

Implications and Conclusions

This study dealt with the issue of employee satisfaction. From the findings, in the future management for the Bank, the Bank should give enough feedback on employee performance, so as to help employees improve what they are not doing well. The Bank should give some relevant rewards for employees' great achievements. Employees should be invited for participate in the meetings to discuss the development plans and decision-making. The Bank should set up more effective communication channels, so that the information could be shared and delivered quickly in the Bank. There is a need to increase communications among managers and subordinates in different work departments and different position levels of employees. For the supervisors in the Bank, they should invite employees to participate in more activities in the Bank and they should not put too much pressure on employee performance.

Limitations of the Study

This study used only questionnaires to gather all the data from the participants and the author sent the E-mails to the managers to ask for their help to deliver all the questionnaires to the employees. The author was not very clear how the managers delivered the questionnaires and how the employees answered the questionnaires. So as to save the face the ABC or to keep managers happy, the answers might not have been honest. Another limitation was that for the study of employee satisfaction, more methods for collecting data should be used, such as face-to-face interviews, so as to make the results more reliable. The questionnaire was translated from English into Chinese; it might also affect the findings as a result of the different language and culture.

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