

Influence of demographic variables on conflict management styles, with special reference to employees of educational institutes in the Colombo district.

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Abstract

The research study was focused on identifying and explaining the influence of employee demographic variables on conflict management styles. Employee demographic traits, such as gender, age, education level, marital status, religion, and work experience were considered for this research study.

The objective of the study was to understand the influence of demographic variables of employees on conflict management styles. Accordingly, six sub objectives were set based on understanding the influence of each demographic variable on conflict management styles. Six research questions compatible with the six sub objectives of the research, were raised.

Comparative and contrasting views of various scholars were presented with regard to the research topic area in the literature review section. A conceptual model was developed based on relationships illustrated between variables. Six employee demographic variables were defined as independent variables whereas conflict management styles were defined as the dependent variable. In terms of operationalizing conflict management styles, the five styles depicted in literature were used. Research design and technique was clearly elaborated while justifying reasons. A total sample of 100 employees, 20 each from five selected educational institutes in the Colombo district was selected. The researcher opted for a judgmental sampling technique since employees with a minimum of three years' working experience in the organization were selected. Statistical tests such as two sample t-test and one-way analysis of variance (ANOVA) were done in order to test six formulated hypotheses for the study. With regard to the findings, only the marital status of employees was found to be profusely significant in influencing conflict management styles.

Key words : Conflict Management Styles, Demographic Variables