

Job Satisfaction and Organisational Commitment of Administrative Officers in State Universities in Sri Lanka

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ABSTRACT

Purpose: The purpose of this research was to study the relationship between job satisfaction and organisational commitment of administrative officers in state universities in Sri Lanka.

Design/methodology/approach: Data collected from 136 administrative officers working in 15 state universities employing a structured questionnaire were used for the study. Data were analysed using mean and standard deviation, Pearson product moment correlation, independent t-test, one-way ANOVA and multivariate regression.

Findings: The results reveal that administrative officers are satisfied with their jobs in general. Professional growth opportunities, opportunity for advancement, satisfaction with benefits and satisfaction with salary were the lowest mean scorers among the components. High degree of organizational commitment was found. According to Pearson product correlation, there was a positive moderate relationship between job satisfaction and organisational commitment. Job satisfaction components such as recognition, professional growth opportunities, clarity of mission, work itself, effective senior management, and presence of core values were found significant predictors of organizational commitment. The administrators were satisfied and highly committed in general.

Practical implications: The recommendation to policymakers was to increase commitment levels by enhancing the significant contributors to organizational commitment.

Originality value: This study improves understanding the levels of job satisfaction and organisational commitment of the administrators of state universities in Sri Lanka, identifying factors that can improve their job satisfaction and organisational commitment.

Keywords: *Job Satisfaction, Organisational Commitment, Administrative Officers, State Universities*