

A study on
THE JOB SATISFACTION OF PUBLIC SECTOR BANK EMPLOYEES WITH
SPECIAL REFERENCE TO COCHIN CITY

Project Report

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Under the guidance of

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In partial fulfillment of the requirement for the Degree of
BACHELOR OF COMMERCE



ST. TERESA'S COLLEGE ESTD 1925

ST. TERESA'S COLLEGE (AUTONOMOUS), ERNAKULAM

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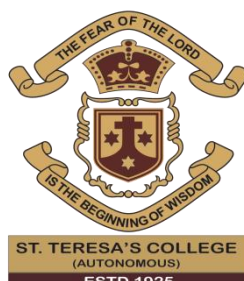
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CERTIFICATE

This is to certify that the project titled "**A STUDY ON THE JOB SATISFACTION OF PUBLIC SECTOR BANK EMPLOYEES WITH SPECIAL REFERENCE TO COCHIN CITY**" submitted to Mahatma Gandhi University in partial fulfillment of the requirement for the award of Degree of Bachelor in Commerce is a record of the original work done by **Ms. Athira N Nair, Ms. Roopa Thasho Antony, Ms. Tania Felix**, under my supervision and guidance during the academic year 2020-23.

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DECLARATION

We Ms. Athira N Nair, Ms. Roopa Thasho Antony, Ms. Tania Felix , final year B.Com students, Department of Commerce (SF), St. Teresa's College (Autonomous) do hereby declare that the project report entitled **A STUDY ON THE JOB SATISFACTION OF PUBLIC SECTOR BANK EMPLOYEES WITH SPECIAL REFERENCE TO COCHIN CITY** submitted to Mahatma Gandhi University is a bonafide record of the work done under the supervision and guidance of Smt. Liya Xavier, Assistant Professor of Department of Commerce (SF), St. Teresa's College (Autonomous) and this work has not previously formed the basis for the award of any academic qualification, fellowship, or other similar title of any other university or board.

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First of all, we are grateful to God Almighty for his blessings showered upon us for the successful completion of our project.

It is our privilege to place a word of gratitude to all persons who have helped us in the successful completion of the project.

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ATHIRA N NAIR

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1.1 INTRODUCTION

Human life has become very complex and completed in now a days. In modern society the needs and requirements of the people are ever increasing and ever changing. When the people are ever increasing and ever changing and the people needs are not fulfilled they become dissatisfied. Dissatisfied people are likely to contribute very little for any purpose .Job satisfaction is one of the most popular and widely researched topics in the field of organizational psychology .Locke (1976) defines job satisfaction as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. Job satisfaction has been studied both as consequence of many individual and work environment characteristics .and as an antecedent to many outcomes. Employees who have high job satisfaction are usually less absent, less likely to leave, more productive, more likely to display organizational commitment and more likely to be satisfied with their lives .Job satisfaction of worker is very important for the proper functioning of firm. Apart from managerial and technical aspect employers can be considered as backbone of any industrial development. To utilize their contribution they should be provided with good working conditions to boost their job satisfaction .Researchers reported that a number of different factors can influence employee satisfaction with their workspaces including building design, air quality, temperature, noise and lighting ability of employees to personalize their workspace and workspace design and management etc .It is generally understood that unfavourable conditions of office environment can have negative influence on employee satisfaction cause health problems and increase short term sick leave.

Today's work environment is undergoing a major shift factors such as globalization, growing economies and improved technology are constantly presenting new challenges and creating new opportunities for people. With these changes people's perceptions regarding their jobs are also changing. In this grow or die market place, the success of any firm relies on its workforce satisfied and committed employees are the most significant assets of any firm including banks. As banking institutions are the backbone of nation's economy the efficient management of human resource and the maintenance of higher job satisfaction level affects the growth and

performance of an entire economy .The Indian banking sector is the fastest growing financial sector of that has been tremendous progress following liberalization.

Commercial banks including the nationalized and non-nationalized banks provided service to the people in the country .In the past globalization era, the growing competition among banks made them became much customer centred .In the provision of customer oriented services, the employees working in the banks have a formidable role .The employees in banks serve better to their customers and attract further more customers towards their bank and make it much competitive in the market. It is a known fact that the satisfied employees positively perform better in their job and add more and more customers towards their banks. Such employees are the real asset to banks.

1.2 STATEMENT OF PROBLEM

Banking sector plays a crucial role in the economic growth of developing countries like India. Indian banking structure comprises rationalised and non rationalised banks. Beyond these, there are several other foreign banks, cooperative banks to provide banking service in the society. Now there exists a stiff competition among banks in attracting customer .Unless the better services are provided in the bank the customers will not remain there. Hence in retaining the existing customers and drawing new customers the role of employees working in banks become more vital than ever before .This necessitates the need of motivated personnel. The job satisfaction of employees seriously affects the customers who are getting banking services from such employees. Here, the present study is the first of its kind attempting to measure the level of job satisfaction of the employees with special reference to the public sector bank employees in Ernakulum district.

1.3 SIGNIFICANCE OF STUDY

Banking sector occupies major portion of everybody's life. The success of banking sector lies in the hands of their employees because without any employees any organisation will not be able to achieve the objective. To attract the employees the right need to provide lot of welfare measures to satisfy their needs. This study aims to

measure the level of job satisfaction of public sector bank employees in Ernakulum district .It covers the different job satisfaction of employees working in the public sector banks such as officers, clerical staff, and sub staff .Further this study measures the level of job satisfaction among different layer of employees working in the public sector bank in Ernakulum district and the factors such as working environment ,monetary benefits, relationship recognition responsibility and pride in the job which cause job satisfaction among the employees. Job satisfaction is a concept measuring the psychological satisfaction of the employees. In the present study the level of job satisfaction has been analysed from the point of view of employees working in the public sector bank in respect to Ernakulum district.

1.4 OBJECTIVES OF STUDY

- To assess the job satisfaction of bank employees in Ernakulam district.
- To analyse the satisfaction level of employees on the factors like working condition, job security and other welfare measures.
- To know whether the employees are satisfied with their current working system.
- To find out whether the company is supporting its employees mentally and financially.

1.5 METHODOLOGY

1.5.1 RESEARCH DESIGN

The present data is quantitative and analytical in nature. It is quantitative because it involves numerical expression. And it is analytical since it examines , analyses, and interprets collected data in order to arrive at conclusion.

1.5.2 RESEARCH INSTRUMENT

Data are collected through structured questionnaire convenient sampling under random sampling method is adopted here.

1.5.3 COLLECTION OF DATA

Both primary data and secondary data were used for data collection.

- **Primary data:** The data which is collected from primary sources that is a source of origin from where the data is generated, they are collected for the first time by an investigation or an agency for any statistical analysis. For collecting primary data we use the method of questionnaire. The questionnaire is a major technique for collection of primary data. The structured questionnaire was distributed to samples for gathering primary data.
- **Secondary data:** Secondary data on the other hand is one which is already collected by someone else has been passes through statistical process. Information from secondary sources like journals, reports, websites etc. has contributed to this study.

1.5.4 POPULATION & SAMPLE DESIGN

- **Population:** Entire employees of State Bank of India, HDFC Bank and Union Bank of India in Ernakulam district.

Sampling is a process used in the statistical analysis in which a predetermined number of observation are taken from a larger group. Random sampling technique was used to select the samples from employees.

- **Sample size:** A sample of 50 respondents from Ernakulam district are selected for the study.

1.5.5 TOOLS FOR ANALYSIS

The data are analysed using various statistical and mathematical tools like percentages, diagrams, graphs and tables.

1.6 SCOPE OF STUDY

This study analyses the job satisfaction of public sector bank employees in a specific place. For the study purpose, employees of various public sector banks such as State Bank of India, HDFC Bank, Union Bank of India etc. in Ernakulam district is taken into consideration. Ernakulam is the third most populated district in Kerala. Thus it is possible to analyse the job satisfaction level of various employees from different departments in a bank. The job satisfaction level is studied with the help of various tools. Both primary and secondary data are collected for this study and convenience sampling is also adopted. The data has been collected with the help of questionnaire. It is supplied through online platforms. The findings have been made from the analysis of data collected.

1.7 LIMITATIONS OF THE STUDY

- This is subjected to the bias and prejudices of respondents. Hence 100% of accuracy cannot be assumed.
- The research was carried out in a short span of time, where in the research could not widen the study.
- Shortage of time.
- Difficulties in collecting data from respondents.
- Complexity in analysing data.
- Project report is limited to researcher's knowledge and capabilities.

Moro (2020) did an extensive research on top 15 IT companies from US by collecting the data from social media platform Glass door.

Gallizo et al.(2018) studied the factors which influence the telemarketers from call centers in Spain and revealed that job satisfaction of telemarketers from the call centers are influenced by the marital status and education background.

Raheela (2014) analyzed the impact of working environment on job satisfaction in various industries like banking, education and telecom in Pakistan and indicated a positive relationship between working environment and job satisfaction

Echchakoui et al.(2013)examined the impact of employee characteristics on job satisfaction in call centers in Canada. The results of the research proved that job satisfaction is not influenced by the age group but few aspects of it is controlled by gender and education level of employees.

Bader, Hashim, and Zaharim (2013) examined the level of job satisfaction among 536 employees of major banks from Eastern Libyan They used MSQ as an instrument and arrived at a conclusion that employees are highly satisfied with their jobs and demographics like gender, age and roles are not related to their level of satisfaction.

Aarti Chahal et.al. (2013) stated that increase in level of various factors such as- salary, performance appraisal, promotions, employee relationship with management & co-workers, training and development, work burden, working hrs directly increases the level of satisfaction of employee. She found these factors to be very important for an organization to grow.

Shobhna Gupta et.al (2013) finds that the productivity of the workforce is the most important factors as far as the success of an organization is concerned. They suggested that salary should be according to job profile and stress level of employees.

Bigliardi et al.(2012) observed the job satisfaction among knowledge workers in pharma companies through the series of semi structured interviews. With that study, it was emerged that bureaucratic organizational culture is leading to the dissatisfaction of knowledge workers and innovative culture has a positive impact on them.

M.I. Meena et.al. (2012) studied on analysis of employee satisfaction in banking sector, where she has suggested different strategies for better job satisfaction keeping various factors of Job satisfaction in mind.

K.R.Sowmya et.al. (2011) through his study identified the factors influencing job satisfaction of employees in banking sector in Chennai. He also by using the factor analysis identified that the job suitability as well as the working condition & other interpersonal relationships among the workers were able to ascertain their level of satisfaction within the working domain.

N.Mallika et.al. (2010) by taking a sample size of 400 studied that private sector bank employees are less satisfied with their job security compared to employees of public sector banks. He also studied that if there is a cordial relationship between co-workers & supervisors, it makes the employees feel better & it also helps them to increase productivity of the organization.

Diala, Ify S.(2010) in their study on IT employees in D.C. area using Minnesota Satisfaction Questionnaire and found that autonomy and chances of promotion are the major factors for satisfaction amongst employees.

Rajkamal & Debashish sen Gupta (2009) also through his study focused on various factors such as occupational, demographic, organizational which have direct effect on job satisfaction of bank employees. An attempt has been made not only to ascertain the degree of overall job satisfaction prevailing among the bank officers but also to elicit officers views on the different factors contributing to their job satisfaction, in the current realities.

Arunima Srivastava et.al. (2009) in his research work-Employee perceptions of job satisfaction: comparative study of Indian Banks studied that there is a greater satisfaction among private sector bank employees related to their pay, social & growth aspects of job and public sector banks perceives greater satisfaction in context to job security.

Kamalanabhan Tj et al. (2009) worked on the job satisfaction of 159 Indian IT industry employees, explored how employee engagement affects perceived job satisfaction. Conclusion of the research was that age, gender, vintage, marital status and employee engagement has a significant and positive correlation with job satisfaction.

Ambrose et al. (2005) conducted a research to find out the faculty satisfaction and intention to stay. The study took into account teachers of a private university over a period of 2 years and findings of the research concluded that major sources of satisfaction or dissatisfaction are around the factors like compensation, promotion and mentioning by the departmental heads.

Bodur (2002) carried out a research on health care workers in 21 health centers in Turkey using Minnesota Satisfaction Questionnaire as an instrument to find out the level of job satisfaction. The results of the study indicated that work environment and salary were the most important factors of dissatisfaction among workers.

Clark (1999) studied a head count of 2000 British employees who were in the same organization for long and were not promoted in many cycles. Research suggests that changes in employees salary over time has a positive impact on their job satisfaction whereas the current level of salary does not influence their job satisfaction.

Lease (1998) concluded that employees who have higher job satisfaction usually display less absenteeism, are more productive, have better organizational commitment and their attrition is also less.

Billingsley and Cross (1992) compared the special and general educators in Virginia by taking 956 sample. Study was about their commitment to work, intent to stay and overall satisfaction and concluded that, Findings of this study revealed greater leadership support, work involvement

Bolton (1991) in his study revealed that employee satisfaction is influenced by the infrastructure and physical environment of the organization like furniture, lighting and noise.

Kennerly (1989) measured job satisfaction in nursing faculty with an 18-item scale using a 5point Likert-type scale and found out that intrinsic factors like mutual trust, respect, rapport and relationships with their supervisor was the key source of their job satisfaction.

Hackman & Oldham (1975) in their Job Characteristic Model (JCM) mentioned five dimensions and three key psychological states to measure the level of job satisfaction. Five core job dimensions are skill variety, task identity, task significance, autonomy, and feedback, which in turn impact three key psychological states: experienced meaningfulness

of the work, experienced responsibility for the work, and knowledge of results and these psychological states then influence job satisfaction.

Pritchard et al. (1972) concluded in their research that an individual's dissatisfaction for salary lead to discontent and decreased performance. Study by Pritchard et al. (1972) was also congruent to the one by Heneman et al. (1988) where they mentioned that that monetary payment and performance of an individual would lead to the job satisfaction.

