

**AN EMPIRICAL INVESTIGATION INTO THE LINK BETWEEN
INTERNAL SERVICE QUALITY AND EMPLOYEE
SATISFACTION IN COMMERCIAL BANKS – A SPECIAL
REFERENCE TO BOC AND HNB IN THE COLOMBO DISTRICT**

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ABSTRACT

Investigation of link between internal service quality and employee satisfaction is vital determining whether an organization reaches its goals and objectives successfully. Employees of the commercial banks are dissatisfied due to poor internal services provided by the management. This study investigates the link between internal service quality and employee satisfaction of Bank of Ceylon and Hattton National Bank from the employees. Here, variables was analyzed based on the conceptualization framework develop by researcher

This study was conducted using quantitative research methodology 100 employees of two banks were selected. Sample size limited to 100 employees of two banks included and simple random sampling method was used to select the employees and questionnaire was used to collect primary data for the analytical purpose.

The results of this study explain there is positive relationship between internal service quality and employee satisfaction in both bank according to correlation analysis and also the mean score highlighted respondent tend to agree with all variables above 2.5 on likert scale. This report also recommends some suggestions from the findings of the study to maintain better internal service quality environment for selected banks.

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