

**EFFECTS OF TRAINING ON EMPLOYEE  
SATISFACTION IN SRI LANKAN IT  
COMPANIES**

**MASTER OF BUSINESS ADMINISTRATION**



University of Moratuwa, Sri Lanka.  
Electronic Theses & Dissertations  
**IN**  
**INFORMATION TECHNOLOGY**

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# **EFFECTS OF TRAINING ON EMPLOYEE SATISFACTION IN SRI LANKAN IT COMPANIES**

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The Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfilment of the requirement for the Degree of Master of Business Administration in Information Technology.

Department of Computer Science & Engineering  
University of Moratuwa  
December 2009

## DECLARATION

I hereby declare that the work included in this dissertation as part or as whole, has not been submitted for any other academic qualification at any other university or institute. The material included in this document contains the findings of researcher and elsewhere abstracts of previous publications where references are provided accordingly.

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## **ABSTRACT**

Job Satisfaction might be, internationally, the mostly discussed topic, while it is less so, in the local context. In the IT industry it is minimal. The other factors, such as training satisfaction, intention to leave, are not much investigated even at the international level.

The main objectives are two-fold: to investigate the relationships among the three major concepts, noted above and subsequently to investigate further the relationship of the variables of Training with the Employee Satisfaction.

A preliminary survey was conducted to gather the required data to refine and define the scope and the variables, of each concept, that are specific to the Sri Lankan context. It enhances the contribution of the research to the existing body of knowledge. The changes may be due to the differences in religion, culture, people, economy etc. as compared to previous studies elsewhere.

A questionnaire was distributed to the employees, who are working in Sri Lankan IT companies, to submit their responses. A sample for this study was drawn out of a total population of 21,675, to gather data. The return rate is high (over 0.70) and the reliability is also high (Cronbach's Alpha is over 0.70 for all variables)

By analyzing the responses collected it is concluded that there are positive relationships between training satisfaction, Job Satisfaction and the intention to stay on. Further the satisfaction of each variable of the training viz. duration, content, medium, instructor, location and relevance also has a positive relationship with the overall Job Satisfaction.

Finally the recommendations and the future research areas were discussed by analysing the responses obtained from the field with answers and descriptive comments.

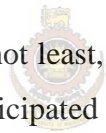
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## KEYWORDS

Employee Satisfaction
Formal Training
HR Development
Human Resource Management
Intention to stay
IT companies
Sri Lanka



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## ABBREVIATIONS

<b>HR</b>	Human Resource
<b>HRD</b>	Human Resource Development
<b>HRM</b>	Human Resource Management
<b>IT</b>	Information Technology
<b>JDI</b>	Job Descriptive Index
<b>JIG</b>	Job in General scale
<b>JS</b>	Job Satisfaction
<b>JSS</b>	Job Satisfaction Survey
<b>MSQ</b>	Minnesota Satisfaction Questionnaire



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## DEFINITIONS

<b>Intention to stay</b>	Willingness to stay in the same job with the same employer
<b>IT Company</b>	Organizations with the primary business objective of providing ICT products and services
<b>Professional development activities</b>	Company provided formal training
<b>Training</b>	Formal training provided by the employer
<b>Turnover</b>	Employee turnover



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