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A Study on Satisfaction Level of Bank Employees with reference to Welfare Facilities (A Case Study of HPGB Employees)

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Abstract

Employee satisfaction is one of the most important aspects in the organization that cannot be ensured without proper welfare measures. The various welfare measures provided by the employer will have immediate impact on the health, physical and mental efficiency, alertness, morale. Job satisfaction is the broad concept for outlook concerning the work. The success of banking sector depends upon the employee's that why employee welfare practices very necessary part of every organization. The basic purpose of employee welfare is to enrich the life of employees and to keep them happy and conducted. In the present study an attempt has been made to study the satisfaction level of various employees towards welfare measure with special references to HPGB in Chamba District (H.P). This proper will shows the clear depiction on the satisfaction level of the employees with the help of various welfare measures. For this purpose a study of 70 respondents was conducted from employees of Himachal Pradesh Gramin bank (HPGB) with ranking method. It can be conclude that HPGB gives more welfare schemes to their staffs like safety measures, promotion facilities and recreation facilities. But they are lacking in vehicle facilities, rest room and toilet facilities. They should take necessary steps to improve in those measures.

Keywords

Himachal Pradesh Gramin Bank (HPGB), Employees welfare measures, Satisfaction level.

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1. Introduction

Employee welfare is an area of social welfare in which two terms used i.e. conceptually and operationally. The term welfare proposes many ideas, meanings and connotations, such as the state of well-being, health, happiness and the development of human resources. Human resources are the key factor that defined the characteristics of a successful banking institution. Bank plays an important role in 21st century business world that the capital and technology considered to be the most important pillars of banking are replicable, but not human capital, which needs to be viewed as a valuable resource for the achievement of competitive advantage. To attract employees there are so many welfare measures available to their employees. These welfare measures can be classified into two categories i.e. statutory and non- statutory. The statutory schemes include canteen facilities, drinking water, facilities for sitting, washing places and rest rooms. On the other hand non- statutory welfare schemes may include personal health care, flexi-time, medical-claim insurance scheme. The welfare facilities help to motivate and retain employees. Most of sanitation and hygienic which is not provided dissatisfaction among workers are motivated by providing welfare measures. This ensures employees satisfaction result in increased efficiency. Employees' attitudes are important to human resource management because they affect the organisation behaviour. In particular, an attitude relating to job satisfaction and job satisfaction focuses an employee's attitudes towards their jobs and organizational commitment focuses on their attitudes towards the overall organization.

2. Employees Welfare Practices

The concept of employee welfare is flexible and elastic and differs widely with time, region, social values and customs, the general

socio-economic development of the people and the political ideologies prevailing at a particular time. It is also moulded according to the age-groups, socio-cultural background, marital and economic status and educational level of the employees in different organization. In this broad connotation, the term welfare refers to a state of living of an individual or group in a desirable relationship with total environment-ecological, economic and social.

3. Job Satisfaction

Job satisfaction refers to how content an individual with his/her job. The term job satisfaction describes an employee's general happiness with his or her job. According to Locke "Pleasurable or positive emotional state is resulting from the appraisal of one's job experiences." The focal point of this study is to conclude the collision of various human resource administration trainings like job sovereignty, group labour surroundings and management actions on work contentment. It also examines the determinants of work contentment in banking division. However the researcher has considered job satisfaction of workforce in Himachal Pradesh Gramin Banks. Banks are the spines of our nation and therefore their role to the nation should be astonishing.

4. Historical Background: Himachal Pradesh Gramin Bank

Himachal Pradesh Gramin Bank, sponsored by Punjab National Bank came into existence with the amalgamation of two RRBs, viz. Himachal Gramin Bank, Mandi (sponsored by Punjab National Bank) and Parvatiya Gramin Bank, Chamba (sponsored by State Bank of India) vide Government of India Notification dated 15th February 2013 under section 21 of the RRBs Act, 1976 with its Head Office at Mandi. The area of operation of the Bank is spread over to 12 districts of Himachal Pradesh. The Bank is authorized to affect banking transactions as permitted under section 5(b) of Banking Regulation Act, 1949. Presently, Bank is functioning with a network of 266 branches in twelve districts, namely – Mandi, Kangra, Kullu, Hamirpur, Bilaspur, Una, Shimla, Solan, Sirmour, Kinnaur, LahulSpiti & Chamba .

There are Five Regional Offices – Chamba, Dharamshala, Mandi, Solan, Hamirpur. The prime objective of establishment of the Bank is

to provide basic banking facilities to the remote rural sectors and to provide the facility to rural masses to deposit their savings in a secured manner.

