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An Empirical Study of the Factors Affecting Employees' Performance at ABC Group of Companies

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Abstract: ABC Group of Companies is one of the leading tyre manufacturing companies in Sri Lanka that serves the local and global market. In line with the annual report of the company, it can be observed that a sudden decrease in the profits since 2018. Management believes that the main motive for the profit reduction is the lack of job performance. Therefore, a systematic study was aimed to identify the internal determinant factors to the employees' job performance of ABC Group of Companies. The research was based on the mixed methodology using a structured questionnaire distributed among 80 employees of ABC Group of Companies. Rewards, training, motivation, and leadership style were considered as determinant factors that can contribute to the employees' performance of the company. Descriptive statistics and correlations between dependent and independent variables were analyzed using SPSS 23 and Microsoft Excel at a 95% confidence level. Results show that motivation ($r = 0.822$) has a strong positive correlation with the employee's job performance while rewards ($r = 0.411$) indicate moderate association with the employee performance. Further, the determinants, motivation, and reward showed a statistically significant effect on employees' job performance ($p < 0.05$). Hence it can be concluded that ABC Group of Companies should pay their attention to rewards and motivation practices carried in terms of remuneration, benefits package, promotion, recognition, and working environment to uplift the employees' performance to enhance the bottom line of the organization. Moreover, the implementation of a knowledge management system is suggested.

Keywords: *Employees' Job Performance, Leadership style, Motivation, Rewards, Training*
