

The Mediating Effect of Job Satisfaction on the Relationship of Training and Development and Performance Appraisal System on Employee Performance: Empirical Evidence from Private Commercial Banking Sectors in Eastern Province of Sri Lanka.

M.A.C. Mohamed Ramees¹, M.A.C. Sulaiha Beevi Athambawa², S. Gunapalan³

¹*South Eastern University of Sri Lanka*

^{2,3}*Department of Management, Faculty of Management and Commerce
South Eastern University of Sri Lanka*

¹*rameesmac@gmail.com*, ²*macsulai@seu.ac.lk*, ³*sgunapalan@seu.ac.lk*

ABSTRACT

Purpose - The purpose of this research is to examine the effects of Training & Development and Performance Appraisal system on Employee Performance through the mediating role of Job satisfaction in the private commercial Banking sectors in Eastern Province of Sri Lanka.

Design / Methodology/ Approach -The Questionnaires were administered to collect primary data from the 200 managerial and non-managerial level employees in the private commercial banking Sectors in Eastern Province of Sri Lanka. Structural Equation modeling was used to analyze the structural relationship between research variable using Smart PLS-4.0.

Findings- The findings of this study revealed that the Training & Development and Performance Appraisal system have significant and positive relationship with employee performance and job satisfaction mediates the relationship among variables.

Research limitations- Data have been gathered from private commercial banking Sectors operating only in the Eastern Province of Sri Lanka. Thereby the findings of the study should not be generalized to the whole banking Sectors operating throughout the country.

Practical Implications - The findings of the study provide a clear guidance to the banking practitioners / policy makers to take further steps in achieving the organizational goal through the employee performance.

Originality value –The study contributes to the current literature by linking Training & Development and Performance Appraisal System to employee performance through job satisfaction in the banking sectors of Sri Lanka

Keywords – *Training & Development, Performance Appraisal System, Jobs satisfaction, Employee Performance.*