

Abstract

Sri Lanka Navy personnel gallantly performed their duty towards the nation during insurgency and to eradicate terrorism within shores of Sri Lanka in 2009. Sailors who are working at Naval Armament Department is responsible for accurate and proper storing/issuing of ammunition to the all ships, craft and establishments in the Navy, checking of monthly, quarterly, semi-annually, and annually returns coming from all ships, craft and establishments in the Navy without doing any mistakes, since weapons are very expensive and sophisticated, proper care and maintenance is very essential for long life as well as accuracy of them. Thus, implementing standardized work has become essential and this study was focused on the impact of standardized work systems on job satisfaction as related to job performance of gunnery branch sailors, Sri Lanka Navy. The main objective of the study was to find out how standardize work system lead to job satisfaction and job performance of gunnery branch sailors. Standardized work system was considered as the independent variable and performances of sailors was the dependent variable of the study whereas satisfaction of the sailors in the gunnery branch was consider as an intermediate variable. With a hypothetic deductive approach, the researcher has planned a survey to collect quantitative primary data through a pre-planned questionnaire based on a sample of 200 participants. The analysis indicated that the three variables were rated moderately, and the analysis has identified a positive and statistically significant correlation between the independent variables and the dependent variable, independent variable and intermediate variable, and intermediate variable and dependent variable. Hence the findings indicate that standardized work systems had a positive impact on job satisfaction as related to job performance of gunnery branch sailors. Thus, the report has proposed recommendations to enhance and implement standardized work systems which result to increase the satisfaction and the performances of sailors at gunnery branch of Sri Lanka Navy.

Key Words: Standardized work system, Job satisfaction, job performance, extrinsic satisfaction, intrinsic satisfaction, task performance, contextual performance, waste removal, documentation of work cycle, apply work standardization, continuous improvement