

Social Support on Job Satisfaction with Special Reference to ABC Telecommunication Company

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Social support has been recognized as an essential tool that can support workers in keeping their efforts goal-directed and improving their quality of life. Research on social support and job satisfaction has yielded mixed results. This research aims to determine how social support affects job satisfaction at a Sri Lankan telecommunications company. This study also addresses knowledge and empirical gaps by examining the relationship between Social Support and Job Satisfaction. Even though the link between social support and job satisfaction has been proven in western literature by mental health organizations, there is relatively little research that has examined this relationship in the Sri Lankan context, particularly in the telecommunications sector. The current study investigated how those factors related to one another and how they affected workers. This deductive method was applied using an online survey research method and a quantitative research methodology. The population of the study was all levels of employees at ABC Telecommunication Company, and the sample size was 175 observations, with primary data employed as a data source. SPSS - version 23.0 was used to analyze the data, and correlation and regression were employed. According to the study's findings, since social support is an essential buffering mechanism that helps enhance job satisfaction, employers and employees must be proactive in building a robust social network to help them achieve job satisfaction.

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