

**JOB SATISFACTION IN THE SERVICE SECTOR:
MULTIVARIATE APPROACH**

W. Keshika Madushani De Soysa

(168829T)

Degree of Master of Science in Business Statistics

Department of Mathematics

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DECLARATION OF THE CANDIDATE

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W K M De Soysa

The above candidate has carried out research for the Masters’ Dissertation under my supervision.

Signature:

Date: 13th July 2020

Prof. T. S. G. Peiris

Senior Professor in Applied Statistics

Department of Mathematics

Faculty of Engineering

University of Moratuwa

ABSTRACT

Employment plays a vital role in determining the economic wellbeing of both individuals and nations. To achieve this, the job satisfaction of the employee is very important. This study was carried out to identify the factors affecting in deciding the employee job satisfaction level in the service sector in Colombo district. The necessary data were collected from randomly selected 128 individuals via a structural questionnaire and simple random sampling method was used. The analysis found that employee job satisfaction level was significantly influenced by socio-economic factors, income factors and individual factors connected with the employment. The employee job satisfaction is negatively influenced by the financial rewards of the employee with 5% margin of errors. Moreover, it has been found that the employee job descriptions need to be designed based on their qualifications, capabilities and the capacities of the individual employees. Furthermore, it was found that the lack of staff training provided is also significantly influenced on the job satisfaction. Factor analysis confirmed that the following six factors: (i) working environment & professional growth, (ii) team spirit & supervisor concern, (iii) attitude of the top management & the level of appreciation of the employees at the workplace, (iv) attitude of the employees towards the benefits received & their view on the organization, (v) the facilities provided, other benefits provided by the organization and work related concerns of the employees and (vi) resources provided to carry out day-to-day work & for the continuous career advancement within the organization are the main factors for job satisfaction.

Keywords: Employee Job Satisfaction, Financial Rewards, Job Description and Staff Training

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