

**THE IMPACT OF EMPLOYEE EMPOWERMENT ON  
CUSTOMER SATISFACTION  
(WITH REFERENCE TO STATE BANKS IN COLOMBO  
DISTRICT)**

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## **ABSTRACT**

### **The Impact of Employee Empowerment on Customer Satisfaction in State banks SriLnaka.**

**(With special reference to State banks in Colombo district)**

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In today's dynamic business environment, improving the firm performance has become a business asset and a competitive edge for various companies. In order to get that one of the major tools they use is Employee empowerment. This has become a common practice in banks as well. To improve customer satisfaction and create firm competitive advantage, firm Human Resources must focus on a new set of priorities. The objectives of the study were identifying the nature of Employee empowerment practices and customer satisfaction, gaining the deeper understanding of the impact of employee empowerment and the customer satisfaction and to determine the relative contribution of employee empowerment on customer satisfaction.