

The Effect of Conflict on Propensity to Leave and Job Satisfaction among Shop Workers

Shanthakumary M A¹

Abstract

Conflict between employers & employees and among employees creates serious problems in the organizations. This may cause intention of quit and lower job satisfaction. A significant number of people work in various shops in every society in Sri Lanka. They are mostly unskilled and possess lower level education. Due to various reasons, they pay higher cost to sustain their position in the organization. Poor salary and work overload are some of them. Harassment and job insecurity affect their entire work and family life. Many employees in the unorganized private sector are working without knowing their rights. In many cases, employers do not pay EPF also. Even though they face unique problems in the work place, unfortunately no study conducted in Jaffna district to reveal their problems. The present study analyzed the impact of relationship conflict on propensity to leave and job satisfaction of shop workers by addressing the question “Is there any relationship between the relationship conflict and Job satisfaction and propensity to quit?”. The main objective of the study was to find out the relationship between relationship conflict and job satisfaction of the employees who are working in private sector organizations. For the purpose of the study, fifty employees have been randomly selected from various shops in Jaffna city. Using the self-administrated questionnaire, their responses were measured. The findings showed there is a negative relationship between relationship conflict and job satisfaction ($r = -.754$) and positive relationship between relationship conflict and propensity to leave.

Key words: Relationship Conflict, Job Satisfaction.

¹ B.Com (Jaf), MBA (PIM, Sri J), Senior Lecturer, Dept. of Human Resource Management, University of Jaffna, shanthamahenthiran@yahoo.com