



**THE IMPACT OF GENERATIONAL DIFFERENCES ON
WORK RELATED FACTORS IN LEADING
COMMERCIAL BANKS IN SRI LANKA**

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**Thesis Submitted to the Department of Human Resource
Management,
Faculty of Commerce & Management,
University of Kelaniya;
in Fulfillment of the Requirements for the
Master of Human Resource Management
July 2015**



ABSTRACT

In the modern business environment organizations have to accomplish their business activities in more competitive way. One of the biggest challenges faced by the modern organizations is to retain satisfied and productive workforce over the other competitors in the market. In order to accomplish that it is essential to understand and cater to fulfill their needs, it is essential that employers pay attention to generational differences in the workplace. This study attempts to identify the generational difference between three generations and their behaviour and desires in work related factors within the employment.

The sample of the study consists of 108 employees in Managerial and line managerial level working in five commercial banks in Sri Lanka. The independent variable of the study is generations consisted of Baby Boomers, Generation X and Y. The dependent variable is the work related factors such as Team work, Career Development, Work Engagement and Job Security. To gather data a structured questionnaire was distributed among the respondents and data were analyzed by using descriptive statistical techniques and one-way Anova.

The statistical results of the study showed that perceived expectation of job security among Baby Boomers is higher than employees belong to Generation X and Y but the perceived expectation of challenging jobs is higher among employees belong to Generation X and Y than Baby Boomers. Results showed that Gen Y was more engaged at work than Gen X. Gender also plays a major role in work related factors and the study analysis these factors in detailed.

Limited background information on Sri Lankan researches in generational analysis, the current study may be considered as one of the new attempts to study generational behaviours in work related beliefs. Future studies are expected to conduct similar exploration about the comprehensive knowledge and understanding of the generations and their work related beliefs in other enterprises within Sri Lanka. The present study contributes to the body of knowledge of the generational differences in a workplace by providing novel approach to understand different generations inside out.