

Organizational Commitment and Job Satisfaction among Bank Employees

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Article Info**Volume 82****Page Number: 9094 – 9098****Publication Issue:****January-February 2020****Abstract:**

Organization commitment is the bond employee's experiences with their organization. Generally speaking, employees who all are focused on their company generally experience a reference to their group, believe that they can fit in and, feel that they understand the goals of the business. Organizational determination is normally limited to as the amount to which a worker is dedicated with their institution. Organizational dedication and task fulfillment takes on a vital function in the savings sector. The efficiency of banking sector is based after their workers. Staff will be the significant source by making use of whom amount of decision is used and different expertise are sent to the ultimate buyers. Workers happen to be among the most crucial determinants and leading elements that identify the achievement of a business in an ambitious environment. Besides that, any time maintained correctly employee determination can result in beneficial implications such as for example elevated effectiveness, functionality, and production, and reduced turnover and absenteeism by both specific and company amounts. The current research is going to be conducted to investigate the amount of company dedication between bank workers, to identify the elements impacting the work fulfillment of commercial lender workers and also to measure the degree of job pleasure of lender employees.

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I. Introduction

Company commitment (OC) occurs once a worker is without question included or perhaps identifies 1 with the business. OC is normally multidimensional in fact it is an end result of your evaluation of his/her workplace. According to Decotis (1987), a person involves organization with specific abilities, and understanding, fulfill their particular desire, and accomplish their very own goals. Towards the extent that the business is without question regarded as assisting these ends, the company dedication sometimes is probable boost. Freedman (2005) also mentioned that company climate make a difference how personnel perform in a organization since the way persons experience and just how they will perform will be highly connected with one

another. Matching to Campbellet, (1970) Company climate is going to be thought as a couple of attributes particular to a specific organization which may be induced by just how that organization handles its users and its own environment. Locke (1969) explained Work Fulfillment as being a fulfilled psychological state completed through self- evaluation and one's work becoming found in alignment with one's task ideals, and dissatisfaction simply because a distressing psychological condition whenever the work and values aren't harmonious.

II. Significance of the Study

Organization should pay attention to how employees perceive their organization practices, work environment and how such work

environment elicits commitment to the organization given the fact that employees are the organizations „most important asset. Castro and Martins (2010) stated that an organizational climate in a particular organization is constantly challenged by the increasing number of changes impacting on organizations today. In addition to favorable organizational climate, Employees“ dedication to the business is without question an essential concern in the current changing globe and the amount of employee’s organizational dedication is swayed by quantity of factors. Company dedication is now more important than previously, because businesses have to assure that those people who add worth with their main point here need to commit in the business and want to keep pouring all their effort to their function towards the advantage of the business. Today's research really helps to assess the amount of dedication and work fulfillment amongst bank personnel.

III. Statement of the Problem

Company Commitment and Work Fulfillment of commercial lender employees absolutely influence the performance of bank staff. Employee dedication is definitely known as a significant element of organizational lifestyle and an integral in attaining increased company efficiency and positive worker perceptions. Presently there can be a supposition kept by many people academics and managers that if workers are completely educated regarding issues that concern these people plus they are allowed in generate decisions relevant within their do the job, then you will have benefits just for both institution and the average person. However, any time employees aren't given enough information and function wherever little if any communication with child workers appears, then it really is unlikely that workers will be able in perform all their function satisfactorily. In this framework, it is necessary and a difficult concern to gauge the

higher level of dedication the lender workers experience towards the lender and in addition their degree of satisfaction. Consequently today's analysis aims to handle the next exploration questions: Hence the present study aims to address the following research questions:

- What is the level of commitment of bank employees possess?
- What is the level of satisfaction of bank employees?
- What are the various factors influencing the job satisfaction of bank employees?

IV. Scope of the Study

Today's study is normally conducted amongst bank workers in Perinthalmanna Municipality of Malappuram Location in Kerala. The analysis is supposed to we the amount of company dedication of bank staff, degree of fulfillment of lender employees and also to know the elements influencing work fulfillment of bank personnel. The study is conducted among public and private sector bank employees.

V. Objectives of the Study

The following are the objectives of the study:

1. To identify the level of organizational commitment among bank employees
2. To know the factors influencing the job satisfaction of bank employees
3. To measure the level of job satisfaction of bank employees

VI. Hypotheses of the Study

1. No relation exists between the mean ranks of the opinion of bank employees as regards factors influencing job satisfaction
2. No relation exists between the mean scores of category of bank employees

with regard to their organizational commitment.

