

The Effect of Job Dissatisfaction towards the Work Performance of Gramaniladhari Officers in Pathahewaheta Divisional Secretariat in Kandy District

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Abstract

Satisfied employees are the key factor to achieve a higher level of performance in both the private and public sectors. Job satisfaction can be considered a crucial factor that affects employee performance as well as organizational success. It adversely impacts the economic growth of the country while reducing the Gross Domestic Product of the country. According to the Sri Lankan context most of the studies are revealing that the level of job satisfaction of public sector employees in Sri Lanka. It is not at a satisfactory level except in few public sectors. This study focuses to test the level of job dissatisfaction of the Gramaniladhari officers in Pathahewaheta Divisional Secretariat and while finding affecting factors for that and how it impacts the work performance of these officers. The researcher selected one secretariat area with the expectation of expanding the scope future. This research was based on the quantitative research method and primary data were collected through a self-administrated questionnaire under the convenience sampling technique (due to COVID-19 situation). 56 questionnaires were collected from the 65 Gramaniladhari officers. Data were analyzed using SPSS 25 version. Correlation analysis and multiple regression analysis were used to examine the relative impact of job dissatisfaction on the work performance of Gramaniladhari officers. The study revealed that all the job dissatisfaction attributes mentioned below were negatively affected to the work performance of Gramaniladhari officers and it included four factors as less payment, less recognition and appreciation, fewer opportunities for promotion and less technology adaption and training significantly impact the work performance. The government should try to maximize Gramaniladhari officers' job satisfaction attributes in order to obtain better results. And future researchers can investigate the situation by expanding the research sample by considering other geographical areas while having a look at other government professional organizations.

Keywords: Gramaniladhari officers, job dissatisfaction, work performance