

The Impact of Job Satisfaction on Job Performance of Frontline Employees in Bank of Ceylon, Metro Province, Sri Lanka

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The relationship between job satisfaction and job performance has long been established. Accordingly, the job performance of employees leads to achieving the overall organizational goals and objectives. Along with that, the organization will be able to achieve its desired strategies that would lead to gain a competitive advantage in the market. However, only a limited number of researches exist undertaken on job satisfaction and job performance and the extent of the association has not been investigated comprehensively in the Sri Lankan banking sector. Thus, the purpose of this study is to identify the impact of job satisfaction on the performance of frontline employees of the Bank of Ceylon Metro Province, Sri Lanka. The study measures job satisfaction via indicators, such as pay, work itself, supervision, relationship with coworkers and promotions.

Deductive approach was adopted to conduct the research and a survey was utilized to fulfill the strategy of the research. Data collection was done via a questionnaire. The statement of the questionnaire was measured by using the 5 points Likert scale. The data collected from 51 respondents were extensively used to reach the conclusion. The final data analysis was carried out using a mean score, standard deviation, correlation analysis, and regression analysis. The hypothesis was substantiating and it was found out that 16.7% of job performance was affected by job satisfaction. It was discovered that there was a positive relationship between job performance and job satisfaction. Even though job satisfaction has a considerable influence on job performance, this study encourages further investigation on finding additional factors that may affect job performance.

Keywords: *Job Satisfaction, Job Performance, Frontline Employees*

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