

YANGON UNIVERSITY OF ECONOMICS
DEPARTMENT OF COMMERCE
MASTER OF BANKING AND FINANCE PROGRAMME

FACTORS INFLUENCING EMPLOYEE SATISFACTION OF
MYANMAR TOURISM BANK (MTB)

AYE THEINT THEINT TUN

EMBF - 05

EMBF 11th BATCH

FEBRUARY, 2026

ABSTRACT

This study aims to identify the factors influencing employee satisfaction of Myanmar Tourism Bank (MTB) and to examine the effects of these factors on overall employee satisfaction. A quantitative research approach was employed. Primary data were collected from 105 respondents out of a total population of 350 employees at the head office of MTB using simple random sampling and structured questionnaires. The independent variables examined include salary and benefits, job security, supervision, working conditions, promotion opportunities, rewards and recognition, and training and development. The findings reveal that promotion opportunities and working conditions have statistically significant positive effects on employee satisfaction. Salary and benefits also showed a positive relationship with employee satisfaction. The study suggests that clear promotion policies, improved working conditions, and competitive compensation practices are essential for enhancing employee satisfaction at Myanmar Tourism Bank.