

# A Study on Job Satisfaction of the Employees of Axis Bank, Nagpur

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**Abstract:** The performance of an organization depends to a great extent on the job satisfaction of the employees. It has been observed that job satisfaction leads to motivation among employees. The study has been conducted to find the degree of satisfaction among the employees of Axis Bank with respect to the various factors contributing towards the job satisfaction. The data used to conduct the study is of primary and secondary in nature. A structured questionnaire has been conducted for collecting primary data. The study suggests that more than half of the employees are satisfied with work environment of the bank. More than three-fourth of the employees are satisfied with the career development opportunities which are provided by the bank. The employees are also satisfied with the grievance redressal mechanism of the bank. Almost half of the employees are satisfied with the inter-personal relationship in the bank. The employees are satisfied with the policies framed by the management but they are not satisfied with the implementation of the same.

**Keywords:** Job Satisfaction

## 1. Introduction

The productivity of any organization largely depends upon the job satisfaction which employees achieve in an organization. In some way or the other job satisfaction is also linked with life satisfaction. Every person spends a large portion of his day, working in an organization. If a person is able to derive satisfaction from his job, he will be satisfied in his personal life as well.

Many researches has pointed out that the job satisfaction plays an important role in motivating employees, increasing his morale, enhanced work performance etc. job satisfaction means the level of contentment a person has from his job. In other words, if an employee is satisfied from his job means he like his and vice-versa.

Locke (1976) says that the job satisfaction is an emotional state which is positive due to positive experience in job. As per the study conducted by Lease (1998), less absent from the job, more efficient, more commitment is a result of job satisfaction.

### A. Company profile –Axis bank

Axis bank was formerly known as UTI bank. Axis bank is the third largest private sector bank operating in India. The bank offers various services to its customers. The customer of Axis bank varies from individuals, MSME, business related to

agriculture, companies etc. The registered office of Axis bank is in Ahmedabad. The Axis bank has its branches in eight foreign countries including Hong Kong, Singapore and Dubai.

The Axis bank offers services in four segments; treasury operations, retail banking, corporate banking and other banking business. Investment in corporate debt, shares, mutual funds, derivative trading are the services included in treasury operations. Retail banking include services like loans, deposits, locker facility, internet banking, ATM facility, RTGS, financial advisory services etc. The bank offers capital market related services, appraisals of project, cash management services and management of private issue under corporate banking. Other banking services include banking facilities provided to NRIs.

## 2. Literature review

Rajkatoch (2012) points out that the job satisfaction is the degree of feeling nice or good about the job. Job satisfaction is the result of decent remuneration, environment related to work, security of job etc. A study done by Natarajan (2001) reveals that there is no relation between job satisfaction and job experience.

The study conducted by Organ and Ryan (1995) pointed out that the job satisfaction is directly related to employee's turnover and absenteeism. As per Spector (1997), job satisfaction refers to the feeling about their job. C.R. Reilly (1991) defines job satisfaction as the general attitude towards a job.

Hussami (2008) points out that job satisfaction to a large extent depends upon the expectations from the job. As per Vidal, Valle and Aragón (2007), job satisfaction is multi-facet phenomenon and is influenced by various factors. A study conducted by Friedlander and Margulies (1969) reveals that friendly staff-relation contributes positively towards job satisfaction.

## 3. Research methodology

### A. Objectives of the Study

- To study the degree of satisfaction among the employees of Axis Bank with respect to the various factors contributing towards the job satisfaction.

**B. Data Collection**

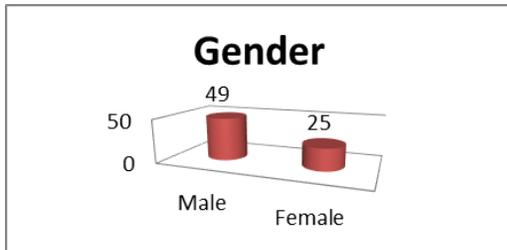
The study has been done using the collection of data through primary sources and secondary sources. The secondary data has been collected with the help of various books, websites and information from Axis Bank. The primary data have been collected using structured questionnaire.

The questionnaire was prepared so as to fulfill the objectives of the study. The first part of the questionnaire was related to the demographic data of the respondents. The other part of the questionnaire was related to the factors effecting job satisfaction of the employees of Axis Bank, Nagpur.

