

**THE IMPACT OF INTERNAL SERVICE QUALITY ON JOB
PERFORMANCE: MEDIATING ROLE OF WORK COMMITMENT OF
EMPLOYEES IN THE LEASING COMPANIES IN BATTICALOA**



BY

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ABSTRACT

Internal Service Quality is the one of the biggest challenges to many working employees in the Leasing companies. Internal Service Quality is the one of the major determinants of employees' work commitment and job performance in the Leasing companies. Enhancing Internal Service Quality is very essential and important for getting maximum contribution from employees to achieving organizational goals and objectives.

The main objective of this study is to investigate the impact of Internal Service Quality on employees' work commitment and job performance and this study focuses on Leasing companies in Batticaloa. This research design was described using a quantitative approach and this study is mainly considering primary data. The data were collected through a self-administered survey method with a use of closed structured questionnaires from 200 respondents of working employees in leasing companies. The study used univariate, bivariate, regression and mediation analyses in order to analyze the data and find the results of the study objectives.

The findings of the study revealed that the internal service quality, work commitment and job performance are high level among employees of leasing companies in Batticaloa. The analysis stated that internal service quality has a positive relationship with job performance, internal service quality has a positive relationship with work commitment, work commitment has a positive relationship with job performance, internal service quality has a positive and significant impact on employee job performance and employee's work commitment has been found to cast a partial mediating effect in the relationship between internal service quality and employee job performance.

Keywords: Internal Service Quality, Work Commitment and Job Performance.

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