## "ANALYSIS THE EFFECTS OF PERSON – ORGANIZATION FIT ON JOB SATISFACTION IN THE BANK OF CEYLON, AMPARA DISTRICT"

# 1078



### KANTHASAMY KAJENDRAN



DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA
June 2009

#### Abstract

The notion of person-organization fit (P-O fit) is concerned with identifying the antecedents and consequences of compatibility between employees and the organizations in which they work. Literature on consequences of P-O fit has demonstrated significant relationships with individual outcome.

The main purpose of the present study was to examine the effects of P-O fit operationalized as value congruence between the employee and the organization, on job satisfaction of employees working in a public organization at both individual-level and cross-level analysis by utilizing commensurate measures of fit. The secondary purpose was to compare commensurate measures of fit in terms of their power in predicting individual outcome variable.

Even though the bank of Ceylon which is state bank in Ampara district is functioning for more than 50 years, so, the question is, what is the effect of the P-O fit on job satisfaction? Therefore, this research was conducted to examine the effect of P-O fit operationalize as value congruence between the employee and the organization on job satisfaction. The P-O have evaluated based on eight variables such as Innovation, Attention to details, Outcome orientation, Aggressiveness, Supportiveness, Emphasis on rewards, Team orientation& Decisiveness and Job satisfaction have evaluated based on two variables such as Promotion Opportunities & the work itself derived from the literature review. The 100 questionnaire was issued to six branches of BOC, ampara district to collect the data from study population. The collected data have presented using SPSS package (Statistical Package for Social Science). This research is to gain a better understanding of Effect of Person-Organization fit on job satisfaction Bank of Ceylon. This study found moderate level of job satisfaction due to moderate fit in Bank of Ceylon regarding all variable. It is concluded that the P-O fit has to be improved in this bank. In addition, the study offers suggestions to banking managers to mostly consider on the variables of P-O fit. The results and implications of the study were discussed.

Keywords: Person-Organization Fit, Job Satisfaction.

