INTRODUCTION

Job satisfaction is a topic of wide interest to both people who work in organizations and people who study them. The traditional model of job satisfaction focuses on all the findings that an individual has about his /her job. However, what makes a job satisfying or dissatisfying does not depend only on the nature of job but also on the expectations that individuals have of what their job should provide. Satisfied employee is inclined to be more industrious, inspired, and dedicated to their work. Job satisfaction results from the exchange of personal factors, such as principles, character and opportunity with employment factors such as the impression of the work situation and the job itself.

Today’s work environment is changing very fast. There are a number of factors which are constantly presenting new opportunities and challenges for people like improved technology, growth of economies and globalization. Due to these changes, the perception of people about their job is also challenging. In this changing era, the success of any organization depends upon its human resources. Satisfied and committed employees are very significant assets of any organization including banks. Job satisfaction is the internal end feeling of a person after performing his work. The feeling would be positive or negative depending upon the satisfaction and dissatisfaction of the need. There is a lot of difference between satisfaction, motivation and morale. Motivation refers to the internal willingness to work. Satisfaction , on the other hand, implies a general attitude towards work and work environment.

Many scholars connote job satisfaction differently. Hoppock defined job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job (hoppock, 1935). According to this approach although job satisfaction is under the influence of many external factors, it remains something internal that has to do with the way how the employees feels. That is job satisfaction presents a set of factors that cause a feeling of satisfaction.Vroomin his definitionon job satisfaction focuses on the role of the employee in the workplace. Thus, he defines job satisfaction as affective orientations on the part of the individuals toward work roles which they are presently occupying (vroom, 1964). The term job satisfaction refers to the attitude and feelings people have about
their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitude towards the job indicate job dissatisfaction (Armstrong, 2006). Lvancevich et al. (1997) defined job satisfaction as feeling and perception of a worker regarding his/ her work and how he or she feels himself well in an organization. According to Davis and New storm (1999) job satisfaction is an experience which has various aspects. The most significant aspects are those which are relevant to working conditions and the nature of work. Low job autonomy, low job security, low wages and lack of expectation for promotion negatively affect job satisfaction of employees (guest, 2004 and silla et al., 2005).

DETERMINANTS OF JOB SATISFACTION

The various factors influencing job satisfaction may be classified into two categories:

A. Environmental factors
B. Personal factors

A). ENVIRONMENTAL FACTORS INCLUDE:

1. Communication overload and communication under load
2. Superior-subordinate communication
3. Job Content
4. Occupational level
5. Pay and Promotion
6. Work group

B). PERSONAL OR INDIVIDUAL FACTORS INCLUDE:

1. Emotion
2. Genetics
3. Personality
4. Age
5. Sex
6. Educational level
7. Marital status
8. Experience

DIMENSIONS OF MEASURING JOB SATISFACTION

There are a lot of dimensions through which we can measure the job satisfaction level of an employee while they work. Some important measures are as follows:

- Employer employee relations
- Nature of job
- Working conditions
- Promotional opportunities
- Job involvement
- Job security
- Job stress
- Good Remuneration
- Incentives and Rewards
- Skills and Abilities