Herzbergs motivation hygiene theory and dual factor theory (1968) also known as two-factor theory states that there are certain factors in the workplace that causes job satisfaction, while a separate set of factors causes dissatisfaction. He envisaged that job satisfaction and job dissatisfaction act independently. His theory suggests that to improve job attitudes and productivity, administrators must recognize and attend to both sets of characteristics and not assume that an increase in satisfaction leads to decrease in Unpleasurable dissatisfaction. Some Researchers have approached Maslow theory of motivation to boost job satisfaction amongst employees and also considers the two-factor theory.

A very integral study by **Herzberg in 1959** reveals that two important factors that makes employees satisfied and dissatisfied are motivators and hygiene factors. Factors like achievement, recognition, advancement and growth lead to high job satisfaction and are called as motivators. Factors like company, policies, administration, supervision, compensation and working conditions are called as hygiene factors and contribute to job dissatisfaction.

The most important study is called as **Maslow's need theory (1954)** which is based on the hierarchy of needs starting from physiological, safety, belongingness, esteem and self actualization.

BANK: THE CONCEPT

The term bank is derived from Italian word 'Banca' and from French word Banque both meaning a bench or money exchange table. A bank is a financial establishment that stores, invests, and lends out money. Banks make money by giving out loans at higher rates than the cost of the money itself. More specifically, they are collecting interest, or the agreed upon fee paid for the use of the bank's money. A bank gets its capital primarily from deposits. Deposits are sums that customers give to the bank for safekeeping to be used in the future. Since customers reserve the right to withdraw this money at any given time, the interest rate that the bank pays the customer is considerably lower than the interest rate that the bank charges someone who accepts a loan from the bank. In this way, the bank is able to profit.

CHARACTERISTICS OF BANK

Deals with money: The Main Features of a bank is that it deals with all the moneyrelated transactions. For example, you can deposit your money in a bank account to save it securely, and you will also get interested in the money that you will save in the account. Therefore, it is the easiest way to increase your money without putting it at any risk. Moreover, if you need the money, then you can borrow it from the bank at a certain interest. For example, you can borrow money from the bank to pay your tuition fees as well as you can also borrow money from the bank you want to buy a car. However, you are supposed to pay the money back to the bank with interest.

Provide loans: Banks make extra money by providing loans for different products to the loan. The bank makes the extra money by lending money to the eligible person at certain rates. Nowadays, banks provide loans for various requirements such as study loan, car loan, home loan, personal loans, etc. Different banks provide different loans at different interest rates. You can compare the interest rates of different banks to get a loan at minimum interest rates.

Payment and withdraws: A person who has deposit their money into a bank can able to withdraw it at any time of instance. A customer can also able to easy payment & withdraw their money with the facilities of ATM, draft money order cheque etc.

Individual or companies: Bank can be of any type it can be a company or firm or also a person who is involved in the business of money. This is also how banks are defined.

Various branches: A bank can also have multiple branches for the facility of their customers as every person cannot be able to go to the main branch of the Bank so banks further grow their own branches so that they can reach to each n every person.

Internet services: Another feature of a Bank is that modern banks are also providing internet services. The development of the internet and its inclusion in the banking sector has made it even easier for people to carry out various transactions. Banks are providing online services through their apps. You can pay bills, buy food, go shopping without having cash with you. With the help of banking apps, you can pay for everything online.

FUNCTIONS OF BANK

Functions of banks are classified into two:-

1. Primary functions
2. Secondary functions

Primary functions: All banks have to perform two major primary functions namely:

1. Accepting of deposits
2. Granting of loans and advances

Accepting of deposits: A very basic yet important function of all the commercial banks is mobilizing public funds, providing safe custody of savings and interest on the savings to depositors. Bank accepts different types of deposits from the public such as:-

1. **Saving Deposits:** encourages saving habits among the public. It is suitable for salary and wage earners. The rate of interest is low. There is no restriction on the number and amount of withdrawals. The account for saving deposits can be opened in a single name or in joint names. The depositors just need to maintain minimum balance which varies across different banks. Also, Bank provides ATM cum debit card, chequebook, and Internet banking facility.
2. **Fixed Deposits:** Also known as Term Deposits. Money is deposited for a fixed tenure. No withdrawal money during this period allowed. In case depositors withdraw before maturity, banks levy a penalty for premature withdrawal. As a lump-sum amount is paid at one time for a specific period, the rate of interest is high but varies with the period of deposit.
3. **Current Deposits:** They are opened by businessmen. The account holders get an overdraft facility on this account. These deposits act as a short term loan to meet urgent needs. Bank charges a high-interest rate along with the charges for overdraft facility in order to maintain a reserve for unknown demands for the overdraft.
4. **Recurring Deposits:** A certain sum of money is deposited in the bank at a regular interval. Money can be withdrawn only after the expiry of a certain period. A higher rate of interest is paid on recurring deposits as it provides a

benefit of compounded rate of interest and enables depositors to collect a big sum of money. This type of account is operated by salaried persons and petty traders.

Granting of Loans & Advances:-The deposits accepted from the public are utilized by the banks to advance loans to the businesses and individuals to meet their uncertainties. Bank charges a higher rate of interest on loans and advances than what it pays on deposits. The difference between the lending interest rate and interest rate for deposits is bank profit.

Bank offers the following types of Loans and Advances:

1. **Bank Overdraft:** This facility is for current account holders. It allows holders to withdraw money anytime more than available in bank balance but up to the provided limit. An overdraft facility is granted against collateral security. The interest for overdraft is paid only on the borrowed amount for the period for which the loan is taken.
2. **Cash Credits:** a short term loan facility up to a specific limit fixed in advance. Banks allow the customer to take a loan against a mortgage of certain property (tangible assets and / guarantees). Cash credit is given to any type of account holders and also to those who do not have an account with a bank. Interest is charged on the amount withdrawn in excess of the limit. Through cash credit, a larger amount of loan is sanctioned than that of overdraft for a longer period.
3. **Loans:** Banks lend money to the customer for short term or medium periods of say 1 to 5 years against tangible assets. Nowadays, banks do lend money for the long term. The borrower repays the money either in a lump-sum amount or in the form of instalment spread over a pre-decided time period. Bank charges interest on the actual amount of loan sanctioned, whether withdrawn or not. The interest rate is lower than overdrafts and cash credits facilities.

4. **Discounting the bill of exchange:** It is a type of short term loan, where the seller discounts the bill from the bank for some fees. The bank advances money by discounting or purchasing the bills of exchange. It pays the bill amount to the drawer (seller) on behalf of the drawee (buyer) by deducting usual discount charges. On maturity, the bank presents the bill to the drawee or acceptor to collect the bill amount.

SECONDARY FUNCTIONS

Like Primary Functions of Bank, the secondary functions are also classified into two parts:-

1. Agency functions
2. Utility Functions

1. Agency functions: Banks are the agents for their customers; hence it has to perform various agency functions as mentioned below:

- **Transfer of Funds:** Transferring of funds from one branch/place to another.
- **Periodic Collections:** Collecting dividend, salary, pension, and similar periodic collections on the clients' behalf.
- **Periodic Payments:** Making periodic payments of rents, electricity bills, etc on behalf of the client.
- **Collection of Cheque:** Like collecting money from the bills of exchanges, the bank collects the money of the cheque through the clearing section of its customers.

- **Portfolio Management:** Banks manage the portfolio of their clients. It undertakes the activity to purchase and sell the shares and debentures of the clients and debits or credits the account.
- **Other Agency Functions:** Under this bank act as a representative of its clients for other institutions. It acts as an executor, trustee, administrators, advisers, etc. of the client.

2. Utility functions

- Issuing of letter of credit, traveller's cheque etc.
- Undertaking safe custody of valuables, important documents, and securities by providing safe deposit vaults or lockers.
- Providing customers with facilities of foreign exchange dealings
- Underwriting of shares and debentures
- Dealing in foreign exchanges
- Social Welfare programs.

CLASSIFICATION OF BANKS

The bank is a financial institution that provides financial services such as loans, currency exchange, create credits, and accepts deposit from public. The banking system in India works under the pressure that goes with the public claim and social control. The **Reserve Bank of India (RBI)** is the central banking institution that regulates the supply and making of Indian currency. In this article, you will briefly know about the different types of banks in India.

TYPES OF BANKS

The banking system in India has classified the banks into two kinds.

1. Scheduled Banks
2. Non-Scheduled Banks

Scheduled banks

Scheduled Banks refer to those banks which are covered under the Second Schedule of Reserve Bank of India Act, 1934. The banks that satisfy the criteria by 42(6)(a) of the said act RBI includes only those banks in this category. Banks having a paid-up capital of Rupees Five lakh and over are qualified for scheduled banks, and these banks can take loans from RBI at bank rate. The Scheduled Banks are further classified into different sectors such as:

□ Commercial Banks

According to RBI, these banks are regulated under the Banking Regulation Act, 1949, and they are designed to operate on a 'for-profit' basis. They are mainly involved in the acceptance of deposit and grant loans to the government, businesses, and the general public. These banks are divided into four types. Those are:

1. Public Sector

These nationalized banks cover about 75 percent of the total banking business in India. Indian government holds the majority of its stakes in these banks. The largest bank in the public sector is SBI (State Bank of India).

2. Private sector

Private shareowner or investors hold the banks which stake comes under this category. The rules and regulations laid by RBI are also applicable to these banks.

These banks are obliged to follow the banking rules of their country.

3. Foreign Sector

The headquarters of these banks are in a foreign country, but it operates in India as a single body. These banks are obliged to follow the banking rules and regulations of their country as well as of the state in which they have set up the branch.

4. RRB

These Regional Rural Bank are commercial banks that are designed mostly to provide credits to the weaker sections of the nation that includes agricultural workers, farmers, small firm, etc. They also include branches in selected urban areas.

□ **Co-operative Banks**

All those banks which run by an elected managing committee working on no-gain no-loss and are registered under the Co-operative Societies Act 1912, are known as Cooperative banks. These banks finance agricultural activities like farming, hatcheries, etc. in rural areas and small businesses, self-employment, and industries in non-rural areas. These banks are divided into two types. Those are:

1. Urban Co-operative Banks

The banks located in semi-urban and urban, which finance small businesses.

2. State Co-operative Banks

The bank is an association of central co-operative bank and acts as a protector of the collaborative banking system in the state. Its funds are gained from the overdrafts, social capital, loans, etc.

Non Scheduled Banks

The banks which are not included in the Second Schedule of Reserve Bank of India Act 1934 are non-scheduled banks, and these do not follow the banking rules laid by RBI.

IMPORATNACE OF BANKS

On the basis of these Important Functions of Banks, we may easily describe the importance of banks in today's global life.

1. Collections of Savings and Advancing Loans

Acceptance of deposit and advancing the loans is the basic function of commercial banks. On this function, all other functions depend accordingly. Bank operates different types of accounts for its customers.

2. Money Transfer

Banks have facilitated the making of payments from one place or persons to another by means of cheques, bill of exchange and drafts, instead of cash. Payment through cheques, the draft is more safe and convenient, especially in case of huge payments, this facility is a great help for traders and businessmen. It really enhances the importance of banks for the business community.

3. Encourages Savings

Banks perform an invaluable service by encouraging savings among the people. They induce them to save for profitable investment for themselves and for the national interest. These savings help in capital formation.

4. Transfer Savings into Investment

Bank transfer the savings collected from the people into investment and thus increase the amount of effective capital, which helps the process of economic growth.

5. Overdraft Facilities

The banks allow the overdraft facilities to their trusted customers and thus help them in overcoming temporary financial difficulties.

6. Discounting bill of exchange

The importance of banks can be seen through the facility of discounting the bill of exchange. Banks discount their bill of exchange of consumers and help them in financial difficulties. By discounting a bill of exchange, they able to get the desired amount for the investment they want.

7. Financing Internal & External Trade

Banks help merchants and traders in financing internal and external trade by discounting a foreign bill of exchange, issuing of letters of credit and other guarantees for their customers

8. Act as an Agent

The bank act as an agent and help their customers in the purchase and sales of shares, provision of lockers payment of monthly and dividends on the stock.

ADVANTAGES OF BANKS

1) Safety of Public Wealth

Before the introduction of the modernized banking system, people used to save their money in hard cash. They stored this cash in lockers, underground, with the grains, etc. There were so many instances when the money got stolen, eaten by the rats or simply rot through the years. However, the modern banking system completely eliminated the need to store hard cash. It actually helps save a huge proportion of public wealth that used to get spoiled in storage.

2) Availability of Cheap Loans

Before modern banks were established, people would borrow money from local money lenders, landlords, merchants or other wealthy individuals. These loans were given at exorbitant interest rates that most people couldn't afford to pay, in the process the borrower would always remain in debt. It was a vicious cycle. Modern banks started providing cheaper loans to the underprivileged section of the society, breaking the whole expensive loans system.

3) Propellant of Economy

Banks create money with a system called credit creation. With the help of credit creation, banks can lend a lot more money than the deposits that it holds. When banks lend this money to agriculture, industries, small businesses, and service providers, they are actually helping the economy grow exponentially. This, in turn, creates employment and spending power. Overall this one function of the bank is so powerful that the entire economy of any country relies on it.

4) Economies of Large Scale

An extremely important benefit of any bank is its deep and wide reach through the branch banking system and the benefits of large scale operations. The wider the bank can reach the better services it can provide. Now a day's banks provide services of net banking, card payments, ATM's, etc. at even the most far-fetched and backward areas. Due to these large scale operations, the services have become extremely cheap or sometimes even free.

