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Impact On Job Satisfaction, Job Security, And Employee Performance In Private Banks In India

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Abstract

The purpose of this study is to investigate the factors that affect bank employees in the private sector in terms of job satisfaction. Promotion, job security, working hours, and other factors all have an impact on the quality of the service rendered by workers. The majority of these factors are directly related to the working environment of private sector banks. There are many parts of the job that are very attractive and contribute to satisfaction as well as aspects of the job that lead to unhappiness, making the study of job satisfaction and its consequences on the performance of private bank employees vital. The convenience of working at the bank, the capacity of employees to achieve shared objectives, the development of banking knowledge, and teamwork skills are all beneficial aspects. Employee job satisfaction can be linked to productivity and customer satisfaction since happy workers foster a friendly environment for bank customers, not only in the banking sector but ultimately in any service company. In order to increase workers' job satisfaction, banks must consistently identify their evolving needs and take covert actions to ensure that expectations are met. The purpose of the study is to evaluate the banking industry and measure employee satisfaction levels. Organizational commitment or conduct is related psychologically to management in the same way. While job security refers to a person's ability to manage their career. Job satisfaction is a multifaceted mindset that encompasses attitude toward income, promotion, communication, with coworkers, supervision, qualities of work, assistance, and achievement appraisal of the industry, among other things.

Key Words: Explore Job security, Satisfaction, compatible environment, expectations, security, and achievement.

Introduction

Job satisfaction displays affirmative affection towards one's job. It is the attitude of mind. As job satisfaction described as the feeling of happiness. One of the most compelling conditions of a person's life is their job. Their way of life and social lives are altered by their work. As a result, having a contented staff is critical for every origination. Nowadays, the private sector plays an important role in boosting Indian economy. They not only provide excellent services, but they also provide employment possibilities to a great number of individuals. The purpose of this study is to learn about employee work happiness and its link with performance level, keeping in mind the contribution of the private sector to society and the crucial role of job satisfaction in improving employee performance. There is abroad awareness that an organization's total productivity and success is dependent on its workers' effective and efficient performance, and that improved performance is dependent on employee job satisfaction. Researchers have identified numerous dimensions of job satisfaction, their relative relevance, and their link to performance and productivity for this purpose. Employment satisfaction refers to an employee's good and negative sentiments about his or her job, as well as the degree of happiness associated with the job. For instance, one has to be friendly to maximize the contributions towards employer. Determine to frame relevant connections with team mates, clients and supervisors at work place.

While job security refers to the confidence that your position will not be cut. It's a guarantee that you can continue working at your existing job for the foreseeable future. It engenders a sense of security against things like layoffs, economic downturns, and other variables that might have an impact on employment.

Need of the Study

There is a need to study higher productivity as when employees are happy with their job then they can focus well on their tasks.

In contemporary firms, enormous job satisfaction positively influences organizational productivity, lowers staff turnover, and alleviates workplace stress. In light of this, liberty is required.

One of the reasons for the high level of satisfaction is that companies have been more willing and able to increase salaries, benefits, and incentives for their employees as the economy has improved.

Objectives of the Study

1. Examine the influence of employee immediate supervisor's factors on employee job Satisfaction in selected private banks in India.
2. Determine the influence of employee personal characteristics factors on employee job Satisfaction in selected private banks in India.
3. Analyze the impact of employee compensation package elements on job satisfaction.
4. Investigate the relationship between job satisfaction and employee performance.

Research Methodology

The methodology of this study is exploratory in nature and is deemed appropriate for the purpose of this study. The research methodology used in this paper focuses mainly on employee job satisfaction and job security. The purpose is to offer an overview of significant literature published on these topics as an initial investigation that may lead to further study and contribution in these fields. The analysis aims to implement an understanding of issues, unsolved questions and difficulties and features some factors that may devote to the success of job satisfaction for employees and its connection to job security.

Research Questions

To successfully achieve the objectives of the study, the following research questions were raised to guide the study:

- i. Do employee immediate supervisor’s factors influence employee job satisfaction in the selected private banks in India.?
- ii. Do employee personal characteristics factors influence employee job satisfaction in the selected private banks in India.?
- iii. Does employee pay package factors influence employee job satisfaction in the selected private banks in India.?
- iv. What is the relationship between employee job satisfaction and employee performance in the selected private banks in India?

