



**Uva Wellassa
University**

**IMPACT OF SOCIAL DIALOGUE ON EMPLOYEE JOB
SATISFACTION IN BANKING SECTOR IN SRI LANKA**

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ABSTRACT

Impact of Social Dialogue on employee job satisfaction in banking sector in Sri Lanka

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M.C.K Peiris

Department of Management Sciences, Faculty of Management,

Uva Wellassa University

This study mainly focused on to determine the impact of Social Dialogue on employee job satisfaction in banking sector and to determine the levels of degree of each social dialog dimension for job satisfaction. The sample consisted of one 160 banking employees and data were gathered by administering questionnaires. Social Dialogue is the independent variable of the study. Discussions, consultations, negotiations and joint actions are the dimensions of the Social Dialogue. The Job Satisfaction Survey (JSS) is helps to measure job satisfaction. This scale was developed by Spector (1997); it yields an overall satisfaction score and 9 facet facet-specific scales include pay, promotion, supervision, fringe benefits, contingent rewards, operating conditions, co-workers, nature of work, and communication. Chi square, Descriptive Statistics, Regression Analysis, Correlation Analysis are use to analyze the data. The results indicated that all Social Dialogue dimensions were positively and significantly correlated with job satisfaction. There can be seen the strong positive significant impact from the social dialogue to the job satisfaction.

Keywords: Social Dialogue, Work conditions, Negotiation, Consultation, Joint Actions, Job Satisfactions