5) Development in Rural Areas

Banks aid rural development in more than one way. Firstly, the government makes it mandatory for the banks to lend to specialized sectors such as agriculture, rural infrastructure, etc. This leads to the development of modern infrastructure and methods in rural areas, thereby bringing in growth. Secondly, with the banks opening their branches in the backward areas, the rural population has benefits of modern bank facilities such as check-in accounts, ATM's, locker facility, etc. Furthermore, when a new bank branch opens in a village, it needs facilities such as 24-hour electricity supply, internet connection, new staff etc. This creates employment and the villagers can also benefit from facilities of electricity and internet.

6) Global Reach

Many banks operate at the multinational level this has helped people and businesses in a way that was not possible before the establishment of modern banks. Multinational banks aids in remittance of cash, exchanging one currency for another; aids in export by transferring documents and payments; lend money to government, institutions and other world organizations. The reach of the banks is unlimited and it has helped in making the world a global village.

DISADVANTAGES OF BANK

1) Chances of Bank going Bankrupt

The world economy goes through turbulent times every few years. Events such as great depression of 1929, World War I & II, dot com bubble of 2000, or great recession of 2008, etc. expose banks to unnatural risks. During delicate periods, if all the people decide to withdraw their money from the bank, all at once, the bank will become bankrupt. Due to the function of credit creation, banks never have enough money to pay all its customers at the same time. People, without a doubt, will lose their money if the bank goes bankrupt.

2) Risk of Fraud and Robberies

The rise in internet banking has given rise in cybercrime as well. Now more people are exposed to the risk of credit card thefts, stolen passwords, net-banking frauds, etc. There have been robberies where robbers have stolen millions of dollars through the internet, without entering the bank premises physically. With the rise in internet banking, there will be a more innovative way for conmen and robbers to cheat people. This leaves the public vulnerable. This also increases the expenses that banks have to incur to safeguard their systems, which are eventually charged from the customers.

3) Risk of Public Debt

This is not the risk of the bank per se, but this is the risk that people take on themselves while dealing with a bank. Say a person is in the habit of maxing out his credit card every month and repays the bare minimum then he will spiral into debt very fast. The habit of borrowing more than a person can afford to repay is actually a personal bad habit, however, the easy lending policies of banks add fuel to the fire. This can be damaging to people's personal finances. It even affects businesses that take term loans and working capital loans from the banks and cannot repay it. Comparatively fewer businesses are affected by debt epidemic, but it still exists.

Banking Activities

A bank usually provides the following services:

- **Checking account**

A checking account is a deposit account held at a financial institution that allows withdrawals and deposits. Also called demand accounts or transactional accounts, checking accounts are very liquid and can be accessed using checks, automated teller machines and electronic debits, among other methods.

Cheque books – A cheque (or check) is a paper used to give money from one person or business to another person or business. To the person getting the cheque, it is a paper that allows them to go to a bank and get money. To the person writing the

cheque, it is a promise to pay the bank that is giving the money to the person who turned the cheque in.

Cheques must be written to a person or business. A cheque that is not written to anyone can be very bad because if it is lost, anyone who finds it can get the money. A cheque that is written to a person but does not have the amount of money written is a blank cheque.

Cheques have been used since over a thousand years ago. However, they became popular in the 20th century for paying money without using cash

- **Savings account**

Saving accounts are a type of deposit account kept by banks that pay interest. They let a person keep some of their money in the bank for immediate use. They also earn money through interest. Having a savings account in a bank allows a person to have money available for an emergency. Savings accounts may be opened at most banks, credit unions and trust companies.

The other major types of deposit account are the transactional account (usually known as a “checking” or “current” account), money market account and time deposit.

- **Money market account**

A money market account (MMA) or money market deposit account (MMDA) is a deposit account that pays interest based on current interest rates in the money markets. The interest rates paid are generally higher than those of savings accounts and transaction accounts; however, some banks will require higher minimum balances in money market accounts to avoid monthly fees and to earn interest. Money market accounts should not be confused with money market funds, which are mutual funds that invest in money market securities.

- **Certificate of deposit (CD)**

A certificate of deposit (CD) is a way to store money at a bank or credit union. A CD is written for a period of time: usually between three months and five years. The person who wanted the CD—the consumer—agrees to give the money to the bank for that period of time and may not take the money back until the time has expired. If the consumer takes the money back before the agreed amount of time, they will have to pay a penalty fee. Once your contract is over, you are given your money back plus the interest it earned. People open CDs instead of savings accounts because the interest is higher. A certificate of deposit (which is common only in the United States) is similar to a time deposit.

- **Individual retirement account (IRA)**

An individual retirement account or IRA is a form of “individual retirement plan”. It is simply a savings account with large tax advantages. An IRA is not itself an investment. It is where an investor keeps assets such as stocks, bonds and mutual funds. A 401(k) is set up by an employer, but an IRA may be started by an individual. Other IRAs may be opened by small business owners and those who are self-employed.

- **Credit card**

A credit card is a card which allows people to buy items without cash. Each card has a unique number. Using this number, plus other details on the card (such as the validity date, or a code), the client can buy goods or services. The issuer of the card automatically transfers the money to the seller. The person using the card gets a credit. The customer has a certain amount of time to pay the credit card bill. If the bill is left unpaid for some time, the customer will have to pay interest for the amount that is left unpaid. Payment using a credit card is one of the most common methods of electronic payment.

Credit cards are usually small plastic cards with a unique number attached to an account. Most are magnetic stripe cards and many have an EMV chip for use by card readers.

Paying with a credit card means you borrow the money and must pay it back in a specified time. Users who fail to pay in time may have to pay much more.

- **Debit card**

A debit card (also known as a bank card or check card) is a plastic card that is used as a payment method to cash when buying things. It is similar to a credit card, but unlike a credit card, it does not borrow money. Instead, the money comes directly from the user's bank account, and if there is no money it does not work.

- **Mortgage**

A mortgage is a way to use one's real property as a guarantee for a loan to get money. Real property can be land, a house, or a building. Many people do this to buy the home they use for mortgage: the loan provides them the money to buy the house and the loan is guaranteed by the house. Mortgage closing costs are the fees paid when securing a loan, either when buying a property or refinancing. Lenders charge these fees in exchange for creating your loan. Closing costs cover things like your home appraisal and searches on your home's title.

In a mortgage, there is a debtor and a creditor. The debtor or mortgagor is the owner of the property, while the creditor or mortgagee is the owner of the loan. When the mortgage transaction is made, the debtor gets the money with the loan, and promises to pay the loan. The creditor will receive money back with interest over time (usually in payments made each month by the debtor). If the debtor does not pay the loan, the creditor may take the mortgaged property in place of the loan. This is called foreclosure.

- **Mutual fund**

A mutual fund is a kind of investment that uses money from investors to invest in stocks, bonds or other types of investment. A fund manager (or “portfolio manager”) decides how to invest the money, and for this he is paid a fee, which comes from the money in the fund.

Mutual funds are usually “open ended”, meaning that new investors can join into the fund at any time. When this happens, new units, which are like shares, are given to the new investors.

There are thousands of different kinds of mutual funds, specializing in investing in different countries, different types of businesses, and different investment styles. There are even some funds that only invest in other funds.

- **Personal loan**

Loan is the lending of money by one or more individuals, organizations, or other entities to other individuals, organizations, etc. The recipient (i.e., the borrower) incurs a debt and is usually liable to pay interest on that debt until it is repaid, as well as to repay the principal amount borrowed.

A personal loan is a secured loan is a form of debt in which the borrower pledges some asset (i.e., a car, a house) as collateral.

A mortgage loan is a very common type of loan, used by many individuals to purchase residential or commercial property. The lender, usually a financial institution, is given security – a lien on the title to the property – until the mortgage is paid off in full. In the case of home loans, if the borrower defaults on the loan, the bank would have the legal right to repossess the house and sell it, to recover sums owing to it.

Similarly, a loan taken out to buy a car may be secured by the car. The duration of the loan is much shorter – often corresponding to the useful life of the car. There are two types of auto loans, direct and indirect. In a direct auto loan, a bank lends the money directly to a

consumer. In an indirect auto loan, a car dealership (or a connected company) acts as an intermediary between the bank or financial institution and the consumer.

- **Time deposit**

A time deposit (also known as a term deposit, particularly in Canada, Australia and New Zealand) is a money deposit at a banking institution that cannot be withdrawn for a certain “term” or period of time.

Time deposits differ from *at call deposits*, such as savings or checking accounts, which can be withdrawn at any time, without any notice or penalty. Deposits that require notice of withdrawal to be given are effectively time deposits, though they do not have a fixed maturity date.

Unlike a certificate of deposit and bonds, a time deposit is generally not negotiable; it is not transferable by the depositor, so that depositors need to deal with the financial institution when they need to prematurely cash out of the deposit.

Time deposits enable the bank to invest the funds in higher-earning financial products. In some countries, including the United States, time deposits are not subject to the banks’ reserve requirements, on the basis that the funds cannot be withdrawn at short notice. In some countries, time deposits are guaranteed by the government or protected by deposit insurance.

- **Automated teller machine**

An automated teller machine (ATM) is a machine that lets people take or deposit money that they have. It can also be used by someone to see how much money they have, or see other things about their bank account. In the United Kingdom, ATMs are often called cash machines, cashpoints or the hole in the wall.

ATMs may be found in stores and shopping malls. They can also be found in other places. Sometimes, they can be found in bars or restaurants. Other times, at special events, people may set one up so the guests can use the machine, like at a fundraiser.

People need a debit card or credit card in order to use an ATM. They also need to have a Personal Identification Number (PIN). A PIN is a code that lets them get into their account.

There are many scams with ATMs. In one scam, con artists look over the victim's shoulder and find their PIN. This is known as shoulder surfing. In another, they may put a video camera near the ATM to look at people using their PIN number. They then make cards using the PIN number and account number to be able to use that person's account.

- **Transactional account**

A transaction account, also called a checking account, chequing account, current account, demand deposit account, or share draft account at credit unions, is a deposit account held at a bank or other financial institution. It is available to the account owner "on demand" and is available for frequent and immediate access by the account owner or to others as the account owner may direct. Access may be in a variety of ways, such as cash withdrawals, use of debit cards, cheques (checks) and electronic transfer. In economic terms, the funds held in a transaction account are regarded as liquid funds. In accounting terms, they are considered as cash.

Transaction accounts are known by a variety of descriptions, including a current account (British English), chequing account or checking account when held by a bank, share draft account when held by a credit union in North America. In the United Kingdom, Hong Kong, India and a number of other countries, they are commonly called current or cheque accounts. Because money is available on demand they are also sometimes known as demand accounts or demand deposit accounts. In the United States, NOW accounts operate as transaction accounts.

JOB SATISFACTION

Job satisfaction is a subjective indicator that indicates how contented an individual feels while performing his/her duties. It is subjective in the sense that it cannot be defined by a single measurement alone. It is the amount of pleasure or contentment associated with a job. If you like your job intensely, you will experience high job-satisfaction. If you dislike your job intensely, you will experience job dissatisfaction. Job satisfaction is an individual's emotional reaction to the job itself. It is his attitude towards his job. According to Weiss and Cropanzano (1996), job satisfaction represents a person's evaluation of one's job and work context. This definition is still being debated. It captures the most popular view that job satisfaction is an evaluation and represents both belief and feelings. It is an appraisal of the perceived job characteristics and emotional experience at work. Satisfied employees have a favourable evaluation of their job, based on their observations and emotional experiences. Saleh (1981) states that job satisfaction is a feeling which is a function of the perceived relationship between all that one wants from his job or life and all that one perceives as offering or entailing. The emphasis here is on all that one wants, whether it is important for selfdefinition or not. Luthans (1989) states that job satisfaction is a pleasurable, or positive emotional state resulting from the appraisal of one's job, or job experience, and is the result of the employee's perception of how well the job provides those things which are viewed as important. Locke (1976) states that job satisfaction is a collection of attitudes about specific facets of the job. Employees can be satisfied with some elements of the job while being simultaneously dissatisfied with others. Different types of Satisfaction will lead to different intentions and behaviour. An employee might complain to the supervisor when dissatisfied with low pay but not with coworker dissatisfaction. Overall job satisfaction is a combination of the person's feeling towards the different facets of job satisfaction. He argues that the more important factors conducive to job satisfaction are mentally challenging work, equitable rewards, supportive working conditions, and supportive colleagues. One can also add the importance of good personality-job fit and an individual's genetic disposition (some people are just inherently upbeat and positive about all things including their job). Employees are concerned with their work environment for both personal comfort and how it facilitates doing a good job. People get more out of work than merely money or tangible achievements. For most employees, work also fills the need for social interaction. Not surprisingly, therefore, having friendly and supportive co-workers leads to increased job satisfaction.

