

ORGANISATIONAL COMMITMENT AND JOB SATISFACTION: A STUDY OF EMPLOYEES IN THE COMMERCIAL BANKING INDUSTRY IN BATTICALOA DISTRICT, SRI LANKA

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An effective organisation will always promote a sense of commitment and satisfaction among its employees and a well-managed organisation perceives worker as the core source of organisation's success. The research was conducted to study the organisational commitment and job satisfaction of commercial banks' professionals in Batticaloa District. The sample was selected from 10 commercial banks by using non-probabilistic sampling. The pertinent information for the study was collected from both primary and secondary sources. The independent variable in this study is job satisfaction. The dependent variable, organisational commitment was measured by using the revised Organisational Commitment Scales (Meyer, Allen and Smith 1993) that is, the Affective Commitment Scale (ACS), the Continuance Commitment Scale (CCS). As per the findings; it's revealed that the level of organisational commitment was moderate, Mean value was highest for normative commitment indicating employees have high morality and values towards the organisation. Banking employees were showing only a moderate level of job satisfaction. To increase the Job satisfaction and commitment it is very important to identify the motivational factors. The most important motivational factors for banking employees were good wages, promotion/growth, job security, interesting work, and appreciation of work. There was significant positive and strong correlation of job satisfaction with affective commitment. This indicates that higher the level of job satisfaction greater the level of affective commitment and normative commitment. Regression analysis reveals that job satisfaction has a significant impact on organisational commitment.

Keywords: Commercial bank, Job satisfaction, Motivation, Organisational commitment