

Satisfaction Status in Private Banks in Ujjain District

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Abstract - Job is a commercial activity in Indian Economy. It is part of employment for earning purpose. Job may be part time and may be full time activity. It is very importance in our Indian society because job provide a respectable position in Indian society.

Job is a just like a status in any society. If any person has respectable job in any sector he can participate successfully for over all development of country. Job may be respectable and not may be respectable but satisfaction with present job scenario is very important because dissatisfied employees can not work successfully in any sector specially in banking sector. Success of banking sector depends on various factor but satisfaction of bank employees can play a vital role for overall growth of banking sector.

Success of banking sector specially success of private banks are deeply related with satisfaction level because more satisfied bank employees can perform effectively and successfully also. But dissatisfied bank employees can create a lot of practical problems, disbutis and disturbance at work place in this condition importance of satisfaction or importance of satisfied employees is increase day by day in banking sector.

Private sector banks has some different working condition at work place and private sector banks are over loaded institutions due to unhealthy competition and other commercial pressures in this situation satisfied work force is must for over all success of private sector banks.

Management of private sector banks should take some practical steps for reduce work load, mantle stress, economic uncertainty, unhealthy working scenario for young bank employees etc. because. These are some barriers for the level of satisfaction in private sector banks in Ujjain District.

Keywords: Job, Status of Satisfaction, dissatisfied work force, work load, mantle stress, promotion system, working environment.

Introduction - Banking sector is part of our commercial life it is also important for Indian Economy because every commercial activities can not be possible without banking sector. Success of banking sector is depends on working environment and satisfaction level of employees is depends on working environment in this condition working environment and satisfaction level of bank employee are just co-related. There are strong relationship between working environment and success of banking sector specially for private sector banking.

Objectives - Study for this research paper is based on the job satisfaction status in private sector banking sector in Ujjain District. This study was carried with some objectives.

1. To find out impact of various variables on the level of satisfaction in job.
2. Study and analysis of factors affecting job satisfaction status in private sector banking.
3. Study and analysis of various problems and find out some practical solutions in the field of job satisfaction.

4. Study and analysis of working environment in private banks of Ujjain District.
5. To find out relationship between working scenario and satisfaction status in private sector banks.

Hypothesis - Survey work has identified impact of various factors on the level of job satisfaction for survey work and statistical analysis purpose, some hypothesis was created by the researcher like-

1. There is no impact of age group on the level of satisfaction.
2. The level of income affect the level of job satisfaction.
3. There is an important relationship between promotion system and satisfaction level.

Research Methodology - Sample based survey is a part of research methodology and sampling plan for survey purpose was developed by the researcher related with private banking sector of Ujjain District.

For this survey work total 06 banks were selected keeping in the view that these private banks are important

banks in Ujjain District.

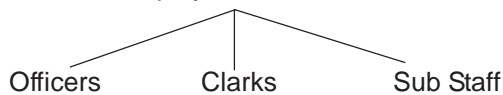
Private banks which were selected for research paper -

- (A) ICICI Bank (B) HDFC Bank
(C) Bandhan Bank (D) Kotak and Mahindra Bank
(E) IDBI Bank (F) Axis Bank

Data collection for survey work, is an important process and primary data and secondary data were collected by the researcher for survey purpose.

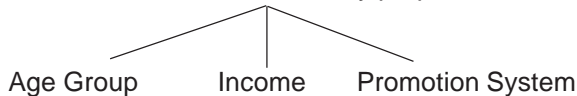
For primary data collection the researcher divided to bank employees in to three categories -

Bank employees of Private Sector



Some variable were also selected by the researcher for primary data collection purpose like

Variables for survey purpose



Statistical tools are most important for research study no one can not find out any conclusion from data analysis because statistical tools are just like a weapon for any researcher in the battle on research field.

Correlation co-efficient

Applied Statistical Tools

Chi Square Analysis

Satisfaction Status: Satisfaction in job or job satisfaction is main part of any organisation. Job satisfaction is a very important because satisfied bank employee can play a vital role for success of any organisation.

We can analyse satisfaction status in private sector banks with some variables.

(A) Age Group of bank employee - Sample size for this research work was 120 from private sector bank. Age group of respondents is divided into three group.

- (A) 18-30 years (B) 30-45 years (C) 45-60 years

Age group of bank employees is a main variable for research study and according statistical analysis of primary data we can shows some facts with diagram.

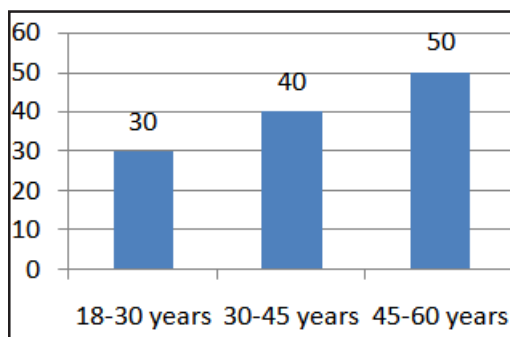


Figure No. 1 : Satisfaction Status and Age Group

According to Figure No. 1 -

1. In 18-30 years age group, there were 30 bank employees satisfied with their job scenario.
2. There were 40 bank employees satisfied with their job scenario in private banks in 30-45 years age group.
3. Bank employees of 45-60 age group, were more satisfied in private banking sector.