Factors Responsible for Job Satisfaction and Job Dissatisfaction

Employees tend to prefer jobs that give them opportunities to use their skills and abilities and offer a variety of tasks, freedom, and feedback on how well they are doing. Jobs that have too little challenge create boredom, but too much challenge creates frustration and a feeling of failure. Under conditions of moderate challenge, most employees will experience pleasure and satisfaction (Katzell, Thompson, and Guzzo, 1992). Employees want a fair unambiguous pay system and promotion policies. Satisfaction is not linked to the absolute amount one is paid; rather, it is the perception of fairness. Similarly, employees seek fair promotion policies and practices. Promotion provides opportunities for personal growth, more responsibilities, and increased social status. Individuals who perceive that promotion decisions are made in a fair and just manner are likely to experience satisfaction from their jobs (Witt and Nye, 1992). The matching of job requirement with personality characteristics is best articulated in Holland's (1985) personality-fit theory. Holland presents six personality types. These are realistic, investigative, social, conventional, enterprising, and artistic. He proposes that satisfaction and the propensity to leave a job depends on the degree to which individuals successfully match their personalities to an occupational environment. Studies to replicate Holland's conclusions have been supported by many researchers (for example, Feldman and Arnold, 1985). Sinha (1958) studied the job satisfaction prevalent in Indian offices and manual workers, and analysed the causative impacts on satisfaction and dissatisfaction. 'Interesting work', 'social status and 'boss' were found as crucial factors contributing to satisfaction whereas inadequate salary and lack of security were regarded as important factors causing dissatisfaction. Clerical employees were found to be lower in their satisfaction, indicating a reverse tendency to what is usually observed, that is, increase in satisfaction with occupational level. Fair promotional policies in any organisation become their foundation of growth. When an employee gets fair promotion, which is generally based on his true assessment, he gets a type of recognition, and hence, increases his job-satisfaction. Kalleberg and Mastekaasa (2001) examined the impact of intra-organisational (resignations and layoffs) and inter-organisational (promotions and downward commitment) job mobility on changes in job satisfaction and organizational commitment. They found that promotions increase employee's perceptions of the quality of their job and thereby enhance both their satisfaction and commitment. Resignations increase job satisfaction, whereas layoffs have no effect on satisfaction. It is observed that uncertainty of production is a common problem

in the organisations. Although production is based upon pre-planning, but in spite of planning, uncertainty of production cannot be avoided. It is very important to find the linkage of production uncertainty with job satisfaction. Wright and Cerdery (1999) investigated the relationship between job control and affective outcome (job satisfaction and intrinsic motivation) varies with the level of production uncertainty. The qualification of an employee must match his job, if he feels that his qualification is not matched with his job, naturally he will be dissatisfied. Johnson and Johnson (2000) investigated the effects of perceived over qualification on dimensions of job satisfaction, using the relative deprivation theory. The cross-sectional results supported the hypothesis and suggested that perceived over qualification has a negative effect on job satisfaction. Some demographic variables, for example, age, race, and employment status, have been found as important factors in determining level of job satisfaction (Sinacore, 1998). It has been investigated that group level task interdependence, increases the feeling of belongingness and coordination among employees and hence increases the degree of job satisfaction (Vander, Emans, and Van DeVliert, 2001). It has been observed that routine jobs are boring and they create a type of boredom and monotony. On the other hand, when jobs are challenging in nature, they create an environment of satisfaction. Findings of Jonge, Dollard, Dormann, LeBlance (2000) provide renewed empirical support for the view that high-strain job (high demand, low control) are conducive to ill health (emotional exhaustion, health complaints). Further, it appears that active job (high demands, high control) give rise to positive outcome (job challenge, job satisfaction). Organisational politics is a vital part of an organisation. Vigoda (2000) stated that perception of organisational politics was found to have negative relationship with job attitudes (job satisfaction and organisational commitment), a positive relationship with intention to leave the job (exit), and a stronger positive relationship with negligent behaviour (neglect). A weak negative relationship was found between perception of organisational politics and employee's performance as reported by supervisors. When an organisation cares for its employees, it definitely gets their support in reward. Organisational investment in employee's well being results in the higher satisfaction in employees. Taylor (2000) suggested that job satisfaction is directly related to company's investment in employee's well being. Sprigg, Jackson, and Parker (2000) examined the consequences of implementing a common form of team working and the effects of interdependence and autonomy in particular interdependence as a moderator of the relationship between autonomy and employee's well being. Results showed that higher job-related strain cause lower job satisfaction . Style of leadership also plays an

important role in determining level of job satisfaction. Foels, Driskell, Muller, and Salas (2000), using a meta analytic integration of research evidence to address the paradox, reveal that there was a significant tendency for groups experiencing democratic leadership to be more satisfied than groups experiencing autocratic leadership. Increased upward communication and its reward also results in job satisfaction. Avtgis (2000) indicated that people who reported increased communication and high reward in communication also reported greater relational satisfaction and greater perceived organisational influence

4.1 GENDER WISE CLASSIFICATION

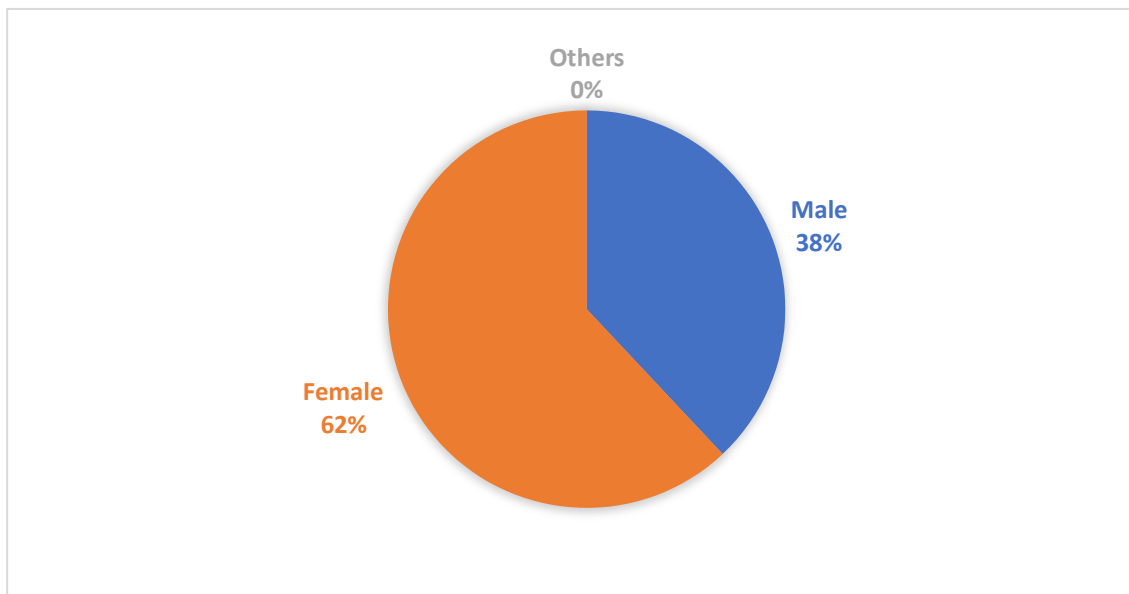
The following is the table showing the gender of bank employees.

Table No 4.1 Table showing the Gender of Respondents

ATTRIBUTES	NO. Of RESPONDENTS	PERCENTAGE
MALE	19	38%
FEMALE	31	62%
OTHERS	0	0%
TOTAL	50	100%

(Source: Primary Data)

Fig 4.1 figure showing the gender of respondents



Interpretation:

It was found that 62% of the respondents are female and 38% are male. While the least constituting 0% in others.

4.2 AGE WISE CLASSIFICATION

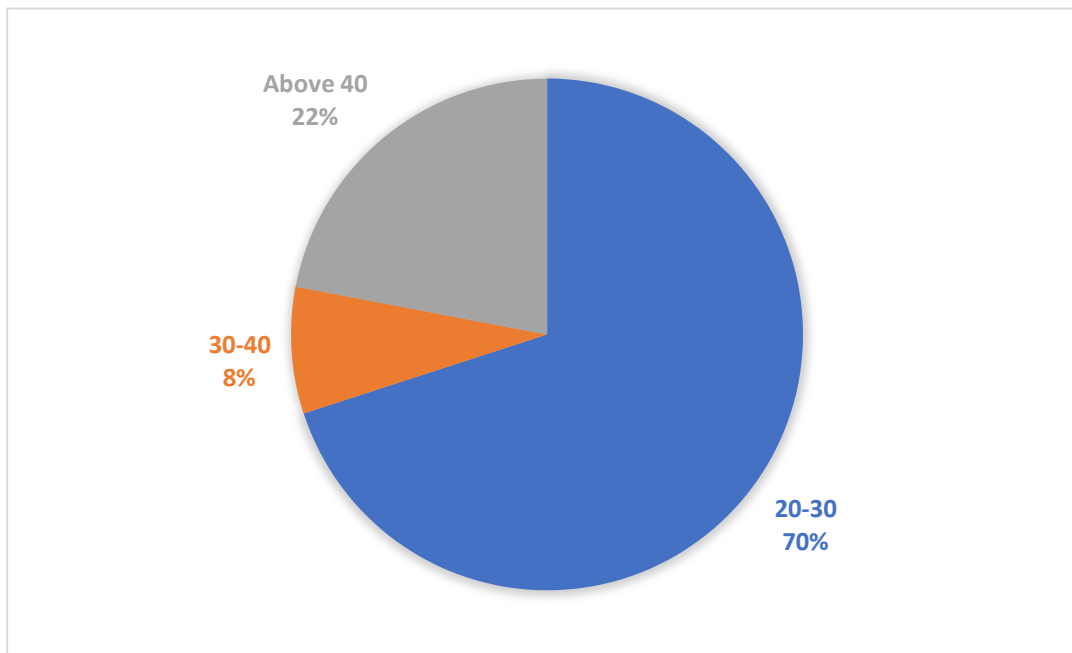
The following is the table showing the age of respondents.

Table No 4.2 Table showing age limit of respondents

ATTRIBUTE	NO. OF RESPONDENTS	PERCENTAGE
20-30	35	70%
30-40	4	8%
Above 40	11	22%
TOTAL	50	100%

(Source: Primary Data)

Fig 4.2 figure showing the age of respondents



Interpretation

It was found that 70% of the employees are in the age between 20-30 and 22% in the age above 40. The least constituting 8% are in the age group between 30-40.

4.3 MARITAL STATUS WISE CLASSIFICATION

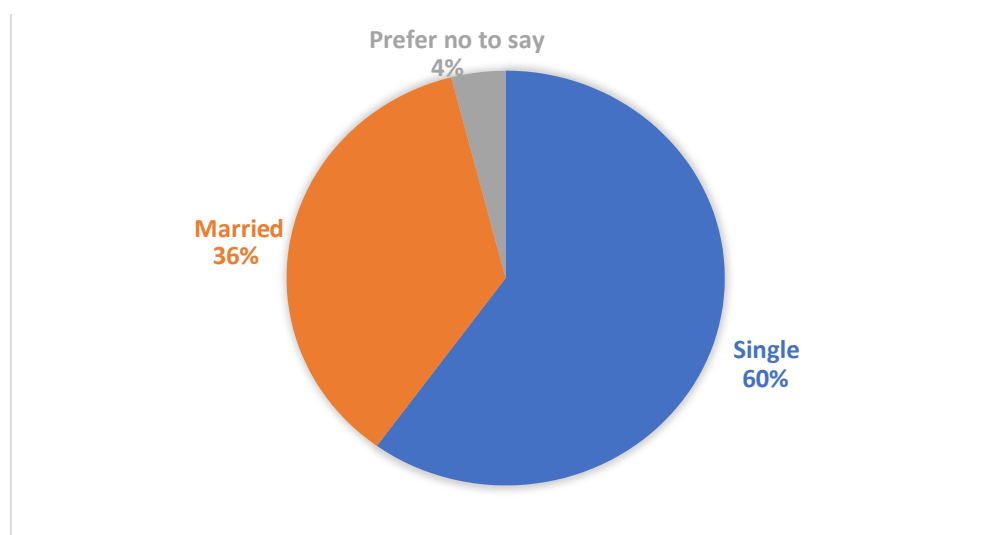
The following is the table showing the marital status of respondents.

Table No 4.3 Table showing the marital status of respondents

ATTRIBUTES	NO OF RESPONDENTS	PERCENTAGE
SINGLE	30	60%
MARRIED	18	36%
PREFER NO TO SAY	2	4%
TOTAL	50	100%

(Source: Primary Data)

Fig 4.3 figure showing the marital status of respondents



Interpretation

It was found that 60% of employees are single and 36% are married. Least constituting 4% are of the option that prefer no to say.

4.4 HIGHEST EDUCATIONAL QUALIFICATION

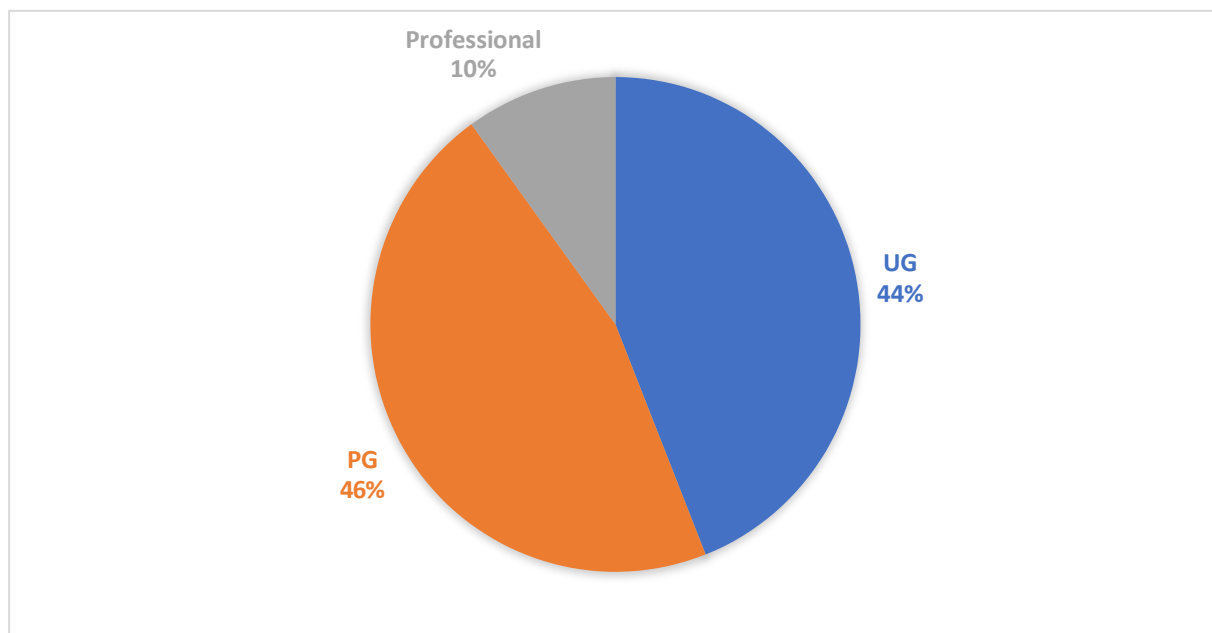
The following is the table showing the highest educational qualification of respondents

Table No 4.4 Table showing educational qualification of respondents

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
UG	22	44%
PG	23	46%
PROFESSIONAL	5	10%
TOTAL	50	100%

(Source: Primary Data)

Fig 4.4 figure showing the highest educational qualification of respondents



Interpretation

It was found that 44% of employees are Under Graduates and 46% are Post Graduates. The least constituting 10% are from Professional category.

