

# Analysis of Employee Satisfaction in Banking Sector

M.L.Meena and G.S.Dangayach

**Abstract**—In present, Employee satisfaction is important for organization's success and survival. It is an established indicator to measure employee satisfaction. Survey questionnaire structure is based on office environment. Office environment are based on lighting, furniture, noise, temperature and others arrangement. Three hundred fifteen responses have been received from different banks. The purpose of this study is to analysis the employee satisfaction in banking sector. Employee need and satisfaction have been identified, elements have been established and analyze. The results show differences in employee satisfaction with the office environment between employees in public sector banks and private sector banks, many of which were statistically significant. Differences between employee's satisfactions with their banks with regard to health, wellbeing, improvement in employee productivity, best services, good behaviour between staff, socially, economically, improvement in banking sector and job satisfaction are analyzed.

**Keywords**— Employee satisfaction, Productivity, Significant.

## I. INTRODUCTION

MODERN office buildings manifest economic strength and belief in the future and they have been given a dominant role in the urban landscape in a lot of the larger cities in India. The offices are also the daily work environments for a majority of the working population in these societies. These employees often spend more than 40 hours per week at work in offices; as such the office environment exerts a significant impact on the daily life for a great number of people. These factors combined make it appropriate to look at the possible relation between health and well-being among office employees in relation to office environments. Through study we know that the psychosocial work environment does have an impact on the health and well-being among employees [5,8,10]. The connection between employee satisfaction and perception of the psychosocial work environment is also well established. When studying the possible influence by the physical environment on health and well-being job satisfaction should thereby be considered. There is study suggesting a relation between employee satisfaction and health and well-being [7]. This is important since employee satisfaction is important at both an individual, as well as an organizational level. More

specifically, it investigates the perception and satisfaction with office environments among employees as well as health issues and employee satisfaction in connection to the office environment [9].

Key influential factors related to office environment context have been well investigated. Researchers reported that a number of different factors can influence employee satisfaction with their workspaces, including building design, air quality and temperature, noise and lighting, ability of employees to personalize their workspaces and workspace design and management etc. It is generally understood that unfavorable conditions of office environment can have negative influences on employees' satisfaction, cause health problems and increase short-term sick leave. Reported that losses of gains of up to 15% of turnover in a typical office organization might be attributable to the design, management and use of the indoor environment, Considered that 20% of sick leave and 32% of staff turnover are due to discomforts in the workplace [6]. Previous research showed that satisfaction with one or more environmental factor does not necessarily produce equal satisfaction with the total environment and not all factors are equally important. Considered that acoustical privacy is the most important factor to employees, Reported that personal control may be more important than other factors. In addition, the relative importance of the various factors differed from country to country. For example, satisfaction with air quality may be more important in Greece, Portugal and Sweden than that in France. That means different country can give the same environment factor different rankings even when there exists an agreed logical foundation. In order to gain a better understanding of the influential factors of office environmental satisfaction in Australia, a quantitative analysis of critical factors for office environmental satisfaction is hence needed [1].

The purpose of the study is to analysis of employee satisfaction with indoor office environment in banking sector. To analyze employee satisfaction of private sector banks and public sector banks

This study will try to analyze employee satisfaction with office environment. Survey questionnaire are based on office environment (e.g. lighting, furniture, noise, temperature and other arrangement). This questionnaire is objective type, location chooses in Rajasthan. Office is like as banking sector, so choose any branches from different banks in Rajasthan.

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## II. LITERATURE REVIEW

The satisfaction of employee is analyzed actually by the output that the individual produces and it is related to office environment. At corporate level, employee satisfaction is affected by many factors such as lighting, furniture, noise, temperature and other arrangement. It is also dependent on the physical environment and its affect on health and employees satisfaction (Bolton). The satisfaction of office workers does not seem to be an exception. The organizational structure and culture, the management style, the nature and complexity of the work done and the facilities provided play a major role in determining the amount and quality of the output from our labor. Personal characteristics, competences and motivation play an important part too. Both scholars and facility services providers are interested for a long time in the relationship between facilities and employee satisfaction [4]. Employee satisfaction is the terminology used to describe whether employees are happy and contented and fulfilling their desires and needs at work. Many measures purport that employee satisfaction is a factor in employee motivation, employee goal achievement, and positive employee morale in the workplace. Employee satisfaction, while generally a positive in your organization, can also be a downer if mediocre employees stay because they are satisfied with your work environment [3]. The facets of employee satisfaction measured vary from company to company. A second method used to measure employee satisfaction is meeting with small groups of employees and asking the same questions verbally. Depending on the culture of the company, either method can contribute knowledge about employee satisfaction to managers and employees [6].