Another important responsibility entrusted to the Bank was to provide productive credit, viz. Agriculture, Cottage and Small Industries, retail trade, dairy development and other related allied activities. Bank allowed financing for housing, education, transport and consumer loans to public under different approved schemes of the Bank.

5. Review of Literature

Kaliyamurthy K. and Devi Shyamala J. (2012) have stated that a labour welfare measure is adopted in any organization to improve the health, security growth and motivational level of an employee. Labour welfare facilities are provided to the employees by trade union, govt., non-govt. organizations from the employees. The study provides satisfaction level of employees after getting the labour welfare measures in the organization. A. Sabarirajan, T. Meharajan and B. Arun (2001) analyzed the study of employee welfare in textile industry. In this study only 15% of employees are average and 39% of employees are average and 16% of employees are highly dissatisfied.

Joseph et.al. (2009) stated that the structure of a welfare state rests on its social security fabric, employees trade unions and government have done a lot to promote the betterment of worker's conditions. Satyanarayan and Reddi (2012) shows that the overall about welfare measures in the organization cover in satisfactory. However, a few are dissatisfied with welfare measures. Logasakthi and Rajagopal (2013) stated the employees enjoy not only the satisfaction of their jobs but also various facilities given by the firms'. The personnel department takes care of the total human resources in the organization. The management provides all the health, safety and welfare to the employees that will help to produce better in work and working environment.

Parvin Mahamuda M. and Kabri N. (2011) have stated that the employees satisfaction level in the pharmaceutical industry. The research paper focus on industry carries huge investment and having high level of job security issues among its employees. The main focus on the study on a board verdict of job satisfaction manifestation of company and the issues grounds the discontentment & ideas to develop them.

Ratna R. & Kaur T. (2012) have focused on "Measuring Impact of Trade Unions on workmen satisfaction in a manufacturing Unit". The objective of the study discussed the co-relation between various parameters of trade unions, to find out the correlation between these parameters of Trade unions and satisfaction of workers corresponding to them. The data was collected from 120 workers of a compact disk (CD) manufacturing unit in Delhi, convenience sampling technique used. The primary data was collected through questionnaire for study five factors like decision making, rational feedback mechanism, healthy electioneering process, membership services and accountability. It was found out that no two factors were very strongly correlated. In fact accountability and involvement in decision making and accountability & rational feedback mechanism were not correlated at all. But membership services contributed most to the satisfaction of the workers followed by accountability displayed. The study concluded that accountability, rational feedback mechanism and electioneering process, still need to be focused upon by these companies as the benefits under the union membership are not viewed to contribute to workmen satisfaction.

Nath Amar and Samanta Amitava (2019) from their study they concluded in many organizations has accepted by individual reserve management and many bosses are only curious in seeing their employees job lacking thoughtful for their wellbeing and growth. Employees are satisfied with the working condition of the bank, much more can be done to facilitate the employees like infrastructure and cleanliness in the bank.

Shahare C. & Ghutke S. (2022) stated to identify where any relation exists between welfare provisions and employee's satisfaction. Cultural programmes are organized for the employees and their families where lunch, arrangement is made for them once in a year. A sports event is being organized for the employees once in a year. Tours are organized for the employees once in a year. Higher Educational loans at lower rate of interest are given to the employee's children.

Preethi S. & Sharmila G. (2022) this study inferred that this organization was Welfare measures may be both statutory and non-statutory, which includes housing, canteen, education, medical and laws require the employer to extend certain benefits to employees in addition to wages or salaries.

6. Importance of Study

Employees welfare practices is one of the most important method which has been used by the companies to enhance the job satisfaction level of an employee as it provide ample of opportunities to company that helps to boost up employee morale promote employees welfare measures like recreation facilities and also help to improve the goodwill & public image of company.

7. Statement of Problem

In every organization are facing the problem of employee go satisfaction, banking sector play an important role in the economic development of the country. The role of economic development of any nation depend upon different resources. In this paper we have tried to find out the employee welfare measures provide in HPGB Chamba and to study the various dimensions of employee welfare measures like the perception of the employees regarding the various employee welfare, to suggest the suitable measures to enhance human resources development intervention used in improve the welfare facilities and the satisfaction level of various employees towards welfare measures with special reference to Chamba. This study is important to analyze the welfare measures provided to HPGB staff members. It helps to analyze about the employee satisfaction about their job and welfare measures received by the staff. So this paper is important to analyze in this time "A Study on Satisfaction level of Bank Employees with reference to welfare facilities (A case study of HPGB Employees)."

8. Objectives of Study

Objectives of the study are as follows:

1. To analyze the job satisfaction level of employees by providing welfare measures.
2. To identify the employees opinion about HPGB welfare measures.
3. To suggest remedial measures to enhance HRD intervention used in improve the welfare facilities.