Research Instrument

Questionnaire was used to bring out primary data for the study. Questionnaire was used to generate information on employee job satisfaction and performance. The questionnaire was well thought out to avoid confusing respondents as to the nature of the information required. Close-ended questionnaire was used for respondents to select one of the specific categories provided by the researcher. The questionnaire was divided into five sections. Section A was on Demographic personal information, Section B was on immediate employee’s supervisor factors/job satisfaction. Section C was on employee personal characteristics factors/job satisfaction. Section D was on employee pay package factors/job satisfaction and Section E was on employee job satisfaction factors/job performance. A Likert 4-point scale of Strongly Disagree (SD) = 1, Disagree (D) = 2, Agree (A) = 3 and Strongly Agree (SA) = 4 was used to respond to questions in Sections B, C, D and E of the sampling.

Data Analysis and Interpretation
Demographic Information Analysis

Table.1.1
According to Gender

Gender	Frequency (F)	Percent (%)
Male	35	41
Female	50	59
Total	85	100

showed that 35(41%) of the total respondents were male and 50 (59%) of the respondents were female. Both male and female staff of the private banks in India surveyed participated in the study without discrimination.

Table.1.2
According to Age

Age	Frequency	Percentage
25-35	15	18
35-45	30	35
45-55	25	29
55>	15	18
Total	85	100

revealed the age distribution of respondents. Out of 85 respondents that partook in this study, 15 (18%) were within 25 to 35 years age range, 30 (35%) were within 35 to 45 years of age, 25 (29%) were within 45 to 55 years of age, 15 (18 %) were 55 years and above. It could be deduced from the result that the majority of the staff of the private banks in India were between 35 to 45 years of age. This implies that the respondents were matured enough to participate in this study.

Table.1.3

According to services

Length of Service	Frequency	Percentage
1 – 5 years	40	47
6 – 10 years	25	29
11 – 15 years	20	24
Total	85	100

showed that 40 (47%) of the respondents had spent between 1-5 years in the private banks in India, 25(29%) had spent between 6-10 years, 20 (24%) had spent between 11-15 years in the private banks in India. Majority of the respondents had worked for more than 5 years in the private banks in India. They were accordingly in a position to give instructions on how job satisfaction had affected their performance.

Objective 1: Analysis of Employee Immediate Supervisors Factors on Employee Job Satisfaction

Table.2.1

According to Leadership Style influences employee Job Satisfaction.

Leadership Style	Frequency (F)	Percent (%)
Strongly Disagree	-	-
disagree	3	3.53
Agree	70	82.36
Strongly Agree	12	14.11
Total	85	100

revealed that 3 (3.53%) disagreed, 70 (82.36%) agreed while 12 (14.11%) strongly agreed. From the result on table 4.2.1, the majority (82.36%) of the respondents agreed (Strongly Agree and Agree) that leadership style of employee immediate supervisors influenced employee job satisfaction.

Table.2.2

According to Supervisors Attitudes enhances Job Satisfaction

Supervisors Attitudes	Frequency (F)	Percent (%)
Strongly Disagree	1	1.17
disagree	-	-
Agree	44	51.77
Strongly Agree	40	47.06
Total	85	100

revealed that 1 (1.17%) strongly disagreed, 44 (51.77%) agreed, while 40 (47.06%) strongly agreed. From the result the majority (51.77%) of the respondents agreed (Strongly Agree and Agree) that employee supervisors attitudes enhanced employee job satisfaction.

Table2.3

According to Supervisor’s Problems-Solving ability impacts on Job Satisfaction

Problems-Solving Ability	Frequency (F)	Percent (%)
Strongly Disagree	1	1.17
disagree	1	1.17
Agree	39	45.89
Strongly Agree	44	51.77
Total	85	100

showed that 1 (1.17%) strongly disagreed, 1 (1.17%) disagreed, 39 (45.89%) agreed, while 44 (51.77%) strongly agreed. From the result the majority (51.77%) of the respondents agreed (Strongly Agree and Agree) that supervisor’s problems-solving ability had impact on employee job satisfaction.

Objective 2: Analysis of Employee Personal Characteristics factors on Job Satisfaction

Table .3.1

According to Level of Education enhances job satisfaction Level of Education Frequency (F) Percent (%)

Level of education	Frequency (F)	Percent (%)
Strongly Disagree	1	1.17
disagree	2	2.35
Agree	56	65.88
Strongly Agree	26	30.6
Total	85	100

showed that 1 (1.17%) strongly disagreed, 2 (2.35%) disagreed, 56(65.88%) agreed, while 26 (30.6%) strongly agreed. From the result the majority (65.88%) of the respondents agreed (Strongly Agree and Agree) that level of education enhanced employee job satisfaction.

