A Cross-Cultural Study of Job Satisfaction and Organizational Commitment of Bank Employees in Iran and India

Baqer Kord, University of Sistan and Baluchestan, Iran
Bahman Kord Tamini, University of Sistan and Baluchestan, Iran

Abstract

The study was planned to ascertain the relationships between job satisfaction and organizational commitment and also to compare the mean scores of job satisfaction and organizational commitment of the bank employees. The sample size consists of 800 employees working in banks and they were selected randomly from Iran (Zahedan) and India (Aligarh). Job satisfaction questionnaire and organizational commitment scale was used to collect data. To analyze the data, Pearson correlation and independent "t" test were used and results illustrated that affective commitment, continuance commitment, normative commitment sub-scales and total scores of organizational commitment have significant correlation with job satisfaction, and also the results revealed that Indian bank employees have higher mean scores on job satisfaction questionnaire in comparison to Iranian counterparts. Eventually, the results showed that there is no significant difference between the two groups on affective commitment, continuance commitment sub-scales, and total scores of organizational commitment scale. But there was significant difference between the mean scores of two groups on normative commitment; the mean scores of normative commitment of Iranian bank employees were higher than Indian bank employees.