3. No relation exists between the mean scores of educational level of bank employees with regard to their organizational commitment.
4. No relation exists between the level of satisfaction and category of bank employees.

VII. Methodology of the Study

The area of study is Perithalmanna Municipality in the Malappuram District of Kerala. The population of the study constitutes bank employees selected from Perithalmanna Municipality. The sample size of the study is 100. Purposive sampling method is used for selecting bank employees. The primary data are collected from bank employees and secondary data are collected from books, journals and internet. Questionnaire method is used for collecting primary data. The tools used for data analysis include percentage, ranking, Scaling, Mean, Standard Deviation, Friedman's test, Mann Whitney (U) test, Kruskal Wallis (H) test and Chi-Square test. The analysis of data is made with the help of SPSS (Version 19.0).

VIII. Results and Discussion

Table No.1 Demographic Profile of Respondents

Variable	Category	Frequency	Percentage
Gender	Male	56	70.0
	Female	24	30.0
Category of Employees	Public Sector	44	55.0
	Private Sector	36	45.0
Educational Level	Graduate	51	64
	Post graduate	25	31
	Professional	4	5

Out of the 100 bank employees selected, 70% of respondents are Male, 55% are public sector bank employees and 64% graduates.

Table No. 2 Level of Satisfaction

Level	Frequency	Percent	Cumulative Percentage	Mean	Standard Deviation
Dissatisfied	4	5.0	5.0	2.61	.584
Neutral	23	28.8	33.8		
Satisfied	53	66.3	100.0		
Total	80	100.0	-		

The analysis of the satisfaction of bank employees' reveals that out of the total respondents, 66% are satisfied, 29% are neutral and 5% are dissatisfied.

Table No. 3 Factors influencing Level of Satisfaction

Factors	Mean Rank
Salary	3.64
Promotion	2.80
Career Development and Training	2.99
Interpersonal Relations	2.56
Working Condition	3.02

Based on the mean values, the most crucial factor affecting level of Job Satisfaction is Salary (3.64). The other factors are Promotion (2.80), Career Development and Training (2.99), Interpersonal Relations (2.56) and Working Conditions (3.02).

Table No. 4 Analysis of Organizational Commitment

Components	Mean
AC	2.08
CC	2.07
NC	2.20
Over All Organizational Commitment	2.17

Score (Average)	
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The average score for the first component ‘Affective Commitment’ is obtained by taking the average of mean scores of the first eight statements. The average score of ‘Affective Commitment’ is 2.08. The average score for the second component ‘Continuance Commitment’ is obtained by taking the average of mean scores of

the next five statements. The average score of ‘Continuance Commitment’ is 2.07. The average score for the third component ‘Normative Commitment’ is obtained by taking the average of mean scores of the next six statements. The average score of ‘Normative’ is 2.20. The overall score obtained for ‘Organizational Commitment’ is 2.17 which reveals that bank employees in Perinthalmanna Municipality is having a moderate level of commitment towards banks.

Table - 5 Results of Hypotheses Testing

Null Hypotheses	Testing	Test	P Value	Result
Regards factors influencing job satisfaction	Difference between mean ranks	Friedman	0.000	Rejected
Category of bank employees as regards organizational commitment	Difference between mean scores	Mann Whitney U	0.129	Accepted
Educational level of bank employees as regards organizational commitment	Difference between mean scores	KruskalWallis H	0.203	Accepted
Category of bank employees and level of satisfaction	Association	Chi-square	0.445	Accepted

IX. Conclusion

Organization commitment and job satisfaction takes on an essential role inside the today’s competitive banking operation. The purpose was to study organizational commitment and job satisfaction among bank employees in Perinthalmanna Municipality. Majority of the employees in Perinthalmanna Municipality were satisfied with their jobs. Salary is the most important factor influencing job satisfaction. Most of the employees are fresh blood to the organization. Bank employees in Perinthalmanna Municipality are having a moderate level of commitment towards banks. There is certainly a factor between your mean rates as regards factors influencing job satisfaction. But there is absolutely no factor between your mean quite a

few category of bank employees as regards organizational commitment and educational level of bank employees as regards organizational commitment.

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