

# EVALUATION OF FACTORS INFLUENCING ORGANIZATIONAL EFFECTIVENESS WITH SPECIAL REFERENCE TO LEADERSHIP STYLES



BY

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## **ABSTRACT**

This research study is mainly depending on the organizational effectiveness of the Divisional Secretariat in Sri Lanka. This study attempts to evaluate the factors affecting organizational effectiveness in Divisional Secretariats and identified how those factors were affected to the organizational effectiveness negatively as well as positively.

This is a research study with in the perspectives of the service oriented concepts by which deductive approach as used to collect views of respondents.

Sampling techniques were employed to select the elementary units of the sampling frame, in which empirical evidence were obtained from the service providers (Officers in Divisional Secretariats). Questionnaire, which was administered among the staff officers and management assistances with structured upon the organizational effectiveness and the five variables were used in the present research. Likert score mean and the standard deviation were used to check the level of significance of each factor influencing the organizational effectiveness of the Divisional secretariats.

Research findings revealed that leadership related factors situational factors and motivational factors significantly explained and predicted organizational effectiveness. In addition, it was found that leadership style is the best predictor of the perceived organizational effectiveness. Study further indicates that proper training development and employees' satisfaction caused to organizational effectiveness. It was found that a greater proportion of organizational effectiveness depend on the provision officers with conceptual back ground relating to the leadership styles and other related factors. It was also evident that significant amount of organizational effectiveness could be improved through systematic training with employee on service marketing concept.