



Study on Employee Job Satisfaction in DCC Bank

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Abstract

Agriculture has been “way of life” and “means of livelihood” for majority of agriculture in India, since centuries small holdings, almost exclusive dependence upon rain occurrence of frequent droughts coupled with other natural calamities, (including floods, destruction of crops by insects, pests and plants diseases etc, low productivity due to small size farms and use of traditional technology) seasonality and uncertainty production, traditional system of agriculture – all these had been a constraint to the agriculturist, which in times of need frequently drone them to rapacious money lenders as there was neither government agencies nor institutional arrangement to provide to agricultural, credit to farmer. The precarious conditions of agriculturist, lack of suitable security and special features of India agriculture also hindered the attraction of capital in this natural industry, the only oasis in desert were financiers offering credit but exorbitant rates of interest. This led an increase in higherchances of rural indebtedness.

Finance is life of every production agriculture is not an exception to this. Various financial institutions are extending financial here for agricultural operations but none of them fully met credit requirements of agriculturist in India. Frequently it’s emphasized as agriculturist and rural population should be saved from the stronghold of money lenders and private agencies. Attempts have been initiated way since 1904 with the adoption of the “Co-operative credit societies act” to substitute private agencies institutional financing system.

Microfinance has undergone significant growth and transformation over the years, evolving from the efforts of a few philanthropic institutions into a global industry. Today, it reaches an estimated 150-200 million clients through thousands of institutions worldwide. While microfinance initially focused on funding loans for the poor, it has now expanded its offerings to including assortment of financial and non-financial services like savings, insurance, healthcare, and education.

Key Words: Financial, non-financial, Savings, Health care, Education, Insurance

1. Introduction

Job satisfaction is defined as

1. "Employee happiness doesn't appear to have any effect upon turnover, absences, & maybe rates of accidents."- Robert L. Kahn
2. "Job satisfaction is common perception towards one's job: disparity amongst number of rewards workers receive and the amount they believe they should receive."-P. Robbins

The modern human existence is both intricate & comprehensive. In today's world, individuals have more specific wants & demands. Discontentment arises whenever growing & shifting population has its demands continually ignored. Individuals who are unhappy aren't inclined to make significant contributions. Achievement of industry relies heavily upon happiness of its workforce. Employers are foundation of all growth in industry, alongside managers and technicians. Conditions that are favorable will increase their contentment in their jobs and help you make most of their contributions.

Successful businesses recognize that addressing employee concerns is essential to maintaining harmony into workplace, & solving issues associated to absenteeism, productivity, & other human factors needs application of social skills.

1. Pay
 2. The Work Itself
 3. Promotion
 4. The Work Group
 5. Supervision
- Pay

Wages are a major factor in this context. Money has important part in meeting several requirements. Having monetary resources makes it easier to meet basic needs like nutrition & clothes, & to pursue non-work-related pursuits that have significant worth. In addition, money may represent value & be sign of appreciation. Workers often use salary as barometer of how company is doing overall. There is no evidence that additional perks has same effect upon job fulfillment as salary does.

- The Work Itself

Nature of labor itself, in addition to monetary compensation, is crucial factor for assessing job satisfaction. Most people are unwilling to get stuck performing same boring task every day for year out. Varying tasks & having input upon the manner in which you do them constitute 2 biggest factors in how fulfilled you feel in your career. Majority of individuals are happiest into professions that provide some diversity but not too much. Employees' boredom & exhaustion result from jobs that lack variation. Workers might go through emotional strain & "burnout" when their employment provides excessive diversity & stimulus.

According to NAFCUB entire deposits & lending of co-operative banking into India exceed those of traditional private sector. Banking Regulation Act of 1949 & Banking Act of 1956 govern cooperative banks.

There is a solid basis for cooperative sector in India. After passage of first cooperatives statute in 1904, MacLagen Commission recommended a three-tiered system for co-operative bank into 1914. There are PACs

at community centered, state-level National Co-operative Banks, & city-level Urban Co-operative Banks that make up this system. Nearly years as India established its first urban co-operative bank..

At turn of twentieth century, India began establishing co-operative banks as way to establish organizations guided by co-operative administration & structure. Idea for urban co-operative banks first arose in India into 1939 in response to specific needs of its citizens & business owners. At first, cooperative organizations spread out from their central hubs via regional branches.

In summary, co-operative banks were rich history in India and continue having crucial part into country's financial system. They serve urban&rural communities, provide essential financial services, and have grown significantly over years.

Information you provided about the nationalization of RBI&SBI is not accurate. As of my knowledge cutoff in September 2021, RBI has not been nationalized. The RBI is the central bank of India and operates as an independent institution.

