



COMPARATIVE STUDY ON THE JOB SATISFACTION OF PUBLIC AND PRIVATE SECTOR BANK EMPLOYEES

Asma Hashim^{*}, Dr. Amit Mittal

**Research Scholar, Dept. of Management, Kalinga University Raipur, Chhattisgarh*

Professor, Dept. of Management, Kalinga University Raipur, Chhattisgarh

ABSTRACT

Job satisfaction plays a crucial role in every employee and employers' professional life. This study revolves around the banking system that plays a major role in the development and increments of the economy. Banking system plays an extremely vital part in the economic development of every nation and in this study, I am going to analyze the level of job satisfaction among the private and public level banking sector employees. The analysis portion of the study comprises of diverse things on which analysis is done and on the basis of the analysis conclusion of the study came out.

Keywords:

*Job Satisfaction,
Development,
Professional, Banking,
Economy*

Citation : Asma Hashim, Dr. Amit Mittal (2019). *Comparative Study On The Job Satisfaction Of Public And Private Sector Bank Employees. International Journal of Advanced Multidisciplinary Scientific Research (IJAMSR) ISSN:2581-4281, 2 (3), March, 2019, # Art.1321 pp 95- 106*



1. Introduction

The banking system plays a critical role in the development of an economy by enabling it to be competitive and robust enough to withstand any financial crisis. As a result, the banking system is at the heart of the money market in advanced countries. Every economy's financial structure will evolve in response to changes in the external environment. Banks are the most prominent actors in the Indian financial industry because they are the largest providers of credit and the recipients of the vast majority of the country's savings and investments. Banking plays an extremely vital part in the economic development of all nations throughout the world since a well-developed banking system not only holds the key to economic progress, but it also serves as a barometer of a country's overall economic health.

Due to the fact that financial institutions are the backbone of a nation's economy, the well-organized management of human resources, as well as the preservation of greater levels of job satisfaction, have an impact on the growth and performance of an entire economy. The Indian banking sector is a rapidly expanding financial services sector that has made significant strides

since being nationalized. It is possible to divide the Indian banking sector into two types of institutions: "scheduled commercial banks" and "non-scheduled commercial banks." Scheduled commercial banks can be further subdivided into public sector banks and private sector banks based on their location. On a number of operational and efficiency factors, there have been significant disparities identified over time between public sector banks and their private sector counterparts.

PUBLIC SECTOR BANKS

The government owns a significant amount of these banks (i.e., more than 50% of their total equity). The shares of these financial institutions are traded on stock markets. In India, there are a total of 26 public sector banks. They have a stranglehold on India's commercial banking sector and control nearly 80 percent of the country's business enterprises.

PRIVATE SECTOR BANKS

Those banks that are not controlled by the government and in which private shareholders have a bigger stake or equity than the government are collectively referred to as "private-sector banks." Private individuals and



corporations own the vast majority of the stock in these types of financial institutions. In 1969 and 1980, all private sector banks were exempt from being nationalized. Formerly known as the old private sector banks, the private banks that were not nationalized are now known as the old private sector banks.

SBI

Imperial Bank was nationalized in 1955, as a result of the entry of the Central Government into the banking industry. The Reserve Bank of India (RBI) held 60 percent of the total ownership, and a new bank, the State Bank of India, was established. The seven other banks were nationalized on July 19, 1960, and became subsidiaries of the State Bank of India. In 1969, the Indian government nationalized 14 more big banks, bringing the total number of nationalized banks to 28. The entire amount of money deposited in these nationalized banks came to Rs. 50 crores. The nationalization of six additional banks occurred in April 1980, marking the beginning of the second phase of nationalization. The total amount of deposits held by such financial institutions was approximately 200 crores. The State Bank of India (SBI) is the largest Indian bank and

financial services firm (in terms of both turnover and total assets), having its headquarters in Mumbai, India, and operations throughout the world.

ICICI

The Industrial Credit and Investment Corporation of India (ICICI) formed the ICICI Bank in 1994 to conduct commercial banking operations, such as accepting deposits, issuing credit cards, and providing vehicle loans, among other things. ICICI Bank is one of India's Big Four banks, with the State Bank of India, the Punjab National Bank, and the HDFC Bank, which are its primary competitors. ICICI Bank Limited, headquartered in Mumbai, is a prominent banking and financial services organization. It is the second largest bank in India and the largest private sector bank in the country in terms of market capitalization after State Bank of India. In addition, the bank operates a network of branches. In addition to offering a broad range of banking products and financial services to corporate and retail customers through a variety of delivery channels, ICICI Bank has specialization subsidiaries and affiliates in the areas of investment banking, life and non-life insurance,



venture capital, and asset management that complement its core banking operations. ICICI Bank is also the leading issuer of credit cards in India, according to the Reserve Bank of India.

