

TURYASINGURA FIONA (2011-M102-20088)

Job Satisfaction and Job Performance among Employees in Uganda's Banking Sector: A Case Study of Stanbic Bank Branches in the Western Region

This study assessed job satisfaction and job performance among employees in Uganda's banking sector. The investigations of the study focused on employee satisfaction with pay, career development, quality of supervision and working environment on employee job performance in the banking sector in Uganda. A cross-sectional design was administered by the researcher for quantitative and qualitative analysis on a sample of 128 respondents. The data were collected by use of a questionnaire and interview guide. The analysis was quantitatively and qualitatively done. Quantitative data were analysed using the Statistical Package for the Social Sciences (SPSS) version 17.0. Hypotheses were analysed with Pearson's Correlation Coefficient Index (Pcc) test statistic and frequency percentages. Qualitative data were interpreted by composing explanations and substantiating them using the respondents' open responses. The findings of the study show that employee satisfaction with pay, career development, the quality of supervision and the working environment influenced employee job performance in the banking sector. The researcher thus concluded that employee satisfaction with pay, career development, quality of supervision and the working environment influences employee job performance in the banking sector. It is, therefore, recommended that; there is need to improve the pay for employees, enhance their career development, implement supervision that attracts their satisfaction and provide working conditions that win their satisfaction for better job performance in the banking sector.

Key words: Satisfaction, Job, Employee, Performance