

**THE FACTORS AFFECTING JOB SATISFACTION OF
PRIVATE AND PUBLIC SECTOR EMPLOYEES IN
BADULLA DISTRICT**

By:



MAHA ARACHCHILAGE LASHANI HEMANTHIKA WIJESEKARA

Reg. No: EU/IS/2013/MS/70

Index No: MS 1600

**A Project Report submitted to the Faculty of Commerce and Management,
Eastern University, Sri Lanka as a partial fulfillment of the requirements of
Bachelor of Business Administration (BBA)**



**DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA**

2019

**PROCESSED
MAIN LIBRARY, EUSL**

ABSTRACT

Job satisfaction is related to general attitude of individuals to their job. Affective factors of job satisfaction are defined as satisfying or positive emotional state which results from estimation of a job or work experience. Although job satisfaction is more an attitude than behavior many managers expect results because satisfied workers will come to work more regularly and stay in the company longer. Employee's job satisfaction influences their mental health, longevity, emotional life. Working conditions, pay & promotion, job safety and security, training and development and employee empowerment as the antecedents to see their impact on employee satisfaction and further the impact of employee satisfaction. This can help us to better understand about the satisfaction level of employees and how we can motivate employees to perform their job efficiently and effectively.

The instrument this study was a set of questioner which consists research information and personal information. Data collected and then were analyzed by using SPSS version 22. The Stratified Random sampling technique method was used to make the sampling frame work of the study. The data were analyzed by using univariate, bivariate and regression analyses to take the descriptive and inferential statistics. Univariate analysis was used to find out the levels of job satisfaction exist in selected organization in Badulla District and bivariate analyses were used to investigate the impact of factors of job satisfaction and job satisfaction exist in selected organization in Badulla District.

The results indicated that the levels of job satisfaction exist in selected organization in Badulla District were high level and the Working conditions, pay & promotion, Job safety and security, Training and development and employee empowerment significant positive impact on job satisfaction. The findings of the study provided several important implications for managers and decision makers of the private and public sector organization. The study was contributed to the body of knowledge by filling the gaps in the management literature and by substantiating the findings of previous research while the study generates considerable theoretical and practical contributions.

Keywords: *Working Conditions, Pay & Promotion, Job Safety and Security, Training & Development, Employee Empowerment and Job Satisfaction*

TABLE OF CONTENT

CONTENTS.....	Pg.No
Acknowledgement.....	i
Abstract.....	ii
Table of Contents.....	iii
List of Tables.....	ix
List of Figures.....	xi
Abbreviations.....	xii
CHAPTER - 1 INTRODUCTION.....	1-7
1.1 Background of the study.....	1
1.2 Research problem.....	3
1.3 Research questions.....	5
1.4 Objectives.....	5
1.5 Significant of the study.....	5
1.6 Scope of the study.....	6
1.7 Chapter framework.....	6-7
1.8 Chapter summary.....	7
CHAPTER - 2 LITERATURE REVIEW.....	8-15
2.1 Introduction.....	8
2.2 Employee Satisfaction.....	8
2.2.1 Theoretical foundation of job satisfaction.....	9-10
2.3 Dimensions of job satisfaction.....	10
2.3.1 Internal job satisfaction.....	10
2.3.2 External job satisfaction.....	10
2.4 Factors of job satisfaction.....	10

2.4.1 Working Condition.....	11
2.4.2 Pay and Promotion	11
2.4.3 Job Safety and Security	11-12
2.4.4 Job Training and Development	12
2.4.5 Employee Empowerment	12
2.5 Relationship between factors of job satisfaction and job satisfaction	12
2.5.1 Relationship between job satisfaction and working Condition	12-13
2.5.2 Relationship between job satisfaction and pay and promotion	13
2.5.3 Relationship between job satisfaction and job safety and security	13-14
2.5.4 Relationship between job satisfaction and Job Training and Development	14
2.5.5 Relationship between job satisfaction and employee empowerment	14-15
2.6 Chapter summary	15
CHAPTER -3 CONCEPTUALIZATION AND OPERATIONALIZATION.	16-21
3.1 Introduction	16
3.2 Conceptual Framework	16-17
3.3 Variables Relevant to the Conceptual Model.....	17
3.3.1 Factors of job satisfaction	17-18
3.3.2 Dimensions of job satisfaction	19
3.4 Operationalization	19-21
3.5 Chapter Summary.....	21
CHAPTER - 4 METHODOLOGY.....	22-29
4.1 Introduction	22
4.2 Study Setting, Study Design and Method of study	22
4.3 Time Horizon	22
4.4 Unit of Analysis	22

