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## **Employees' satisfaction in Lakshmi Vilas bank Ltd – A study in select districts in Tamil Nadu**

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### **Abstract**

Job satisfaction is universal approach towards individual work. Employee is very vital part of all organizations and without employee the firm can't do any work and especially employee job satisfaction is critical part of productivity for a service organization. Job satisfaction needed to be maintained and followed continuously for further development. Job satisfaction relates to employee way of thinking and feeling about the work. This paper covers 100 employees of LVB in the total population of 210 LVB employees in the Salem, Namakkal and Dharmapuri districts. This study identifies the employees' job satisfaction level on salary, working environment and employees behaviour towards job in LVB in Salem, Namakkal and Dharmapuri districts. The statistical tools like percentage analysis and weighted average and rank are used in this research.

**Keywords:** Employee job satisfaction; working environment; behaviour of the jobs and organizations

### **Introduction**

The service industry especially banks and financial institutions, hotels, tourism companies thrive with the contribution of their quality workforce. As the world has become very competitive the employee dependent organization started realizing that the employees are most valuable asset in the organization. The link between employee job satisfaction and productivity has already been proved by so many researchers in the past. Employees need to be satisfied only then the employee will concentrate and successfully complete the work within the stipulated time. Employees' performance appraisal is a tool to enhance the motivation level. If employees are satisfied, naturally it results in profit increase and higher level growth. So management needs to provide adequate facilities and give more opportunities to utilize the resources. Normally employees will be more satisfied when they feel that they are rewarded fairly for the work they have done by making sure rewards for them are genuine contributions to the organization and consistent with the reward policies.

### **Statement of the Problem**

Employee job satisfaction is very important for employees as well as management. This study is vital support to the bank for identifying the area of frustration of job of the employees. The study will bring out into lime light the working condition that prevails in the Lakshmi Vilas bank Ltd. This study helps the management to take appropriate decisions in the interest of the bank, society and the nation.

### **Scope of the Study**

The study is to find out the employees job satisfaction (in job pay package, working environment and employees behaviours towards job) in LVB at Salem, Namakkal and Dharmapuri districts of Tamil Nadu.

### **Objectives of the Study**

To measure the job satisfaction level of employees of Lakshmi Vilas Bank in Salem, Namakkal and Dharmapuri districts of Tamil Nadu.

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**Methodology**

The present descriptive study aims to understand the employees' satisfaction with Lakshmi Vilas bank Ltd – a study in select districts in Tamil Nadu. Primary data for the study was collected by means of questionnaire. The sample size of this study is 100 and the respondents are chosen based on the simple random sampling technique from the total population of 210 LVB employees in the Salem, Namakkal and Dharmapuri districts. The statistical techniques used for analysing the data were Percentages and Weighted average and rank.

**Limitations of the study**

This study focuses only LVB employees in the Salem, Namakkal and Dharmapuri districts. The result is not applicable other Districts of Tamil Nadu and has only a sample of 100 employees due to time and cost constraints.

**Analysis and interpretation of data**

**Table 1:** Gender Wise Classification of the Respondents

S. No	Gender	No. of Respondents	Percentage
1	Male	54	54%
2	Female	46	46%
	Total	100	100%

Source: Primary Data

It is clearly observed from the table 1, 54% of the respondents were male and 46% of the respondents were female. It is concluded that majority (54%) of the respondents were male.

**Table 2:** Educational status of the respondents

S. No	Education qualification	No. of Respondents	Percentage
1	U.G	62	62%
2	P.G	35	35%
3	Professional	3	3%
	Total	100	100%

Source: Primary Data.

From the above table 2, it is inferred that 62% of the respondents were Under Graduates, 35% of the respondents were Post Graduates and 3% of the respondents were Professional Degree holders. It has been observed from the table that majority of the respondents (62%) were Under Graduates.

**Table 3:** Working Experience of the Respondents

S. No	Working experience	No. of Respondents	Percentage
1	Less than 2 Years	14	14%
2	2 Year to 4 Years	54	54%
3	4 Years to 6 Years	21	21%
4	More than 6 Years	11	11%
	Total	100	100%

Source: Primary Data.

It is noted from the table 3 among the respondents the majority 54% of the respondents were working in the bank 2 to 4 years, 21% of the respondents were working in the bank 4 to 6 years, 14% of the respondents were working in the bank less than 2 years and 11% of the respondents were working in the bank more than 6 years. It is concluded that the majority 54% of the respondents were working in the bank 2 to 4 years.

