

## ABSTRACT

This research is a consulting project for Bank of Wuhan, Board consumer credit. The objective of this research is to develop a better understanding the relationship job performance and pay satisfaction of consumer credit department of these 23 banks. This study measures the level of overall satisfaction of job performance and pay satisfaction in terms of encouragement and equity with their demographic variables such as gender, age, marital status, education background, position and serving years.

The research has been conducted with 450 staffs of 23 Wuhan Banks in the month from October to December 2004. A self- administered survey method was used to conduct the research with the help of a questionnaire. Probability sampling method was used to collect the data. The analysis was done by using SPSS programs.

For the statistical treatment, Average weighted mean was used to rate the different job performance and pay satisfaction in terms of encouragement and equity among demographic groups, a series of Mann-Whitney tests and Kruskal-Wallis tests, and Pearson Correlation tests were conducted to test the hypotheses.

The test results of Kruskal-Wallis tests show that there is a significant difference among 3 different groups: education background, position, serving years about job performance and pay satisfaction in terms of encouragement and equity of and overall satisfaction level of consumer credit department. It is found that high education background respondents have a lower satisfaction than low education level. Different position staffs have different satisfaction level, it is found that respondents' who are manager of position and 6 years or above of serving years hold more satisfaction to job performance and pay satisfaction.

After conducting the Mann-Whitney tests it is found that age, gender, marital

status groups are not related job performance and pay satisfaction in terms of encouragement and equity.

The Pearson correlation test proved that there is a significant positive relationship between job performance and pay satisfaction in terms of encouragement and equity.

Based on the findings, the researcher has recommended some suggestion to improve the job performance by the encouragement of pay satisfaction. If the management insist and emphasis the equity of pay system and reevaluates job performance then more staffs would be satisfied with the performance and pay they have received from banks. For further study, a relationship strategic management suggested to improve staffs 'job performance with excellent pay satisfaction provided by bank.

