



Institute of Human Resource Advancement University of Colombo

The Impact of Job Satisfaction on Employee Performance

(A Case Study of ABC International Pvt Ltd)

LE 3714

The Project Report to be Submitted to Complete
the Bachelor of Labour Education Degree Requirements

Institute of Human Resource Advancement
University of Colombo,
Colombo 7.
Sri Lanka.

2022 - September

| |
|--|
| Library |
| 2022 |
| II |
| Institute of Human Resource Advancement |

ABSTRACT

Today's business environment is very competitive and hence maintaining a highly skilled workforce is very important for the organization. It is very easy to obtain competitive gains by achieving job performance through the job satisfaction of the workforce. This study mainly focuses on the effect of job satisfaction on job performance. Their job satisfaction has been used as the independent variable and job performance has been used as the dependent variable. Pay, Promotion, Job Security and Working Conditions have been used as the main dimensions to measure job satisfaction. In this study, data has been collected mainly using a questionnaire. To collect data, 100 employees of ABC International (Pvt) Ltd have collected data under a simple random sampling method. Data were analyzed using multiple regression analysis with SPSS (version 20.0). The results of the study found that Promotion, Job Security and Working Conditions factors have a positive effect on job satisfaction.

Key Words: *Job Performance, Job satisfaction, Job security, Pay, Promotion, Working conditions*

TABLE OF CONTENT

| | |
|--|-----------|
| CHAPTER 1: INTRODUCTION..... | 1 |
| 1.1 Background of the Study..... | 1 |
| 1.2 Problem Statement | 2 |
| 1.3 Definitions of Terms | 4 |
| 1.4 Research Questions | 4 |
| 1.5 Research Objectives | 4 |
| 1.6 Significance of the Study | 5 |
| 1.7 Chapter Organization | 5 |
| | |
| CHAPTER 2: LITRETURE REVIEW | 7 |
| 2.1 Introduction | 7 |
| 2.2 Job Satisfaction | 7 |
| 2.2.1 Rewards/Pay | 8 |
| 2.2.2 Promotion | 8 |
| 2.2.3 Job Security | 9 |
| 2.2.4 Working Conditions | 10 |
| 2.3 Theories of Job Satisfaction | 10 |
| 2.4 Job Performance..... | 11 |
| 2.5 The Impact of Job Satisfaction on Job Performance..... | 12 |
| | |
| CHAPTER 3: METHODOLOGY..... | 14 |
| 3.1 Introduction | 14 |
| 3.2 Research Approach | 14 |
| 3.3 Research Design..... | 14 |
| 3.4 Unit Analysis..... | 15 |
| 3.5 Research Context..... | 15 |
| 3.6 Population and Sample..... | 15 |
| 3.7 Sample..... | 15 |
| 3.8 Operationalization of Variables | 16 |
| 3.9 Data Collection Methods..... | 18 |
| 3.10 Data Analysis | 18 |

| | |
|--|-----------|
| CHAPTER 4: DATA ANALYSIS | 19 |
| 4.1 Introduction | 19 |
| 4.2 Demographic Statistics..... | 19 |
| 4.2.1. Gender Composition..... | 19 |
| 4.2.2 Age Composition..... | 20 |
| 4.2.3 Marital Status Composition..... | 20 |
| 4.2.4 Education Qualification Composition | 21 |
| 4.2.5 Service Experience Composition..... | 21 |
| 4.3 Reliability Statistics..... | 22 |
| 4.4 Descriptive Statistics | 23 |
| 4.5 Correlation Analysis..... | 23 |
| 4.6 Multiple Regression Analysis | 24 |
| 4.7 Hypotheses Testing | 26 |
| | |
| CHAPTER 5: CONCLUSION AND RECOMMENDATIONS | 29 |
| 5.1 Introduction | 29 |
| 5.2 Summery | 29 |
| 5.3 Findings..... | 29 |
| 5.4 Conclusion..... | 31 |
| 5.5 Future Research Suggestions | 31 |
| | |
| Reference..... | 32 |
| | |
| Appendix..... | 36 |
| | |
| Supervision report..... | 40 |