

# **A RESEARCH PROJECT REPORT**

**ON**

**“A Comparative study of job satisfaction of Employees in  
ICICI and PNB bank”**

**Submitted for the partial fulfilment of the requirement for  
the award of**

**B.Com (Honours)**

**Batch 2017-2020**

**SUBMITTED BY**

**SAMREEN ALAM**

**1708101064**

**Under the guidance of**

**PROF. TEJ SINGH**

**Assistant Professor**

**B.COM (HONS)**



**School Of Finance and Commerce  
Galgotias University  
May, 2020**

## **ACKNOWLEDGEMENT**

**“Gratitude is the hardest of emotions to express and one often does not find adequate words to convey what one feels and trying to express it”**

The present project file is an amalgamated of various thoughts and experiences .The successful completion of this project report would have not been possible without the help and guidance of number of people and specially to my project guide .I take this opportunity to thank all those who have directly and indirectly inspired, directed and helped me towards successful completion of this project report.

I am also immensely indebted to my project guide, PROF. TEJ SINGH, Assist. Professor, Galgotias University, for his illumining observation, encouraging suggestions and constructive criticisms, which have helped me in completing this research project successfully.

There are several other people who also deserve much more than a mere acknowledgement at their exemplary help. I also acknowledge with deep sense of gratitude and wholehearted help and cooperation intended to me by them.

**SAMREEN ALAM**

**B.COM (HONS)**

## **DECLARATION**

I hereby declare that, the project entitled “**A comparative study of job satisfaction of employees inICICI and PNB bank**” assigned to me for the partial fulfilment of **B.COM (HONS)**. The work is originally completed by me and the information provided in the study is authentic to the best of my knowledge.

This study has not been submitted to any other institution or university for the award of any other degree.

**SAMREEN ALAM**

**B.COM (HONS)**

# **CONTENTS**

- Acknowledgement
- Declaration
- Table of contents

## **Chapter-1**

Introduction

## **Chapter-2**

Objectives of the study

Research methodology

- Sample design
- Data collection
- Tools and techniques for analysis and interpretation
- Limitations of the study

## **Chapter-3**

Analysis and interpretation

## **Chapter-4**

Findings and Suggestions

- Bibliography
- Abbreviations used
- Annexure/Appendix

# CHAPTER – 1

## INTRODUCTION

### **Introduction of ICICI Bank:-**

ICICI Bank was established and founded on 5<sup>th</sup> January 1994, it is the largest private bank in private sector bank and the largest In entire private banking sector, it is an Indian multinational banking and finance service its Headquarter is in Mumbai and registered office in Vadodra Gujarat. The bank has a network of 5275 branches and 15589 ATMs in India and has presence in 17 countries including India. In 2000 ICICI Bank became first Indian bank to list on the NYSE.

### **Recent achievements and milestones:-**

Financial Results (as on March, 2006)

- Sales: US \$ 28.74 billion (INR 19,61,33,51,80,000 in, 2019)
- Profits: US \$ 13.66 billion (INR 10,34,13,03,00,000 in, 2019)
- Assets: US \$ 140 billion (INR 1,007,068 crore in ,2019)

### **Introduction of Punjab National Bank:-**

Punjab National Bank of India, is founded in 1969 it is an Indian multinational banking which have started with the only Indian capital its headquarter is in Delhi and corporation based in New Delhi it is in state owned Punjab National Bank has 6,968 branches and over 9,935 ATMs across 764 cities. It serves over 80 million customers.

## **Meaning of job satisfaction**

It has been often said that “A HAPPY EMPLOYEES A PRODUCTIVE EMPLOYEE”.happy employees means who is satisfy with the job and and do thie work effectively and efficiency and who fully satisfy with their job where there expectation meet and desire satisfaction:

- a) job satisfaction is intangible where words cannot illustrate ones
- b) Job satisfaction is by how outcome will meet the expectations. If the employees working hard and giving the 100% but the outcome what he/she is expected is low and doesnot meet the expectation the it leads the lack of intrest in their job and not satisfy with the job and organisation
- c) Job satisfaction and job attitudes are typically work differently where job dissatisfaction shows negative and job satisfaction shows positively .

