

# A Study on Employee Satisfaction in Ballari District Cooperative Central Bank, Hospet

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**Abstract—** This study explores employee satisfaction at Ballari DCC Bank in Hospet, focusing on factors such as salary, promotions, workplace environment, and management practices. Using a descriptive research method with convenience sampling of 65 employees, the findings reveal that most employees are satisfied with their pay, benefits, work-life balance, and supervisory support. However, areas like recognition, career growth opportunities, and workload balance require further attention to strengthen retention. The study concludes that while the bank maintains a positive workplace culture, strategic improvements in employee development and recognition can enhance satisfaction and long-term commitment

**Index Terms—** Employee Satisfaction, Banking Sector, Work-Life Balance, Career Growth, Retention

## I. INTRODUCTION

The word Employee satisfaction HR sector to express content people is with the things like their employment, their workspace and the business they work for. It is the critical component in the success and sustainability of any organization. Employee satisfaction is crucial for enhancing productivity, reducing turnover, and fostering a positive work environment. Employee satisfaction measures how employees are with their peers, their workplace balance between work and life and the companies they work for. In service-based industries like banking, satisfied employees help build better customer relationship and ensure smoother operations. It helps employees to do their job well, decrease employee turnover and helps to create a positive work environment and employees more likely to remain within the organization. Employee pleasure is greatly inclined by fair and competitive wage packages, performance progression base bonus healthcare benefits retirement plans and other financial rewards.

Expressions of gratitude and recognition when their efforts are acknowledged and valued, workers are driven and fulfilled. More frequent feedback raises worker satisfaction levels.

## II. REVIEW OF LITERATURE

- k kiruthiga, k Riya riya rajur, r riya Krishnaiah in (2025). It explores employees Satisfaction Across different sector like it, banking, education, public services and more. It highlights that job satisfaction is influenced by various factors such as salary, work, environment, growth opportunity management style and mental wellbeing. This research shows that the satisfied employees are committed and more productive.
- Dr. Abhinandan in (2023). This explores means focuses on the impact of work life balance affects how happy bank workers are at work in Bangalore. It includes staff from public private and cooperative banks. By collecting response from employees, the study gets the good results on the good balance from the between the work life balance employees feel satisfaction from the job.
- MS raj, S Sahu, EP John, D Shan and team (2023). The study shows that good HR practices help bank employees feel more satisfied and stay longer at their workplace. Employee satisfaction is higher at public bank than the private banks.
- S. Porkodi and Uzma jahan in (2022). The study shows employer branding effects on worker dedications, engagement and contentment in the banking sector. Surveying 426 employees in Bangalore, the study discover a correlation between employer branding and all three factors.

- Preetham D and M. Bomma in (2021). The study shows the, linking it with ethical features of the workplace. Using data from 1,000 respondents, it evaluates the impacts of age, gender, qualification, income, and experience. Out just three of these five variables showed an important correlation with job satisfaction.
- Atishree Bhardwaj, Swati Mishra, Trilok Kumar Jain in (2021). The study shows it examines how factor like management, pay, promotions, job security, and work relationships impacts satisfactions. The results show that although the majority of employees are happy with work culture, concerns remain over salary levels and working hours.
- Dr. Roopendra singh in (2024). This explores that examines employee performance in the Indian banking sector using Business per Employee (BFE) as a key indicator. It compares a public sector (PNB) and a private sector (ICICI) through information gathered from their yearly reports. An independent sample t-test revealed an important difference in BPE between the two banks, with the public sector bank recording a higher average
- Fakhre Alam Siddiqui, Hammad Zafar and Janat UI Ferdos in (2025) The study shows the explore employee training and retention in the bank sector. Using data from 76 officers applying Herzberg's and Human Capital theories, the research discovered that training had a beneficial effect on job and retention while reducing staff turnover.. A key limitation is the focus on a single university, suggesting further research in needed across different sectors. For banks, the study suggests that investing in training can enhance employee satisfaction and reduce turnover.
- David Brown in (2025). The study shows the examines how internal marketing can enhance satisfaction and retention among Generation Z employees in the global banking industry. Through qualitative interviews and focus groups with 38 Gen Z bankers and 28 internal-marketing professionals, it identifies key generational expectations. Findings reveal the Gen Z demands more inclusive, interactive internal communication, recognition of their employer choice, and a stronger sense of belongings. Needs-crucial insights as they increasingly from the core of entry-level talent.
- Humtsoe, Nzanbeni; Patikar, Gautam (2024). The study shows the highlights that jobs satisfaction is influenced by factor like autonomy, recognition, pay, and work environment. Theories such as Herzberg's and equity theory link job satisfaction to better performance and lower employee turnover. Overall, improving job design and creating supporting workplaces can boost satisfaction and retention.
- riya Rahaman Rathi in (2024). The study examines the connection between Dhaka bankers' work-life balance, job happiness, and job performance. Based on information from 100 participants 50 men and 50 women from both public and private banks, the findings indicate a robust, favourable correlation among the three variables. Job performance is significantly predicted by both work-life balance and job happiness, although job satisfaction is a greater predictor. These observations support HRM and are useful to HR practitioners, researchers, and firms looking to enhance worker performance.
- "Mir Rouf Ahmad and Rameez Raja in (2021). This explores the examines how employees job satisfaction impact organizational responsibility and business performance in India retail banking sector. Based on data from 440 bank employees, it finds that satisfied employees show stronger commitment and improved performance. Job satisfaction directly and indirectly boosts business outcomes through increased employee commitment.
- Serena Aktar in (2023). The study shows the examine how employee satisfaction influences the performance of banks in India. It finds that factors like job security, pay, promotions, and work environment play a key role in boosting satisfaction. Higher employee satisfaction
- Anusuya Yadav, Deepika Pandita and Seema Singh in (2022). The study shows the paper reviews studies from 2005-2021 focused on India to explore how work –life balance policies in Indian organization on employee job satisfaction and engagement, proposing a model were showing that supportive work environment led to more engaged and satisfied employees, which in

