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# A Study on the Impact of Working Conditions and Job Satisfaction of Employees of State Bank of India

*Jasmeet Kaur\**

In today's era, Human Resources are the most important resource for any organization. To maintain the level of commitment of these resources, it is very important to make them satisfied with their job. Job satisfaction is a very complex concept and is influenced by many factors. In our study, the main thrust has been given to the working conditions provided by State Bank of India to its employees. This study includes how working conditions influence the job satisfaction level of the employees of the this organization. Through this study, we conclude that working conditions have a significant impact on the job satisfaction level of the employees. These two variables have a positive relation with each other. There is a significant relationship of sub-variables (Demand, Control, Managerial Support, Peer Support, Relationships, Role, Change) of working conditions with sub-variables (Opportunities and Rewards, Supervisions, Fringe Benefits, Operating rules and procedures, Co-workers, Nature of work performed, Organizational support for training, Employee's feelings about training and development, Employee's satisfaction with training) of job satisfaction. Fostering these sub-variables of working conditions can act as a catalyst to increase job satisfaction among employees and in organization can in turn positively influence its performance. Implications for both strategic human resource management and future research are discussed

## CHAPTER 1

### Introduction

#### Problem Definition

**I**N today's era, Human Resources are the most important resource for any organization. To maintain the level of commitment of human resources, it is very important to make them satisfied with their job. Job satisfaction is a very complex concept which is influenced by many factors. In our study, the main thrust has been given to the working conditions provided by State Bank of India to its employees.

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This study includes how working conditions influences the job satisfaction level of the employees of the same organization. Apart from studying the impact of working conditions, we have studied the impact of demographic features for each employee like their age, gender, marital status, tenure, educational background, etc. This study shows that working conditions give a significant impact on the job satisfaction level of the employees. These two variables have a positive relation with each other. In the end, we have given some suggestions for State Bank of India to augment the job satisfaction level of its employees.

#### The Concept of Working Conditions

Working conditions are at the core of paid work and employment relationships. In a layman's language, working conditions means the conditions/facilities that are provided to the employees at their workplace but working conditions are not just confined to the physical amenities provided, these cover a broad range of topics and issues, from working time (hours of work, rest periods, and work schedules) to remuneration, as well as the physical conditions and mental demands that exist in the workplace.

Working conditions refers to the working environment and