

**Impact of Employee Job Satisfaction on Organizational Commitment
with the Moderating effect of Demographic Factors of the Clerical Staff of
Universities in Western Province in Sri Lanka.**

M. M. N. T. K. Yalagama

FGS/MHRM/2012/049

The dissertation submitted to the Faculty of Commerce and Management Studies,
University of Kelaniya as a partial requirement of the Master of Human Resource
Management Degree.

The Faculty of Commerce and Management Studies

University of Kelaniya
Sri Lanka



ABSTRACT

Job satisfaction as pleasurable or positive emotional state resulting from the appraisal of one's job or job experience. It is important to keep employees happy and satisfied. One of the most widely studied work related attitude and the topic is job satisfaction which can be explained as an individual's cognitive, affective and evaluative reactions towards their jobs. Whereas satisfaction denotes positive emotions toward a particular job, organizational commitment is the degree to which an employee feels loyalty to a particular organization. Both these concepts focus on employee orientations toward their work and organization and essential for success of the organization. The main objective is to find out impact of the employee job satisfaction on organizational commitment with the moderating effect of demographic factors of clerical staff of universities in the western province. The specific objectives are, to identify the level of job satisfaction of clerical staff, To identify the level of organizational commitment of clerical staff, To identify the relationship between job satisfaction and organizational commitment of clerical staff, To identify moderating of demographic factors on relationship of job satisfaction and organizational commitment. Main issue address this study is to examine the employee job satisfaction on organizational commitment moderating effect of demographic factors of clerical staff of university. To get the necessary information for the study, many primary and secondary data were used. Primary data were collected through questionnaire and secondary data were collected through the text books. For this study 150 clerical staff that is working in western province universities was selected. Hypotheses are tested with data gathered from clerical staff and structured questionnaire was distributed to collect data. The data was analysed using descriptive, correlation, regression analysis. SPSS package was used to coding sorting the data which received from the respondents. This study concluded that there was a positive relationship between job satisfaction and organizational commitment of the clerical staff of western province universities. It can be said that proper job satisfaction of employees has considerable impact on their commitment. The result reveals that the relationship between job satisfaction and organizational commitment are moderated by Sex, working experience and educational qualification. Furthermore the result reveals that the relationship between job satisfaction and organizational commitment are not moderated by age and marital status.

Key words: Job Satisfaction, Organizational Commitmen