Relationship between Leadership Styles on Conflict Management in Insurance Companies in Batticaloa District

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Abstract

Purpose – Insurance sector’s leaders deal with conflicts every day and it is associated with managerial effectiveness. The ability to creatively manage conflict situations towards constructive outcomes is becoming a standard requirement. This study assessed the “Relationship between Leadership Styles and Conflict Management in insurance companies” which is one of the most competitive sector in Manmunai North D.S Division in Batticaloa District. Design/methodology/approach – Conceptual framework has been developed to measure linkage between leadership styles and conflict management. Questionnaires were used to collect data for this study. 203 staff of insurance companies in Manmunai North D.S Division in Batticaloa District have been selected for this study. Simple random sampling technique was used to collect the samples. Data were analyzed and evaluated by univariate and bivariate techniques. Findings – The study found that leadership styles are at high level in insurance companies. Particularly, transformational leadership shows high level in Leadership styles. on other hand, conflict management is at high level in Insurance companies. Particularly, collaboration highly contributed in conflict management. Overall finding states that leadership styles have strong positive relationship with conflict management in insurance companies. Practical implications – Insurance companies face several conflict situations due to its nature of the business and this study reveals that transactional leadership styles and collaborative styles to be a better option for leaders to adopt in managing conflict situations. Social implications – This study is helpful to select a particular leadership style to generate favorable outcomes to organizations and to the country. Originality/value – The paper contributes to improve the understanding of leadership styles and knowledge of conflict management in targeted insurance companies.

Keywords Leadership Styles, Conflict Management
The Impact of Work Life Balance of Female Employees on Job Satisfaction: Special Reference to Leasing Sector of Colombo District

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Abstract

Work Life Balance (WLB) is an important topic of human resource management and has become a top priority for workers everywhere. Some organizations trying to attract and retain their valued employees by implementing and managing WLB programs and policies. The purpose of this study is to examine the factors related to work life balance and job satisfaction. It explores the impact of work life balance on job satisfaction in the Leasing sector of Colombo district. This research was designed to investigate the influence of work life balance on female employees' satisfaction to identify good work flexibility arrangements that can lead to job satisfaction, that could help the organizations and employees to achieve a better work life balance and job satisfaction. A self-administered questionnaire was distributed randomly to a sample of 120 full-time employees. Work life balance was measured with Child care, Flexible working time, Marital status and Salary & other benefits. Job satisfaction was measured in terms of Organizational culture & environment, Clear goals of the organization, Training & development, Empowerment & learning and Performance appraisal. To achieve the objective of the research, Descriptive analysis, Correlation analysis and Regression analysis were used to analyzed the data. The majority of the respondents were in the age between 31-40, that was 35% and 45.8% of the respondents were Staff Officers while 40% of employees have between 1–5 years of experiences in the organization. Further, it was noted that 66.7% of total sample were married and 50.8% of them have children. The findings show that, Work Life Balance (WLB) is significantly and positively correlated with job satisfaction. The importance of providing good WLB arrangements within an organization is highlighted in the recommendations to improve employees' satisfaction, enhance their performance, and collaboration and hence increase organizational as well as employees' productivity.

Key words: Work Life Balance, Job Satisfaction, Leasing Sector