

**An Association of Job Performance and Job
Satisfaction among Bankers in Tirunelveli
- A Logical Disclosure**

Dr. Stanley Davis Mani T

Assistant Professor of Commerce,
Department of Commerce,
St. John's College, Palayamkottai, Tirunelveli,
Tamilandu, India- 627002.

Mr. Allwin Nirmal Singh R

PhD. Research Scholar,
Department of Commerce,
St. John's College, Palayamkottai, Tirunelveli,
Tamilandu, India- 627002.
allwin09pgc01@gmail.com

Abstract

The success of any financial institutions or an organization depends on the capability of higher power to provide an inspiring atmosphere for its employees. They have to know the behavior of each and every employees and what strength to motivate each one individually. By understanding employees' requirements, they can know what rewards to use to encourage them. By making the attempt to assure the different needs of each employee, any financial institutions or an organization may ensure a highly motivated employee. In order to accomplish the organizational aims or goals the companies especially banking companies have taken a battle of implementation satisfaction of employees to improve the performance of employees and organization as a whole.

Key Words: Employees, Job Satisfaction, Job performance and Banks

Introduction

Importance of Employees

“Everyone talks about building a relationship with your customer. I think you build one with your employees first.”- Angela Ahrendts (Senior Vice President, Apple)

The employees are the warehouse of knowledge, skills and abilities that can't be replicated by the competitors. Technologies, products and processes are easily imitated by the competitors; however, employees are the most tactical and underutilized resource of the company. Employees are the backbone of a business concern. Fundamentally they are the people who run a business. Today's consumer has a huge amount of choices and without the services offered and delivered by employees who know their buyer population well, sales would not be made. There are definite elements of running a business that cannot effectively survive without the human contact. Employees who are treated well regularly acquire a good deal of employee loyalty. People who feel familiar as valuable members of a company they work for usually will put a great deal of effort into their everyday jobs. This outcome in higher levels of innovation, performance and growth, all of which are good for any business. Employees are an important asset of any business.

Job Satisfaction

Employee satisfaction is the term used to describe a circumstance when employees are satisfied and contented with the work and the office environment. Luthans quotes job satisfaction as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience. It is a result of employees' perception of how well their job provides those things which are viewed as important. Employee Satisfaction is of greatest importance in any organization be it small or large. Thinking that employee satisfaction is important only for the employee then it is not right. It is equally important for the organization for which the employee is working as well.

Job satisfaction mechanism

Job satisfaction includes various elements such as satisfaction on working environment, salary and benefits, inter-personal relationship, utilize of skills and work manners. Job satisfaction can affect a person's level of dedication to the organization, absenteeism, and job turnover rate. It can also affect performance levels, his/her willingness to participate in problem solving activities, and the sufficient effort a person puts in to perform activities outside their job description. If a person feels satisfied with what they are doing, then his/her job feels less

like work and more enjoyable. It isn't an effort for them to get up in the early morning and go to work in punctual.

Statement of the Problem

High job satisfaction can lead to a high self-confidence which will make the employee to work well again and focus more on the optimistic portion of his work. As a person, the employee will feel dejected and this sadness will extend through to their friends and family environment. It is expected workers to always give their greatest attempt in everything they do. A person who is really contented with his profession life help out to create a more positive work atmosphere. Banking sector is a very much service oriented sector and the employees are the ones who are in straight contact with the customers. Employees therefore become the tone and face of the organization; they can to provide excellence service to the customers. This makes it essential for employees in the banking sector to be authorized and more satisfied to provide better services to its customers. At this moment, the study has been carrying out to know the job satisfaction and job performance of an employee in the banking sectors.

Review of literature

Meena and Dangayach(2012) have made an attempt to analyse the employee satisfaction in banking sector. Employee need and satisfaction have been acknowledged. The results show disparity in employee satisfaction with the office environment between employees in public sector banks and private sector banks, many of which were statistically noteworthy.

Asiaya and etal (2012) in their study have revealed that promotion and employee retention are negatively and significantly correlated with each other. It is also point toward that promotion is not the priority of employees the preference is reward to training and development and empowerment practices.

Edwinah Amaha and Augustine Ahiauzu (2013) have examined the extent to which employee involvement influences organizational effectiveness, profitability, productivity, and market share. The result shows that employee participation positively manipulates organizational effectiveness, profitability, productivity and market share.

Objectives of the Study

1. To identify the importance of job satisfaction and job performance of the bank employees.
2. To find out the job performance lead to job satisfaction among the bank employees.

Research Methodology

Component: Employees of Private Sector and Public Sector Bank.

Sampling Units/source list: Private Sector and Public Sector Bank operating in Tirunelveli city. **Sampling method:** The Primary data was collected from 60 bank employees (30 from public sector and 30 from private sector bank) through a structured close ended questionnaire by convenience sampling technique.

Statistical Tools: Percentage, lickert scale measurement and simple rank technique has been used to investigate the collected data.

Results and Discussion Profile of the Respondents

The bank employees are varying in age, gender, educational qualification and designation. These variables take part a vital role and a considerable influence on job

performance and satisfaction. Therefore an effort is created to stratify the profile of the whole sample ahead of proceeding with statistical investigation.

