



**Uva Wellassa
University**

Job Satisfaction and Organizational Performance

(With Special Reference to Public and Private Banks in Badulla Area)

Disertation for fulfillment of Degree of Bachelor of business Management in
Entrepreneurship and Management

The impact of Job satisfaction on Organizational performance (with special reference to public and private banks in Badulla urban area)

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Key words: Job satisfaction, Organizational performance, Balanced Scorecard

ABSTRACT

Job satisfaction is the terminology used to describe whether employees are happy and contented and fulfilled their desires and needs at work. This is most important for working environment to obtain great service from employees. Organizational performance also the most important criteria to measure the success of the organization by achieving their own goals, objectives, mission and vision. This research paper makes study about relationship between job satisfaction and organizational performance in banking sector. This study examines job satisfaction of 50 employees in Badulla. In addition to that to observe the significance between private banks and public bank regarding this job satisfaction and organizational performance was another aim of this research. Job satisfaction criteria hope to measure by using monetary benefits and non - monetary benefits. Promotions, Supervise, Appreciation of work, Training, Job security, Good working conditions, Communication and Health insurance benefits had used as indicators of these non - monetary benefits. In addition to that Compensation, Retirement benefits, Company

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paid vacations and Loans had used as indicators of these monetary benefits. Organizational performance criteria hope to measure by using the Balanced Scorecard. It raises the value of performance based on the customer factors, internal business processes, learning and growth and financial factors.

Results indicate that overall relationship between job satisfaction and organizational performance is positive. When consider in sector wise, private sector also same as overall results. However, in public sector reflect that there is no relationship between job satisfaction and organizational performance. With the intention that private sector need to motivate employees further more to improve their organizational performance and public sector need to pay attention to improve their organizational performance through the improvement of job satisfaction.