**Table 4:** Opinion of the Respondents on Job Transfer

S. No	Opinion	No. of Respondents	Percentage
1	Yes	100	100%
2	No	0	0%
	Total	100	100%

Source: Primary Data.

The table 4, shows that among the respondents the question were asked about the satisfaction on job transferable or not. The entire employee told that the job transfer gives satisfaction.

**Table 5:** Satisfaction Level on Job Transfer of the Respondents

S. No	Job transfers	No. of Respondents	Percentage
1	Within the region	41	41%
2	Within the State	54	54%
3	Others State	3	3%
4	Overseas	5	5%
	Total	100	100%

Source: primary data

It is known from the table 5, among the respondents the majority 54% of the respondents said that they are satisfied if the job is transfer within the State, 41% of the respondents said that the job transfer is satisfied if transfer within the region, 5% of the respondents said that they are satisfied if the job is transfer overseas and 3% of the respondents said that the job is satisfied if transfer to other states. It is concluded that the majority 54% of the respondents said that the job is transfer gives satisfaction if transfer within a state.

**Table 6:** Satisfaction Level on Working on Saturday of the Respondents Opinion

S. No	Opinion	No. of Respondents	Percentage
1	Yes	76	76%
2	No	24	24%
	Total	100	100%

Source: Primary Data.

It is observed from the table 6, among the respondents the majority 76% of the respondents were said that they were satisfied on working Saturdays and 24% of the respondents were said that they were not satisfied on working Saturdays. It is concluded that the majority 76% of the respondents were satisfied on working Saturdays.

**Table 7:** Satisfaction Level On Of Working Environment of the Respondents

S. No.	Working Environment	HS (5)	S (4)	A (3)	D (2)	HD (1)	Weighted Average	Rank
1.	The working environment in the bank branch	57	41	0	0	1	30	2
		285	164	0	0	1		
2.	Flexibility in working schedule	19	54	22	5	0	25.8	8
		95	216	66	10	0		
3.	Location in which I have designated	16	43	35	3	3	24.4	13
		80	172	105	6	3		
4.	Duties and responsibilities	30	40	24	3	3	26.06	4
		150	160	72	6	3		
5.	The way in which supervisors handles	38	22	24	13	3	25.2	9
		190	88	72	26	3		
6.	Co – operation of colleagues	22	27	35	8	8	25.13	7
		110	108	105	16	8		
7.	Relationship with customers	38	30	27	3	3	26.66	3
		190	120	81	6	3		
8.	Feedback system followed in the organization	16	51	19	13	0	24.46	12
		80	204	57	26	0		
9.	Stress free environment	13	24	51	6	6	22.4	17
		65	96	157	12	6		
10.	The supervisor help to done the work	32	24	51	6	6	25	10
		160	116	81	12	6		
11.	Medical reimbursement	29	35	30	6	0	25.8	8
		145	140	90	12	0		
12.	Leave facilities provided by the bank	16	54	24	3	3	25.13	7
		80	216	72	6	3		
13.	Working hours of the branch	19	32	40	6	3	30.53	1
		195	128	120	12	3		
14.	Transfer policy of the bank	14	43	27	13	3	23.46	15
		70	172	81	26	3		
15.	Promotion policy of the banks	35	24	29	6	6	24.86	11
		175	96	87	12	6		
16.	Redress of staff grievances made by the bank	33	38	13	13	1	25.53	5
		165	152	39	26	1		
17.	Quality of work	16	27	51	6	0	23.53	14
		80	108	153	12	0		
18.	Rest time	27	38	22	13	0	25.26	6
		135	152	66	26	0		
19.	Technology up gradation	24	33	27	3	13	22.8	16
		120	132	81	6	13		

Source: primary data

Table 7, shows that employees behaviour towards job. The respondents were asked to rank the satisfaction level on working environment. Working hours of the branch was the 1<sup>st</sup> rank, working environment in the bank 2<sup>nd</sup> rank, Relationship with customers 3<sup>rd</sup> rank, Duties and responsibilities 4<sup>th</sup> rank, Redress of staff grievances made by the bank 5<sup>th</sup> rank, Rest time 6<sup>th</sup> rank, Leave facilities provided by the bank and Co – operation of colleagues 7<sup>th</sup>

rank, Flexibility in working schedule and Medical reimbursement 8<sup>th</sup> rank, The way in which supervisors handles 9<sup>th</sup> rank, The supervisor help to done the work 10<sup>th</sup> rank, Promotion policy of the banks 11<sup>th</sup> rank, Feedback system followed in the organization 12<sup>th</sup> rank, Location in which I have designated 13<sup>th</sup> rank, Quality of work 14<sup>th</sup> rank, Transfer policy of the bank 15<sup>th</sup> rank, Technology up gradation 16<sup>th</sup> rank and Stress free environment 17<sup>th</sup> rank.

