

## Determinants of Job Satisfaction among Government and Private Bank Employees in Sri Lanka (Case Study: Ampara Region)

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### **Abstract :**

The purpose of this research study is to check the overall job satisfaction associate with demographic factors: Gender, Age, Ethnicity, Civil Status, Experience, Educational Qualification, Bank Types and Distance to Working Place in Ampara region, Sri Lanka government and private bank employees. Overall job satisfaction can be measured through the Ability Utilization, Motivation, Social Status, Compensation, Security, Supervision and Working Condition. In order to collect required data for this study, the Minnesota Satisfaction Questionnaire (MSQ) was used as a tool. The questionnaire was administrated to employees of private and government banks. 180 questionnaires were personally administered among the respondents but received only 105 questionnaires which indicate the 58.33% response of the respondents. Simple random sampling method was used in the study to select the sample. Reliability test, Principle Component Analysis, Independent Samples t-test, ANOVA and Mean Comparison test were used for analyzing the data. The independent sample t-test result reveals that, there is a significant different between (gender and overall job satisfaction) and (type of bank and overall job satisfaction) whereas there is no different between (civil status and overall job satisfaction). Furthermore, ANOVA result concludes that, there is no significant different between (year of experience and overall job satisfaction), (age and overall job satisfaction)(ethnicity and overall job satisfaction) and (educational qualification and overall job satisfaction) but there is significant different between (Distance to Working Place and overall job satisfaction) at 5% significant level. Mean comparison test was used to differentiate the overall job satisfaction associated with Distance to Working Place factor.

### **Key Word :**

Bank employees; Job satisfaction; ANOVA; Reliability test; Principle component analysis

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