

**THE IMPACT OF JOB ENGAGEMENT IN JOB SATISFACTION
IN PEOPLE'S BANK IN TRINCOMALEE DISTRICT**



KALIRAJAN JANARTHTHANAN

1387



Project Report
Library - EUSL

**DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY
SRI LANKA
2014.**

ABSTRACT

Job engagement has emerged as a popular organizational concept in recent years. It is the level of commitment and involvement of an employee towards the organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefit of the organization. Job engagement develops positive attitude among the employees towards the organization. This research focuses on various factors which lead to Job engagement and the impact of Job engagement in job satisfaction in People's Bank in Trincomalee do to make the employees engaged. Proper attention on engagement strategies will increase the organizational effectiveness in terms of higher productivity, profits, quality, customer satisfaction, employee retention and increased adaptability.

The objective of this research is, to study on how Job Engagement related on job satisfaction in people's Bank in Trincomalee district. Further, this study also aims to achieve the following as the secondary objectives, to identify the causes for satisfaction level, to identify the level of Job engagement.

Key words: Job engagement and Job satisfaction.

TABLE OF CONTENTS

Acknowledgement	i
Abstract	ii
Table of Contents	iii
List of Tables	vi
List of Figures	vii
Chapter I Introduction	(ii – 5)
1.0 Background of the study	1
1.1 Identification of the problem	2
1.2 Research question	3
1.3 Objectives of the study	3
1.4 Significance of the study	3
1.5 The limitations of research	4
1.6 Chapter out line	4
1.7 Chapter Summary	5
Chapter II Literature Review	(6 – 29)
2.1 Introduction	6
2.2 Definition of job engagement	6
2.3 Categories of employee engagement	9
2.4 Dimensions related of job engagement	10
2.5 Important of job engagement	10
2.6 Factor influencing job engagement	11
2.6.1 Pride, trust and integrity	13
2.6.2 The nature of the job	14
2.6.3 The nature of relationships with co-workers	14
2.6.4 Performance and appraisal	15
2.6.5 Career growth opportunities and employee development	16
2.7 Barriers to job engagement	18
2.8 How to improve job engagement	19
2.9 Definition of job satisfaction	20
2.10 Dimension of job satisfaction	21
2.11 Factors influencing job satisfaction	21
2.11.1 Pay	21

2.11.2 The work itself	22
2.11.3 Promotion	22
2.11.4 Working Condition	23
2.11.5 Supervision	23
2.12 Important of job satisfaction	24
2.13 consequences of job satisfaction	25
2.13.1 Satisfaction and productivity	25
2.13.2 Satisfaction and turnover	25
2.13.3 Satisfaction and absenteeism	26
2.13.4 Other effects of job satisfaction	26
2.14 How to improve job satisfaction	27
2.15 Theoretical framework of job engagement and job satisfaction	28
2.16 summary	29
Chapter III Conceptualization	(30– 35)
3.0 Introduction	30
3.1 Conceptualization	30
3.2 Operationalization	34
3.3 Summary	35
Chapter IV Methodology	(36– 38)
4.0 Method of study	36
4.1 Study instrument	36
1. Primary data	36
1.1 Questionnaire	36
1.2 Discussion	37
2. Secondary data	37
4.2 Summary	41
Chapter V Data Presentation and Analysis	(42- 61)
5.1 Introduction	42
5.2 Data presentation and analysis	42
5.2.1 Personal information of grade level employees in people's bank	43
5.2.1.1 Analysis of designation	43
5.2.1.2 Analysis of gender	44
5.2.1.3 Age group analysis	45

5.2.1.4 Marital status	46
5.2.1.5 Education Level	47
5.2.1.6 years of experience	48
5.2.2 Analysis opinion regarding the job engagement	49
1. Career development	50
2. Leadership	51
3. Image	52
4. Performance appraisal	53
5. Communication	54
5.2.2 Analysis opinion regarding the job satisfaction	55
1. Promotion	56
2. Pay	57
3. Working condition	58
4. Work itself	59
5. Supervision	60
5.3 Summary	61
Chapter VI Discussion	(62 - 69)
6.1 Introduction	62
6.2 Discussion on Research Information	62
6.3 Summary	66
Chapter VII Conclusion and Recommendations	(67- 70)
7.0 Introduction	67
7.1 finding of the research	67
7.3 Suggestion for further research	69
7.4 conclusions	69
7.5 Recommendations	70
List of Reference	72
Appendix I Questionnaire	