## **FACTORS INFLUENCING JOB SATISFACTION**

- WAGES AVD SALARY
- PROMOPTIONAL CAHNGES
- COMPANY CONDITIONS
- WORK CULTURE
- WORKING HOURS
- JOB GROWTH
- WORKING TECHNOLOGIES
- TENURE

## Theories of job satisfaction

### Affect Theory

This theory is given by EDWIN A lockers Range of affect theory (1976) is the most popular theory of join a job and what one has in a job. the theory state satisfaction this determines job satisfaction through a difference which exist between what an employee wants from ajob and what the employee is getting from the job where we can take an example : x is working hard and effectively but not meet the expection where as Y working smart and meet the expectation but not satisfy this state that where the expectation meet and how satisfy with their work

### Two-Factor Theory (Motivator-Hygiene Theory)

The two factor theory is given by( FREDERICK HERZBERG )which state that there is certain factors in work place that cause job satisfaction while in other hand there set of factors that cause dissatisfaction all of it act independently of eachother where as there are two different factor phase  
Motivators And Hygiene Factor

<b>MOTIVATOR</b>	<b>HYGEINE FACTORS</b>
<ol style="list-style-type: none"><li>1. <u>ACHIEVEMENT</u></li><li>2. <u>RECOGNITION</u></li><li>3. <u>RESPONSIBILITY</u></li><li>4. <u>GROWTH</u></li></ol>	<ol style="list-style-type: none"><li>1. <u>Company policies</u></li><li>2. <u>Supervision</u></li><li>3. <u>Relationships</u></li><li>4. <u>Remuneration</u></li><li>5. <u>Salary</u></li><li>6. <u>Security</u></li></ol>

## **OBJECTIVES**

My objectives of doing research are as follows:

To determine the level of satisfaction and dissatisfaction among employees.

To identify variables which have a significant impact on the satisfaction level of employees?

To make plan to induce greater satisfaction.

To identify prominent areas of dissatisfaction among the employees.

To suggest measures for inducing greater satisfaction in above mentioned areas.



## **RESEARCH METHODOLOGY**

### **Research methodology of the research is as follows:**

- Universe : ICICI BANK AND PNB BANK
- Sample size : 100 individual responding
- Sampling Technique : Convenient sampling
- Survey Method Used : Questionnaire and personal interaction.
- Research Study : Secondary data
- Aea of work : NEAR BY LOCATION

### **Procedure**

To collect data for the research study, I planned to contact two organizations, namely ICICI bank and PNB bank based on above understanding of job satisfaction of employees in the organization.

### **Sources of Data**

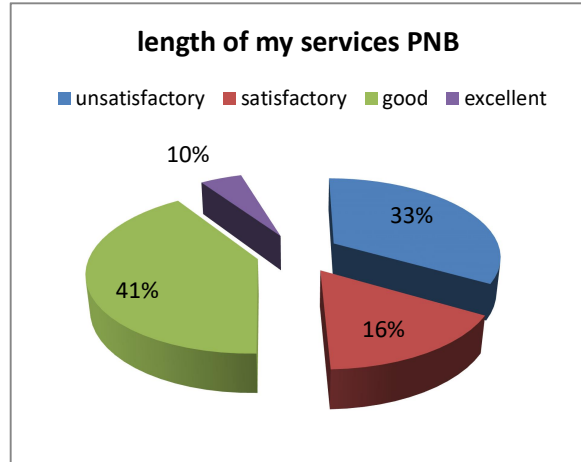
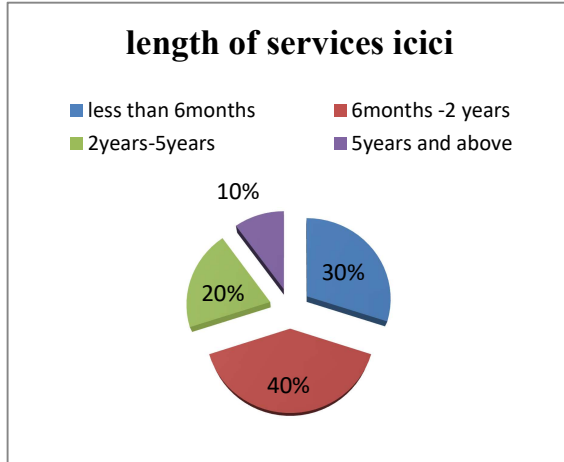
This research data will be collected from the primary source, i.e. respondents. Our method of collecting data is through the interaction that will be done by the respondents from the sample. And the secondary data will be collected through the organizations itself and the review of literature. The research work will be carried out by visiting ICICI and PNB.

