

Impact of extrinsic factors on job satisfaction of the employees in Pinnawala Elephant Orphanage in Sri Lanka

W.C. Kumari and M.G.S. Pathmini

*Department of Business Management, Faculty of Management Studies,
Rajarata University of Sri Lanka, Mihintale, Sri Lanka.*

Corresponding author: kumari.wc92@gmail.com

Abstract

Job satisfaction is one of the most important areas that today's managers should consider in managing their work force. Job satisfaction is a key component and essential element that ensures the work efficiency and effectiveness. There are two main factors, which are affecting to job satisfaction namely extrinsic and intrinsic factors. Factors found among dissatisfied employees are known as extrinsic factors and those are focused in this study. The main purpose of this study is to explore the impact of extrinsic factors on job satisfaction of minor employees in Pinnawala Elephant Orphanage. This study helps to fill the gap in the literature whether limited evidence is available in the area concerned. The study followed a deductive approach of research design. Job satisfaction was classified as the dependent variable while the extrinsic factors including pay, promotion, interpersonal relations, supervision, and job security and working conditions were classified as the independent variables based on the Herzberg's two-factor theory. Cross sectional data were used in the study and data were collected from a sample of 100 minor employees. The sample was selected using the convenience sampling technique. Data were analyzed using both descriptive and inferential statistics such as mean, standard deviation, regression, ANOVA using SPSS 16.0. The result reveals that there is a significant impact of extrinsic factors on job satisfaction of the employees. The result further reveals that the pay, interpersonal relations and job security are more significant in determining employee satisfaction. These findings would help the organization to use appropriate motivational strategies to enhance the employee satisfaction, and maintain a stable, committed and satisfied workforce in the organization. In fact, the organization should give more attention to pay, interpersonal relations and job security to enhance the job satisfaction of the employees,

Keywords: *Extrinsic factors, job satisfaction, minor employees*