**Table 8:** Behaviours of Employees towards Job of the Respondents

S. No.	Statements	SA (5)	A (4)	N (3)	DA (2)	SD (1)	Weighted Average	Rank
1.	I feel completely exhausted at the end of the day at my work place	43	46	5	3	3	28.2	2
		215	184	15	6	3		
2.	I look irritated, nervous, angry and tensed while performing my job	8	54	33	0	5	24	8
		40	216	99	0	5		
3.	I feel dissatisfied with my job	24	41	32	13	0	27.06	3
		120	164	96	26	0		
4.	I often think of quitting my job	16	38	27	19	0	23.4	10
		80	152	81	38	0		
5.	I feel calm and relaxed at work	27	30	35	8	0	25.06	5
		135	120	105	16	0		
6.	My work load is too heavy	32	27	27	11	3	24.93	7
		160	108	81	22	3		

7.	I am able to complete my work in the stipulated time	16	43	33	0	8	23.93	9
		80	172	99	0	8		
8.	I am rather worried that I lack the necessary facilities need in my work	57	32	11	0	0	29.73	1
		285	128	33	0	0		
9.	I feel that my official assignments are more important than my personal interest	11	56	30	3	0	25	6
		55	224	90	6	0		
10.	I do not get enough resources to be effective	38	24	27	8	3	25.73	4
		190	96	81	16	3		
11.	I have too much paper work	8	49	22	13	8	22.4	11
		40	196	66	26	8		

Source: primary data

The above table 8 shows that behaviour of the employees towards job. The employees were asked to rank various behaviour on job. I am rather worried that I lack the necessary facilities need in my work were the 1<sup>st</sup> rank, I feel completely exhausted at the end of the day at my work place 2<sup>nd</sup> rank, I feel dissatisfied with my job 3<sup>rd</sup> rank, I do not get enough resources to be effective 4<sup>th</sup> rank, I feel calm and relaxed at work 5<sup>th</sup> rank, I feel that my official assignments are more important than my personal interest 6<sup>th</sup> rank, My work load is too heavy 7<sup>th</sup> rank, I look irritated, nervous, angry and tensed while performing my job 8<sup>th</sup> rank, I am able to complete my work in the stipulated time 9<sup>th</sup> rank, I often think of quitting my job 10<sup>th</sup> rank and I have too much paper work 11<sup>th</sup> rank.

### Findings

- It is concluded that majority (54%) of the respondents are male.
- It is concluded that the majority of the respondents (32%) were in the age below 30 years and 31 to 40 years.
- It is concluded that the majority 78% of the respondent were married.
- It has been observed from the table that majority of the respondents (62%) were Under Graduates.
- It is concluded that the majority 54% of the respondents were working in the bank 2 to 4 years.
- It is concluded that the majority 60% of the respondents amount of salary drawn from the bank were Rs. 20,001 to 40,000.
- It is concluded that the majority 58% of the respondents were agree that the salary drawn were sufficient to meet the family requirements.
- Among the respondents the question was asked about the job was transferable or not. The entire employee told that the job was transferable.
- It is concluded that the majority 54% of the respondents told that they are satisfied if the job is transfer within a state.
- It is concluded that the majority 76% of the respondents were satisfied on working Saturdays.
- It is observed that employees are most satisfied on working hours of the bank.
- It is also noted that the employees not expected any facilities in the bank

### Suggestion

The Lakshmi Vilas Bank Ltd. shall focus on assuring the employees on Stress free environment and too much paper work load which are a hindrance in low level of job satisfaction.

### Conclusion

The purpose of this study was to investigate the employees' job satisfaction in Lakshmi Vilas Bank Ltd. in Salem, Namakkal and Dharmapuri districts. Job satisfaction reflects the individual employees affection towards his job. Mostly the employees of Lakshmi Vilas Bank Ltd. satisfied with the facilities provided by the bank. The bank should develop stress free environment for the benefit of employees.

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