# CHAPTER- 3

## DATA ANALYSIS

### AND INTERPRETATION OF ICICI AND PNB

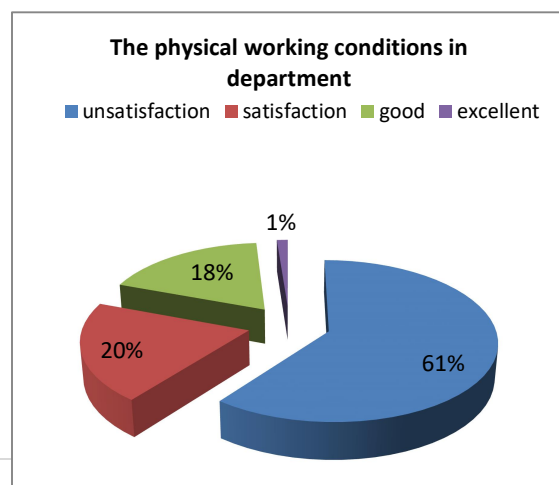
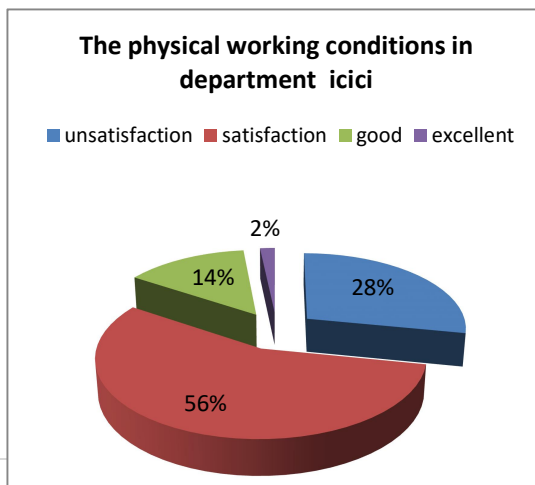
1. Length of my services with this organizational...



### INTERPRETATION :

**ICICI:** - The above table indicates that 30% of the employees were done within less than 6 months and 40% of the employees were 6 months – 2 yrs and 20% was 2 yrs -5 yrs and 10% was more than 5 yrs.

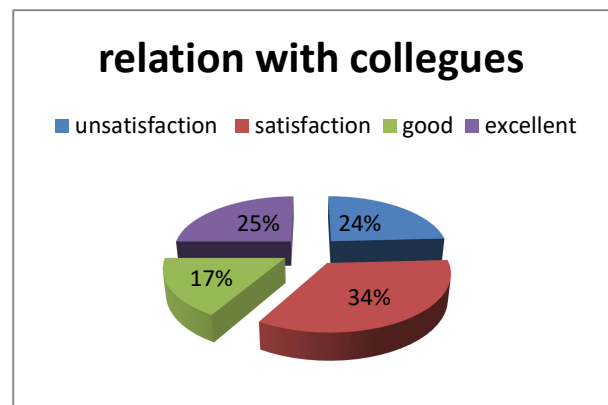
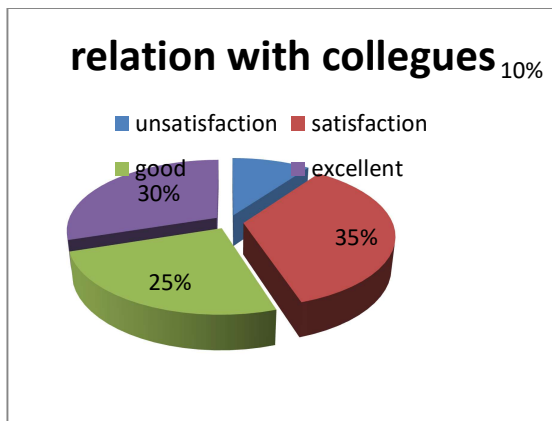
2. The physical work conditions in the department...