Table No: 1 - Profile of the Respondents

Demographic variables		Number of Respondents	Percentage
Age	Below 30	18	30
	30-40 years	29	48
	40-50 years	06	10
	Above 50 years	07	12
	Total	60	100
Gender	Male	31	52
	Female	29	48
	Total	60	100
Education	School Level	07	12
	Graduation	34	56
	Post-Graduation	13	22
	Professional course	06	10
	Total	60	100
Designation	Executives/ probationary officer	14	24
	Asst.Manager	28	46
	Manager	18	30
	Total	60	100

Source: Primary data

Amongst all the respondents majority (48%) of them belong to the age group of 30 – 40 years. 52% of the respondents were male and the remaining (48%) were female. 56% have completed their graduation. Of the respondents 40% were assistant managers, 30% were executives or probationary officers and 30% were managers by designation.

Table No: 2 Respondents opinion about job satisfaction

Factors	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Total (%)
Working environment	24 (40%)	12(20%)	11(19%)	8(13%)	5(8%)	60 (100%)
Salary and benefits	30 (50%)	12 (20%)	18(30%)	0	0	60 (100%)
Inter-personal relationship	20(33%)	30(50%)	5(8%)	5(7%)	0	60 (100%)
Utilize of skills and work manners	12(20%)	24(40%)	10(17%)	12(20%)	2(3%)	60 (100%)
Willingness to participate in problem solving activities	10(17%)	30(50%)	14(23%)	6(10%)	0	60 (100%)
Work and more enjoyable	20(33%)	12(20%)	28(47%)	0	0	60 (100%)
High Standard of living	18(30%)	24(40%)	18(30%)	0	0	60 (100%)

Source: Primary data

The above Table number 2 exhibits that respondent's opinion about job satisfaction. The satisfactions are working environment, salary and benefits, inter-personal relationship, utilize of skills and work manners, willingness to participate in problem solving activities, work and more enjoyable and high Standard of living. 40% of highly satisfied with their work environment, 50% are highly satisfied with the salary and other related benefits, 50% are satisfied with maintained good inter personal relationship among colleagues, 40% are satisfied with usage of their skills and work manners in proper way, 50% are satisfied with their willingness to attend the problem solving activities, 47% are said that impartial of work and worked more enjoyable and 40% have satisfied with their job lead to high standard of living in the society and status.

**Table No: 3 Rank Correlation Job satisfaction and its Components
(Private and public Sector Bank)**

Factors	Number of Respondents	Simple Rank
Working Environment	9	3
Benefits (Pay, Promotion and other benefits like perks)	24	1
Inter-personal Relationship	8	4
Use of skills and abilities	7	5
Behaviour of work	12	2
Total	60	

Source: Primary data

The above Table 3 portrays respondents' opinion about their job satisfaction during the work. The factors are working environment, benefits (pay, promotion and other benefits like perks), inter- personal relationship, use of skills and abilities and behavior of work. The simple rank correlation method was adopting to examine those factors. Ranked first to the factor of pay benefits are highly induce the bank employees, ranked the second factor of behavior of work of bank employees during the work is very important factors.

Conclusion

The public sector as well as the private sector banks has undergone a sea-change over the years. The modify is more marked, in the case of public sector banks are required to equivalent steps with private sector banks to cope up with the emerging competition. In the era of globalization there is need for employee improvement in banks so that employees will be in position to make fast result and respond quickly to any changes in environment of their work. Job satisfaction is a very big concept as it includes various aspects. The overall satisfaction of bank employees is associated with different factors of job satisfaction which includes nature of job, working environment, salary and incentives linked job, promotional process, performance appraisal, relationship with other employees and management, and grievance handling etc., to conclude, findings of the study illustrate that employee job performance leads to enhance job satisfaction and better management. The current study will facilitate to progress the development of employees and enhancing job satisfaction in banking sector.

References

1. **Asiya Gul et al, (2012)**, Role of Capacity Development, Employee empowerment and Promotion on Employee Retention in the banking sector of Pakistan, *International Journal of Academic Research in Business and Social Sciences*, Vol. 2, No. 9, ISSN: 2222-6990.
2. **Edwinah Amaha and Augustine Ahiauzu(2013)**, Employee involvement and Organizational Effectiveness, *Journal of Management Development* , Volume: 32 Issue 7.
3. **Isk U Zeytinoglu, et al (2013)**, Job satisfaction, flexible employment and job security among Turkish service sector workers, *Economic and Industrial Democracy*, vol. 34, 1: pp. 123-144.
4. **Meena M.L.and DangayachG.S. (2012)**, Analysis of Employee Satisfaction in Banking Sector, *International Journal of Humanities and Applied Sciences (IJHAS)* Vol. 1, No. 2, ISSN 2277 – 4386.
5. **Locke, E.A. (1970)**, “Job satisfaction and job performance: A theoretical analysis, *Organizational Behavior and Human performance* (1970): 484-500; D.P. Schwab and L.L. Cummings, (1970), *Theories of performance and satisfaction: A review*, *Industrial Relations* 9 (1970): 408-430.
6. **Spector. P.** *Job Satisfaction*. Thousand Oaks, CA: Sage Publications, (1997).