### 2.1. Why Employee Satisfaction is Importance

Employee satisfaction is an important success factor for all organizations. Employee satisfactions have been recognized to have a major impact on many economic and social phenomena, e.g. economic growth and higher standard of living. Companies must continuously employee satisfaction in order to stay profitable. Purpose / benefits of employee satisfaction include as follows [11].

### 2.2. Importance of Employee Satisfaction for Employee

Employee will believe that the organization will be satisfying in the long run

- They will care about the quality of their work.
- They will create and deliver superior value to the customer.
- They are more committed to the organization.
- Their works are more productive.

### 2.3. Importance of Employee Satisfaction for Organization

- Enhance employee retention.
- Increase productivity.
- Increase customer satisfaction
- Reduce turnover, recruiting, and training costs.

- Enhance customer satisfaction and loyalty.
- More energetic employees.
- Improve teamwork.

## III. RESEARCH METHODOLOGY

### 3.1. Objective of Study

To analyze employee satisfaction of Private Sector Banks and Public Sector Banks.

### 3.2. Sample Size and Location of Study

Employee satisfaction is an important success factor for all organizations. To analyze employee satisfaction have been recognized to have a major impact on many economic and social phenomena, e.g. economic growth and higher standard of living. Companies must continuously improve employee satisfaction in order to stay profitable. The purpose of this study is to analyze employee satisfaction from the office environment. The Banking sectors of Rajasthan have been chosen as the population for the study. Five banks are considered in this study.

In these five, three are public sector banks (State Bank of India, Bank of Baroda, and Punjab National Bank) and remaining two are private sector banks (ICICI Bank and HDFC Bank). Total three hundred fifteen (63 from each bank) employees are considered as the samples in this study.

## IV. DATA ANALYSIS AND RESULTS

SPSS stands for “Statistical Package for the Social Sciences” as SPSS is one of the most popular comprehensive statistical software packages used in the social sciences. SPSS is the most widely used statistics program in the social sciences and humanities. Computers and statistical software such as the Statistical Package for the Social Sciences (SPSS) make complex statistical computations simple and fast.

Figure 1 shows the mean score of public sector banks and private sector banks for each question. Its seems from figure 1 that employees are more satisfied with private sector bank (mean score 3.13) compare to public sector bank (mean score is 2.78).

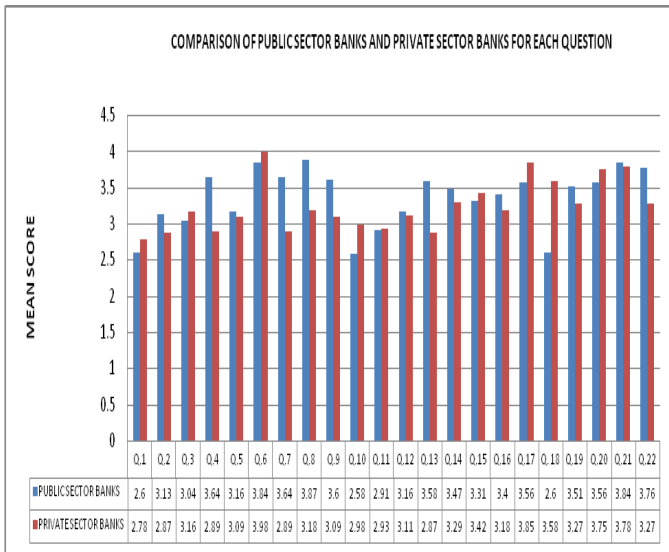


Fig. 1 Chart for comparison of public sector banks and private sector banks for each question

4.1. The Three Most Preferred Questions

4.1.1. My furniture is comfortable enough so that I can work without getting tired till 5 P.M. (Rank 1: Q6):

In this Figure 2 shows that this question is first rank by ranking order because highest mean of this question compare to other questions. Further, the mean (3.98) of private sector banks is more than public sector banks (Mean 3.84). So, employee of private sector banks is more satisfied than employee of public sector banks for this question. Furniture of private sector banks is more comfortable. So, that employee of private sector banks can work without getting tired till 5pm.