## INTERPRETATION:

**ICICI:** -The above table indicates that 28% of the employees were unsatisfactory and 56% employees were satisfactory and 14% of the employees good and 2% of the employees were excellent.

### 3. My relation with my colleagues...



## INTERPRETATION:

**PNB:** - The above table indicates that 24% of the employees were unsatisfactory and 34% employees were satisfactory and 17% of the employees good and 25% of the employees were excellent.

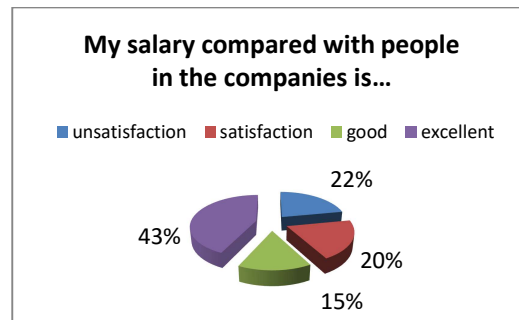
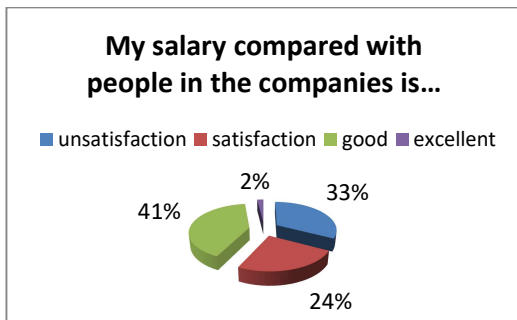
### 4. The timing of my work is...



**INTERPRETATION:**

**PNB:** - The above table indicates that 13% of the employees were unsatisfactory and 52% employees were satisfactory and 33% of the employees good and 2% of the employees were excellent.

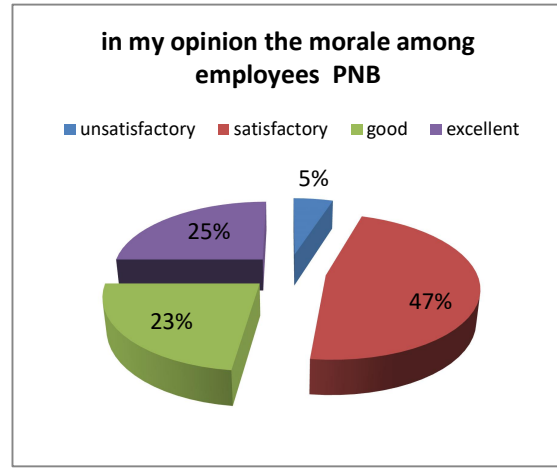
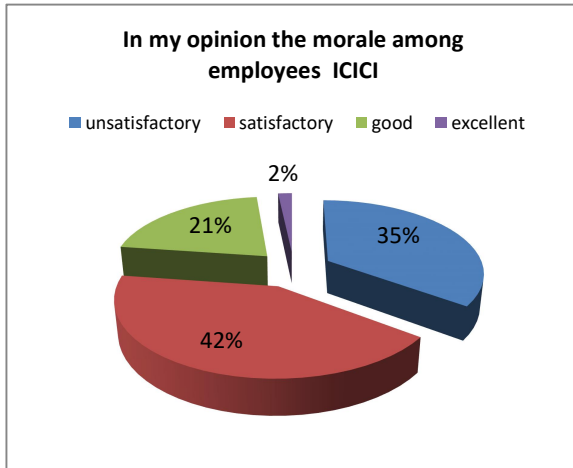
5. My salary compared with people in the companies...



