THE IMPACT OF WORK ENVIRONMENT AND JOB SATISFACTION WITH SPECIAL REFERENCE TO PUBLIC AND PRIVATE SECTORS BANKING EMPLOYEES IN CHENNAI

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Abstract
This study details with impact of work environment and job satisfaction.” The main objective of the study are to know the attitude of employees towards the work environment and to find out the various factors that affect the work environment. The Employee satisfaction regarding various aspects of the job is also determined. The research design adopted in this study was descriptive. The nature of the study carried out is census survey in which the entire population of banking employees in Chennai is considered. The population size of is 150. The Questionnaire is distributed to all the employees of public and private sectors banks. The main tool employed in collecting the primary data is through framing a structured questionnaire. The Statistical tools used in this study are Percentage analysis, Pearson’s correlation, weighted average method, Chi-square test.

This study concentrates on finding the physiological factors in work environment and satisfaction level of employees towards various aspects of job. Suggestions are given to improve the work environment and to overcome the difficulties faced by employees in work.

Introduction
A work environment can be identified as the place that one works. The Work environment mean everything that forms part of employees’ involvement with the work itself, such as the relationship with co-workers and supervisors, organizational culture, room for personal development, etc. A positive work environment makes employees feel good about coming to work, and this provides the motivation to sustain them throughout the day. A quality work environment is essential to keep your employees on task and working efficiently. An excellent work environment is marked by such attributes as competitive wages,
trust between the employees and management, fairness for everyone, and a sensible work load with challenging yet achievable goals. All this comes together to provide the best possible working conditions.

**Need of the Study**

To Monitoring the employee’s attitude is essential for the acquisition & retention of quality workforce. It can be used as key to a more motivated & loyal workforce. Studying employee responses can identify problem areas & solution related to management, corporate policy, benefits & professional development. This survey can reveal whether employee are finding fulfillment in the work.

**Scope of the Study**

The Work environment is very much useful for the organization for better productivity and to study employees the reaction towards working environment. The scope of the project is to out the practical difficulties involved in the work environment that can be evaluated through this study. The company would be able to know the satisfaction level of employees on work environment. For better job design for employees these should be good working environment.

**Objectives of the Study**

1. To study the attitude of employees towards the work environment in public and private sectors banks employees
2. To find out the various factors that affects the work environment and to know the employee satisfaction regarding various aspects of job
3. To study the satisfaction level of employees towards the benefits provided by organization

**Limitations of the Study**

This study was designed mainly on the belief that information provided by the respondent is correct, Employee do not feel free to express their views & ideas, Employees were not interested to fill the questionnaire.

**Review of Literature**

James C McElroy and Paula C Morrow(2010) in his article states that “Outcomes associated with an office redesign aimed at decreasing workspace while enhancing perceptions of organizational culture and work-related attitudes are examined within a financial services organization. Findings show that employees assigned to the redesigned office environment report less workspace and more distractions than those who remained in a cubicle environment, but that this finding was moderated by age generation. Employees moved to the newly redesigned space reported more favorable perceptions of culture and work-
related attitudes, with no age moderating effects. Taken together, results provide support for the theory that office redesign is an effective strategy for implementing organizational change.”

Catherine A. Heaney (2009) in his article states that “A small but growing literature has documented an association between justice at work and employee health. However, the pathways and mechanisms underlying this association are not well understood. This article proposes a conceptual framework that bridges the organizational justice, occupational stress, and occupational epidemiology literatures. Justice appraisals are proposed to be both important mediators and moderators in the causal flow from exposure to the organizational environment to employee health. The potential role of justice in enhancing employee health is compared to that of the well-established concepts of social support and job control. Directions for future research are suggested, along with strategies for overcoming challenges inherent in this multidisciplinary area of research. Implications for work-site health interventions are discussed”.

Research methodology
The process used to collect information and data for the purpose of making business decisions. The methodology may include publication research, interviews, surveys another research techniques, and could include both present and historical information.

Research design
Exploratory
Exploratory research is a form of research conducted for a problem that has not been clearly defined. Exploratory research helps determine the best research design, data collection method and selection of subjects. It should draw definitive conclusions only with extreme caution. Given its fundamental nature, exploratory research often concludes that a perceived problem does not actually exist.

Descriptive
A descriptive study is undertaken in order to ascertain and to able to describe the characteristics of the variable of interest in situation. The research study adopted in this survey is ‘descriptive’

Sources of data
The two main sources of data for the present study have been primary data and secondary data. Primary data consists of original information collected for specific purpose. The primary data the research study was collected through a direct survey with the employees guided by a structured questionnaire. The questions were structured and direct as to make
understand employees easily. Secondary data consists of information that already exists somewhere, having been collected for a specific purpose in the study. The secondary data for this study collected from various books, company websites and from company brochures.