turn improves overall organizational performance.

- Cirappa i B in (2023). The study shows and investigates workers job contentment in public sector banks in Karnataka, including SBI, Canara bank, and others. Using survey data and statistical analysis, its finds that factors like work, salary environment, career growth, and job security significantly impact employee satisfaction levels.
- Ahmad Mukhtar, Jenita and Musran Munizu in (2024). The study shows the explores how organizational commitment, motivation, and compensation impact employee performance and job satisfaction are some things that a company attention so worker can attain the highest performance and maximum job satisfaction and, in the end, this will have a good implication for the company. This research is quantitative research with an exploratory approach.
- Bhanu riya and Sapna and K Sharma in (2024). The study shows the 2024 study investigates how work-life balance affects employee engagement in Regional Rural Banks (RRBs) across Karnataka. RRB employees face high workloads, limited resources, and challenges in serving remote communities. The research finds that a healthy work-life balance significantly boosts job satisfaction, lowers stress levels, and increases productivity among these bank employees.
- Jahadhiya Firdausi M and Dr. Amutha G William in (2024) The study show the examines the impact of employees' job satisfaction on banking employees. It finds that satisfactions boost productivity, retention, and overall performance. Key factors include work life balance, corporate culture career growth, and support. Improved job satisfaction leads to better engagement and customer service. The study offers strategies for banks to enhance satisfaction and reduce turnover.
- Mr.Swaroop Ganesh and Dr.Anitha in (2024). The study shows the relationship of HRM practices to foster an engaged and content staff in the banking industry. Further research in this can explore additional elements and how can they effect on employee satisfaction, providing further insights for the banking sector and contributing to the broader understanding of HRM practices and employees outcomes.

### III. OBJECTIVES OF THE STUDY

To identify the key elements that impacting employee satisfaction like salary, promotion, and workplace environment and management

### IV. RESEARCH METHODOLOGY

Research is the process of systematic and in-depth study of any particular topic, subject or any are of Investigation backed by Collection, Compilation, Presentation and Interpretation relevant data in detail. A descriptive method was conducted. Primary and secondary sources of data is used in the study. Convenience sampling method was adopted. Collected the information from 65 employees that required for the study

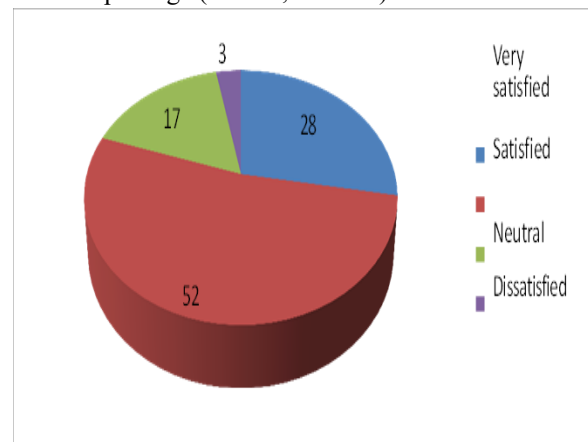
### V. DATA ANALYSIS AND INTERPRETATION

Data Analysis and Interpretation

FACTORS		FREQUENC Y	PERCENTAGE
Gender	Male	23	35%
	Female	42	65%
Total		65	100%
AGE	18-25	33	54%
	25-35	22	34%
	35-45	06	09%
	Above 50	02	03%
Total		65	100%