**INTERPRETATION:**

**ICICI:** - The above table indicates that 33% of the employees were unsatisfactory and 24% employees were satisfactory and 41% of the employees good and 2% of the employees were excellent.

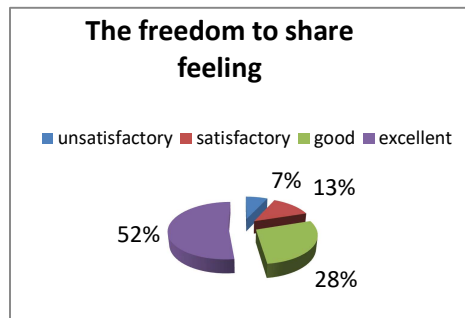
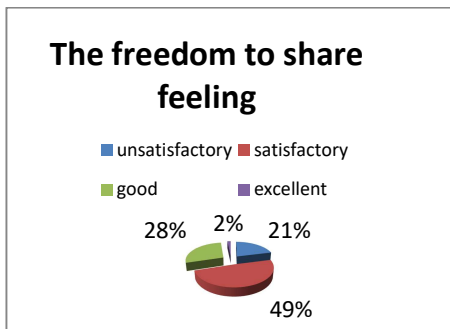
6. In my opinion the morale among employee is...



**INTERPRETATION:**

**ICICI:** - The above table indicates that 35% of the employees were unsatisfactory and 42% employees were satisfactory and 21% of the employees good and 2% of the employees were excellent. This has been represented in the form of a graph.

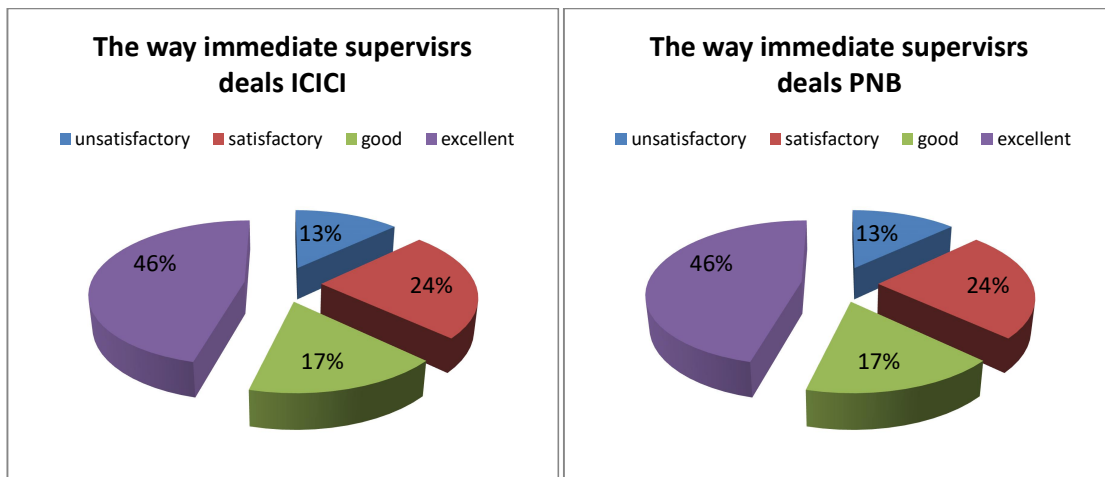
7. The freedom I have to share my feeling and option to my manage



**INTERPRETATION:**

**ICICI:** - The above table indicates that 21% of the employees were unsatisfactory and 49% employees were satisfactory and 28% of the employees good and 2% of the employees were excellent. This has been represented in the form of a graph.

8. The way my supervisors' deal fairly without showing favoritism is...



**INTERPRETATION:**

**ICICI:** - The above table indicates that 13% of th employees were unsatisfactory and 24% employees were satisfactory and 17% of the employees good and 46% of the employees were excellent.

