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Research Report

The factors affecting the job satisfaction of development officers
of
Eastern Provincial Council in Sri Lanka

By

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Abstract

The purpose of this research is to elaborate the key factors affecting the job satisfaction and their influences on the job satisfaction of development officers of Eastern Provincial Council in Sri Lanka. This study evaluates the factors such as rewards, opportunity for career development, working environment and fairness of treatment and their influence on job satisfaction. The study further examines the moderating role of organizational commitment and influences of demographic factors such as sex, age, service period and etc. on job satisfaction. The research model was developed on the extant literature by linking the job satisfaction constructs with the factors affecting job satisfaction and using organizational commitment as moderating variable. Primary data were used as main data source and collected through a specially designed questionnaire. The questionnaire was pre-tested for validity and reliability. The data collection was conducted in 2016 and the questionnaires were distributed among 200 development officers in the Eastern Provincial Council in Sri Lanka. Data analysis consists of a range of statistical techniques including descriptive statistics such as mean, standard deviation and as well as inferential statistical techniques such as correlation and regression analysis. The results reveal that rewards, work environment, fairness of treatment and opportunity for career development have a positive effect on job satisfaction. The organizational commitment is found as a moderating variable on the relationship between job satisfaction and rewards, however moderating effect on the relationship between other independent variables and job satisfaction are not significant in this study.

The recommendations proposed in this study would be useful in framing human resource development policies in Government sector to ensure productivity in Eastern Provincial Council through increasing job satisfaction of development officers of Eastern Provincial Council in Sri Lanka.

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