total	16.986	69			
Age * Training development	Between Groups (Combined)	6.599	4	1.650	6.707	.000
	Within Groups	15.987	65	.246		
	Total	22.586	69			
Marital status * Training development	Between Groups (Combined)	1.192	4	.298	1.197	.321
	Within Groups	16.179	65	.249		
	Total	17.371	69			
No, of dependents * Training development	Between Groups (Combined)	3.213	4	.803	.493	.741
	Within Groups	105.929	65	1.630		
	Total	109.143	69			
Educational Qualification * Training development	Between Groups (Combined)	4.349	4	1.087	6.029	.000
	Within Groups	11.722	65	.180		

	Total	16.071	69			
Designation Training & development	* Between Groups (Combined)	11.576	4	2.894	3.271	.017
	Within Groups	57.509	65	.885		
	Total	69.086	69			

Interpretation: From the above table it is found that the factors like Age ($F=6.707$) ($P=.000$), No. of dependents ($F=6.029$) ($P=.000$), designation ($F=3.27$) ($P=.017$) are statistically significant at 5% level of significance. Therefore null hypothesis is rejected at 5% level of significance. Hence it is concluded that Age, No. of dependents and designation are significantly difference with Training and development practices in private banking sector.

V. CONCLUSION

Despite the lucrative monetary advantages and privilege the private bank employees enjoy, their job satisfaction is often at stake due to several factors. This study has attempted to probe into the comfort level private bank employees experience and the factors that influence the same. In view of the impact workplace comfort would have towards job satisfaction, the survey has been carried out. The findings of the survey reveal that there is a significant relationship between gender and job rotation practices; Age and work timing; Age and Promotion practices; Designation and work timing; designation and training and development practices. It is also derived that there is significant difference in educational qualification, number of dependents and gender with respect to salary; that age, number of dependents and designation have significant difference with respect to Training and development practices in private banking sector. Hence, the comfort level experienced by all the employees cannot be universal and is individual specific. The factor that influences each one's comfort level may differ from person to person. However, it is derived that basic ergonomic workspace and scope for age specific career growth and training and development practices would fetch substantial impact over job satisfaction. Hence it is strongly suggested that appropriate upgrade of workplace amenities from time to time, periodic training and suitable career growth can create a positive impact towards their comfort at workplace and thereby effect job satisfaction and stress-free environment of private bank employees.

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