

Job Satisfaction of an Employee in Karnataka Gramin Bank in Koppal District, Karnataka

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Abstract

Karnataka Gramin bank is one of the leading public sector banks in India. It has its own role in development of rural areas by providing maximum financial facility. The employee performance has great influence on performance of Karnataka Gramin bank in rural areas. The result of research study shows that there is high level satisfaction in respect of majority of the factors and moderate satisfaction in some factors. In overall, the respondents with dissatisfaction are very low.

Keywords: Karnataka Gramin Bank, Job Satisfaction, Monetary and Non-monetary factors

Introduction

Job satisfaction is a measure of an employee's contentedness with their job, the feeling of enjoyment or fulfillment that a person derives from their job. It is measured in behavioral, cognitive and affective components. Job satisfaction can be separated into two ideas: intrinsic job satisfaction and extrinsic job satisfaction. Intrinsic job satisfaction focuses on what kind of work is being done, the tasks and duties that make up the job. Extrinsic job satisfaction focuses on work conditions, such as the environment, supervisor, pay and co-workers.

High job satisfaction in the workplace is beneficial for both the employee and the employer. Having a high job satisfaction rate can strengthen a company in many ways. They are; lower turnover rate, loyal employees, higher productivity and increased profits. A high level of job satisfaction is important for both the employee and the company to be successful.

Literature Review

Pinak Deb, Dinesh Kumar Pandiya and Kingshuk Adhikari (2015) in their research study titled Job Satisfaction of Bank Employees: A Study with reference to United Bank of India, tried to analyse the factors associated with job satisfaction of an employees. The study concluded that the bank employees were though by and large satisfied with their job but to a very modest degree. **Charu Dutta and Jeet Singh** (2015) their research study titled as A comparative Study of Job Satisfaction of Private and Public Banking Sector of Delhi and Noida tried to analyse the factors influencing on Job satisfaction of an employees in private and public sector banks and concluded that policy makers have to need consider factors which influences satisfaction level of an employees to make them happy at their work place. **Abdelhadi, Ben Mansour and André Leclerc** (2015) their research study titled Performance Appraisal System and Employee Satisfaction: The role of trust towards supervisors, examined the impact of trust towards supervisors on the relation between the perceived performance appraisal effectiveness and job satisfaction. The proposal was supported by results from a survey of Bank employees using measures of

PA perception, job satisfaction and trust towards supervisor. **G.Yoganandan** (2015) his research study titled Job Satisfaction in State Bank of India in Namakkal District, examined the level of job satisfaction of employees and finally found that employees were not fully satisfied with salary, fringe benefits, job security, training and development. **Sanjita Lenka and B.N.Mishara** (2015) their research titled Assessing the Differences in Job Satisfaction of Employees with Special reference to State Bank of India, tried to analyse the level of job satisfaction experienced amongst employees in State Bank of India, Bhubaneswar. The study result indicated that female were more satisfied in officers group and males were more satisfied in case of clerical group with regard to different components of job satisfaction. **Shindu Varghese and Malarmati** (2015) their research study titled Job Satisfaction of Public sector Bank Employees in Kerala – A Summative Assessment tried to analyse the satisfaction of employees in public sector. The study concluded that the mean satisfaction level of lower cadre employees was lower than other cadres. Hence there is an urgent need to revamp the policies to make these employees happy and proud to stay within the organization.

Need for the Study

The job satisfaction is an important topic in human resource management and it plays role in very kind of organization irrespective of nature and size of them. The total performance of organization depends on performance of employees and their performance depends on satisfaction of them at their job. Therefore it is necessary to undertake a study on job satisfaction timely to understand their level of satisfaction. From the literature study it is found that there is no recent study on job satisfaction of employees at Karnataka Gramin Bank. Therefore, the study on job satisfaction in Karnataka Gramin Bank is undertaken in order to fill this gap. This study gives good inputs to the management for making better decisions for the business.

Objectives of the study

- a) To study the concept of job satisfaction
- b) To examine the job satisfaction of an employees in Karnataka Gramin Bank

Research Methodology

a. Sample Size

For this research study, the primary data has been collected from 50 respondents from SBH bank (employees). These respondents have been selected from different levels under convenience sampling method.

b. Data collection

The present research study is based on primary and secondary data. The required primary data has been collected through the structured questionnaires. The secondary data has been collected from different secondary sources like SBH bank website The secondary, books, journals, periodicals, newspapers etc.

c. Statistical Tools used

In the proposed study, various statistical tools like percentage method and average method, have been used for processing and analysing the data collected to arrive at reliable conclusion about job satisfaction of an employee.

Data Analysis and Interpretation

Section - I Demographic Factor Analysis

The five demographic factors of sample respondents have been analysed and interpreted below;

Table 1. Gender of Respondents

SL. No	Gender	Number of Respondents	Percentage
1	Male	36	72%
2	Female	14	28%
		50	100%

Source: Primary Data

Table 1 indicates the gender information of respondents. There are 36 male respondents and 14 female respondents. Their share is 72 percent and 28 percent in total. It is found that male respondents are more than 2 times of female respondents.

