

# IMPACT OF INTERIOR DESIGN ON EMPLOYEE JOB PERFORMANCE IN BANKING SECTOR: SPECIAL REFERENCE TO COMMERCIAL BANKS IN COLOMBO DISTRICT

Wickramasingha, E.M.N.S.<sup>1\*</sup> and Kaluthanthri, P.C.<sup>2</sup>

<sup>1,2</sup>*Department of Estate Management & Valuation,  
University of Sri Jayewardenepura, Gangodawila, Sri Lanka  
[\\*98832@mgt.sjp.ac.lk](mailto:*98832@mgt.sjp.ac.lk)*

## 1. Introduction

Employee commitment and performance are essential for achieving organizational goals effectively. Among the various factors influencing job performance, the physical environment and effective interior design play crucial role. However, the absence of optimal workplace design due to inadequate understanding among developers presents challenges. This study investigates the impact of interior design on employee performance in selected commercial banks in Sri Lanka, with gender as a moderating variable. Specifically, it identifies what are the interior design factors influencing job performance and the most impactful design aspect.

## 2. Research Methodology

The sample size was determined as 160 using G\*Power software, and convenience sampling was used for data collection. A total of 170 completed questionnaires were obtained through a structured online survey using Google Forms. The data was collected in October 2024 from employees working in the head office branches of commercial banks within the Colombo district. The independent variables were Furniture, Music, Temperature, Spatial Arrangement, Light, Air Quality, and Color, while the dependent variable was job performance. Gender served as the moderating variable. The Partial Least Structure Equation Modeling (PLS- SEM) used as the analysis model of the study.

## 3. Findings and Discussion

The results indicate that interior design elements significantly and positively influence employee job performance. Employees' preferences for interior design features varied based on their education level and service duration. Gender as a moderation variable was significantly strengthening to that relationship.

## 4. Conclusion and Implications

The study highlights the importance of well-designed office environments to enhance employee performance and satisfaction in the banking sector. These insights offer valuable guidance for HR managers in aligning workplace design with employee needs, supporting performance.

**Keywords:** Employee job performance, Interior design of workplace, Banking sector