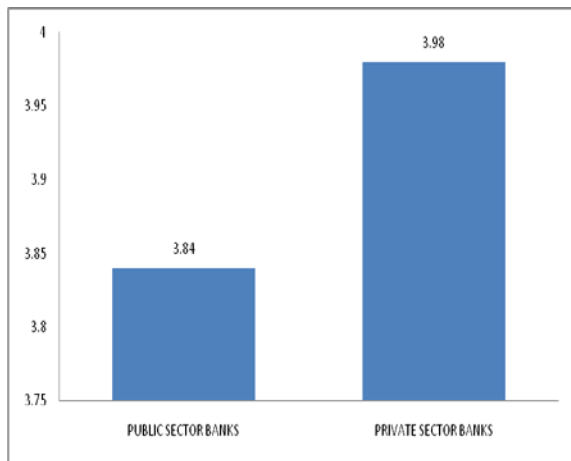


Fig. 2 my furniture is comfortable enough so that I can work without getting tired till 5 P.M. (Rank 1: Q6)

4.1.2. I am satisfied with the amount of space for storage and displaying important materials (Rank 2: Q21):

In This Figure3, show that the mean (3.84) of public sector banks is highest compare to private sector banks (Mean 3.78). Hence, an employee of public sector banks is more satisfied compare to private sector banks employee.

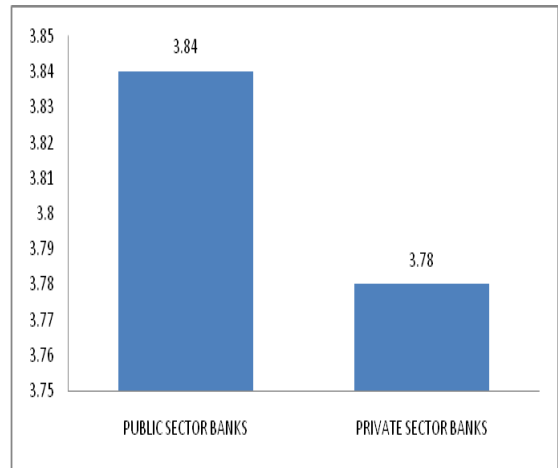


Fig. 3 Space for storage and displaying important materials (Rank 2: Q21)

4.1.3. A comfortable room temperature will affect my normal level of productivity.(Rank 4: Q 17):

Figure 4, shows that mean (3.85) of private sector banks are more than to public sector banks (mean 3.56). In offices human comfort brings increase in productivity so, employees of public sector banks wants temperature control devices like A.C., cooler and etc.

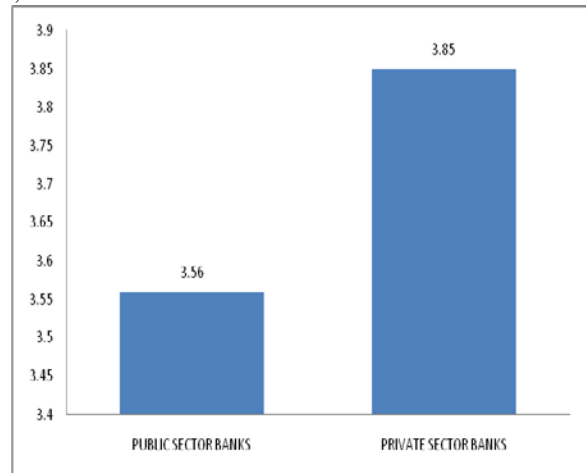


Fig. 4 A comfortable room temperature will affect my normal level of productivity.(Rank 4: Q 17):

IV. CONCLUSION

In recent times, huge interest has been given by organizations to examine conditions or factors that foster greater employee satisfaction. The interest is to be believed that the behaviors of satisfied employees made positive contributions to the organizational effectiveness and performance. The current study intended to reveal the relationships between employees’ satisfaction and office environmental. Employee is one of the key factors of the organization success. No organization can succeed without a certain level of satisfaction and effort from its employees. Organizations often attempt to satisfy its employees to gain their needs and loyalty. The elements identified in the

theoretical foundation was reviewed and compared to the findings of the empirical research. Their satisfaction was reviewed from a strategic point of view. Finally, the relation to employee loyalty and profitability was illuminated. On the basis of survey, it is found that important of need are improvements in employee' satisfaction, employee productivity health well-being and growth of organization. Then plot bar chart for the top most three questions which show comparison of public sector banks and private sector banks on the basis of most important question.

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