### CONTENTS

Acknowledgement       I         Abstract       II         Abbreviations       III         Contents       IV         List of Table       IX         List of Figure       XI         CHAPTER 1: INTRODUCTION       1-6         1.1 Introduction       1         1.2 Background       1         1.3 Problem Statement       2         1.4 Research Question       3         1.5 Objectives       3         1.5.2 Sub objectives       3         1.6 Significance of Study       4         1.7 Scope of the Study       4         1.8 Limitations of the study       5         1.9 Summary       6         CHAPTER 2: LITERATURE REVIEW       7-36         2.1 Introduction       7         2.2 The interactional perspective in explaining employee behavior       9         2.3 Theoretical Foundations of P-E Fit       9         2.3.1. Principle of Interaction       9	TABLE OF CONTENTS	PAGE NO
Abbreviations Contents List of Table List of Figure  CHAPTER 1: INTRODUCTION  1-6  1.1 Introduction 1.2 Background 1.3 Problem Statement 1.4 Research Question 1.5 Objectives 1.5.1 Main objective 1.5.2 Sub objectives 3 1.5.1 Main objective 3 1.5.2 Sub objectives 3 1.5 Sope of the Study 1.7 Scope of the Study 1.8 Limitations of the study 1.9 Summary  CHAPTER 2: LITERATURE REVIEW  7-36  2.1 Introduction 7  2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction		
Contents	Abstract	II
List of Table         IX           List of Figure         XI           CHAPTER 1: INTRODUCTION         1-6           1.1 Introduction         1           1.2 Background         1           1.3 Problem Statement         2           1.4 Research Question         3           1.5 Objectives         3           1.5.1 Main objective         3           1.5.2 Sub objectives         3           1.6 Significance of Study         4           1.7 Scope of the Study         4           1.8 Limitations of the study         5           1.9 Summary         6           CHAPTER 2: LITERATURE REVIEW         7-36           2.1 Introduction         7           2.2 The interactional perspective in explaining employee behavior         9           2.3 Theoretical Foundations of P-E Fit         9           2.3.1. Principle of Interaction         9	Abbreviations	III
CHAPTER 1: INTRODUCTION   1-6	Contents	IV
CHAPTER 1: INTRODUCTION       1-6         1.1 Introduction       1         1.2 Background       1         1.3 Problem Statement       2         1.4 Research Question       3         1.5 Objectives       3         1.5.1 Main objective       3         1.5.2 Sub objectives       3         1.6 Significance of Study       4         1.7 Scope of the Study       4         1.8 Limitations of the study       5         1.9 Summary       6         CHAPTER 2: LITERATURE REVIEW       7-36         2.1 Introduction       7         2.2 The interactional perspective in explaining employee behavior       9         2.3 Theoretical Foundations of P-E Fit       9         2.3.1. Principle of Interaction       9	List of Table	IX
1.1 Introduction 1.2 Background 1.3 Problem Statement 2.1.4 Research Question 3.1.5 Objectives 3.1.5.1 Main objective 1.5.2 Sub objectives 3.6 Significance of Study 4.7 Scope of the Study 1.8 Limitations of the study 1.9 Summary 5 CHAPTER 2: LITERATURE REVIEW 7-36 2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 2.3 Theoretical Foundations of P-E Fit 2.3.1. Principle of Interaction 9	List of Figure	XI
1.2 Background 1.3 Problem Statement 2 1.4 Research Question 3 1.5 Objectives 3 1.5.1 Main objective 3 1.5.2 Sub objectives 3 1.6 Significance of Study 4 1.7 Scope of the Study 4 1.8 Limitations of the study 1.9 Summary 6  CHAPTER 2: LITERATURE REVIEW 7-36  2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	CHAPTER 1: INTRODUCTION	1-6
1.3 Problem Statement 2 1.4 Research Question 3 1.5 Objectives 3 1.5.1 Main objective 3 1.5.2 Sub objectives 3 1.6 Significance of Study 4 1.7 Scope of the Study 4 1.8 Limitations of the study 5 1.9 Summary 6  CHAPTER 2: LITERATURE REVIEW 7-36  2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	1.1 Introduction	1
1.4 Research Question 3 1.5 Objectives 3 1.5.1 Main objective 3 1.5.2 Sub objectives 3 1.6 Significance of Study 4 1.7 Scope of the Study 4 1.8 Limitations of the study 1.9 Summary 6 CHAPTER 2: LITERATURE REVIEW 7-36 2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	1.2 Background	1
1.5 Objectives  1.5.1 Main objective 3 1.5.2 Sub objectives 3 1.6 Significance of Study 4 1.7 Scope of the Study 5 1.9 Summary 6  CHAPTER 2: LITERATURE REVIEW 7-36 2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	1.3 Problem Statement	2
1.5.1 Main objective 3 1.5.2 Sub objectives 3 1.6 Significance of Study 4 1.7 Scope of the Study 4 1.8 Limitations of the study 5 1.9 Summary 6  CHAPTER 2: LITERATURE REVIEW 7-36 2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	1.4 Research Question	3
1.5.2 Sub objectives 3 4:6 Significance of Study 4 1.7 Scope of the Study 5 1.9 Summary 6  CHAPTER 2: LITERATURE REVIEW 7-36  2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	1.5 Objectives	3
1.6 Significance of Study 1.7 Scope of the Study 1.8 Limitations of the study 1.9 Summary 6  CHAPTER 2: LITERATURE REVIEW 7-36  2.1 Introduction 7  2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	1.5.1 Main objective	3
1.7 Scope of the Study 1.8 Limitations of the study 1.9 Summary 6  CHAPTER 2: LITERATURE REVIEW 7-36  2.1 Introduction 7  2.2 The interactional perspective in explaining employee behavior 9  2.3 Theoretical Foundations of P-E Fit 9  2.3.1. Principle of Interaction 9	1.5.2 Sub objectives	3
1.8 Limitations of the study 1.9 Summary 6  CHAPTER 2: LITERATURE REVIEW 7-36  2.1 Introduction 7  2.2 The interactional perspective in explaining employee behavior 9  2.3 Theoretical Foundations of P-E Fit 9  2.3.1. Principle of Interaction 9	1:6 Significance of Study	4
1.9 Summary  CHAPTER 2: LITERATURE REVIEW  7-36  2.1 Introduction  7  2.2 The interactional perspective in explaining employee behavior  9  2.3 Theoretical Foundations of P-E Fit  9  2.3.1. Principle of Interaction  9	1.7 Scope of the Study	4
CHAPTER 2: LITERATURE REVIEW 7-36  2.1 Introduction 7  2.2 The interactional perspective in explaining employee behavior 9  2.3 Theoretical Foundations of P-E Fit 9  2.3.1. Principle of Interaction 9	1.8 Limitations of the study	† ່ 5
2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	1.9 Summary	6
2.1 Introduction 7 2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9		6
2.1 Introduction 7  2.2 The interactional perspective in explaining employee behavior 9  2.3 Theoretical Foundations of P-E Fit 9  2.3.1. Principle of Interaction 9	CHAPTER 2: LITERATURE REVIEW	7-36
2.2 The interactional perspective in explaining employee behavior 9 2.3 Theoretical Foundations of P-E Fit 9 2.3.1. Principle of Interaction 9	2.1 Introduction	15345
2.3 Theoretical Foundations of P-E Fit  2.3.1. Principle of Interaction  9	2.2 The interactional perspective in explaining employee behavio	
And a second country of the second country o	2.3 Theoretical Foundations of P-E Fit	08.5
And a second country of the second country o	2.3.1. Principle of Interaction	
10	2.3.2. Principle of Congruence	10