4.5 Data Collection Method	23
4.6 Study Population, Sample Size and Sampling Method	23
4.6.1 Study Population	23
4.6.2 Sample Size	23
4.6.3 Sampling Technique	24
4.7 Method of Data Collection	25
4.7.1 Questionnaire	25
4.8 Data Presentation and Analysis	25
4.9 Method of Data Evaluation	25
4.9.1 Reliability Test	26
4.9.2 Univariate Analysis	26
4.9.3 Bivariate Analysis	27-28
4.9.4 Method of Hypotheses Testing	28
4.10 Chapter Summary	29
CHAPTER - 5 DATA PRESENTATION AND ANALYSIS	30-51
5.1 Introduction	30
5.2 Reliability Test	30-31
5.3 Data Presentation for the Personnel Information	31
5.3.1 Frequency of the Organization	31
5.3.2 Job Position of Respondent	32-33
5.3.3 Sector of the Respondents	33-34
5.3.4 Gender of the Respondents	35
5.3.5 Civil Status of the Respondents	35
5.3.6 Age Range of the Respondents	35-36
5.3.7 Educational Qualification of the Respondents	36
5.3.8 Working Experience of the Respondents	37
5.4 Data Analysis for Research Information	38

5.4.1 Univariate Analysis	38
5.4.2 Bivariate Analysis	40
5.5 Testing Hypotheses	47
5.5.1 Testing Hypotheses 1 - There is positive relationship between working condition and employee satisfaction.	47
5.5.2 Testing Hypotheses 2 - There is positive impact between pay and promotion and job satisfaction.	48
5.5.3 Testing Hypotheses 3 - There is positive impact between job safety and security and job satisfaction.	48
5.5.4 Testing Hypotheses 4 - There is positive impact between job training and development and job satisfaction	49
5.5.5 Testing Hypotheses 5 - There is positive impact between employee empowerment and job satisfaction	49
5.4 Chapter Summary	50-51
CHAPTER - 6 DISCUSSION	52-61
6.1 Introduction	52
6.2 Discussion of Personal Information	52
6.2.1 Name of the Organization	52
6.2.2 Job Position of Respondent	52
6.2.3 Sector of the Respondents	52
6.2.4 Gender of the Respondents	53
6.2.5 Civil Status of the Respondents	53
6.2.6 Age Range of the Respondents	53
6.2.7 Educational qualification	53
6.2.8 Working experience	53
6.3 Research Information	54
6.3.1 Research objective One: - To identify the existing level of job	

satisfaction in Badulla district.	54
6.3.2 Research objective two: - To examine the relationships among job satisfaction and factors of job satisfaction in Badulla district.	54
6.3.3 Research objective two: - To explore the impact of factors job satisfaction on job satisfaction in Badulla district.	56
6.4 Discussion of Hypotheses Testing	60
6.4.1 Testing Hypotheses 1	60
6.4.2 Testing Hypotheses 2	60
6.4.3 Testing Hypotheses 3	60
6.4.4 Testing Hypotheses 4	60
6.4.5 Testing Hypotheses 5	61
6.5 Chapter Summary.....	61
CHAPTER - 7 CONCLUSION AND RECOMMENDATION	62-79
7.1 Introduction	62
7.2 Conclusions	62
7.2.1 Name of the Organization	63
7.2.2 Job position of Respondent	63
7.2.3 Sector of the Respondents	63
7.2.4 Gender of the Respondents	63
7.2.5 Civil Status of the Respondents	63
7.2.6 Age Range of the Respondents	63
7.2.7 Educational Qualification	64
7.2.8 Working Experience	64
7.2.9 Research Objective One: - To identify the existing level of job satisfaction in Badulla district	64

7.2.10 Research objective two: - To examine the relationships among job satisfaction and factors of job satisfaction in Badulla district.	65
7.2.11 Research objective two: - To explore the impact of job satisfaction factors on job satisfaction in Badulla district.	65
7.2.12 Discussion of Hypotheses Testing	66
7.3 Contribution of the Study	66
7.4 Recommendations to public and private sector in Badulla district	67
7.5 Limitations of the Study	69
7.6 Suggestions for Future Researchers	69
7.7 Chapter Summary	70
REFERENCES.....	71-76
APPENDIX.....	86-80
English Questionnaire	86