

**A STUDY ON EMPLOYEES JOB SATISFACTION IN
THE BANK OF CEYLON, AMPARA DISTRICT -
COASTAL AREA**



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ABSTRACT

This study investigates the job satisfaction of employees of BOC in Ampara district in terms of organizational, work environmental, and personal factors. The objectives of this study are to find out the levels of Organizational factors, Work environmental factors, and Personal factors and Job satisfaction of employees of BOC in Ampara district.

In order to achieve the objectives of this study the data and information were mainly collected from 90 employees by using questionnaire and secondary data from the Bank of Ceylon branches in Ampara district (Coastal Area) and Bank of Ceylon Area Office. The collected data were analyzed by using univariable method. The data were analyzed by using the Microsoft package Excel and SPSS 19.0 windows.

The findings for the first, third objectives have shown that high levels of organizational factors and personal factors that determine the job satisfaction of employees of BOC in Ampara district (Coastal Area), the findings for the second objective has shown that moderate level of work environmental factors that determine the job satisfaction of employees of BOC in Ampara district (Coastal Area), and also the findings for the fourth objective has shown that high level of job satisfaction of employees of BOC in Ampara district (Coastal Area). Eventually this research recommends the appropriate solutions and strategies to further improve the Job satisfaction of employee of BOC in Ampara district.

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