4.5 WORK DEPARTMENT WISE CLASSIFICATION

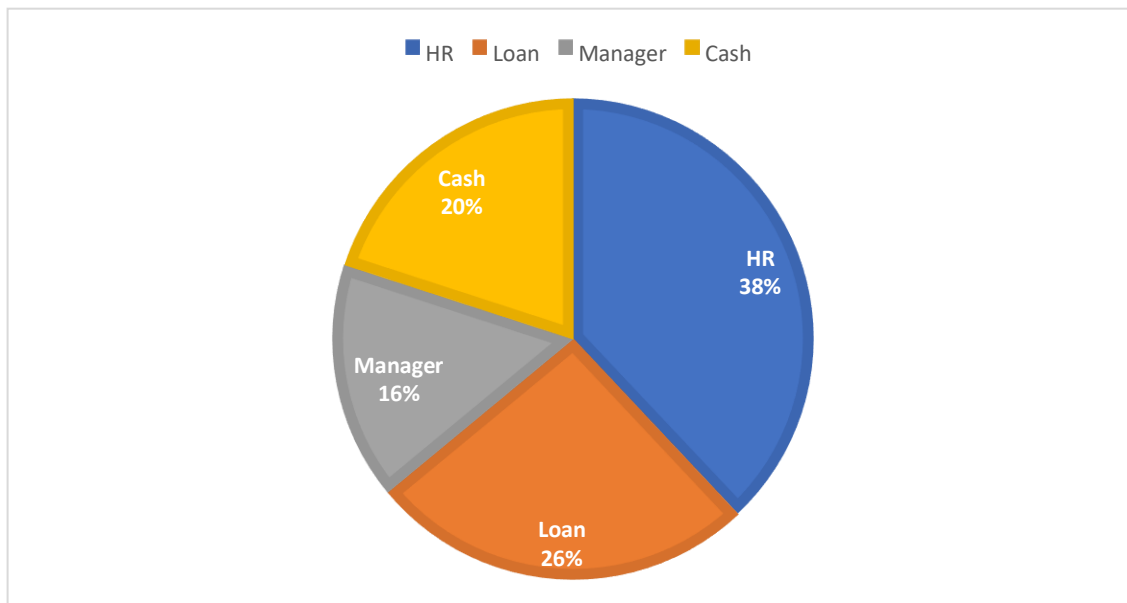
The following is the table showing the work department of respondents.

Table No 4.5 Table showing the work department of respondents

ATTRIBUTES	NO OF RESPONDENTS	PERCENTAGE
HR	19	38%
LOAN	13	26%
MANAGER	8	16%
CASH	10	20%
TOTAL	50	100%

(Source: Primary Data)

Fig showing work department of respondents



Interpretation

It was found that 38% of bank employees in Ernakulam district belongs to HR department, 26% belongs to Loan department and 20% employees belongs to Cash department. Least constituting 16% belongs to Manager category.

4.6 DESIGNATION WISE CLASSIFICATION

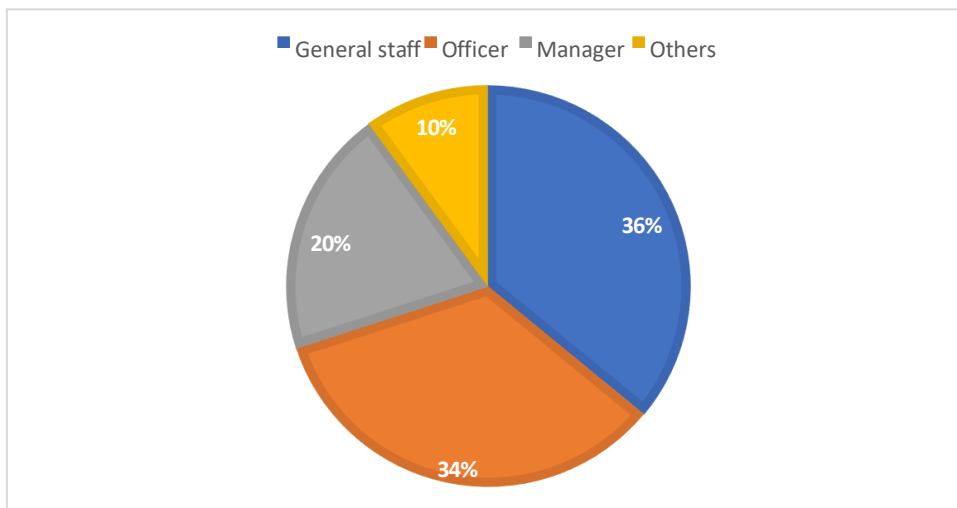
The following is the table showing the designation of respondents

Table No 4.6 Table showing the designation of respondents

OFFICER	17	34%
MANAGER	10	20%
GENERAL STAFF	18	36%
OTHERS	5	10%
TOTAL	50	100%

(Source: Primary Data)

Fig no 4.6 Figure showing the designation of respondents



Interpretation

It was found that 36% of employees are general staff, 34% are officers and 20% are managers. The least constituting 10% belongs to others category.

4.7 WORK EXPERIENCE BASED CLASSIFICATION

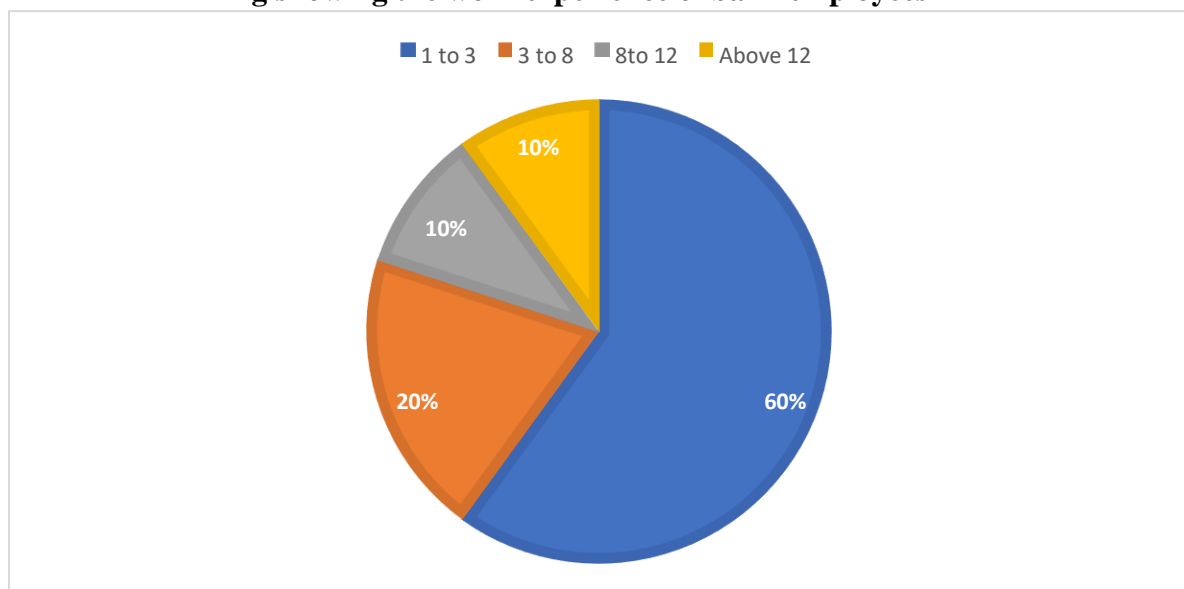
The following is the table showing the work experience of respondents.

Table No 4.7 Table showing the work experience of respondents

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
1-3	30	60%
3-8	10	20%
8-12	5	10%
Above 12	5	10%
TOTAL	50	100%

(Source: Primary Data)

Fig showing the work experience of bank employees



Interpretation

It was found that 60% of employees have 1-3 years of work experience, 20% have 3-8 years, and 10% equally to employees between 8-12 and above 12 category.

4.8 ANNUAL INCOME WISE CLASSIFICATION

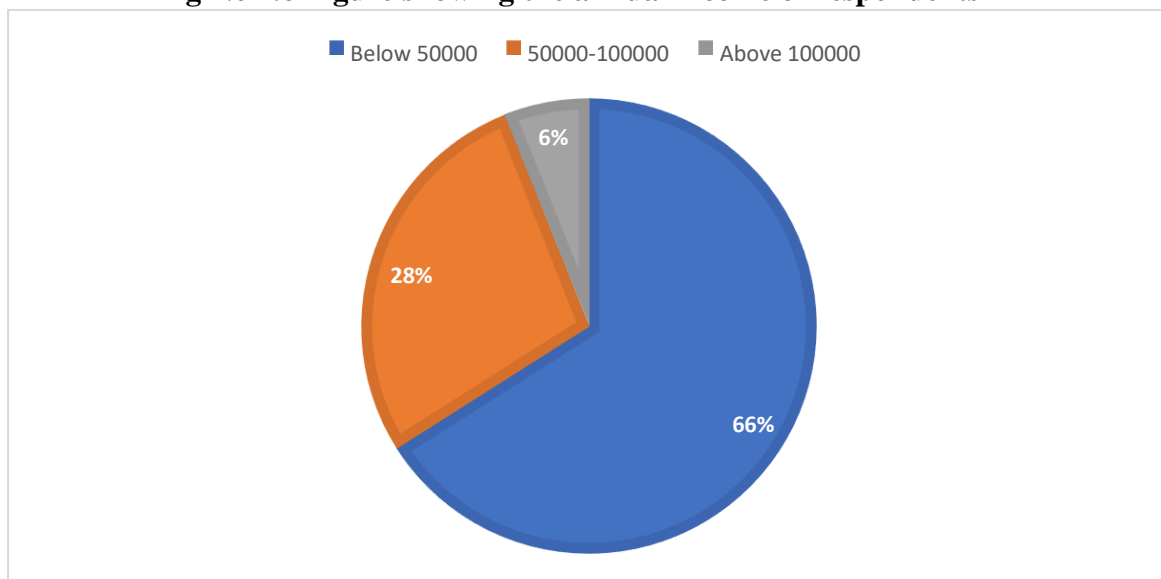
The following is the table showing the annual income of respondents

Table No 4.8 Table showing the annual income of respondents

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
Below 50000	33	66%
50000-100000	14	28%
Above 100000	3	6%
TOTAL	50	100%

(Source: Primary Data)

Fig No 4.8 Figure showing the annual income of respondents



Interpretation

It was found that majority of the employees earn an annual income below 50000.14 of them belongs to second group that is 50000-100000 and 3 of the employees are earning above 100000.

4.9 BANK AS OVERALL

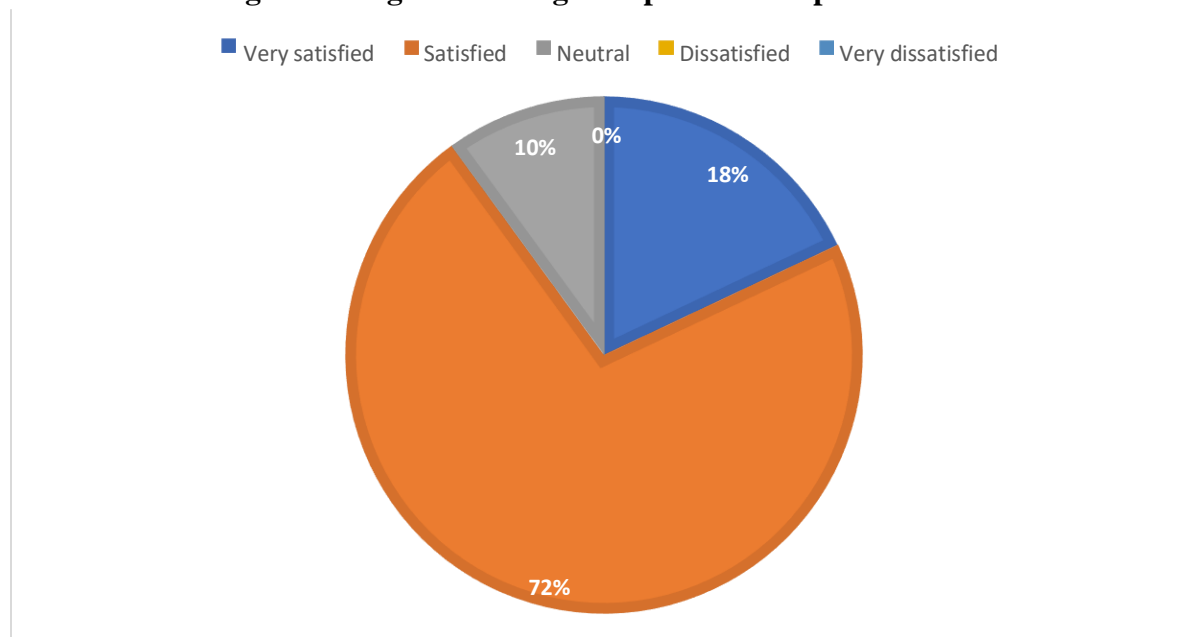
The following is the table showing the satisfaction level of respondents about bank

Table No 4.9 Table showing opinion of respondents about bank

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
VERY SATISFIED	9	18%
SATISFIED	36	72%
NEUTRAL	5	10%
UNSATISFIED	0	0%
VERY UNSATISFIED	0	0%
TOTAL	50	100%

(Source: Primary Data)

Fig no 4.9 Figure showing the opinion of respondents about bank



Interpretation

It was found that, when majority of the respondents constituting 72% found satisfied about bank,

the remaining 18% found very satisfied and 10% found neutral satisfaction about bank.