**Data collection method**

Data collection methods are an integral part of research design. There are several data collection methods. Interview face-to-face, telephone, computer assisted and interview through the electronic media; observation of individuals and events with or without videotaping or audio recording, Questionnaires that are administered sent through the mail, or electronically administered; the data collection method used in this survey is questionnaire method that is personally administered.

**Table -1**

<table>
<thead>
<tr>
<th>Job Characteristics</th>
<th>No of respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job specialization</td>
<td>37</td>
<td>25</td>
</tr>
<tr>
<td>Job simplification</td>
<td>31</td>
<td>21</td>
</tr>
<tr>
<td>Job rotation</td>
<td>48</td>
<td>32</td>
</tr>
<tr>
<td>Job enrichment</td>
<td>23</td>
<td>15</td>
</tr>
<tr>
<td>Job enlargement</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>150</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

**Source: Primary data**

From the above table it is found that 32% of the employees saying that job rotation motivates them in job. 25% of the employees saying that job specialization motivates them in job. 21% of the employees saying that job simplification motivates them in job. 15% of the employees saying that job enrichment motivates them in job. 7% of the employees saying that job enlargement motivates them in job. It is inferred that maximum 32% of the employees saying that job rotation motivates them in job

**Table -2**

<table>
<thead>
<tr>
<th>Working condition</th>
<th>W1</th>
<th>W2</th>
<th>W3</th>
<th>W4</th>
<th>W5</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lightening</td>
<td>44</td>
<td>58</td>
<td>33</td>
<td>11</td>
<td>4</td>
<td>150</td>
</tr>
<tr>
<td>Ventilation</td>
<td>18</td>
<td>37</td>
<td>59</td>
<td>23</td>
<td>13</td>
<td>150</td>
</tr>
<tr>
<td>Sanitation</td>
<td>19</td>
<td>23</td>
<td>38</td>
<td>43</td>
<td>27</td>
<td>150</td>
</tr>
<tr>
<td>Water facility</td>
<td>52</td>
<td>43</td>
<td>29</td>
<td>12</td>
<td>4</td>
<td>150</td>
</tr>
<tr>
<td>Safety</td>
<td>12</td>
<td>27</td>
<td>59</td>
<td>23</td>
<td>29</td>
<td>150</td>
</tr>
</tbody>
</table>

**Source: Primary data**

**Calculation**

Weighted average method
\[ W_1 \times 1 + W_2 \times 2 + W_3 \times 3 + W_4 \times 4 + W_5 \times 5 / W_1 + W_2 + W_3 + W_4 + W_5 \]

**Lightening**
Score  \[ = 44 \times 5 + 58 \times 4 + 33 \times 3 + 11 \times 2 + 4 \times 1 \]
Average  \[ = 577 / 15 = 38.4 \]

**Ventilation**
Score  \[ = 18 \times 5 + 37 \times 4 + 59 \times 3 + 23 \times 2 + 13 \times 1 \]
Average  \[ = 420 / 15 = 28 \]

**Sanitation**
Score  \[ = 19 \times 5 + 23 \times 4 + 38 \times 3 + 43 \times 2 + 27 \times 1 \]
Average  \[ = 414 / 15 = 27.6 \]

**Water facility**
Score  \[ = 52 \times 5 + 43 \times 4 + 29 \times 3 + 12 \times 2 + 4 \times 1 \]
Average  \[ = 547 / 15 = 36.4 \]

**Safety**
Score  \[ = 12 \times 5 + 27 \times 4 + 59 \times 3 + 23 \times 2 + 29 \times 1 \]
Average  \[ = 474 / 15 = 31.36 \]

**Table-3**

<table>
<thead>
<tr>
<th>S. no</th>
<th>Factors</th>
<th>Total</th>
<th>Average</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lightening</td>
<td>577</td>
<td>38.4</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Ventilation</td>
<td>474</td>
<td>28</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Sanitation</td>
<td>414</td>
<td>27.6</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>Water facility</td>
<td>547</td>
<td>36.4</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>Safety</td>
<td>420</td>
<td>31.6</td>
<td>3</td>
</tr>
</tbody>
</table>

It is inferred that most of the respondent have ranked lightening as the number one factor for employee satisfaction. Water facility is ranked second. Safety is ranked third. Ventilation is ranked fourth and sanitation as fifth.

**Suggestions**
Every organization out there today is striving to improve its day to day operations in the areas of employee performance and satisfaction. Most employees feel that workload is excessive so company should concentrate on the recreation facilities which in turn employees may feel relief in work. The employee having less experience of work have low relationship with peers so that management should conduct certain
programmes so that employees will have better relationship with peers. The reward structure can be more attractive and the company can adopt performance based incentive programme to motivate the workmen. Salary has gained more importance for job satisfaction. So the organization should emphasis more on the salary factor to develop a positive work environment. The organization can take steps to improve the sanitation & ventilation facility in workplace to keep the health of employees good. Organization can formulate structural and effective communication strategies. Management should discuss job related issues to employees by conducting meetings, workshop & brainstorming sessions.

Reference