Table 2. Age of Respondents

SL. No	Age in years	Number of Respondents	Percentage
1	18-30	28	56%
2	31-40	4	8%
3	41-50	4	8%
4	Above 50	14	28%

Source: Primary Data

Table 2 indicates the age wise classification of respondents. It is observed that there are more than 50 percent respondents whose age is between 18 and 30 years. The respondents with the age 31-40 and 41-50 years are 8 percent in each age group. There are 14 respondents are with more than 50 years.

Table 3. Marital Status of Respondents

SL. No	Marital Status	Number of Respondents	Percentage
1	Single	11	22%
2	Married	39	78%
		50	100%

Source: Primary Data

Table 3 provides information about marital status of respondents. There are 11 single respondents and 39 married respondents. Their share is 22 percent and 78 percent in total. It is found that married respondents are more than 3 times of single respondents.

Table 4. Work Position of Respondents

SL. No	Work position	Number of Respondents	Percentage
1	Officer	16	32%
2	Clerk	24	48%
3	Sub-staff	10	20%
		50	100%

Source: Primary Data

Table 4 indicates the work position wise classification of respondents. It is observed that there are 16 of-

ficers and 24 clerk. Their share is 32 percent and 48 percent. The sub-staff position holders are 10 and its percentage is 20 percent.

Table 5. Monthly Salary of Respondents

SL. No	Monthly Income	Number of Respondents	Percentage
1	Below Rs. 20000	7	14%
2	Rs. 20000-30000	24	48%
3	Above Rs. 30000	19	38%
		50	100

Source: Primary Date

Table No 5 show that among the 50 respondents, majority of the respondents are belong to average monthly income group of Rs. 20,000-30,000. There are 19 respondents with monthly income of above Rs. 30000. The very less number of respondents that is 7 are having income below Rs. 20,000 per month.

Section – II Job Satisfaction Analysis

The factors influencing the level of employee job satisfaction are shown in Table 2 along with percentage, mean, standard deviation and coefficient of variation. Total two factors have been considered for the study: Monetary and Non-Monetary Factors.

Table 6. Employees Job Satisfaction

SL. No	Factors	Most satisfied	Satisfied	Neutral	Not Satisfied	Most Unsatisfied	Total
1	Salary and wages	15	26	6	3	0	50
2	Fringe benefits	13	19	9	8	1	50
3	pension system	11	20	7	10	2	50
4	Groupinsurance policy	13	21	12	4	0	50
5	Working condition	24	20	4	1	1	50
6	recreational facility	11	17	13	3	6	50
7	communication system	12	24	10	4	0	50
8	Training and Development	12	25	8	4	1	50
9	Performance appraisal system	8	28	11	1	2	50
10	employee’s participation	11	26	11	2	0	50

Source: Primary data

1. Salary and Wages

The salary is one of the most important attributes which determines the employees’ job satisfaction level. About 82 percent of respondents are satisfied regarding salary and wages and 3 respondents are dissatisfied.

2. Fringe Benefits

With regard to fringe benefits, there is moderately satisfaction which means that 32 respondents are satisfied and 9 respondents are dissatisfied. It is important to note that 9 respondents not expressed any opinion.

3. Pension System

The pension is another important factor that decides the job satisfaction level and as per the survey there are more than 50 percent of respondents with satisfaction and 12 respondents are unsatisfied.

4. Group Insurance

Group insurance is a kind of scheme wherein all family members will be insured under one single insurance plan. The satisfaction of employees is highly good and unsatisfied employees are very less. Though there are around 12 respondents not expressed any opinion.

5. Working Condition

Working condition is the physical environment where employees are working and it has greater impact on job satisfaction. The majority of the respondents have satisfaction and only 2 percent of respondents are unsatisfied.

6. Recreation facility

Recreation facility on which more respondents are satisfied and 13 respondents are neutral, not expressed any views. The unsatisfied respondents are 9 and their share is just 18 percent.

7. Communication System

The communication is a way by which message or matter is to be conveyed. There are 36 respondents who are satisfied and only 4 respondents are unsatisfied. There are 10 respondents with neutral opinion and their share is 20 percent.

8. The training and development

The training and development is crucial important factor which influences the job satisfaction. According to the table, it is noticed that majority of the respondents are highly satisfied and 5 respondents which means 10 percent of respondents are unsatisfied.

9. Performance appraisal system

This is the factor on which 36 respondents are satisfied and 3 respondents are unsatisfied. Their share is 72 percent and 6 percent. The 22 percent of respondents are neutral and have not expressed any opinion.

10. Employees Participation

Employee participation is a way wherein employee will take part in management to discuss any matter of the company. With regard to this factor, 37 respondents are satisfied and 2 respondents are unsatisfied. Here is also 11 respondents who are neutral in expressing of any opinion.

Conclusion

From the above discussion, it is concluded that the majority of respondents have good satisfaction at their job. The very least number of respondents have dissatisfaction. The high level satisfaction of employees promotes the financial business of Karnataka Gramin Bank and indicates the bright future for it. The management could be advised to undertake some more measures to improve the satisfaction level of employees as they are the part of industry with competition.

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