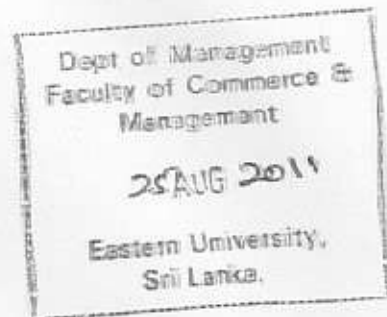


A Study on the level of conflict between the “B” grade staffs’ and his or her supervisor and subordinate and its impact on perceived job performance in banking sector of Batticaloa district.



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Abstract

The purpose of this study is to evaluate the level of conflict between “B” grade staff and his or her supervisor, subordinates and its impact on “B” grade staff perceived job performance in banking sector. This study was conducted with “B” grade staff from selected bank branches (Bank of Ceylon, People’s Bank, Hatton National Bank PLC and Commercial Bank of Ceylon PLC) in Batticaloa district.

This study consist four research objectives such as identify the level of conflict between “B” grade staff and his or her supervisor and subordinate, assess the level of conflict with the supervisor, subordinates and its impact on “B” grade staff perceived job performance. In order to achieve these objectives data were collected from 92 “B” grade staff of selected bank branches by structured questionnaire.

The research framework of study consists of three variables such as role conflict, role ambiguity and job performance which are used to measure the level of conflict and its impact on job performance of “B” grade staff.

Findings for the first and second objectives, that the level of conflict between “B” grade staff and his or her supervisor, subordinate is in moderate level. Regarding the third objective, findings of the study revealed that there is a medium impact on “B” grade staff job performance due to the conflict with his or her supervisor. Regarding the fourth objective, findings of the study revealed that there is a small impact on “B” grade staff job performance due to the conflict with his or her subordinate.

Keywords: - Conflict, job performance, role conflict, role ambiguity.

Table of Contents

Acknowledgement.....	i
Abstract.....	ii
Table of Contents.....	iii
List of Tables.....	vii
List of Figures.....	ix
Chapter-1.....	1
Introduction.....	1
1.1 Background of The Study.....	1
1.2 Problem Statement.....	2
1.3 Research Questions.....	2
1.4 Research Objectives.....	2
1.5 Scope of The Study.....	3
1.6 Significance of The Study.....	3
1.7 The Organization of The Chapters.....	3
1.8 Summary.....	4
Chapter-2.....	5
Literature Review.....	5
2.1 Introduction.....	5
2.2 Definition of Conflict.....	5
2.3 Transitions in Conflict Thought.....	5
2.3.1 Traditional View.....	6
2.3.2 Human Relations View.....	6
2.3.3 Interactions View.....	7
2.4 Causes of Conflict in Organizations.....	7
2.4.1 Structural Factors.....	7
2.4.2 Personal Factors.....	8
2.5 Forms of Conflict in Organizations.....	10
2.5.1 Interorganizational Conflict.....	10
2.5.2 Intergroup Conflict.....	10

2.5.3 Intragroup Conflict.....	10
2.5.4 Interpersonal Conflict.....	11
2.5.5 Intrapersonal Conflict.....	11
2.6 Consequences of Conflict.....	11
2.7 Performance.....	12
2.8 Conflict And Organizational Performance.....	12
2.9 Derivation of Research Model.....	14
2.10 Summary.....	14
Chapter – 3.....	15
Operationalization.....	15
3.1 Introduction.....	15
3.2 Conceptual Framework.....	15
3.2.1 Role Ambiguity.....	16
3.2.2 Role Conflict.....	16
3.2.3 Job Performance.....	16
3.3 Indicators of Role Ambiguity.....	17
3.4 Indicators of Role Conflict.....	18
3.5 Indicators of Job Performance.....	19
3.6 Operationalization.....	20
3.7 Summary.....	21
Chapter-4.....	22
Methodology.....	22
4.1 Introduction.....	22
4.2 Purpose of The Study.....	22
4.3 Extent of Researcher Inference With The Study.....	22
4.4 Study Setting.....	23
4.5 Time Horizon.....	23
4.6 Unit of Analysis.....	23
4.7 Sample Size And Sampling Method.....	23
4.8 Data Collection Method.....	23
4.9 Method of Data Presentation And Analysis.....	25
4.10 Method of Data Evaluation.....	26

4.11 Summary.....	26
Chapter-5.....	27
Data Presentation And Analysis.....	27
5.1 Introduction.....	27
5.2 Sample Profile.....	27
5.3 Results And Findings: Objective One.....	29
5.3.1 Role Ambiguity (Supervisor).....	29
5.3.2 Role Conflict (Supervisor).....	30
5.3.3 Overall Analysis of The Level of Conflict Between "B" Grade Staff and His or Her Supervisor.....	32
5.4 Results and Findings: Objective Two.....	33
5.4.1 Role Ambiguity (Subordinate).....	33
5.4.2 Role Conflict (Subordinate).....	34
5.4.3 Overall Analysis of The Level of Conflict Between "B" Grade Staff and His or Her Subordinate.....	36
5.5 Results and Findings: Objective Three.....	37
5.5.1 Job Performance (Supervisor).....	37
5.6 Results and Findings: Objective Four.....	39
5.6.1 Job Performance (Subordinate).....	39
5.7 Summary.....	41
Chapter - 6.....	42
Discussion of Findings.....	42
6.1 Introduction.....	42
6.2 Discussion For Objective One.....	42
6.2.1 Role Ambiguity (Supervisor).....	42
6.2.2 Role Conflict (Supervisor).....	44
6.3 Discussion For Objective Two.....	46
6.3.1 Role Ambiguity (Subordinate).....	46
6.3.2 Role Conflict (Subordinate).....	48
6.4 Discussion For Objective Three.....	50
6.5 Discussion For Objective Four.....	50
6.6 Supporting Existing Theory For Present Study.....	51

6.7 Chapter Summary	53
Chapter – 7	542
Conclusion	542
7.1 Introduction	54
7.2 Conclusion For Objective One	54
7.3 Conclusion For Objective Two	54
7.4 Conclusion For Objective Three	54
7.5 The Summary Of Findings For The Objectives One And Two	55
7.6 Conclusion For Objective Four	55
7.7 Limitations	56
7.8 The Summary Of Findings For The Objective Three And Four	56
7.9 Implication For Future Research	56
7.9 Chapter Summary	57
References	58
Appendix-I	60