9. Research Methodology

This study is an exploratory study carried out to identify satisfaction level of various employees towards welfare measures

and based on primary and secondary data. The first-hand information was collected from the employees of selected branches of the sample banks through the personal visits by filled in questionnaire.

Sampling and tool of data collection are as follows:

Geographical area	Chamba
Sample bank	Himachal Pradesh Gramin Bank
Target population	Employees working in HPGB
Sample size	70 employees
Sampling technique	Random technique
Tools for data collection	Structured questionnaire

10. Analysis & Interpretation

The collected data from the employees of Himachal Pradesh Gramin Bank, Chamba have been shown in the following tables:

Table-1 : Profile of the Sampled Units

S.No	Name of Branches	Number of Staff			Number of Respondents		
		Male	Female	Total	Male	Female	Total
1.	Banikhet	04	01	05	03	01	04
2.	Bharmour	04	—	04	03	—	03
3.	Bagdhaar	02	01	03	02	01	03
4.	Chamba	07	03	10	07	—	07
5.	Chowari	05	01	06	03	01	04
6.	Dalhousie	05	02	07	04	02	06
7.	Devidehra	05	01	06	02	01	03
8.	Garola	04	—	04	02	—	02
9.	Hatli	02	02	04	02	01	03
10.	Hobar	02	—	02	02	—	02
11.	Kihar	03	02	05	02	01	03
12.	Mail	03	—	03	03	—	03
13.	Parchhod	02	01	03	01	01	02

14.	Pukhari	04	02	06	03	01	04
15.	Rajnagar	03	02	05	03	—	03
16.	Sach Pangi	03	—	03	03	—	03
17.	Salooni	04	02	06	03	01	04
18.	Sahoo	05	—	05	04	—	04
19.	Sundla	04	—	04	04	—	04
20.	Telka	03	—	03	03	—	03
Total		74	20	94	59	11	70

Table-2 : Gender-wise Classification of Respondents

S.No	Gender	No of Respondents	Percentage
1.	Male	59	84.28
2.	Female	11	15.71
Total		70	100

The above table indicates the gender wise distribution looking respondent's gender wise 84 % of the respondents are male and 16% of the respondents are female.

Table-3 : Age-wise Classification of Respondents

S.No	Age Group	No. of Respondents	Percentage
1.	Below 25	10	14.28
2.	25-35 years	21	30.00
3.	35-45 years	12	17.14
4.	Above 45	27	38.57
Total		70	100

The above table indicates the age group of bank employee, out of the respondents for the study 39% of the respondents belong to the age group of above 45, 17 % of respondents to the age group of 25-35, 30% of the respondents to the age group of 35-45, 14% of the respondents belong to the age group of below 25 years.

The educational qualification has improved largely in our country. Due to that, the people are calculative in terms of their work. Table-4 depicts the distribution of the selected sample on next page:

Table-4 : Educational Qualification of Respondents

S.No	Educational Qualification	No. of Respondents	Percentage
1.	Below 12 th	10	14.28
2.	U.G	27	38.57
3.	P.G	16	22.85
4.	Professionals (MBA)	06	8.57
5.	Technical (Diploma/BE)	11	15.71
Total		70	100

The above table explains the qualification of the respondents is as follows 23% of the respondents are qualified as P.G degree, 16% of the respondents are technical/BE, 39% of the respondents are U.G degree, 14.28% of the respondents are below 12th standard, 9% of the respondents are qualified as professionals MBA.

An attempt was made to find out the responses of selected employees in the form of their opinion on the following facilities provided by the bank:

Facility No. 1. Satisfaction regarding ID card issued.

Facility No. 2. Satisfaction regarding leave days given.

Facility No. 3. Usage of technology (computer, calculator etc.).

Facility No. 4. Conveyance of work environment.

Facility No. 5. Time of working.

Facility No. 6. Toilet facilities available.

Facility No. 7. Vehicles parking facilities.

Facility No. 8. Drinking water facilities available.

Facility No. 9. Rest room facilities available.