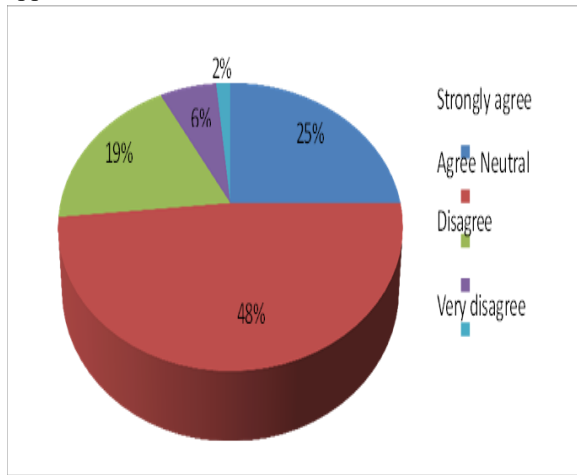
The study included 23 male and 42 female employees. Here the data implies that younger individuals, especially those between 18 and 25, were more active in the survey.

How satisfied are you with your current salary and benefits package (like PF, Pension)



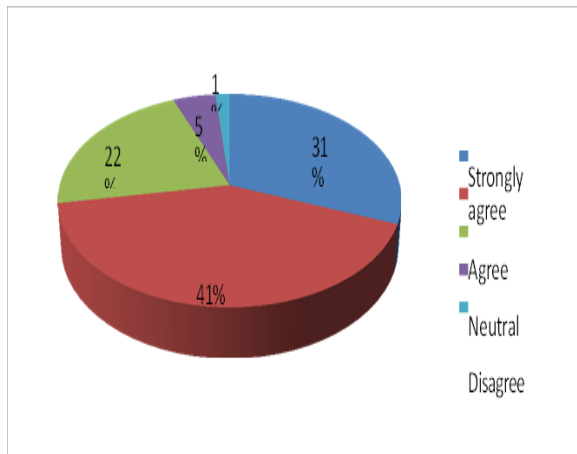
Interpretation: 28 % of respondents are very satisfied and 52% of respondents are satisfied.

Do you think your efforts are recognized and appreciated?



Interpretation: 48% of respondents are agree for recognized and appreciated of their efforts and 25%are strongly agree

Do you have the opportunity for promotion and growth in the Bank



Interpretation: 41% of the respondents are agree to the promotion and growth in the bank and 31%are strongly agree.

To strengthen employee retention and satisfaction, the organization should enhance career development programs through clear growth paths, skill-building, and transparent promotion opportunities. Regular recognition initiatives, such as “Employee of the Month” and peer appreciation, can further boost motivation. Balancing workloads by reviewing task distribution or adding support staff will help reduce stress, while targeted mentorship for mid and senior-level employees supports long-term retention. Neutral

responses in surveys should be closely monitored through one-on-one check-ins, open forums, and continuous feedback to prevent disengagement. Finally, promoting the organization’s positive work culture safe environment, fair pay, supportive supervision, and motivation will help both retain existing employees and attract new talent.

## VI. CONCLUSION

The present study is an earnest attempt to determine the employee satisfaction at Ballari Dcc Bank in Hospet. It is indeed necessary to identify the requirements of the employees and to full fill before they leave the organization. If nothing is done to fulfill the needs of employees then there is chance of losing the talented employees by the growing spaces to its competitors. Hence it is necessary to ensure employees satisfaction in any sector. From the survey results, it says that majority of employees at Bellary DCC Bank, are happy with their jobs. Many of them are young and new to the bank, shows that the workforce is growing and fresh. Employees are happy and satisfied with their salary, benefits, training, work environment, and the support they receive. They also feel their duties are clear, they are treated well by their supervisors, and they can manage their professional and personal life. Most staff feel motivated and is comfortable sharing feedback with management. A large number believe they are paid fairly and would recommend the bank as a good workplace. Overall, the bank has built a positive workplace, but it can still improve by focusing more on employee recognition, career growth, and better workload balance.

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