Table .3.2 According to Job Experience Influences Job Satisfaction

Job satisfaction.	Frequency (F)	Percent (%)
Strongly Disagree	1	1.17
disagree	1	1.17
Agree	45	52.95
Strongly Agree	38	44.71
Total	85	100

showed that 1 (1.17%) strongly disagreed, 1 (1.17%) disagreed, 45 (52.95%) agreed, while 38(44.71%) strongly agreed. From the result the majority (52.95%) of the respondents agreed (Strongly Agree and Agree) that job experience influenced employee job satisfaction.

Table.3.3

According to Recognition of Work Achievement enhances Job Satisfaction

Recognition of Achievement	Frequency (F)	Percent (%)
Strongly Disagree	1	1.17
disagree	2	2.35
Agree	55	64.71
Strongly Agree	27	31.77

Total	85	100
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showed that 1 (1.17%) strongly disagreed, 2 (2.35%) disagreed, 55 (64.71%) agreed, while 27 (31.77%) strongly agreed. From the result the majority (64.71%) of the respondents agreed (Strongly Agree and Agree) that recognition of work achievement enhanced employee job satisfaction.

Objective 3: Analysis of Employee Pay Package Factors on Job Satisfaction

Table 4.1
According to Salary Paid Facilitates Job Satisfaction

Salary paid	Frequency (F)	Percent (%)
Strongly Disagree	1	1.17
disagree	-	
Agree	29	34.12
Strongly Agree	55	64.71
Total	85	100

showed that 1 (1.17%) strongly disagreed, 29 (34.12%) agreed, while 55 (64.71%) strongly agreed. From the result the majority (64.71 %) of the respondents agreed (Strongly Agree and Agree) that salary paid facilitated employee job satisfaction.

Table 4.2
According to Bonus Payment Enhances Job Satisfaction

Bonus Payment	Frequency (F)	Percent (%)
Strongly Disagree	1	1.17
disagree	1	1.17
Agree	45	53
Strongly Agree	38	44.66
Total	85	100

showed that 1 (1.17%) strongly disagreed, 1 (1.17%) disagreed, 45(53%) agreed, while 38(44.66%) strongly agreed. From the result the majority (53%) of the respondents agreed (Strongly Agreed and Agree) that bonus payment enhances employee job satisfaction.

Objective 4: Analysis of Job Satisfaction Factors on Employee Performance

Table 5.1

According to Job Satisfaction Facilitates Employee Willingness to Perform

Willingness to Perform	Frequency (F)	Percent (%)
Strongly Disagree	3	3.52
disagree	-	
Agree	52	61.18
Strongly Agree	30	35.30
Total	85	100

showed that 3 (3.52%) strongly disagreed, 52 (61.18%) agreed and 30 (35.30%) strongly agreed. From the result the majority (61.18%) of the respondents agreed (Strongly Agree and Agree) that job satisfaction facilitated employee willingness to perform.

Table 5.2

According to Job Satisfaction has impact on Employee Performance

Higher Performance	Frequency (F)	Percent (%)
Strongly Disagree	1	1.17
disagree	1	1.17
Agree	45	52.96
Strongly Agree	38	44.7
Total	85	100

showed that 1 (1.17%) strongly disagreed, 45 (52.96%) agreed, while 38 (44.7%) strongly agreed. From the result the majority (52.96%) of the respondents agreed (Strongly Agree and Agree) that job satisfaction had impact on employee performance.

Table.5.3

According to Job Satisfaction Facilitates Employee Output

Employee Output	Frequency (F)	Percent (%)
Strongly Disagree	-	-
disagree	3	3.54
Agree	47	55.29
Strongly Agree	35	41.17
Total	85	100

revealed that 3 (3.54%) strongly disagreed, 47 (55.29%) agreed, while 35 (41.17%) strongly agreed. From the result the majority (55.29%) of the respondents agreed (Strongly Agree and Agree) that job satisfaction facilitated more employee output.

Conclusion

The purpose of this study was to investigate the association between job satisfaction and employee performance in private university in H.P. As a result, personnel performance as well as an organization's total productivity was impacted. As a result, in order to inspire employees toward effective and efficient performance, the employer/administrator must understand the techniques or reasons for job satisfaction. As a result, just a few studies on employee satisfaction and its impact on performance have been undertaken in private university in H.P., despite the fact that it is one of the most pressing challenges facing today's firms operating in a competitive climate. As a result, the primary goal of this research is to look at employee job satisfaction in connection to private university employee performance.

The results of this study as indicated by the frequency distributions, percentages showed that employee immediate supervisor factors, employee personal characteristics factors and employee pay package factors influenced employee job satisfaction. There were positive momentous relationships between employee actual supervisor aspects, employee personal attribute factors, employee pay package components and employee job satisfaction. Also, employee job satisfaction had a significant positive relationship with employee performance. Thus, the study concludes that employee job satisfaction impacts on employee job performance.

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