4.10 BANK'S BASIC SALARY

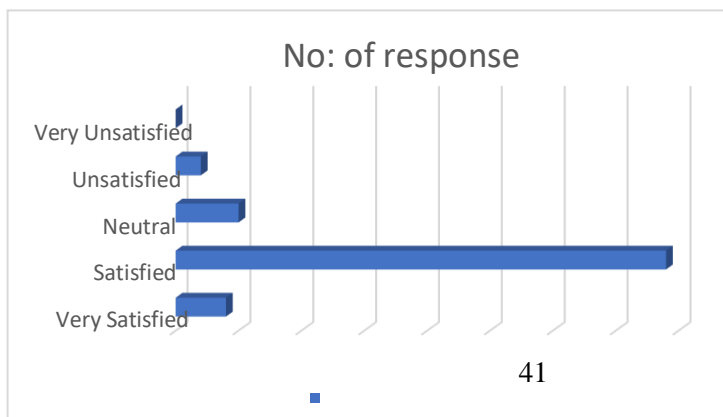
The following is the table showing the satisfaction of respondents on the bank's basic salary.

4.10 Table showing the satisfaction of respondents on bank's basic salary

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
VERY SATISFIED	6	12%
SATISFIED	34	68%
NEUTRAL	9	18%
UNSATISFIED	0	0%
VERY UNSATISFIED	1	2%
TOTAL	50	100%

(Source: Primary Data)

Fig no 4.10 Figure Showing the satisfaction of respondents on bank's basic salary



0 5 10 15 20 25 30 35 40

No: of response

Interpretation

It was found that, when majority of the respondents constituting 78% found satisfied about bank's salary, the remaining 10% found Neutral, 8% found very satisfied and 4% Unsatisfied about the basis salary of the bank.

4.11 EMPLOYEES SATISFACTION ON THE WORKING ENVIRONMENT

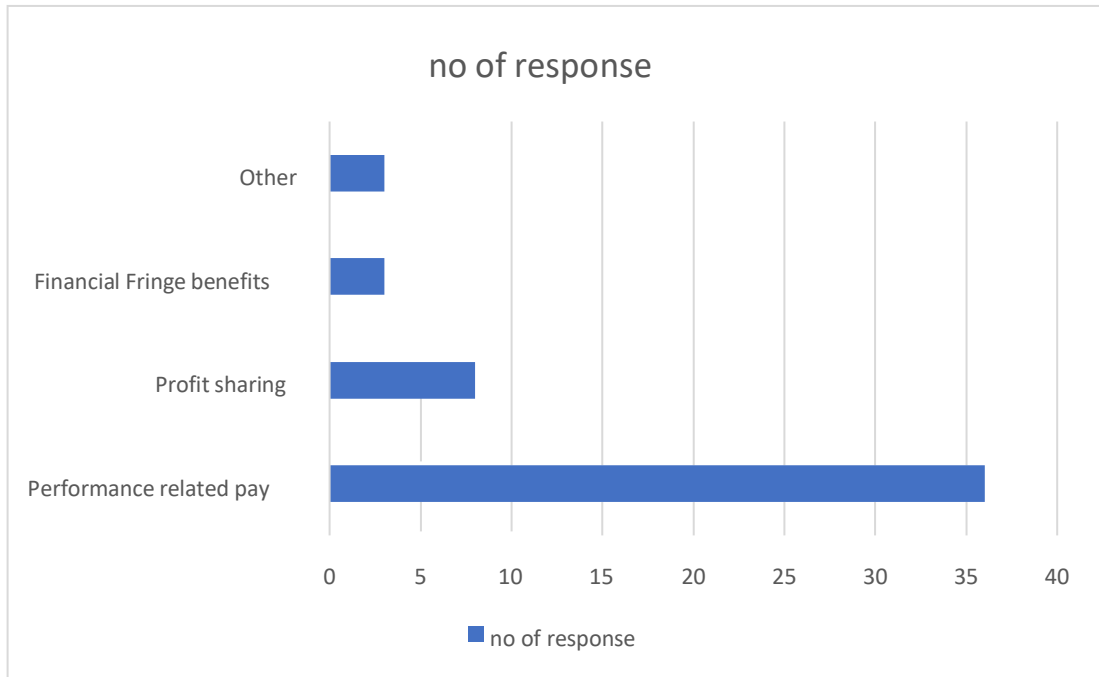
The following is the table showing the satisfaction of employees on the bank's working environment.

4.11 Table showing satisfaction of respondents on the working environment

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
VERY SATISFIED	6	12%
SATISFIED	34	68%
NEUTRAL	9	18%
UNSATISFIED	0	0%
VERY UNSATISFIED	1	2%
TOTAL	50	100%

(Source: Primary Data)

Fig 4.11 figure showing satisfaction of respondents on the working environment



Interpretation

It was found that, when majority of the respondents constituting 68% found satisfied about the working environment, the remaining 18% found Neutral, 12% found very satisfied and 2% Very Unsatisfied about the satisfaction on the working environment.

4.12 BANK'S PERFORMANCE APPRAISAL

The following is the table showing the satisfaction of respondents on the bank's performance appraisal.

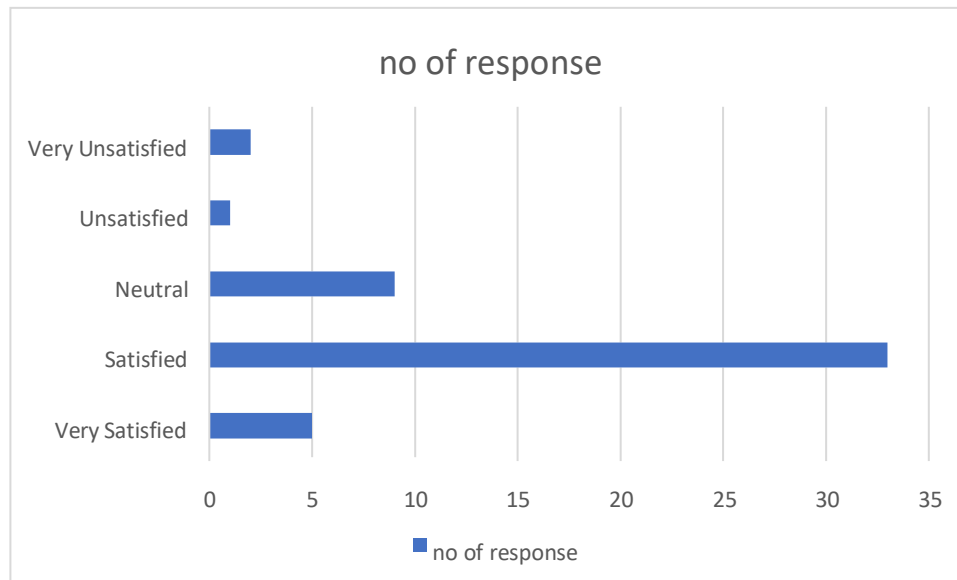
4.12 Table showing the satisfaction of respondents on the bank's performance appraisal

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
VERY SATISFIED	5	10%
SATISFIED	33	66%
NEUTRAL	9	18%

UNSATISFIED	1	2%
VERY UNSATISFIED	2	4%
TOTAL	50	100%

(Source: Primary Data)

Fig 4.12 showing the satisfaction of respondents on the bank's performance appraisal



Interpretation

It was found that, when majority of the respondents constituting 66% found satisfied about the bank's performance appraisal, the remaining 18% found Neutral, 10% found very satisfied and 4% Very Unsatisfied and 2% Unsatisfied about the satisfaction on the bank's performance appraisal.

4.13 PROGRAMS CONDUCTED BY THE BANK TO SUPPORT EMPLOYEES FINANCIALLY

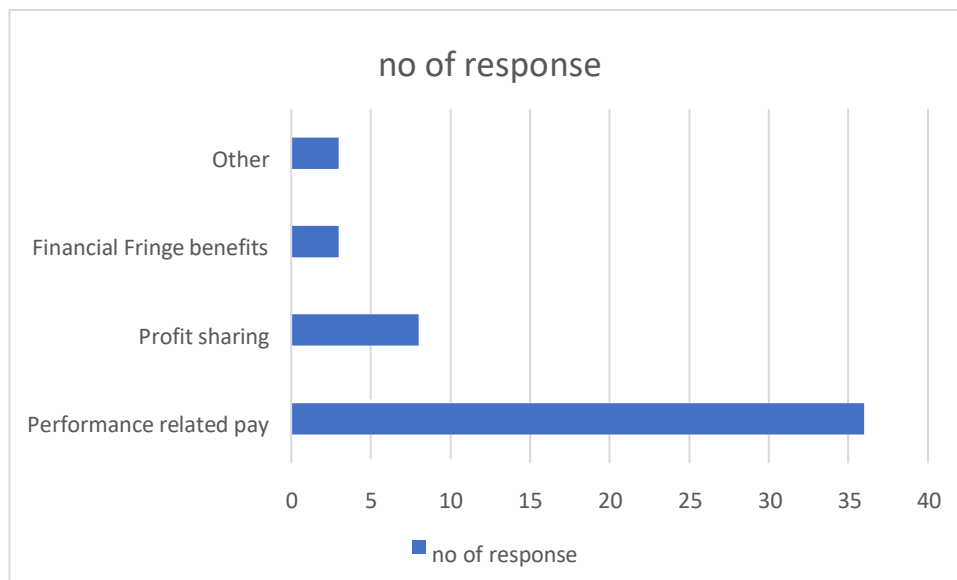
The following is the table showing the satisfaction of various programs conducted by bank to support its employees financially.

4.13 Table showing the satisfaction of various programs conducted by bank to support its employees financially.

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
Performance related pay	36	72%
Profit sharing	8	16%
Financial Fringe benefits	3	6%
Other	3	6%
TOTAL	50	100%

(Source: Primary Data)

Fig no 4.13 figure showing the satisfaction of various programs conducted by bank to support its employees financially.



Interpretation

It was found that, when majority of the respondents constituting 72% gets Performance related pay about the various programs conducted by bank to support its employees financially, the remaining 16% goes with Profit sharing, 6% goes with Financial Fringe benefit and others.

4.14 PROGRAMS CONDUCTED BY THE BANK TO SUPPORT EMPLOYEES MENTALLY

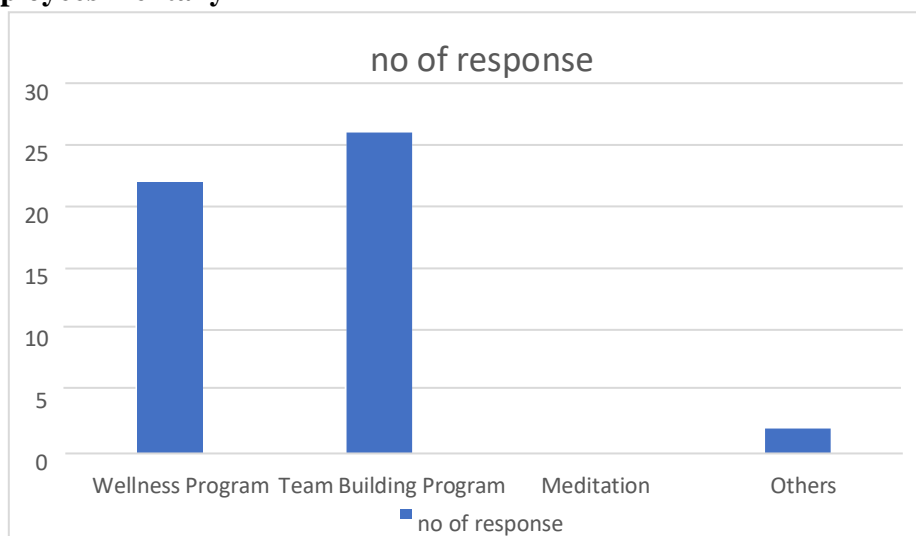
The following is the table showing the satisfaction of various programs conducted by bank to support its employees mentally.

4.14 Table showing the satisfaction of various programs conducted by bank to support its employees mentally

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
WELLNESS PROGRAM	22	44%
TEAM BUILDING PROGRAM	26	52%
MEDITATION	0	0%
OTHERS	2	4%
TOTAL	50	100%

(Source: Primary Data)

Fig 4.14 figure showing the satisfaction of various programs conducted by bank to support its employees mentally



Interpretation

It was found that, when majority of the respondents constituting 52% goes with Team building program on the various programs conducted by bank to support its employees mentally, the remaining 44% goes with wellness programs, 4% goes with others.

4.15 EMPLOYEES PREFERENCE IN THE RELATIONSHIP BETWEEN SUPERIOR- SUBORDINATE

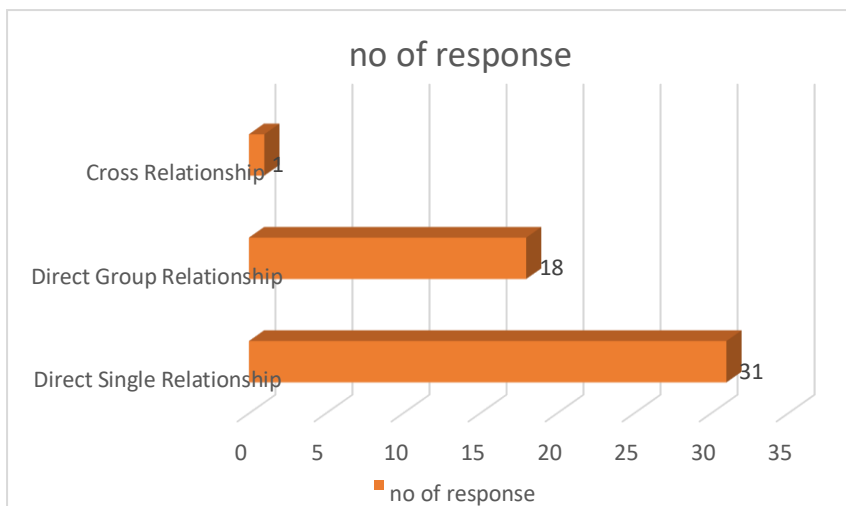
The following is a table showing the preference of the employees with the relationship between superior subordinate.