OBJECTIVES

1. To determine the overall level of job satisfaction among bank employees in both the public and private sectors.
2. To discover the factors that contribute to bank workers' contentment or discontent with their jobs.
3. To examine the level of job satisfaction among employees of public sector and private sector banks in comparison.
4. To make recommendations for efficient methods of increasing job satisfaction among employees in the banking sector.
5. To assess whether there is a statistically significant association between job satisfaction and work in the current position, salary, supervision, promotion, and co-workers among employees in a public and private sector bank, the following variables were examined.

RESEARCH HYPOTHESIS

Wolman and Kruger states that a hypothesis is "a tentative assumption or preliminary assertion regarding the link between two or more entities that has to be investigated." An association between characteristics (including occupational class, race, female gender education level tenure age married status income and employment status) and job satisfaction will be found among employees in both public and private sector banks, according to the results of this research.

Sample Of the Study

300 employees make up the overall sample size of the study. There are 150 from the public sector (SBI) and 150 from the private sector banks among them (ICICI). The employees who we used as a sample represent all three levels of management, i.e., higher, middle, and lower (upper management, middle management and lower management).

Tools

Certain tools that are utilized for this study are illustrated here. The Linker method of scaling is used to construct the job satisfaction scale. The questionnaire was designed with a 5-Scale Linker (1 Strongly satisfied, 2 Satisfied, 3



Neutral, 4 Strongly dissatisfied, 5 Dissatisfied) to examine the impact of all the variables on the respondents' satisfaction. The questionnaire for this study is divided into two sections: demographic factors and dimensions of job satisfaction, which are both covered in the first segment. Education, nature of work, remuneration, job stability, advancement chances, and the number of dependents as well as the workplace atmosphere are all covered by the questionnaire. - The data was analyzed using the SPSS v.19 statistical package.

ANALYSIS OF THE DATA

This study's data is analyzed on the variable that is Job Satisfaction.

JOB SATISFACTION ANALYSIS ON DIFFERENT JOB ASPECT

Regarding the nature of their employment, job satisfaction refers to how one feels or what one's state of mind is about their job. Many elements, including the type of supervision, organizational rules and administration, compensation and overall quality of life, can have an impact on one's level of job satisfaction. The amount of money you make has a huge impact on your level of contentment. Pay is

essential in meeting a wide range of requirements. Money facilitates the acquisition of food, shelter, and clothing, as well as the ability to engage in worthwhile leisure activities outside of work. In addition, overpay can serve as a sign of achievement and a source of praise. Employees frequently perceive their pay as a reflection of the firm. It has not been discovered that fringe benefits have a significant impact on job satisfaction or direct compensation.

In addition, pay satisfaction has been found to have an impact on overall job satisfaction, motivation and performance, absenteeism and turnover intentions, as well as the likelihood of pay-related grievances and lawsuits. Pay has traditionally been regarded as a significant incentive for employees to behave in a productive manner. In the field of human resources management, determining wages and salaries is considered to be one of the most important tasks. It has a substantial impact on the recruiting, motivation, and employee satisfaction of the organization's workforce. As a result, the design and architecture of a company's compensation system is extremely important to its overall effectiveness.

Table 1: Comparative Job Satisfaction According to Pay

S. No.	Satisfaction Level	Private Sector Bank ICICI				Public Sector Bank SBI			
		1-2 Lakhs	2-3 Lakhs	3-4 Lakhs	Above 4 Lakhs	1-2 Lakhs	2-3 Lakhs	3-4 Lakhs	Above 4 Lakhs
1	Strongly satisfied	2	5	7	2	4	20	25	2
2	Satisfied	8	10	12	3	5	18	20	3
3	Neutral	3	9	2	1	3	5	3	1
4	Dissatisfy	16	9	5	10	2	9	10	3
5	Strongly Dissatisfied	22	10	7	7	4	4	3	6
Total		51	43	33	23	18	56	61	15

Based on their pay scales, this table demonstrates how both bank workers rate their overall job satisfaction in comparison to one another.