In this study Simple Random Sampling Technique has been used. In this study, total 80 questionnaires were given to the employees of Axis Bank, Nagpur. After receiving the filled questionnaire only 74 questionnaires were appropriate for the study. The remaining questionnaire were either incomplete or were left blank.

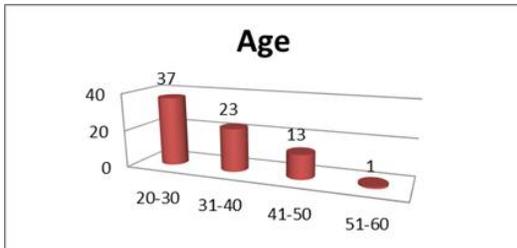
**4. Data analysis**

Graph No. 1:



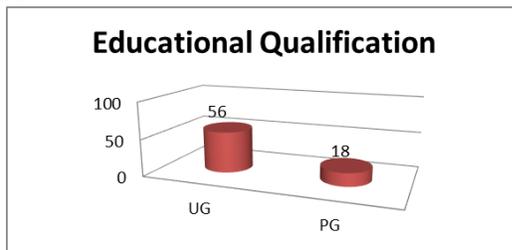
The above graph indicates that approximately 66% of the employees are male and approximately 34% are females.

Graph No. 2:



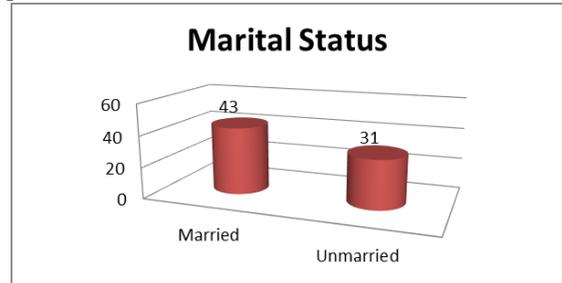
The above graph shows that 50% of the respondents are in the age group of 20-30. Approximately 31% of the respondents are in the age group of 31-40. Only approximately 1% respondents are above 50 years.

Graph No. 3



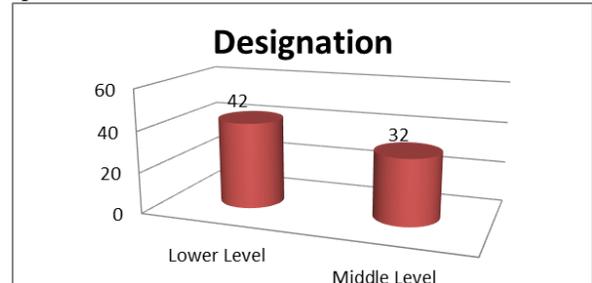
It is important to note that approximately 76% of the respondents have completed their post-graduation. Only approximately 24% of the respondents are having graduation degree.

Graph No. 4:



The above graph shows that approximately 58% of the respondents are married and the rest are not married.

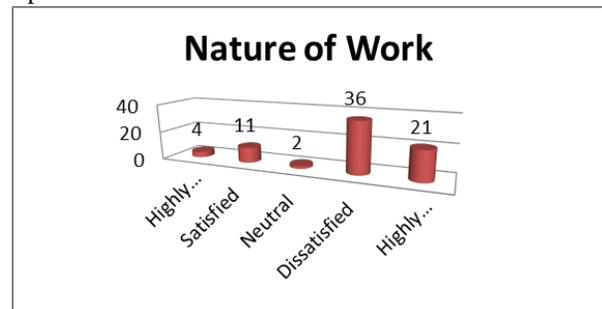
Graph No. 5:



The above graph indicates that nearly 57% of the respondents are at low level management in the Axis bank. The respondents belonging to the middle level management is nearly 43%.

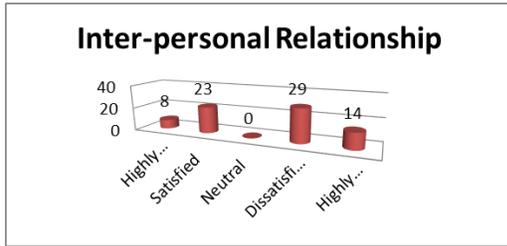
Degree of Satisfaction with respect to the factors contributing towards Job Satisfaction:

Graph No. 6:



The above graph suggest that the approximately 20% of the employees are highly satisfied and satisfied with the nature of work. On the other side, approximately 77% are dissatisfied or highly dissatisfied with the nature of work.

