

## **Impact of Work-family Conflict and Perceived Supervisory Support on Job Satisfaction: A Study in a Leading Public Bank in Sri Lanka**

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This study addressed the problem, ‘why executive level employees at the selected Public bank in Sri Lanka are not satisfied with their jobs?’ In order to explain the research problem this research used Perceived Supervisory Support (PSS) and Work Family Conflict (WFC) as independent variables. When concerning about the past few years, the concepts of work-family conflict, perceived supervisory support and job satisfaction have taken considerable attention among researchers. Accordingly based on literature, it is examined, what is the impact of work-family conflict and perceived supervisory support on job satisfaction. As such two hypotheses are tested in this study. This quantitative study follows the deductive approach. Here, the researcher used a survey method where a self-administered anonymous questionnaire developed using standard measures available for both independent and dependent variables was used. It was in English language. The measure for job satisfaction was adopted from the validated Minnesota Job Satisfaction Questionnaire developed by Weiss, Dawis, England and Lofquist, (1967). The measure used for Work-family Conflict was developed by Netemeyer et al., (1996), and the measure used for perceived supervisory support was developed by Kottke et al., (1988). There were four items in this uni-dimensional measure for perceived supervisory support. Work-family conflict measure had five items covering three dimensions as general demand, time based, and strain based. Job satisfaction measure had 20 items with three dimensions as intrinsic satisfaction, extrinsic satisfaction, and general satisfaction. The population of the study was 445 of executive level employees in the selected public bank and from this population a sample of 76 was selected using the convenience sampling technique. Finally the researcher found through the results that there is negative impact of work-family conflict on job satisfaction while perceived supervisory support has a positive impact on job satisfaction

**Keywords:** *Job Satisfaction, Work-family Conflicts, Perceived Supervisory Support*