2. Conceptual Background and Literature Review

Review of Literature:

1. According to "A research on worker satisfaction at Indian Ments (P) Ltd, Ariyalur Division of Tamil Nadu," by Jothi Basu (2014), majority of those polled were pleased at their compensation & benefits. Author said as company should develop new techniques of working & encourage proposals by workers for inspiring them via boxes for ideas for keeping collaboration amongst workers high.
2. In their article, Varshney. M. G. et.al (2014) discovered as various employees experience job satisfaction along spectrum of parameters with varying degrees of intensity. This research pinpoints causes of contentment & discontentment.
3. According to findings of Deepti Sinha's (2013) "An Investigation of job fulfillment of staff members of private sector banks," Majority of respondents are unhappy in their current position with complaints about job security & resolution process for complaints. Author said banks should provide enhanced management & job security guarantees.
4. Swarnalatha. C (2013) showed how job bullying affects individuals in her research "Bullying Work & Satisfaction among Workers in Indian Automotive Industry: An Experimental Investigation." Researcher interviewed 290 workers for this study. As per results, workers are unhappy about both their safety & at work way their managers treat them. Management, according to writers, should strike up friendly rapport among workers, have open discussions about the issue, as well as so lessen likelihood of harassment complaints in workplace.
5. Satisfaction with work amongst bank workers: an analysis of public & private sector banks, by Sumana Devi & Ajay Sunja (2013), indicated a significant disparity amongst workers at two types of banks. Researcher claimed public sector banking must raise salaries while offering its workers more autonomy.

6. Alam sageer's (2012) research, "Determination of Factors Determining Staff Contentment & their influence upon company," concluded that workers were content in their workplace. According to author, businesses need to come up with fresh approaches to boost worker happiness of workplace.
7. According to "A research on Job Satisfaction & repercussions upon job efficiency in textiles factories" by Well hoarer (2012), workplaces, & amount of time they spend at work. Writer argued as company's success is contingent upon its employees' satisfaction with their work environment.
8. Thangaswamy. A. (2011) writes in "A study examining career fulfillment of bank employees" which workers' social standing affects their level of happiness upon job.
9. Employees report high levels of fulfillment in their jobs & their organizations, according to research by Jebad Mohammad (2011), whose publication "Satisfaction with work & organization civic conduct: An empirical investigation at Educational Organizations" The writer argued that in order to succeed, businesses needed to inspire their workers.

3. Research Design

Study has been made by various professionals have made the Study at global, nationwide, state, and district levels in various corporate undertakings. Butnobody has covered research work in DCC on employee job satisfaction in Kalaburagi Branch. So this is the research gap in my study.

3.1 Statement of the Problem:

The study aims to ascertain whether employees experience complete job satisfaction within the company, thus fostering their motivation to perform efficiently within the organization.

3.2 Need for the study:

Undoubtedly, job satisfaction does have a pivotal part into success of an organization. Without employees being content by jobs, their performance is likely to suffer, making it challenging for attaining organization's goals and objectives. Therefore, job gratification is vital for eliciting optimal output and performance from employees. Purpose of this survey is to determine how satisfied DCC's current staff is with their jobs.

3.3 Scope of the Study:

- The primary focus of research is job satisfaction amongst employees. This suggests that the research will likely involve assessing hinder job satisfaction, & level of satisfaction among employees at DCC.
- Research is specifically targeted at employees of DCC, indicating that the scope is inadequate to this particular organization.
- Research may explore the relationship amongst job satisfaction & employee performance, & how job satisfaction impacts the organization's goals and objectives.

3.4 Objectives:

- To examine the diverse factors influencing employee job satisfaction.
- To assess the efficacy of job satisfaction initiatives implemented at DCC.
- To analyse employees' perceptions of organization.
- To pinpoint the motivating factors for employees.

- To establish a associationamongst work-related stress &worker job satisfaction.

3.5 Research design:

Research scope is restricted tothe District Co-operative Bank, the located in Kalaburagi District.

1. Type of research: Descriptive research
2. Data collection design:
 - Primary data: DCC staff members fill out a questionnaire to contribute to data set.
 - Secondary data: Articles, business files, & website for business all contribute to data set.
3. Sampling technique: Expediencysample
4. Area of Study: Kalaburagi District.
5. Sample Size: 25
6. Instrument design: A questionnaire with 20 items served as primary data collection tool for this study.

3.6 Hypotheses:

- H0: Stress at work & contentment in one's employment do not correlate in any meaningful way.
- H1: Stress at work significantly correlates with dissatisfaction with one's employment..

3.7 Limitations:

- Restricted timing:Study was constrained to a six-week duration, which limited the extent of in-depth analysis.
- Restrictedresponders: Data collection involved only 25 respondents due to time constraints & busy schedules of employees.
- Respondent Reluctance: Some participants hesitated to provide responses, potentially introducing a degree of error.
- Sampling Bias: The small number of respondents might not represent the entire employee population accurately, leading to potential sampling bias.
- Data Collection Method: The method used to gather data, such as surveys, might not capture nuanced or detailed information effectively.

4. Analysis and Interpretation

Table 4.1: Table showing the working environment of employees workin organization.

