The present study aims to study the level of job satisfaction and the factors responsible for the same among the operational level bank employees working in public and private sector banks. This study served to highlight the important demographic factors that play a crucial role in determining the level of job satisfaction along with analyzing various other determinants. On one hand the study analyzes the factors and on the other it determines association among the variables/factors considered for the study and job satisfaction.

This area of study was chosen keeping in view, the ever increasing competition in service sector especially banking industry. Thus, this study examines the factors affecting job satisfaction among the operational level employees working in both the banks considered for study. It also endeavors to understand the impact of the factors. A questionnaire was drafted for 400 operational level employees consisting of 26 questions with likert scale. 200 employees from each bank were given the questionnaires. Data was collected with a lot of effort; it was a tedious and time consuming process. Literature was reviewed for the purpose of getting a deep understanding of the topic.

Respondents of this study were only the operational level employees working in a public and a private sector bank. The study has been divided into six chapters. Chapter I, deals with the theoretical aspects related to job satisfaction and the profile of the area under study. Chapter II examines the various theories of job satisfaction and the work done in the past. Chapter III provides an insight on the origin, growth, products and services of both the banks. Chapter IV analyses the various socio-economic variables that affect job satisfaction along with the demographic factors. Chapter V analyses the association between the factor and job satisfaction. Chapter VI covers the summary of the study which includes findings and suggestion regarding the possible areas of investigation to the future researchers.

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