

Identifying the Most Satisfying Facets among Banking Sector Employees in War Affected Area: A Special Reference to Jaffna Context

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Job satisfaction has a long research tradition. Researches on the Facets of job satisfaction have tended to use conceptualizations based on western employees. However, are these conceptualizations appropriate in any context? Thus, the present study examines what the most appropriate conceptualization of the facets examining job satisfaction is in the context of the employees of the banks in Jaffna. An inductive approach is used this for study to investigate the appropriate conceptualization of the job satisfaction. Altogether 30 senior and junior executive employees were randomly selected from one leading private bank and one state bank for an interview. The results indicated that the facets salary, supportive working condition, job security, recognition, work-itself, responsibility, relationship with supervisor, advancement / promotion, relationship with peer, customer relationship, reward structure, communication, state / position, achievement, relationship subordinates, bank policy and administration, job contents, and autonomy, constitute job satisfaction and were the most important satisfying facets among employees, in this context. Whereas training, workload and safe working environment constitute job satisfaction in this context and were not the important satisfying facets on satisfaction, which indicates that even extreme environment facets associated with job satisfaction do not differ from those already found in the literature expect the facet of customer relationship. Managerial implication of these studies suggest the nature of job satisfaction seems to be constant across context. Organizations in many areas of the world should be able to use a common metric for monitoring job satisfaction. They should be able to compare job satisfaction levels in various locations.

Keywords: Job satisfaction, job satisfaction facets, extreme environment.