



A Study on Employee Job Satisfaction on SMC Co-Operative Bank

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ABSTRACT:

The project work entitled a "THE STUDY ON EMPLOYEE JOB SATISFACTION" with special reference to SMC CO-OPERATIVE bank. The primary objective of this study is to measure the level of employee satisfaction towards their job this study attempts to evaluate the overall job satisfaction of employees in SMC CO-OPERATIVE BANK.

1. INTRODUCTION:

Job satisfaction is a result of employee's perception of how well their job provides those things that are viewed as important. It is generally recognized in the organizational behavior. Among other things, the result of the study showed that the organization have developed program which could be improved on. Major findings include: Company provides training and development program for both new and old employees. The major recommendation is that every training and development program should not be less than one month. In conclusion training and development is necessary for any organization that wants to survive.

A. OBJECTIVES:

- To measure the level of employee satisfaction towards their jobs.
- To study the training and development programmers.
- To analyze the company's working environment.
- To analyze the employees relation with employees and superior.

B. STATEMENT OF PROBLEM:

Banks in the modern era want employees to be with them permanently. So they are giving them lot of facilities. But employees have lot of demands to be met. In order to analyze their demands this study is carried out to understand the job satisfaction levels which in turn help bank in achieving profits at a faster rate.

C. RESEARCH METHODOLOGY:

There are various tools which are used in analyzing data. The following tools are used for representing and analyzing data.

Tools:

1. Simple Percentage analysis.
2. Chi Square Test

Percentage Analysis:

Percentage methods refers to the specific kind which is used in making comparison between two or more series of data collected. Percentages are being based on descriptive relationship. It compares the relative items. Through the use of percentage, the data are reduced in the form with base equal to 100% which facilitates relative comparison.

Chi Square Test:

A chi-squared test is a statistical hypothesis test used in the analysis of contingency tables when the sample sizes are large. In simpler terms, this is primarily used to examine whether two categorical variable are independent in influencing the test statistic.

2. REVIEW OF LITERATURE:

1. **Gurusamy & Mahendran (2013)**, in their study, found that Salary occupies the First Rank for determining job satisfaction compared with other major determinants. The study was conducted on 300 respondents and was limited to the automobile industries of India. Rashid Saeed et al.,
2. **Khawaja Jehanzeb et al., (2012)**, concluded that degree of rewards, motivation and job satisfaction of employees has a strong relationship in the banking sector of Saudi Arabia further it has been found that employees in banking sector give more importance to economic or financial rewards.

3. COMPANY PROFILE:

SMC CO-OPERATIVE SOCIETY

LIMITED is one of the leading housing co- operative societies in South India and has absorbed tremendous growth since inception in 2006 and registered by **MSCS/CR/728/2013**, MSCS Act 2002. SMC CO-OPERATIVE SOCIETY

LIMITED is functional across four states namely Tamil Nadu, Karnataka and Kerala.

The SMC housing cooperative society commit to pave entire farmers community in the mainstream of the society with their self-reliance financial stability thus builds a strong nation without poverty.

4. DATA ANALYSIS AND INTERPRETATION:

CHI-SQUARE TEST:

| GENDER | INCOME OF THE RESPONDENTS | | | TOTAL |
|--------|---------------------------|----------|----------|-------|
| | BELOW 15K | 15K- 30K | 30K- 40K | |
| MALE | 10 | 2 | 1 | 13 |
| FEMALE | 5 | 2 | 0 | 7 |
| TOTAL | 15 | 4 | 1 | 20 |

CHI SQUARE VALUE (χ^2) = (Observed value – Expected value)²/Expected value. Calculated Value of χ^2 = **1.0**

Degree of freedom = (Row - 1)*(Column - 1)

= (2-1)*(3-1)

Degree of Freedom = 2 Significance Level = 0.05 **Table value** = 5.991

Hypothesis:

H0 There is no significant relationship between age group of respondents & income group of respondents

H1 There is a significant relationship between age group of respondents & income group of respondents

INTERPRETATION:

In the above comparative analysis, the calculated value (**0.3**) is less than the table value **5.991** At 0.05 level of significance. Hence Null hypothesis is accepted.

INFERENCE:

Thus, there is no significant relationship between age group of respondents & income group of respondents

FINDINGS, SUGGESTION AND CONCLUSION:

I. FINDINGS:

A. FINDINGS FROM PERCENTAGE ANALYSIS:

- Majority 65% of the respondents comes under the category of male.
- Majority 70% of the respondents comes under the age group of 21-30.
- Majority 65% of the respondents comes under the category of married.
- Majority 60% of the respondents comes under the category of PG
- Most 50% of the respondents having three dependents.
- Majority 55% of the respondents are living in own house.
- Majority 70% of the respondents are earning 15K-30K.
- Majority 75% of the respondents are having 2-5 years experience.
- Most 40% of the respondents are travelling 5-10 km.
- Most 50% of the respondents are using motor cycle.
- Majority 95% of the respondents knows through newspaper.
- All of the respondents are selected through written & interview.
- Majority 55% of the respondents are not yet transferred once.
- Majority 70% of the respondents are not received any designation with promotion.
- Majority 70% of the respondents are not yet promoted.

FINDINGS FROM CHI-SQUARE TEST:

1. There is no significant relationship between age group of respondents & income group of respondents.

II. SUGGESTIONS:

1. Senior leaders should set an example for these behaviors by demonstrating respect toward others while holding people accountable for doing the same.
2. Often the low cost or no cost benefits get the greatest impact on satisfaction.
3. Offer competitive compensation. Look at all aspects of your compensation strategy. Evaluate employee pay grades, health benefits, and retirement contributions to ensure your compensation package is competitive.
4. Benchmark like jobs and work to keep salary ranges in line with similar jobs.
5. Strengthen employee relationships. Job satisfaction is also connected to relationships that the employee has with coworkers. Use teams of employees to problem solve and use team-building exercises to help develop and strengthen coworker relationships.
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III. CONCLUSION:

The entire project was planned with a view to study the level of "EMPLOYEE JOB SATISFACTION" IN SMC CO-

OPERATIVE BANK. Employees play a crucial role in any organization as they have always contributed their share in the form of services for the betterment of the bank. So, it is very important and the duty of the bank to provide welfare facilities to the employees. The research has proved that the motivation and job satisfaction is the key component for any organization this study concludes that the employee's job satisfaction level is very important and generally depends on facilities provided to the employees. If the recreational facilities and leave packages are provided to the employees, motivates them to work hard, resulting in better industrial relations between the employees and the employer and increase job satisfaction.

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