

INDEX

CHAPTER NO.	PARTICULARS	PAGE NO.
	CERTIFICATE	i
	DECLARATION	ii
	Ph. D. COURSE WORK COMPLETION CERTIFICATE	iii
	CERTIFICATE (Verification by Anti Plagiarism Software)	iv
	ACKNOWLEDGEMENT	v
	DEDICATION	vi
	INDEX	vii-x
	LIST OF TABLES	xi-xiii
	LIST OF FIGURES	xiv
	ABBREVIATIONS USED IN THE THESIS	xv
1.0	CONCEPT OF ORGANIZATION	1-9
1.1	Introduction	1
1.2	Meaning & Definitions of Organization	3
1.3	Features of Organizations	5
1.4	Reasons for Organizations existence	6
	References	9
2.0	ORGANIZATIONAL CLIMATE & JOB SATISFACTION: THEORETICAL FRAMEWORK	10-63
2.1	Preamble to Organizational Climate	10
2.2	Definitions of Organizational Climate	10
2.3	Approaches to the Formation of Climate	14
2.4	Difference between Organizational Culture and Organizational Climate	20
2.5	Dimensions of Organizational Climate	22
2.6	Levels of Climate	29
2.7	Types of Climate	30
2.8	Measuring Organizational Climate	31
2.9	Preamble to Job Satisfaction	34

2.10	Definitions of Job Satisfaction	35
2.11	Influences on Job satisfaction	37
2.12	Theories of Job Satisfaction	40
2.12.1	Maslow's Hierarchy of Needs Theory	40
2.12.2	Herzberg's Two Factor Theory	41
2.12.3	Alderfer's ERG Theory	43
2.12.4	McClelland's Theory of Needs	43
2.12.5	Vroom's Expectancy Theory	44
2.12.6	The Discrepancy Model of Job Satisfaction	45
2.12.7	The Steady- State Theory of Job Satisfaction	46
2.12.8	Job Characteristics Model	47
2.13	Variables/Predictors of Job Satisfaction	50
2.14	Job Dissatisfaction	51
2.15	Probable Consequences of Job satisfaction	53
2.16	Measuring Job satisfaction	54
2.17	Organizational climate and Job satisfaction	57
	References	59
3.0	PROFILE OF BANKS	64-92
3.1	Introduction	64
3.1.1	Role of Banks in Economic Development	64
3.2	Meaning & Definition of Bank	66
3.3	History of Indian Banking System	67
3.4	Banking Structure in India	68
3.5	Public Sector Banks	71
3.6	Private Sector Banks	71
3.7	Bank Of Baroda	75
3.7.1	History/ Origin	75
3.7.2	Branch Network	75
3.7.3	Human Resource Practices	75
3.7.4	Staff Strength	77
3.8	State Bank Of India	77
3.8.1	History/ Origin	77

3.8.2	Branch Network	78
3.8.3	Human Resource Practices	78
3.8.4	Staff Strength	80
3.9	Punjab National Bank	80
3.9.1	History/ Origin	80
3.9.2	Branch Network	81
3.9.3	Human Resource Practices	81
3.9.4	Staff Strength	82
3.10	AXIS Bank	82
3.10.1	History/ Origin	82
3.10.2	Branch Network	83
3.10.3	Human Resource Practices	83
3.10.4	Staff Strength	84
3.11	HDFC Bank	84
3.11.1	History/ Origin	84
3.11.2	Branch Network	85
3.11.3	Human Resource Practices	85
3.11.4	Staff Strength	87
3.12	ICICI Bank	87
3.12.1	History/ Origin	87
3.12.2	Branch Network	88
3.12.3	Human Resource Practices	88
3.12.4	Staff Strength	90
	References	91
4.0	REVIEW OF LITERATURE	93-132
4.1	Introduction	93
4.2	Organizational Climate	93
4.3	Job Satisfaction	103
4.4	Organizational climate and its impact on Job satisfaction	112
	References	125
5.0	RESEARCH METHODOLOGY	133-144
5.1	A brief about chapter on Research Methodology	133

5.2	Key Terms of the Research Study	133
5.3	The Rationale Of The Research Study	133
5.4	Scope and Coverage of the Research Study	134
5.5	Objectives of the Research Study	134
5.6	Research Questions of the Research Study	135
5.7	Hypotheses of the Research Study	135
5.8	Research Design Of The Research Study	137
5.9	Research Methodology	137
5.9.1	Sources of data	137
5.9.2	Research Instrument	138
5.9.3	Sampling Decisions	138
5.10	Drafting of the structured Non Disguised Questionnaire	140
5.11	Reliability and Validity of the Structured Questionnaire	141
5.12	Statistical Techniques used for analysing the data	142
	References	144
6.0	DATA ANALYSIS & INTERPRETATION	145-195
7.0	FINDINGS, IMPLICATIONS, RECOMMENDATIONS & CONCLUSION	196-207
7.1	Findings	196
7.1.1	Findings relating to Demographic profile of the respondents	196
7.1.2	Objective wise findings	197
7.2	Implications, Suggestions & Recommendations of the Research Study	203
7.3	Conclusions of the Research Study	205
7.4	Limitations of the Research study	207
7.5	Directions for the Research Study	207
	BIBLIOGRAPY	208-209
	APPENDIX- I: QUESTIONNAIRE	210
	APPENDIX- II: SPSS OUTPUT	214
	APPENDIX-III VERIFICATION BY ANTI- PLAGIARISM SOFTWARE	216