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FACTORS AFFECTING EMPLOYEE PERFORMANCE AT
YOMA BANK

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ABSTRACT

This study is designed to identify the key factors affecting employee performance at Yoma Bank and to analyze how these factors influence overall productivity and effectiveness. Structured questionnaires using a five-point Likert scale were distributed to 307 employees at Yoma Bank's head office through a simple random sampling method. The research focuses on five major factors: work-life balance, organizational support, emotional intelligence, organizational culture, and organizational commitment. Quantitative research methods, including descriptive statistics, correlation analysis, and regression analysis, were applied to examine the relationships between these factors and employee performance. The findings reveal that employees perceive organizational support, work-life balance, and organizational culture as the strongest contributors to high performance. Activities such as sports clubs, social hours, wellness programs, and health services enhance employee morale, mental well-being, and physical health. Employees feel valued through technological resources, comfortable working environments, professional development, and open communication from management. Emotional intelligence and interpersonal relationships are positive; however, they require further improvement to enhance cross departmental cooperation. To further enhance performance, Yoma Bank should maintain and strengthen support systems, promote participative culture, provide career growth opportunities, and improve emotional intelligence initiatives. These strategies can foster a productive, committed, and loyal workforce, ensuring long-term organizational success.