

JOB CHARACTERISTICS AND JOB SATISFACTION: A CASE STUDY OF BANK EMPLOYEES

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ABSTRACT

Job satisfaction is an important aspect that has persistently drawn the attention of the researchers and practitioners. The satisfied employees are more likely to show better performance, engaged in less workplace deviant behaviors. The characteristics of the job that is performed by the job incumbent determines the feeling of satisfaction besides other factors. In the present study the response of bank employees on the core dimensions of the job being performed by them has been examined. The association of demographic variables with the job characteristics has been assessed and the relationship of job characteristics with job satisfaction has been investigated. The findings have shown that employees agree that their job is enriched with the skill variety, task identity, task significance, feedback and autonomy. However, as compared to other dimensions employees have revealed that they experience lesser degree of autonomy in their job. The influence of demographic variables on job characteristics have shown mixed results. The results have further shown that job characteristics i.e. skill variety, task significance, task identity and feedback have shown positive significant relationship with job satisfaction.

KEYWORDS: Job Satisfaction, Job Characteristics, Organizational Commitment, Motivating Potential Score

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