

YANGON UNIVERSITY OF ECONOMICS
DEPARTMENT OF COMMERCE
MASTER OF INSURANCE PROGRAMME

FACTORS INFLUENCING EMPLOYEE PERFORMANCE
AT MYANMA INSURANCE

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ABSTRACT

This study attempts to analyze the factors influencing employee performance at Myanmar Insurance. Myanmar Insurance, the only state-owned insurance enterprise in the country, faces growing pressure to improve efficiency, service delivery, and competitiveness. This investigation investigates the variables that influence employee performance at Myanmar Insurance, with an emphasis on organizational culture, leadership, work environment, job satisfaction and career development. A quantitative and descriptive research design was implemented. Simple random sampling was employed to collect primary data from 133 employees at the Head Office of Myanmar Insurance in Yangon during the 2025–2026 fiscal year. Structured questionnaires were administered using a five-point Likert scale. Descriptive statistics and multiple regression analysis were implemented to ascertain the correlation between the chosen variables and employee performance. The results suggest that employee performance is significantly influenced by organizational culture, leadership, work environment, job satisfaction, and career development. The results offer valuable insights for policymakers and management who are concerned in improving employee performance in Myanmar's public insurance sector.