The vast majority of private sector bank employees (34 percent, or 51 percent) receive lower pay scales ranging from 1-2 lakhs a year. In a public sector bank, the vast majority of employees (41 percent, or 61) receive a high salary range ranging from 3-4 lakhs. Employees in the private sector are the most unsatisfied

with their jobs, with 31 percent (46) highly dissatisfied and 11 percent (16) strongly satisfied from all pay scale levels. Employees in the public sector are generally satisfied to a high degree, with 34 percent (51) highly satisfied and 11 percent (17) strongly dissatisfied at the highest pay scale levels. Pay is a significant component in determining job happiness. The level of unhappiness in the private sector is significant, owing to lesser income from the employment.

Table 2: Comparative Job Satisfaction According to Increment

S. No.	Satisfaction Level	Private Sector Bank ICICI			
		Employees	% Value	Mean	SD
1.	Strongly Satisfied	15	10	30	19
2.	Satisfied	22	15		
3.	Neutral	13	9		
4.	Dissatisfy	42	28		
5.	Strongly Dissatisfy	58	39		
Total		150	101		

S. No.	Satisfaction Level	Public Sector Bank SBI			
		Employees	% Value	Mean	SD
1.	Strongly Satisfied	38	32	30	13
2.	Satisfied	37	25		
3.	Neutral	17	11		
4.	Dissatisfy	28	19		
5.	Strongly Dissatisfy	20	13		
Total		150	100		

Increment compensation is a system of monetary incentives for employees. Every employee looks forward to their raise with bated breath. There is a favourable association between pay raises and employee satisfaction on the job. Sector banks and public sector banks have different increment systems. In sector banks, the system is based primarily on

government regulations, while in the public sector it is based on a variety of factors including work load, efficiency of the position, years of experience, relationship with the manager, targets, and achievements, with some employees claiming that it is also based on luck. The rate of inflation determines the amount of increment. Private sector banks make an effort

to ensure that their staff are satisfied as a result of this.

Employees in the private sector are generally unsatisfied with their jobs, with 39 percent (58) expressing extreme dissatisfaction with their jobs and 28 percent (42) dissatisfied with their promotions. In their explanation, they stated that the increment system is not equivalent to

inflation rates. It is so low that life will not be able to survive. In the public sector, the majority of employees are satisfied with the increase policy, with 32 percent (48) expressing high satisfaction and 25 percent (37) expressing satisfaction. In the case of public sector banks, the level of satisfaction is higher in relation to the increment.

Table 3: Comparative Job Satisfaction According to The Perks Employee Get

S. No.	Satisfaction Level	Private Sector Bank ICICI			
		Employees	% Value	Mean	SD
1.	Strongly Satisfied	24	16	30	12.48
2.	Satisfied	29	19		
3.	Neutral	13	9		
4.	Dissatisfy	40	27		
5.	Strongly Dissatisfy	44	29		
Total		150	100		

S. No.	Satisfaction Level	Public Sector Bank SBI			
		Employees	% Value	Mean	SD
1.	Strongly Satisfied	58	38	30	20.85
2.	Satisfied	45	30		
3.	Neutral	7	5		
4.	Dissatisfy	21	14		
5.	Strongly Dissatisfy	19	13		
Total		150	100		

This chart displays the relative levels of job satisfaction based on the perks and benefits provided by banks. There are various types of incentives offered by banks in both institutions. When it comes to the private sector, the vast majority of employees (29 percent (44) are severely dissatisfied, 27 percent are dissatisfied, only 19 percent are satisfied, and only 16 percent are extremely satisfied.

This demonstrates that the private sector offers fewer benefits. In the public sector, the majority (38 percent, or 58 percent highly satisfied), 30 percent, or 45 percent satisfied, 14 percent, or 21 percent unhappy, and only 13 percent, or 13 percent strongly dissatisfied are found. This demonstrates that the public sector offers more benefits.

Table 4 Comparative Job Satisfaction According to other Facilities on Work Place

S. No.	Satisfaction Level	Private Sector Bank ICICI			
		A/C	Water	Computer	Electricity
1.	Strongly Satisfied	65	50	40	60
2.	Satisfied	30	38	35	40
3.	Neutral	10	13	20	15
4.	Dissatisfy	29	30	30	25
5.	Strongly Dissatisfy	16	19	25	10
Total		150	150	150	150

S. No.	Satisfaction Level	Public Sector Bank SBI			
		A/C	Water	Computer	Electricity
1.	Strongly Satisfied	30	35	25	30
2.	Satisfied	25	40	30	20
3.	Neutral	20	15	10	15
4.	Dissatisfy	40	25	35	35
5.	Strongly Dissatisfy	35	35	50	50
Total		150	150	150	150



A motivating atmosphere is one in which employees feel a sense of accomplishment in their job. For this purpose, I've developed a five-step procedure known as the PRIDE system. Learn how to accelerate performance and elevate your company's reputation as a great place to work from executives and business owners.