Environment	Number of respondents	Percentage of respondents
Very good	36	36
Good	44	44
Average	16	16
Bad	4	4
Total	100	100

Analysis: As mentioned table shows that 44% respondents were feeling Good working environment, 36% respondents were feeling Very Good working environment, 16% of respondents feeling an Average work& 4% of respondents felt Bad working environment.

Interpretation: Finally we conclude that respondents felt good about work atmosphere of the organization.

Table 4.2: Table portraying security in the job of staffs working into organization.

Security in Job	Number of respondents	Percentage of respondents
Yes	48	48
No	16	16
Maybe	36	36
Total	100	100

Analysis: The above table reveals that 48% of respondents were secure regarding their job, 36% respondents were feeling unsecured about work into organization and 16% respondents were insecure by job.

Interpretation: As mentioned major of staffs felt secure about their job working into organization.

Table 4.3: Table showing Training and Development provided under organization to the employees.

Training and Development	Number of respondents	Percentage of respondents
Highly Satisfied	44	44
Satisfied	32	32
Average	12	12
Dissatisfied	8	8
Highly Dissatisfied	4	4
Total	100	100

Analysis: As mentioned in the table shows that 44% of respondents were feeling highly satisfied having Training and Development, 32% of respondents were gratified with training and development, 12% respondents were felt average about training & development, 8% respondents felt disgruntled by offer characteristics and 4% respondents felt extremely disgruntled with training and development.

Interpretation: The above analysis, majority of employees working into association felt highly gratified by training & development programme in organization.

Table 4.4: Table showing the employees obtaining raise& progress opportunities.

Promotion and Growth	Number of respondents	Percentage of respondents
Yes	60	60
No	32	32
Maybe	8	8
Total	100	100

Analysis: Aforementioned table shows that 60% of respondents felt staffs for obtaining raise& progress into organization, 32% of respondents felt they aren't and 8% were unable to get proper promotion and growth opportunities.

Interpretation: Vast majority of staff members at company believe they have access to adequate training & advancement chances.

Table 4.5: Table showing employee's level of stress into organization.

Level of Stress	Number of respondents	Percentage of respondents
High	12	12
Medium	40	40
Low	48	48
Total	100	100

Analysis: A for mentioned table shows 48% of respondents had less of stress during working in the organization, 40% of respondents does have moderate level of stress during working in the organization and 12% of respondents felt higher stress while working in the organization.

Interpretation: From the above analysis most employees felt lower level of stress during work into company.

5. Findings, Conclusion and Suggestions

5.1 Findings:

- Perception of Working Environment:** Most of respondents (80%) feel positively about the working environment, with 36% rating it as 'Good' and 44% as 'Very Good'. However, 16% consider it 'Average,' and 4% find it 'Bad'.
- Job Security:** Nearly half of the respondents (48%) feel secure in their jobs, while 36% feel unsecured, and 16% are insecure about their job.
- Satisfaction with Training and Development:** A significant proportion of respondents (76%) are agreeing by training & development opportunities into organization. 44% are 'Highly Satisfied', 32% are 'Satisfied', 12% are 'Average', 8% are 'Dissatisfied', and 4% are 'Highly Dissatisfied'.
- Promotion and Growth Opportunities:** The majority (60%) of respondents believe that staffs into association are getting proper promotion and growth opportunities. However, 32% disagree with this, and 8% are unsure.
- Stress Levels:** 48% of respondents report low levels of stress, 40% report medium stress levels, and 12% report high stress levels during their work.

5.2 Suggestions:

1. Job Security:

- Enhance communication about job security within the organization. Provide clear guidelines on job stability and the factors affecting it.
- Consider conducting regular performance evaluations and feedback sessions to address employees' concerns and boost their sense of security.

2. Career Growth and Promotion:

- Ensure transparency in promotion and growth opportunities. Communicate clear criteria and pathways for advancement.
- Implement mentorship and career development programs for helping employees in preparing for future roles within the organization.

3. Training and Development:

- Continue to invest in training & development programs for helping employees in acquiring new skills and advance in their careers.
- Develop individualized development plans for employees to address their specific career goals and areas for improvement.

4. Stress Management:

- Promote stress-management programs, wellness initiatives, and work-life balance policies to reduce stress levels.
- Encourage employees to take regular breaks and use their allocated vacation time.

5.3 Conclusions:

The bank's workforce is skewed towards males, with 60% of employees being male. This suggests a potential gender imbalance that may require attention in terms of diversity and inclusion efforts. The workforce exhibits a relatively even distribution across different age groups. This age diversity can be an asset for the organization as it brings a mix of experience and fresh perspectives. A significant portion of employees falls within the income range of Rs. 15,000-30,000. This information can guide HR and management in making decisions related to compensation and benefits. The organization has a mix of employees with varying levels of experience. This diversity can be valuable for mentoring and knowledge transfer. The majority of respondents express satisfaction with the working environment. This suggests that the organization has created a positive and conducive atmosphere for its employees.

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