



**INSTITUTE OF HUMAN RESOURCE ADVANCEMENT**

*University of Colombo*

**HIGHER DIPLOMA IN SERVICE MANAGEMENT**

**HDSM 2005 – Executive Report**

**IMPACT OF JOBSATISFACTION ON EMPLOYEE PERFORMANCE:  
WITH SPECIAL REFERENCE TO THE ABC COMPANY**

**THIS EXECUTIVE REPORT IS SUBMITTED AS A PARTIAL FULFILMENT OF THE**

**HIGHER DIPLOMA IN SERVICE MANAGEMENT**

**IN THE**

**INSTITUTE OF HUMAN RESOURCE ADVANCEMENT**

*University of Colombo*

**NAME: R.K. CHANAKA PRADEEP**

**REGISTRATION NO: IHRA/HDSM/06/42**

**INDEX NO: HDSM 031**

**DATE OF SUBMISSION: 29<sup>TH</sup> JANUARY 2024**

## **ABSTRACT**

This study investigates the relationship between job satisfaction and employee performance in the ABC company in Sri Lanka. It explores the key factors influencing job satisfaction and assesses their impact on employee performance. This study explores the four dynamics of job satisfaction and how they affect employee performance, particularly in the context of rural and agricultural development. This study used a sample of 50 employees in the ABC Company using a quantitative approach. Data collection employed a structured questionnaire, encompassing dimensions of rewards and pay, promotion, working conditions, and autonomy. Statistical measures were employed to ensure the reliability of the research instruments, including Cronbach's alpha for reliability and the Kaiser-Meyer-Olkin test for validity. Demographic characteristics were analyzed using frequency distribution tables, pie charts, and cross-tabulation. Also, frequency distribution analyses were conducted for job satisfaction and employee performance variables. Bivariate analysis was conducted through correlation and regression analysis to measure the relationship between job satisfaction factors and employee performance. The findings revealed a high level of job satisfaction within the department, particularly in rewards and pay, promotion, and working conditions. The satisfaction level of autonomy remained positively rated despite a slight decrease. This study validated four hypotheses, indicating significant positive correlations between rewards and pay, promotion, working conditions, autonomy and employee performance. Regression analysis further confirmed the substantial impact of job satisfaction on employee performance, explaining 91.6% of the variance. This study highlights the importance of understanding job satisfaction factors for enhancing employee performance, suggesting the potential for improved productivity in the ABC company. It offers valuable insights for decision-makers, policymakers, and researchers in enhancing job satisfaction and performance across various industries



## Table of Contents

Chapter One: Introduction.....	09
1.1. Background to the Study.....	09
1.2. Research Problem .....	10
1.3. Research Objectives.....	11
1.4. Research Questions .....	11
1.5. Limitations .....	11
Chapter Two: Literature Review.....	12
2.1. Job Satisfaction.....	12
2.2. Employee Performance.....	14
Chapter Three: Methodology .....	16
3.1. Conceptual Framework.....	16
3.2. Hypothesis .....	16
3.3. Operationalization of the variables.....	16
3.4. Research Design .....	17
Chapter Four: Discussion and Findings .....	21
4.1. Response Rate.....	21
4.2. Reliability .....	21
4.3. Bivariate Analysis.....	39
4.4. Multicollinearity Analysis .....	42
Chapter Five: Conclusion.....	44
References .....	44
Appendix: Questionnaire.....	50