

Impact of Social Dialogue on Employee Job Satisfaction in Banking Sector in Sri Lanka

M.C.K. Peirisandl. Siyambalapitiya
Uva Wellassa University, Badulla, Sri Lanka

Abstract

Social dialogue consist of all types of formal dialogue, involving discussions, consultations, negotiations and joint actions undertaken by employer representatives and employee representatives on working conditions in the workplace (Eurofound's European Industrial Relations Dictionary, 2007). Employee job satisfaction is the positive feeling the employees have regarding the job. This study mainly focused on determining the impact of Social Dialogue on employee job satisfaction in banking sector in Sri Lanka. The banking industry is consisting of 32 commercial banks which consist of 23 licensed commercial banks and 9 licensed specialized banks. The study used proportionate random sampling. A structured questionnaire was used as the main tool of data collection. Likert Scale questions were used to obtain necessary information. The study was based on the survey method of Job Satisfaction by Spector (1997) in measuring the job satisfaction. Both descriptive and inferential techniques were used to analyze data. The study found that there is a strong positive relationship between social dialogue and employee job satisfaction in banking sector in Sri Lanka ($r = 0.825$ and the p-value is 0.000). Furthermore, all four dimensions of social dialogue showed a positive correlations with the job satisfaction. Based on the results, the study concluded that improving social dialogues among employees is a major dimension that should be promoted as a tool of increasing job satisfaction.