

A Comparative Study on Job Satisfaction of Employees in SBI and IOB With Special Reference to Kanyakumari Economy

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ABSTRACT - The present study aim is to focus on comparison of employee satisfaction, in employees of two leading public sector banks like State Bank of India and Indian Overseas bank. For the study, total sample was taken as 300 employees from SBI and IOB. Stratified Random Sampling technique was used to collect data through structured questionnaire. The major findings of the study are all the bank employees have high level of job satisfaction about their jobs. All the bank employees have low level of job dissatisfaction about their jobs. The employee job satisfaction of State Bank of India employees is significantly higher than that of Indian Overseas Bank employees in Kanyakumari district.

Key Words: Job Satisfaction, Banking Sector and Employees Satisfaction

I. INTRODUCTION

In today's competitive employees' job satisfaction, involvement and engagement are important for business sustainability. Several internal and external factors influence employees' job satisfaction. There is a regular update in these factors. In the past 10 years, there has been a noticeable fluctuation in employees' overall satisfaction with their jobs within banking sector of India. This fluctuation could be attributed because of the changes within the workplace as well as economic and social trends. In the contemporary world the best employers will be aware of the tactics of handling their employees and business goals which helps the organizations success and to put them at a competitive advantage.

II. OBJECTIVES

The important objectives of the study are given below,

- ❖ To measure the level of job satisfaction among the employees in SBI and IOB in the study area.
- ❖ To identify the factors affecting job satisfaction of employees in SBI and IOB in the study area.
- ❖ To study the comparative analysis of job satisfaction of employees in SBI and IOB employees in Kanyakumari district.

III. METHODOLOGY

The present study is an empirical one based on survey method. The study mainly based on primary and secondary data. The primary data was collected from the respondents by a structured interview schedule. Secondary data are collected through text books, records, Journals, Internet, etc. The sample size of the study is 300 employees from

SBI and IOB in Kanyakumari district. Stratified random sampling technique was adopted in this study.

IV. DATA ANALYSIS

4.1 Measure the Level of Job Satisfaction in SBI and IOB Bank Employees:

Table.1 Measure the level of job satisfaction Comparative Study of State Bank of India Employees and Indian Overseas Bank Employees

Sl.No	Variables	Mean Score	
		State Bank of India	Indian Overseas Bank
1	Working Condition	43.31	53.89
2	Salary	63.75	43.46
3	Job Security	74.24	22.73
4	Promotion Policy	33.24	73.89
5	Welfare Facilities	53.62	33.10
6	Job Credit	84.61	84.05
7	Job Satisfaction	84.01	73.89

Source: Primary data

The table.1 shows that, State Bank of India employees are highly satisfied about their job security with mean score 74.24 and job credit with mean score 84.61. In addition to that employees have more positive response about their salary with mean score 63.75 and welfare facilities with mean score 53.62 which they engage in the banks. However, employees have somewhat neutral view about their working conditions with mean score 43.31 and the promotion policy with mean score 33.24 in the field. In Indian Overseas Bank employees are highly satisfy about their job credit with mean score 84.05, promotion policy with mean score 73.89 and working conditions with mean score 53.89. And also, the respondents fairly satisfy about

their salary with mean score 43.46 and welfare facilities with mean score 33.10. Not like State Bank employees, the respondents of Indian Bank employees stated their dissatisfaction about the job security with mean score 22.73. All the bank employees have high level of job satisfaction about their jobs.

4.2 Factors Affecting Job Satisfaction in SBI and IOB Bank Employees:

Table.2 Factors influencing job dissatisfaction in SBI Employees and IOB Employees

Sl.No	Variables	State Bank of India		Indian Overseas Bank	
		Mean	Rank	Mean	Rank
1	Working Environment	67.01	III	77.63	III
2	Salary Variation	33.92	VIII	39.35	VIII
3	Hard Work	65.81	IV	50.88	VI
4	Career Development	49.69	VII	79.44	II
5	Manager, Worker Relation	60.19	V	69.41	V
6	Co-worker Relation	69.63	II	83.67	I
7	Transfer Policy	53.46	VI	45.60	VII
8	Customer Reaction	72.46	I	71.11	IV

Source: Primary data

The table.2 reveals that factors that affecting employees in State Bank of Indian and Indian Overseas Bank. In State Bank of India, customer reaction with mean score 72.46 contributed first rank, co-worker relation with mean score 69.63 contributed second rank, working environment with mean score 67.01 contributed third rank, hard work with mean score 65.81 contributed fourth rank, manager, worker relation with mean score 60.19 contributed fifth rank, transfer policy with mean score 53.46 contributed sixth rank, career development with mean score 49.69 contributed seventh rank and salary variation with mean score 33.92 contributed eighth rank.