Graph No. 7:



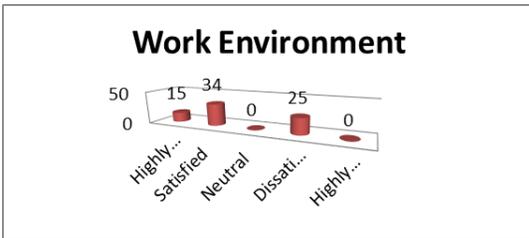
The above graph indicates that nearly 58% of the employees are dissatisfied or highly dissatisfied with the inter-personal relationship within the organization. Also, 42% of the employees are either highly satisfied or satisfied with the above parameter.

Graph No. 8:



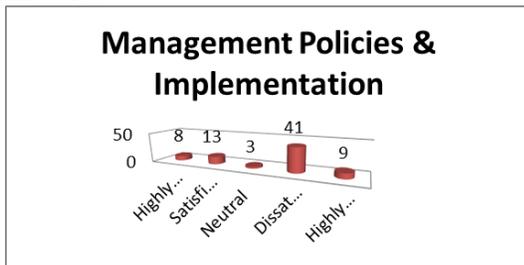
Close to 72% of the employees feel that they do not get compensated as per their skills. Close to 28% of the employees are highly satisfied and satisfied with the pay and allowances which they are receiving.

Graph No. 9:



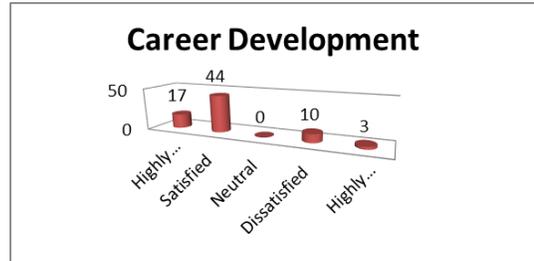
Approximately 66% of the employees are highly satisfied and satisfied with the work environment in Axis bank. On the contrary, approximately 34% of the employees are dissatisfied with the work environment.

Graph No. 10:



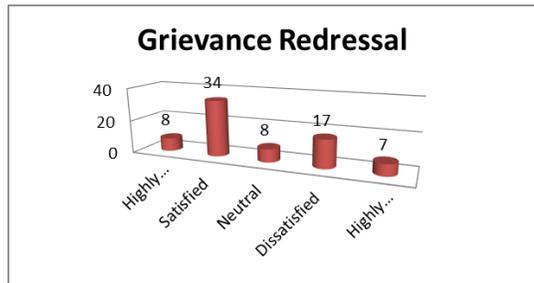
The above graph shows that approximately 68% of the employees are dissatisfied or highly dissatisfied with the implementation of management policies. The employees agree that the policy made by the management is good but its implementation is a concern. It is equally important to note that approximately 28% of the employees have the contrary opinion on the same.

Graph No. 11:



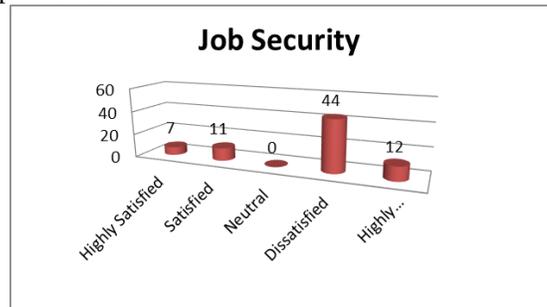
The above graph suggests that nearly 82% of the employees are either highly satisfied or satisfied with the career development options available at the Axis bank.

Graph No. 12:



The above graph indicates that grievance redressal is at a satisfactory level which has been confirmed by nearly 57% of the employees. On the other side, nearly 32% of the respondents differ on the above statement.

Graph No. 13:



Job security is one of the reasons which reduce job satisfaction among the employees of Axis bank. The same has been confirmed by 76% of the employees. On the contrary, nearly 24% of the respondents feel that the job in Axis bank is secured.

### 5. Conclusion

The above study suggests that more than half of the employees are satisfied with work environment of the bank. More than three-fourth of the employees are satisfied with the career development opportunities which are provided by the bank. The employees are also satisfied with the grievance redressal mechanism of the bank. Almost half of the employees are satisfied with the inter-personal relationship in the bank.

The employees are satisfied with the policies framed by the management but they are not satisfied with the implementation of the same. They are also not satisfied with the nature of work. The employees also feel that the pay and allowances are on the lower side. Job security is the main concern among the employees which has been confirmed by 76% of the employees.

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