P-Provide a positive work environment for your employees.

R-Recognition and a sense of accomplishment.

I-Involve employees and raise their level of engagement.

D-Develop the abilities and potential of your staff as a whole.

E- Evaluating and making constant improvements is essential.

It is possible to observe that the working atmosphere varies from one bank to another. The majority of banks have air-conditioned buildings, with separate cabins for each employee and a bank manager who will also be assigned a peon. Overall, we can say that the working atmosphere is good in most private sector banks, with the exception of a handful that are overburdened with work.

Every employee needs some amenities on the job site in order for work to be completed quickly and easily. Some facilities are required by bank employees due to the nature of their work. In the current environment, bank tasks cannot be fully handled without the assistance of a computer, making it a necessary requirement in this field. Computers cannot run without the provision of enough electricity facilities, which must be available.

A big number of employees at I.C.I.C.I. are quite pleased with and satisfied with their working conditions as a result of these facilities. The majority of S.B.I. personnel are extremely unsatisfied and dissatisfied with their working conditions. In terms of working atmosphere, we can see that each bank is different.

The majority of banks have air-conditioned buildings, with separate cabins for each employee and a bank manager who will also be assigned a peon. Overall, we can say that the working atmosphere is good in most private sector banks, with the exception of a handful that are overburdened with work.



Air conditioning and filter water facilities are not provided in public sector banks and computers are not in proper working order. In addition, inverters are not present in each

CONCLUSION

The introduction of special retirement, pension, gratuity, and other benefits schemes in private sector banks is required to overcome this obstacle in order to increase the employee's sense of job security in an effort to increase organizational commitment, which in turn will result in the employee's commitment and high level of satisfaction. Employees are the most valuable assets that a company may have. For this reason, organizations should pay attention to the introduction of managed operations, the provision of incentives and awards to inspire employees, the provision of job security, and the provision of leisure activities to help employees

REFERENCES

- 1) Panigrahi, Shrikant and Al-Nashash, Hatem Mahmoud, Quality Work Ethics and Job Satisfaction: An Empirical Analysis (2019). QUALITY Access to Success Vol. 20, No. 168/ February 2019,

branch. These all facilities are made available in an appropriate manner and in an appropriate quantity, resulting in high levels of satisfaction among private sector bank personnel.

cope with stress. It is necessary to improve the working environment in banks to make it more pleasant and friendly. Managers are required to take an active role in the development and grooming of banks and their employees in a more welcoming environment. Employees will experience a reduction in their undesirable stress levels as a result of this. Both sector banks should provide their staff with sufficient opportunities for career advancement and personal development. Employees' work should be made more enjoyable by adding variety and minimizing monotony from their tasks.

- 2) Dhamija, P., Gupta, S. and Bag, S. (2019), "Measuring of job satisfaction: the use of quality of work life factors", Benchmarking: An International Journal, Vol. 26 No. 3, pp. 871-892. <https://doi.org/10.1108/BIJ-06-2018-0155>.



- 3) Barrows, D., & Watson, T. (2019). "A comparative analysis of job satisfaction among public and private sector professionals". Retrieved, from: <http://job-satisfaction 2.htm>
- 4) Bhushan, L.I. and P.N.P. sinha (2018): "Job satisfaction in Public and Private Sector Banks." Indian Psychological Review Vol 27
- 5) R. Yadav, Nishant Dabhade, 2014 "Work Life Balance and Job Satisfaction Among the Working Women of Banking and Education Sector"
- 6) <http://www.sbimf.com>, accessed on November 11,2013.
- 7) K.Sowmya, N. Panchanatham, 2011 "Factors Influencing Job Satisfaction of Banking Sector Employees in Chennai, India"
- 8) Brest et al (2006) "Predicator of job satisfaction" Sage Publication.
- 9) Castillo, J. X. and Cano, J. (2004) Factors explaining job satisfaction among faculty. Journal of Agricultural Education 45(3), 65-74.
- 10) Chowdhury, Neel, "Privatizing in India: Bank's Thorny Path," International Herald Tribune, August 16, 1996, p. 17.
- 11) David, B., & Wesson, T. (2001). "A comparative analysis among public versus private sector professionals". The Innovation Journal, 19 (15), 28- 45.
- 12) <http://www.banknetindia.com/banking/bit.presentlevel.htm>.
- 13) <http://.www.ccindia.com>