The following table shows the opinion of the employees on the selected facilities:

Table-5 : Respondents' Opinion about the HPGB Facilities

Facility No	HS	S	N	DS	HDS	Mean Score	Rank
1.	08	11	38	09	04	3.1428	V
2.	14	10	24	14	08	3.114	VI
3.	43	13	11	02	01	4.35	I
4.	14	32	21	02	01	3.8	II

5.	14	31	15	07	03	3.65	III
6.	07	09	17	32	05	2.72	VII
7.	03	05	07	40	15	2.15	IX
8.	15	25	20	05	05	3.571	IV
9.	05	05	10	35	15	2.28	VIII

The above table explains the 9 variables of the satisfaction level of the facilities and the mean score and rank of it. The option for the facilities are highly satisfied -HS, Satisfied-S, Neutral-N, Dissatisfied -DS, Highly dissatisfied-HDS, each option were given score as HS -5 points, S-4 points, N-3 points, DS-2 points, HDS-1 point. The table indicates the respondent's satisfaction level of bank. Most of the sample respondents are usage of technology (Computer, calculator etc.). It is clear from the mean score 4.35 and rank is 1. Most of the sample respondents are satisfied with the conveyance of work environment. It is clear that mean score is 3.8 and rank is 2. Most of sample respondents are satisfied with the time of working. It is clear from the mean score is 3.65 and the rank is 3. Most of the respondents are satisfied with the drinking water facilities. It is clear from the mean score 3.571 and rank is 4. Most of the sample respondents are satisfied regarding the Id card issued and it is clear from the mean score 3.142 and rank is 5. Most of the sample respondents are satisfied regarding leave days given (allowed). It is clear from mean score 3.114 and the rank is 6. Most of the sample respondents are satisfied with toilet facilities. It is clear from mean score 2.72 and rank is 7. Most of the respondents are satisfied with rest room facilities. It is clear from mean score 2.28 and ranking is 8. Most of the sample respondents are satisfied with the vehicle parking facilities and it is clear from mean score 2.15 and rank is 9.

The following table shows the employees expectation in the way of ranking:

Table-6 : Expectations of the Sampled Respondents

S.No	Expectations	Mean Score	Rank
1.	Gratuity scheme	61.33	III
2.	Employee state insurance scheme	68.98	II
3.	Advanced vocational training scheme	29.73	VIII
4.	Employee pension scheme	50.05	IV

5.	Employee provident fund	83.67	I
6.	Maturity benefits	39	VI
7.	Women compensation	45	V
8.	Vocational guidance	35.09	VII

The above table indicates that the employee provident fund got a first rank, employee state insurance scheme got second rank, gratuity scheme got a third rank, employee pension scheme a fourth rank, employee pension scheme got a fifth rank, women compensation got a sixth rank, vocational guidance got a seventh rank, and vocational training scheme got a eighth rank.

Table-7 : Respondents' Opinion about the PNB Welfare Measure

S.No	Opinion	HS	S	N	DS	HDS	Mean score	Rank
1.	Promotion facilities	38	16	7	5	4	4.271	II
2.	Medical facilities	41	12	5	8	4	4.114	III
3.	Recreation facilities	25	21	13	7	4	3.942	IV
4.	Welfare measures	17	29	15	6	3	3.728	VI
5.	Safety measures	39	21	6	2	2	4.328	I
6.	Union activities	2	25	20	15	8	2.971	VII
7.	Grievances handling procedures	21	25	16	6	2	3.814	V

The table above explains the variable of the welfare measures of bank facilities and its mean score. The option for the welfare measures are Highly Satisfied-HS, Satisfied-S, Neutral-Dissatisfied-DS, satisfied-S, Highly dissatisfied-HDS, each option were given sources as HS-5 points, S-4 points, N-3 points, DS-2 points, HDS-1 point. Most of the sample respondents are satisfied about safety measures. It is clear from the mean score 4.32 and the rank is 1. Most of the sample respondents are satisfied with the promotion facilities. It is clear from the mean score 4.271 and the rank is 2. Most of the

respondents are satisfied with the medical facilities. It is clear from mean score 4.114 and the rank is 3. Most of the sample respondents are satisfied with the recreation facilities. It is clear from mean score 3.94 and the rank is 4. Most of the respondents are satisfied with the procedures for grievances handling. It is clear from the mean score 3.81 and the rank is 5. Most of the sample respondents are satisfied with the welfare measures. It is clear from the mean score 3.728 and the rank is 6. Most of the respondents are satisfied with the union activity. It is clear from the mean score 2.971 and the rank is 7.

11. Conclusion

HPGB banks aims to become the most competitive bank in the industry employee welfare practices and job satisfaction have become many concerns in organization in this universal nation where individual reserve management has accepted by many organizations, many bosses are only curious in seeing their wellbeing and growth. The HPGB gives more welfare scheme to their employees such as safety measures promotion facilities recreation facilities etc. Social security measures like workmen compensation, maternity benefits, medical benefits, and family benefits are very important. HPGB by providing better social security to employees satisfaction towards job can be improved but they are lacking in vehicle parking, rest room and toilet facilities they should take necessary steps to improve in those measures thus the employee can do their job more effectively. It is concluded that the company should provide correct facilities to their workers to satisfy them.

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