Table no 4.15 Table showing respondents preference in the relationship between superior-subordinate

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
DIRECT SINGLE RELATIONSHIP	31	62%
DIRECT GROUP RELATIONSHIP	18	36%
CROSS RELATIONSHIP	1	2%
TOTAL	50	100%

(Source: Primary Data)

Fig no 4.15 figure showing respondents preference in the relationship between superior-subordinate



Interpretation

It was found that, when majority of the respondents constituting 52% go with a Direct Single relationship on the employees preference in the relationship between superior- subordinate the remaining 36% goes with Direct group relationship, 2% goes with cross relationship.

4.16 REASON ON BEING SATISFIED WITH HIS JOB

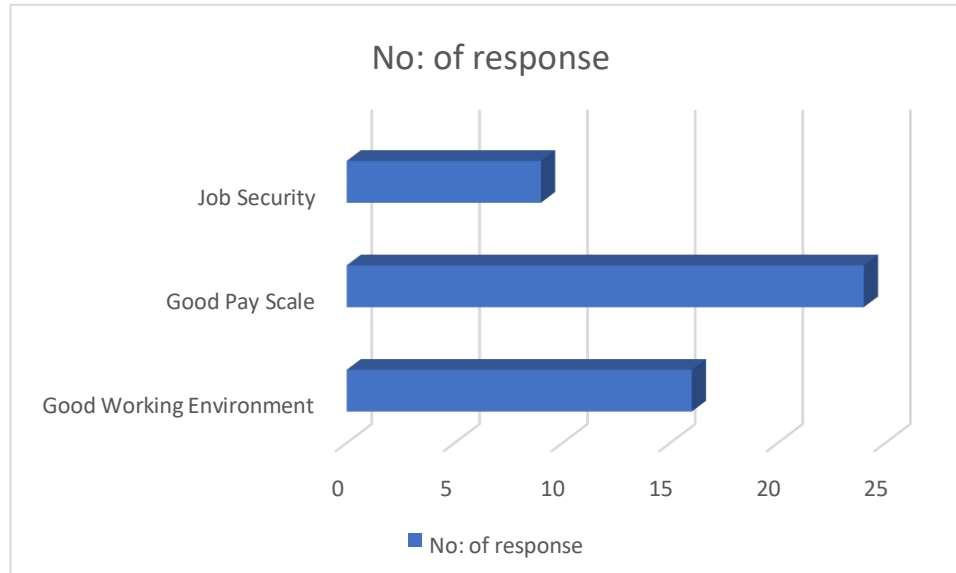
The following is a table showing the reason for respondents being satisfied with his job

Table no 4.16 Table Showing The Satisfaction Of This Job

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
GOOD WORKING ENVIRONMENT	16	32%
GOOD PAY SCALE	24	48%
JOB SECURITY	9	18%
OTHERS	1	2%
TOTAL	50	100%

(Source: Primary Data)

Fig no 4.16 figure Showing The Satisfaction Of This Job



Interpretation

It was found that, when majority of the respondents constituting 48% go with a Good pay scale on the Satisfaction of This Job the remaining 32% goes with Good working environment 18% goes with Job security and 2% with others.

4.17 ASKING TO EMPLOYEES THE JOB IS SECURED OR NOT

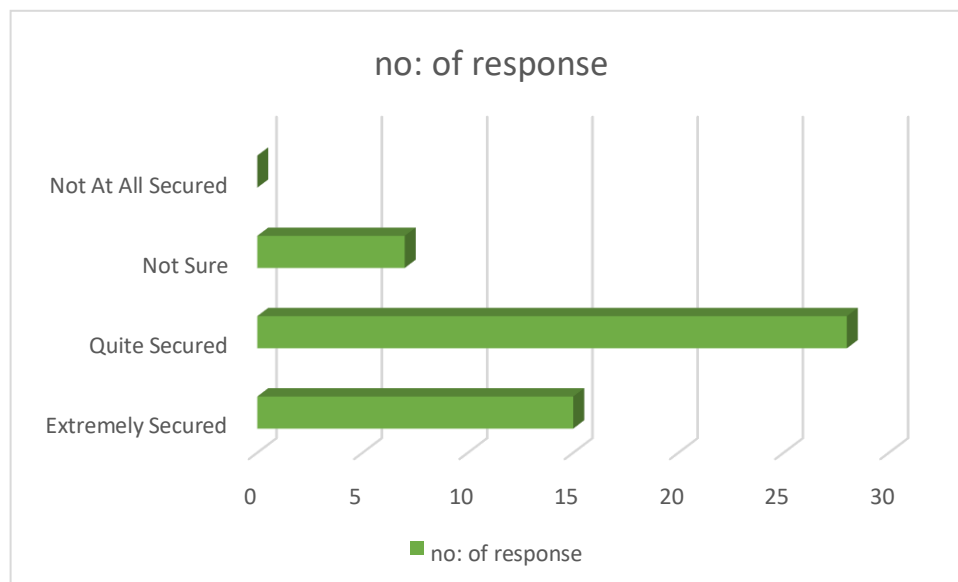
The following is a table asking the respondents whether the job is secured or not

Table no 4.17 Table showing the response of the respondents about the security of their job

ATTRIBUTE	NO OF RESPONDENTS	PERCENTAGE
EXTREMELY SECURED	15	30%
QUITE SECURED	28	56%
NOT SURE	7	14%
NOT AT ALL SECURED	0	0%
TOTAL	50	100%

(Source: Primary Data)

Fig 4.17 figure showing the response of the respondents about the security of their job



Interpretation

It was found that, when majority of the respondents constituting 56% go with a Quite secured on the response of the employees about the security of their job, the remaining 30% goes with Extremely secured 14% goes with Not sure.

4.18 Rate of productivity

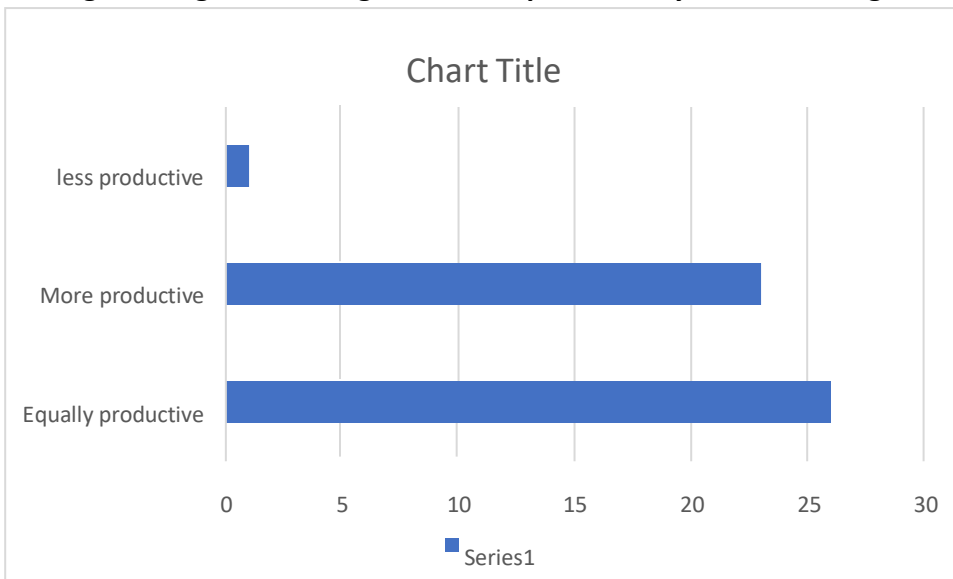
The following is the table showing the rate of productivity while working in a bank

Table No.4.18 Table showing the rate of productivity

ATTRIBUTE	NO.OF RESPONDENTS	PERCENTAGE
EQUALLY PRODUCTIVE	26	52%
MORE PRODUCTIVE	23	46%
LESS PRODUCTIVE	1	1%

(Source: primary data)

Fig. 4.18 figure showing the rate of productivity while working in a bank



Interpretation :

It was found that 52% of the respondent are equally productive while working in a bank . While the least constituting 1% in less productive .

4.19 CURRENT WORKING SYSTEM

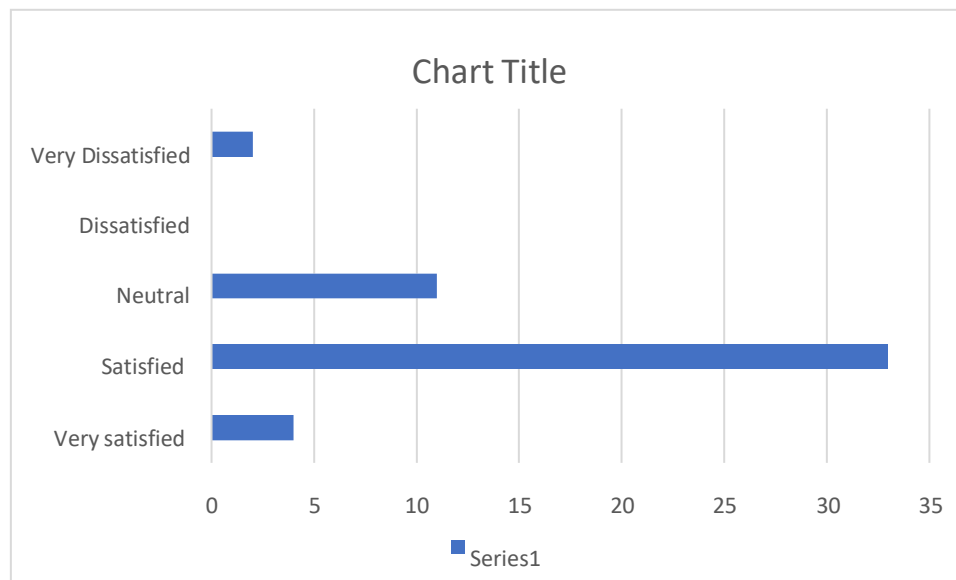
The following is the table showing the satisfaction of current working system.

Table No.4.19 table showing the current working system

ATTRIBUTE	NO.OF RESPONDENTS	PERCENTAGE
VERY SATISFIED	4	8%
SATISFIED	33	66%
NEUTRAL	11	22%
DISSATISFIED	0	0
VERY DISSATISFIED	2	4%

(Source: Primary data)

Fig.4.19 figure showing the satisfaction of current working system



Interpretation:

It found that 66% of respondent are satisfied with current working system . While the least constituting 0% in dissatisfaction.

4.20 Regular breaks.

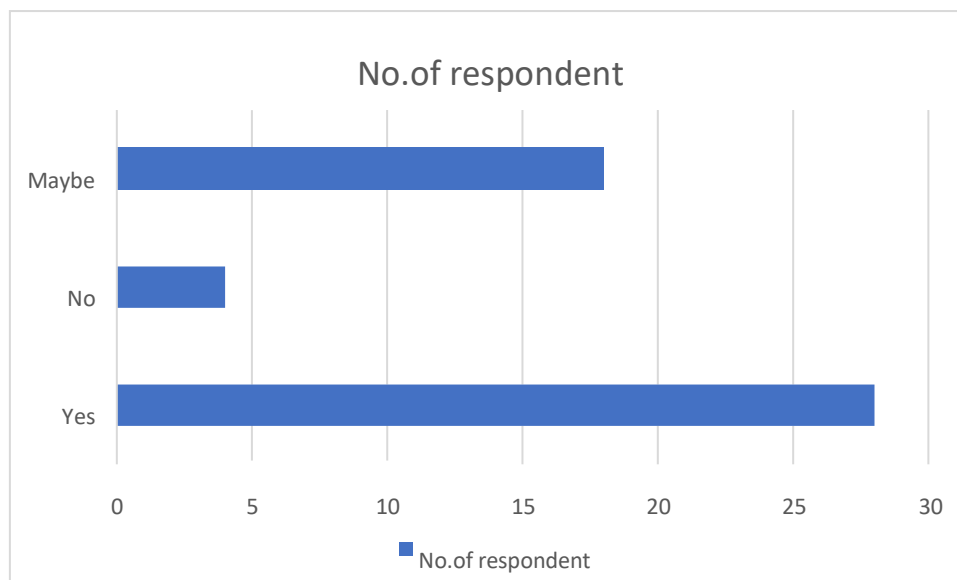
The following is the table showing the regular breaks while working in a bank

Table No 4.20 table showing the regular break

ATTRIBUTE	NO.OF RESPONDENT	PERCENTAGE
YES	28	56%
NO	4	8%
MAYBE	18	36%

(Source : Primary data)

Fig. No.4.20 figure showing the regular breaks while working in a bank



Interpretation :

It was found that 56% of the respondent are taking regular breaks while working in a bank. While the least constituting 4% in not taking regular breaks.

