



The Impact of Work Environment on Bank Employee Performance in Valikamam Zone, Jaffna District

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Abstract

Effective employee performance is crucial for companies aiming to achieve dedicated service and overall success. This study explores the impact of various work environment factors on the performance of bank employees in the Valikamam Zone of the Jaffna District, who play a significant role in the country's economy. The research focuses on key work environment factors including physical work conditions, supervisor support, coworker support, and performance feedback. Utilizing a quantitative analysis approach, data were collected from 80 employees across eight banks in the Valikamam Zone. Primary data were gathered through questionnaires, and secondary data were sourced from reports and online resources. The results reveal a significant correlation between work environment factors and employee performance. Specifically, supervisor support and performance feedback were found to have a positive relationship with employee performance, while physical work conditions were inversely related. However, the overall impact of work environment factors on employee performance was not found to be overwhelmingly strong. The study suggests that banks in the Jaffna District's Valikamam Zone should implement measures to improve work environment factors to enhance employee performance. Future research should expand to include individual factors and examine additional work environment elements that might influence job performance.

Keywords: Bank employees, Co-worker support, Job performance, Physical work conditions, Supervisor support

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