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Author Huong-Xuan Thi Truong
Author's Email Address No Public.
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Abstract
The focus of this study is to understand the job satisfaction of Vietnamese employees in the transition process of economic development. I have conducted a study to explore job satisfaction among employees in the banking industry in Vietnam. This study focused on employee satisfaction of two types of banks: State-owned commercial banks (SOCBs) and Commercial joint stock banks (CJSBs).
Employee satisfaction scores were obtained for 101 employees in both State-owned commercial banks and Commercial joint stock banks in Vietnam using the Job Descriptive Index (JDI) and Job in General (JIG) measures. The findings showed that, on average, employees in State-owned banks were satisfied with their present work, supervision, co-workers, and job in general and neither satisfied nor dissatisfied with pay and opportunities for promotion. While employees in Commercial joint stock banks had ambivalent feelings of all six scales of JDI and JIG, there were no significant differences between age groups and pay as well as no significant difference between company tenure and opportunities for promotion in both SOCBs and CJSBs. When using Mann-Whitney U Test to compare the satisfaction levels of employees between SOCBs and CJSBs based on age group, company tenure, gender and manager status, the findings showed that there were significant different between employees who were less than 35 years old, less than 5 years company tenure, males and females with all JDI and JIG scales except promotion respectively. Those employees who were managers revealed statistically significant differences with all of six JDI and JIG scales.
Non-managers scored significantly differences except opportunities for promotion.
Key words: Job satisfaction, Job Descriptive Index, Job In General, Vietnam.
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