4.21 Health care

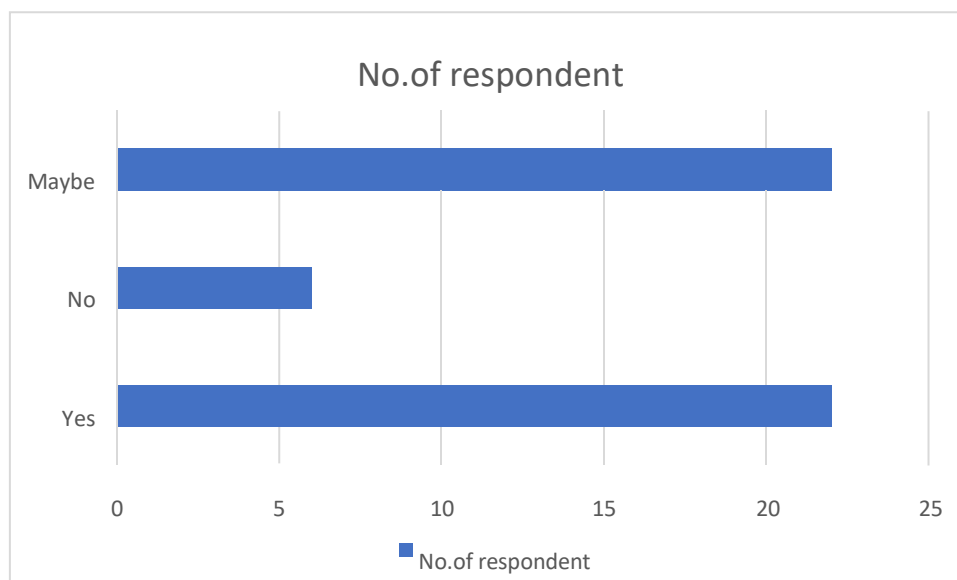
The following is the table showing the health care while working in a bank.

Table No.4.21 table showing Health care

ATTRIBUTE	NO.OF RESPONDENT	PERCENTAGE
YES	22	44%
NO	6	12%
MAYBE	22	44%

(Source: Primary data)

Fig.No.4.21 figure showing the health care while working in a bank.



Interpretation:

It was found that 44% of respondents equally showing yes and maybe. While the least constituting 12% in not caring.

4.22 Stress

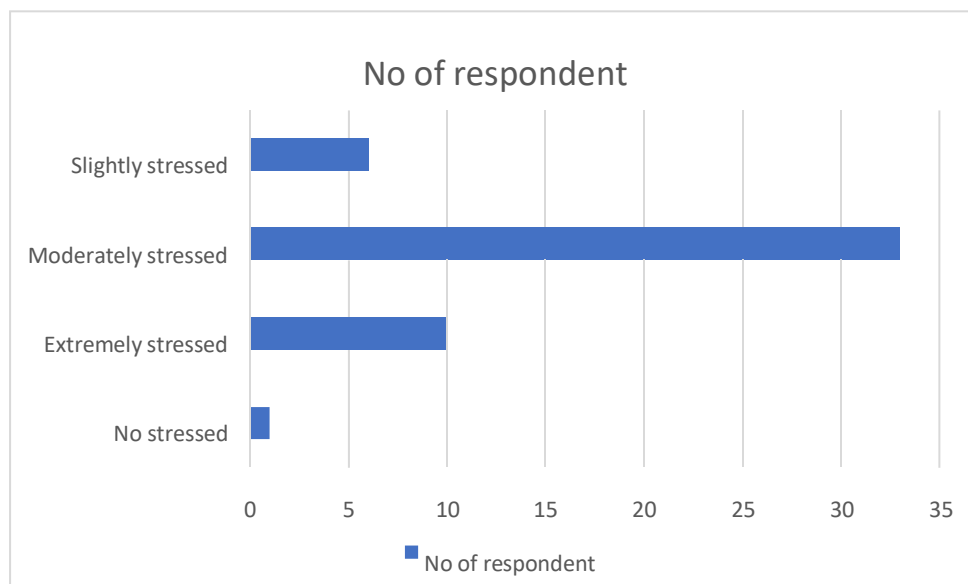
The following is the table showing the stress while working in a bank **Table**

Table No.4.22 table showing the stress.

ATTRIBUTE	NO.OF RESPONDENT	PERCENTAGE
NO STRESS	1	1%
EXTREMELY STRESSED	10	20%
MODERATELY STRESSED	33	66%
SLIGHTLY STRESSED	6	12%

(Source : Primary data)

Fig.No.4.22 figure showing the stress while working in a bank.



Interpretation:

It was found that 66% of respondent are moderately stressed while working in a bank. While the least constituting 12% in slightly stressed.

4.23. Platform for connection.

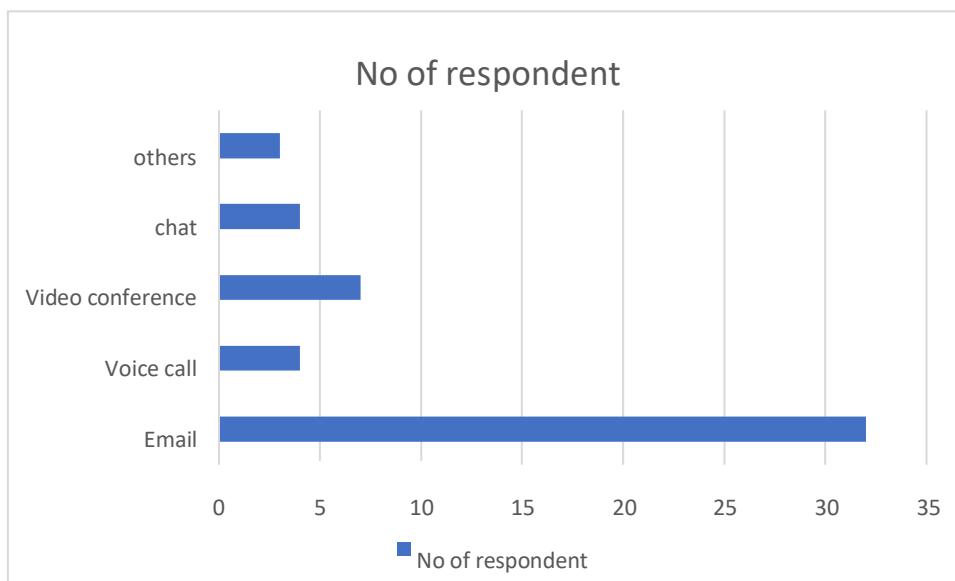
The following is the table showing the platform to connect with the team members.

Table No.4.23 table showing the platform for connection

ATTRIBUTE	NO.OF RESPONDENT	PERCENTAGE
EMAIL	32	64%
VOICE CALL	4	8%
VIDEO CONFERENCE	7	14%
CHAT	4	8%
OTHERS	3	6%

(Source : Primary data)

Fig.No.4.23 figure showing the platform for connection with team members while working in a bank



Interpretation:

It found that 64% of the respondent are using Email for connection with members. While the least constituting 6% in others.

4.24. Connection

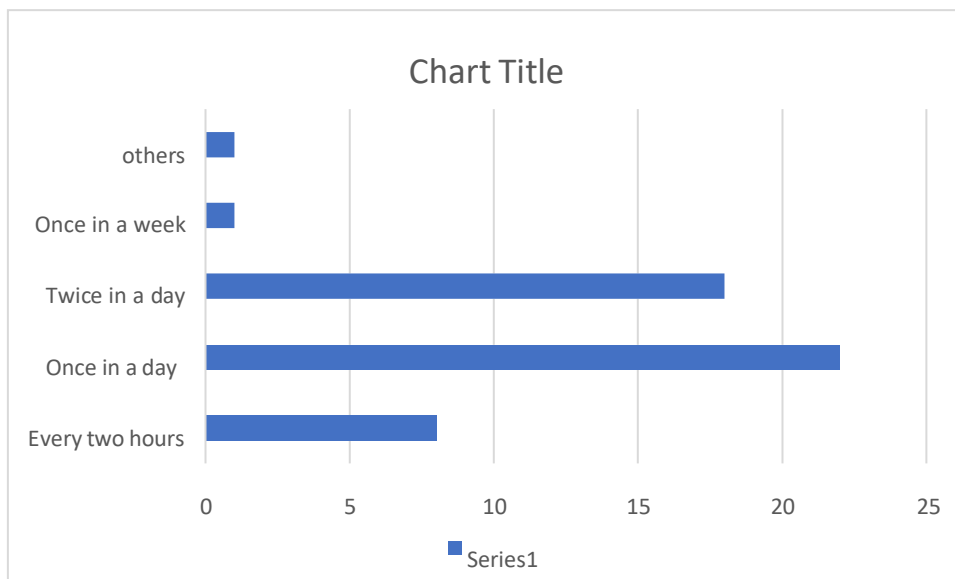
The following is the table showing the connection with members

TableNo.4.24. table showing the connection with respondents

ATTRIBUTE	NO.OF RESPONDENT	PERCENTAGE
EVERY TWO HOURS	8	16%
ONCE IN A DAY	22	44%
TWICE IN A DAY	18	36%
ONCE IN A WEEK	1	2%
OTHERS	1	2%

(Source: Primary data)

Fig.No.4.24 figure showing Connection with members while working in a bank



Interpretation :

It found that 44% of respondent are connecting once in a day with their members . While least constituting 2% equally in once in a week and others.

5.1 FINDINGS OF THE STUDY

The study aims to find the job satisfaction of Public Sector Bank Employees in Ernakulam District by the way of structured questionnaire. Findings were based on the collected data and information.

- It was found that majority of the bank employees are (68%) are female.
- The 70% of bank employees are in the age group of 20-30.
- It was found that 60% of bank employees are single.
- The majority of the bank employees (46%) are Post Graduate.
- It was found that 36% of bank employees are belongs to HR departments.
- It was found that 36% of bank employees are General Staff.
- It was found that 60% of the bank employees are having a work experience of 1-3 years.
- It was found that 66% of the bank employees are earning an annual income below 50000.
- It was found that 72% of the bank employees are satisfied with the bank as overall.
- It was found that 78% of bank employees are satisfied with the basic salary of bank.
- It was found that 68% of bank employees are satisfied with the working environment prevailing in the bank.
- It was found that 66% of the bank employees are satisfied with the performance appraisal conducted by bank.
- It was found that 72% of bank employees are satisfied with the performance-related pay conducted by bank.
- It was found that 52% of bank employees are satisfied with the team-building programs conducted by bank.
- It was found that 62% of bank employees prefer a direct single relationship between superior and subordinate.
- It was found that 48% of bank employees are satisfied with this job due to the good pay scale.
- The majority of bank employees (56%) are quite secure with this job.
- It was found that 52% of bank employees rate equally productive while working in a bank.
- It was found that 44% of bank employees connect once in a day with their team members.
- The majority of bank employees (64%) choose email mode of platform to connect with their team members.
- It was found that 66% of bank employees are moderately stressed while working bank.
- It was found that 44% of bank employees are able to look after their health while working in bank.

- The majority of bank employees (56%) are taking regular breaks while working in bank.
- It was found that 66% of bank employees are satisfied with the current working system in bank.

5.2 SUGGESTIONS OF STUDY

- 1) The bank authorities should take necessary steps to improve overall working conditions of bank, which enables the employees to enjoy high level job satisfaction.
- 2) Bank should conduct 6 months training programs to its employees while implementing new software or technologies which ease the work of bank employees.
- 3) Banks should assure their employees about job security.
- 4) Banks should give some leisure tasks to employees, so that it will decrease employees stress level.
- 5) While on meetings, the top authorities should enquire about the employees wellbeing. This will increase employee satisfaction.

5.3 CONCLUSION

From this study it is observed that success depends on the manpower of any organisation especially bank. If workers or employees work properly, the organisation can easily reach the target. While studying job satisfaction level of public sector bank employees, it was found that more than half of the employees were satisfied with their job. Only the rate of satisfaction and reasons of the job satisfaction are studied whereas the ill effects of job satisfaction are not considered in the study. Some of the factors which determine the level of job satisfaction are taken into study, but there are other factors which influence the individual job satisfaction of public sector bank employees.

QUESTIONNAIRE

Respected Sir/ Madam,

We would be grateful if you fill out this questionnaire. Your answers will be part of our research study for **“THE STUDY ON JOB SATISFACTION OF PUBLIC SECTOR BANK EMPLOYEES WITH SPECIAL REFERENCE TO COCHIN CITY”**. All your answers will be handled confidentially

1. Full Name
2. Gender
 - Female
 - Male
 - Others
3. Age
 - 20-30
 - 30-40
 - Above 40
4. Marital status
 - Single
 - Married
 - Prefer not to say
5. Highest educational qualification
 - UG
 - PG
 - Professional
6. Work department
 - HR
 - Loan
 - Manager
 - Cash
7. Designation
 - General staff
 - Officer

- Manager
- Others

8. Work experience

- 1-3
- 3-8
- 8-12
- Above 12

9. Annual income

- Below 50000
- 50000-100000
- Above 100000

10. How you feel bank as overall?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

11. How you satisfied with the bank's basic salary?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

12. Are you satisfied with the working environment?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

13. Are you satisfied with the performance appraisal?

- Very satisfied

- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

14. What are the various programmes conducted by bank to support its employees financially?

- Performance related pay • Profit sharing
- Financial fringe benefits
- Others

15. What are the various programmes conducted by bank to support its employees mentally?

- Wellness programs
- Team building programs
- Meditation
- Others

16. What kind of superior-subordinate relationship do you prefer?

- Direct single relationship
- Direct group relationship
- Cross relationship

17. Reason why you are satisfied with this job?

- Good working environment
- Good pay scale
- Job security
- Others

18. Do you think your job is secured?

- Extremely secured
- Quite secured
- Not sure
- Not at all secured

19. How do you rate your productivity while working in a bank?

- Equally productive
- More productive
- Less productive

20. How often do you connect with your team members?

- Every two hours
- Once in a day
- Twice in a day Once in a week
- Others

21. Which mode of platform do you choose to connect with your team members?

- Email
- Voice call
- Video call
- Chat
- Others

22. Do you feel stressed while working in bank?

- No stress
- Extremely stressed
- Moderately stressed
- Slightly stressed

23. Are you able to look after your health while working in a bank?

- Yes
- No
- May be

24. Are you taking regular breaks while working in a bank?

- Yes
- No
- May be

25. Are you satisfied with the current working system?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

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