## CHAPTER - 4

### FINDINGS

1. Efforts should be made on the part of employee. So that they can identify with objectives of organization.
2. Degree of motivation should be increased.

Implementation of changes and innovations should be properly done.

3. More opportunities should be provided to increase scope of job. i.e., worker should be given chance to 'Man' his own job.
4. There should be proper adoption and maintenance of well-planned and effective communication system throughout the organization at all levels.
5. Answers ideas of suggestion should be properly listened and should be given proper consideration.
6. The house organist i.e. magazines should contain columns for suggestion from workers.
7. More non-monetary and modelers awareness should be given to employees.
8. Employees should be given more participation in Decision Making.
9. Scope provided by job to achieve aspirations and ambitions should be more.
10. More flexibility and freedom should be there in job.
11. In ICICI, the working hours should be less.

## LIMITATIONS

1. Short span of time: The main limitation is availability of time. Due to short span of time, some inaccuracy may have occurred.
2. Inaccurate access: Due to short span of time it was not possible to access all employees of banks.
3. Some were not interested in filling the questionnaires and they did not give back the questionnaires.



## SUGGESTIONS

- BE clear and think on what type of Bank you wish to begin i.e. in trainee, opening account, cashier, in bank.
- Come up a business plan. Outline your business goals, financial needs, logistics and staffing plan
- Look for clients in websites providing job services. Send mails to companies seeking services.
- Identify your reasons for working: ask your self question why? And what is the reason for working this leads to motivate you through work and do keep this your answer while working and work where your expectation meet.
- When your expectation does not meet then its time to have change talk to your boss, take new projects or change your shifts or change your job role an income that reflect your work

# QUESTIONNAIRE

NAME .....

GENDER Male ..... Female.....

**Status: organization.**

Education: A. Illiterate B. High school C. Intermediate D. Degree E. Master's Degree

F. Others (please specify) \_\_\_\_\_

A. Married B. Unmarried C. widowed D. Single

Status: organization.

a. Less than 6 months b. 6 months-2years c. 2yrs-5yrs d. 5yrs and above

2. The physical working condition in my department is...

a. Unsatisfactory b. satisfactory c. good d. excellent

3. My relationship with my colleagues is...

a. Unsatisfactory b. satisfactory c. good d. excellent

4. My salary compared with people in other companies is...

a. Unsatisfactory b. satisfactory c. good d. excellent

5. The timing of my work is...

a. Unsatisfactory b. satisfactory c. good d. excellent

6. In my opinion the morale among employee is...

- a. Unsatisfactory      b. satisfactory      c. good      d. excellent

7. The job security in my job is...

- a. Unsatisfactory      b. satisfactory      c. good      d. excellent

8. How my supervisor fairly deal.....

- a. Unsatisfactory      b. satisfactory      c .good      d. excellent

## **CONCLUSION'**

As per my experience the major reasons for creating job dissatisfaction of bank employees. Although conventional source the bank department of job dissatisfaction among the employees like salary, promotion, security, autonomy for work are not relevant in bank but the level of satisfaction is limited due to some emerging phenomenon like voliet industry structure, flat organizational design, literally a non-responsive market and other allied factors. So the probability of managing these dissatisfaction indicators at the organization level seems a remote solution. The intervention of psycho-social machinery for creation of intra-organization and inter-industry job confidence is the call of the day for increasing job satisfaction levels in the bank ICICI and PNB.

## BIBLIOGRAPHY

- AnuB.Com (Hons) C.J. (2001), knowledge-based system for subsidence management, *Structural Survey*, Vol. 19
- Pareek Uday's Understanding Organizational Behavior, **Publisher:** Oxford University Press; 3 edition (5 September 2011)
- Bourne Mike (2000), Designing, Implementing and Updating job satisfaction, *International Journal of Operations & Production Management*, Vol.20
- Bourne Mike (2002), The success job satisfaction initiatives of participating managers, *International Journal of Operations & Production Management*, Vol.22
- Heathfield Susan M., Job Satisfaction That Makes a Difference