2.4 Different Forms of P-E Fit	11
2.5 Person-Organization Fit	12
2.6 Definition of P-O Fit	12
2.7 Measurement of P-O Fit	16
2.7.1. Direct and Indirect Fit	17
2.7.2. Individual-level and Cross-level Indirect Fit	18
2.7.3. Common Instruments for Measuring Indirect Fit	19
2.7.3.1. The Organizational Culture Profile	20
2.7.4. Consequences of P-O Fit	22
2.8. Individual Outcome Variables	33
2.8.1. Job Satisfaction	33
2.9. Discussion of the Literature Findings	34
2.10 Summary	36
CHAPTER 3: CONCEPTUALIZATION AND OPERATIONAL	
3.1 Introduction	37
3.2 Conceptualization	37
3.3 Variables	39
3.3.1 Independent Variables	39
3.3.2 Dependent variable	. 39
3.4 Person –Organization Fit	+ 40
3.5 Job Satisfaction	42
	43
3.6 Operationalization	3 44
3.7 Summary	
CHAPTER 4: METHODOLOGY	45-53
4.1 Introduction	45
4.2 Method of Data Collection	45
4.3 Sample	49
4.4 Measure	50

4.5 Data Analysis & Data Presentation	51
4.5.1 Data analysis	51
4.5.2 Data presentation	51
4.6 Method of Data Evaluation	52
4.6.1 Evaluation method	52
4.7 Summary	53
CHAPTER 5: DATA PRESENTATION AND ANALYSIS	54-89
5.1. Introduction	54
5.2 Personal Information	54
5.2.1 Gender	55
5.2.2 Age distribution	55
5.2.3 Civil status	56
5.2.4 Literacy level	57
5.2.5 Occupation level	58
5.2.6 Experience	59
5.2.7 Monthly income level	60
5.3 Research information	62
5.3.1 Innovation	62
5.3.2 Attention to details	64
5.3.3 Outcome orientation	65
5.3.4 Aggressiveness	67
5.3.5 Supportiveness	68
5.3.6 Emphasis on rewards	70
5.3.7 Team orientation	71
5.3.8 Decisiveness	73
5.3.9 Promotion opportunities	75
5.3.10 the work it self	76
5.4 Mean and Standard Deviation of Variables & indicators of P- fit	78
	0.00

5.5 Mean and Standard Deviation of Variables and indicators	
Of job satisfaction	80
5.6 Overall Analysis	81
5.6.1. Overall Level of Person-Organization fit	81
5.6.2. Overall level of Job Satisfaction	
5.6.3 Overall Level of P-O fit and job satisfaction	83
5.7 Cross tabulation Analysis	84
5.7.1 Gender	84
5.7.2 Age	85
5.7.3 Civil Status	85
5.7.4 Literacy Level	86
5.7.5 Occupation	87
5.7.6 Work experience	87
5.7.7 Monthly income distribution	88
5.8 Summary	89
CHAPTER 06: DISCUSSION AND ANALYSIS	
	90-107
6.1 Introduction	90-107 90
6.1 Introduction 6.2 Discussion on Personal Information with Research information	
	90
6.2 Discussion on Personal Information with Research information	90 90
6.2 Discussion on Personal Information with Research information 6.2.1 Gender	90 90 90
6.2 Discussion on Personal Information with Research information 6.2.1 Gender 6.2.2 Age distribution	90 90 90 91
6.2 Discussion on Personal Information with Research information 6.2.1 Gender 6.2.2 Age distribution 6.2.3 Civil status	90 90 90 91 91
6.2 Discussion on Personal Information with Research information 6.2.1 Gender 6.2.2 Age distribution 6.2.3 Civil status 6.2.4 Literacy level	90 90 90 91 91 91
6.2 Discussion on Personal Information with Research information 6.2.1 Gender 6.2.2 Age distribution 6.2.3 Civil status 6.2.4 Literacy level 6.2.5 Occupation	90 90 90 91 91 91 91
6.2 Discussion on Personal Information with Research information 6.2.1 Gender 6.2.2 Age distribution 6.2.3 Civil status 6.2.4 Literacy level 6.2.5 Occupation 6.2.6 Experience	90 90 90 91 91 91 92
6.2 Discussion on Personal Information with Research information 6.2.1 Gender 6.2.2 Age distribution 6.2.3 Civil status 6.2.4 Literacy level 6.2.5 Occupation 6.2.6 Experience 6.2.7 Monthly income distribution	90 90 90 91 91 91 92 92
6.2 Discussion on Personal Information with Research information 6.2.1 Gender 6.2.2 Age distribution 6.2.3 Civil status 6.2.4 Literacy level 6.2.5 Occupation 6.2.6 Experience 6.2.7 Monthly income distribution 6.3 Discussion on Research Information	90 90 90 91 91 91 92 92 92 93

6.3.4. Aggressiveness	97
6.3.5. Supportiveness	98
6.3.6. Emphasis on rewards	99
6.3.7. Team orientation	100
6.3.8. Decisiveness	102
6.3.9 Promotion opportunities	103
6.3.10 the work it self	104
6.4 Discussion and Analysis P-O Fit and Job S	Satisfaction 106
6.5 Summary	107
CHAPTER 07: CONCLUSION AND RECOM	MMENDATION 108-119
7.1 Introduction	108
7.2 Conclusion	108
7.3 Recommendations	110
7.4 Strengths of the study	117
7.5 Implications for Human Resource Manage	ement Practices 117
7.6 Summary	119
References	XII
Appendices	
Appendix 1: Conformation Letter	> K XIII
Appendix 2: Questionnaire: (English)	XIV

Appendix 3: Questionnaire: (Tamil)