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**A STUDY OF LEADERSHIP EFFECTIVENESS OF
THE PRIVATE SECTOR COMMERCIAL BANKING
ORGANIZATIONS IN SRI LANKA**

by

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ABSTRACT

This dissertation discusses the leadership effectiveness of the managers of the private sector commercial banking organizations in Sri Lanka. The objectives of the research are as follows;

1. to collect information in relation to the degree of leadership effectiveness.
2. to determine and to analyze the degree of leadership effectiveness.
3. to examine the relevance of important factors, which influence the degree of leadership effectiveness. and
4. to suggest important factors, which influence to increase the degree of leadership effectiveness.

For this study four (04) private sector commercial banking organizations in Sri Lanka namely: Seylan Bank, Hatton National Bank, Sampath Bank and Commercial Bank and ten percent (10%) branches from each banking organization were chosen randomly as a sample to collect data to achieve above mentioned objectives. The data were collected both from managers and subordinates through two different questionnaires. The sample included the manager of the branch and five (05) other subordinates in the same branch. On the basis of responses collected an attempt was made to find out the level of relevance of variables and sub variables affecting the degree of leadership effectiveness. A large number of variables and sub-variables were considered in this study.

The customer satisfaction was considered as the main criteria of leadership effectiveness in this study. The frequency tables were used to examine the relationship of the variables and the sub variables of the degree of leadership effectiveness. The scales given to each category of variables and sub-variables

were used to determine the effects of each variable and sub-variables towards the degree of leadership effectiveness.

The conclusions indicate most variables and sub-variables are positive with the degree of leadership effectiveness in the private sector commercial banking organizations in Sri Lanka. But, some variables and sub variables are negative. Thus, some variables did not affect the leadership effectiveness: such as attitudes of managers and attitudes of subordinates. Suggestions and recommendations indicate the factors affecting the present leadership effectiveness and to increase or to maintain the effectiveness at least at the present level and whenever possible to increase it to a higher degree. Suggestions for further studies indicate the important areas in detail with the expectation of maintaining the effectiveness at least at the present level or to increase wherever possible.