The table.2 further reveals that in Indian Overseas Bank, co-worker relation with mean score 83.67 contributed first rank, career development with mean score 79.44 contributed second rank, working environment with mean score 77.63 contributed third rank, customer reaction with mean score 71.11 contributed fourth rank, manager, worker relation with mean score 69.41 contributed fifth rank, hard work with mean score 50.88 contributed sixth rank, transfer policy with mean score 45.60 contributed seventh rank and salary variation with mean score 39.35 contributed eighth rank. All the bank employees have low level of job dissatisfaction about their jobs.

4.3 Comparative Analysis of Job Satisfaction:

Table.3 Comparative Analysis of Job Satisfaction among SBI and IOB Bank Employees

Sl.No	Bank Employees	Mean Score	S.D	T-Value	Sig.
1	State Bank of India	74.12	0.6812	3.439	0.028
2	Indian Overseas Bank	63.89	0.7195		

Source: Primary data

The table.3 shows that the compared the level of job satisfaction between Indian Overseas Bank and Indian Overseas Banks employees in Kanyakumari district. According to the independent sample t-test, the mean job satisfaction of State Bank of India employees is 74.12 and Indian Overseas Bank employees is 63.89, and the sig value of the test is less than 0.05. It is further indicated a significant difference of employee job satisfaction between State Bank of India and Indian Overseas Bank employees. Accordingly the employee job satisfaction of State Bank of India employees is significantly higher than that of Indian Overseas Bank employees in Kanyakumari district.

V. FINDINGS

- ❖ The study expresses that, State Bank of India employees are highly satisfied about their job security with mean score 74.24 and job credit with mean score 84.61. In addition to that employees have more positive response about their salary with mean score 63.75 and welfare facilities with mean score 53.62 which they engage in the banks.
- ❖ The study shows that, Indian Overseas Bank employees are highly satisfy about their job credit with mean score 84.05, promotion policy with mean score 73.89 and working conditions with mean score 53.89.
- ❖ All the bank employees have high level of job satisfaction about their jobs.
- ❖ The study reveals that factors that affecting employees in State Bank of Indian and Indian Overseas Bank, customer reaction with mean score 72.46 contributed first rank, co-worker relation with mean score 69.63 contributed second rank and salary variation with mean score 33.92 contributed eighth rank.
- ❖ The study shows that in Indian Overseas Bank, co-worker relation with mean score 83.67 contributed first rank, career development with mean score 79.44 contributed second rank and salary variation with mean score 39.35 contributed eighth rank.
- ❖ All the bank employees have low level of job dissatisfaction about their jobs.
- ❖ The study shows that the independent sample t-test, the mean job satisfaction of State Bank of India employees is 74.12 and Indian Overseas Bank employees is 63.89, and the sig value of the test is less than 0.05. It is further indicated a significant difference of employee job satisfaction between State Bank of India and Indian Overseas Bank employees. Accordingly the employee job satisfaction of State Bank of India employees is significantly higher than that of Indian Overseas Bank employees in Kanyakumari district.

VI. CONCLUSION

The comparative study on job satisfaction of banking employees in Kanyakumari district was undertaken with the purpose of identifying and comparing level of job satisfaction among State Bank of India and Indian Overseas Bank. The study selected working condition, salary, recognition, job security, promotion policy, welfare facilities, job credit, hard work, career development, manager, worker relation, co-worker relation, customer reaction as independent variables. Data were mainly collected from State bank of India and India overseas bank employees in Kanyakumari district. Finally, all the bank employees have high level of job satisfaction about their jobs and at the same time all the bank employees have low level of job dissatisfaction about their jobs.

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