

Job Satisfaction and Its Impact on Task and Contextual Performance in the Banking Sector in Sri Lanka

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ABSTRACT. The relationship between Job Satisfaction and Job Performance has long been established. But, there are limited researches on Job Satisfaction and different dimensions of Job Performance. However, the extent of the association has not been investigated comprehensively in the context of the Sri Lankan banking sector. The purpose of this study was to investigate the impact of job satisfaction on Task Performance and Contextual Performance of non- managerial employees in the banking sector in Sri Lanka. The sample consisted of 400 non - managerial employees randomly selected from Systemically Important Banks. Two questionnaires were administered among the managers and non- managerial employees. The non - managerial employees' level of Task Performance and Contextual Performance was evaluated by the Bank Managers. The Job Satisfaction questionnaire was used to measure the level of Job Satisfaction of non - managerial employees. The collected data were analyzed using regression analysis and correlation coefficient. The results of the study indicated that Job Satisfaction had a significant positive relationship with Task Performance and Contextual Performance. It was recommended that Job Satisfaction of non managerial employees should be enhanced to improve the Task Performance and Contextual Performance of the non - managerial employees.

Key words: Job Satisfaction, Task Performance, Contextual Performance, Non - Managerial Employees.

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