

Factors Influencing the Job Satisfaction of Banking Sector's Employees: A Case Study in Sampath Bank PLC

T. M .N Tharanga¹ & D. G. L.Rasika²

[Department of Accountancy & Finance, Faculty of Management Studies](#)
[Sabaragamuwa University of Sri Lanka.](#)
devundaragedara@gmail.com²

The study examined the factors determined the job satisfaction of employees in the banking sector as a case study in Sampath Bank PLC. The conceptual framework was developed using the Theories of Human Motivation, Locke's Value Theory and Affective Event Theory. A sample of 105 employees in Sampath Bank Card Centre were selected through the disproportionate stratified random sampling method. Remuneration and Recognition, Training and Career Development, Organizational Culture & Policies, Internal Communication & Team Work, Work Environment & Job Content and General Life Satisfaction were used as the independent variables which are influencing the level of Job Satisfaction of the employees in the banking sector. Correlation and Multiple Regression analysis were carried out to analyze the data. The analysis reveal that Working Environment, Internal communication, Training and Career Development and Organizational Policies are the highly influential variables for job satisfaction of the employees in the Credit Card Centre. Based on the research findings it is recommended that the bank should establish a strong working environment, organize programs to the executive level employees and managers on how to continue a strong cooperation with their subordinates, promote the non-monetary compensations methods, formulate an employee friendly culture in order to keep a higher level of job satisfaction among the employees.

Keywords: Banking Sector; Job Satisfaction; Sampath Bank PLC