

Influence of Personal Demographic Variable on Conflict Management Styles: A Study on Bank Employees in Jaffna Peninsula

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ABSTRACT. Conflict is a natural occurrence in all work place. The term Conflict refers to perceived incompatibilities resulting typically from some form of interferences or oppositions. Conflict Management is the process of planning to avoid conflict where possible and organizing to resolve conflict where it does happen, as rapidly and smoothly as possible. The ability to manage conflict is probably one of the most important social skills an individual can possess. In the present research, the model of Conflict Management Styles proposed by Rahim (1983) has been used across the personal demographic variables such as Gender, Age, Religion, Marital status, Educational qualification and Work experience. The aim of this research was to identify the influence of Personal demographic variables on Conflict management styles. It's necessary to identify the factors that influence on individual's conflict management styles for improving work place relations and productivity of individuals, but very few attempts have been made to find out the factors influencing on conflict management styles in Sri Lanka. In this present study, 161 respondents who were randomly selected from various banks in Jaffna peninsula were analysed. The data obtained from the returned questionnaires were analysed using the percentage distribution, mean, Correlation, Chi-square, T-test and One-way ANOVA. Analyses of the data indicated that only the Gender has a significant influence on the conflict management styles of bank employees. The findings further revealed that no significant difference was found between males and females. Moreover, no significant difference was found between the age groups. But, there was significant difference between Christians and Hindus in preferring Collaborating style. Like that, there was significant difference between Married and unmarried employees on Competing style. Similarly, Educational qualification also has significant difference on competing style. Work experience has significantly differed in the Compromising style. Finally, recommendations and suggestions for employees were also given to manage their conflict situations, based on the results. Scopes and directions for future study are then discussed, which concludes this dissertation.

Key words: Conflict Management Style, Demographical Factors, Bank.

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