(B) Income of Bank Employees - Income is most important factor affect to satisfaction level because income specially monthly income can be related with satisfaction status deeply. for research purpose the researcher was divide monthly income of bank employees into for categories-

- (A) Upto 15000 Rs. (B) 15000-30000 Rs
(C) 30000-45000 Rs. (D) 45000-60000 Rs.

Monthly income is an important variable for satisfaction status and according to statistical analysis of primary data we can show's some facts with diagram

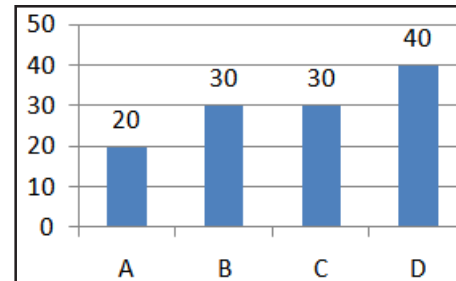


Figure No. 2 : Satisfaction Status according to Monthly Income

- A. Monthly income up to 15000 Rs.
B. Monthly income 15000- 30000 Rs.
C. Monthly income 30000-45000 Rs.
D. Monthly Income 45000-60000 Rs.

According to Figure No. 2

1. Highly monthly income group is monthly income 45000-60000 Rs. and in this income group there were 60 bank employees satisfied.
2. 20 Bank employees were satisfied in 1st Income group it is minimum No. of satisfied bank employees.

(C) Promotion System of Private Banking Sector - Promotion system can play a vital role for satisfaction status. If any bank employee is satisfied with promotion system. In this condition he / she can work as an effective human resources for banking sector.

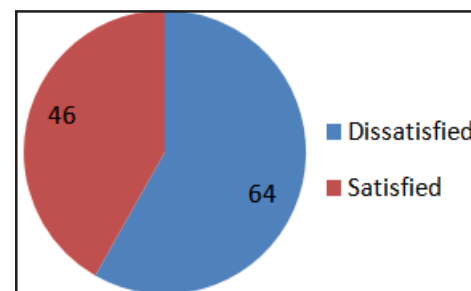


Figure No. 3 : Satisfaction with Promotion System

According to figure no. 3, 64% bank employees were dissatisfied with promotion system in private banks.

Main Findings - Main findings of this research paper are -

1. Satisfaction status affects working culture in private banks.
2. Working environment may be positive in the case of satisfied bank employees because satisfied bank employees can play a vital role for successful working system.
3. Highly aged group bank employees are more satisfied in private banking system but young bank employees are generally dissatisfied with their job status.
4. Monthly income is a main factor affect to satisfaction level for bank employees. Highly monthly income receiving bank employees are more satisfied with the comparison of other income group.
5. Lowest monthly income group bank employees are dissatisfied and lower monthly income group are also dissatisfied with present job scenario.
6. The level of satisfaction can increase according monthly income level specially for income group no. 4.
7. Generally bank employees of private sector banks are dissatisfied with promotion system.

According to Hypothesis Test some findings are -

- A. The calculated value for Hypothesis No. 1 was 1.175. In this condition we can say that No. 1 Hypothesis is not True for this study.
- B. The calculated value for Hypothesis No. 2 was 4.782. In this condition we can say that no. 2 Hypothesis in True for this study. Means there are strong and deeply relationship between income status and satisfaction status.
- C. The calculated value for Hypothesis No. 3 was $r = +.64$ in this condition we can say that promotion system is a main factor for satisfaction status and 64% bank employees are dissatisfied.

Barriers for Research Work - Research study was not free with obstacles and various practical problems was faced by the researcher during primary data collection like-

1. Much busy schedule of bank employees.
2. Limited freeness for responding about various view's from bank employees.
3. Generally bank officers were not ready to explain their view in public life.
4. Difficult working culture of private banks was also a problem for research study.

5. More level of mantle stress of bank employees.
6. Day by day increase work load in private sector banks.

Conclusion- Working culture of private sector banks are some different with public sector banks in Ujjain District.

Private sector banks are over loaded now because they have much work load and according to increase work load, Bank employees of private sector banks are not satisfied with their working system. Generally young banker's are more dissatisfied than elder bank employees in this condition we can conclude that the level of satisfaction may be increase according to age vice in private sector banks.

Level of satisfaction can be increase with proper and effective implementation of above practical problems specially if we can reduce work load, reduce mantle stress and improvement in monthly income in this situation, the level of satisfaction can be increase time to time successfully. - **Lakshya Malviya**

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