

**THE IMPACT OF WORK CULTURE ON EMPLOYEE  
SATISFACTION: SPECIAL REFERENCE TO SELECTED  
BANKS IN BATTICALOA DISTRICT**



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## ABSTRACT

Organization is the place where the group of the people comes together to work for a common purpose. Hence the employees have to enjoy the work place and should develop a loyal mind towards the organization. Work culture is a very important concept in bringing out the best from the employees and making them to be satisfied with their job. Work culture is a concept which deals with the thought process, beliefs and attitudes of the human resources. When the employees follow the rules and regulations of the organization and stick to the guidelines of the organization, then the organization is said to have a well-built work culture. Strong work culture in an organization helps to have an increase in the rate of satisfied employees. In this study, an attempt has been made to identify the satisfaction level of employee and also to see the impact of work culture on the satisfaction level of employees. The research has been carried out in a systematic and methodical manner. In Sri Lanka's context, there is lack of studies deals with the work culture and employee satisfaction. It is very difficult to find any studies related to work culture and employee satisfaction studied together specially in banking sector in Batticaloa District. So there is an empirical gap exists in work culture and employee satisfaction among the employees of selected banks. Hence, this study conducted to fulfill this empirical knowledge gap.

The objectives of this study are to identify the level of work culture and employee satisfaction, explore the relationship between the work culture and employee satisfaction and study the impact of work culture on employee satisfaction in selected banks in Batticaloa District. To achieve these objectives, the data were collected using the 37-items questionnaire which was filled by 182 bank employees from both the public sector and private sector banks that were selected stratified random sampling technique. The analyses stated the strong positive relationship between the work culture and employee satisfaction. The findings also reveal that the work culture and employee satisfaction are in high level in selected banks in Batticaloa District. This study concludes that the work culture of a bank plays an important role in making employees satisfied.

**Keywords:** *Work Culture, Employee Satisfaction, Public Sector Banks, Private Sector Banks, Employees.*

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