

CONFLICT MANAGEMENT STRATEGIES ON PERFORMANCE OF ACADEMIC STAFF  
IN SRI LANKAN STATE UNIVERSITIES

SITHY SAFEENA MOHAMED GAZZALI HASSAN

ABSTRACT

Conflict Management Strategies (CMS) refers to the internal mechanism used by the individual or a group in resolving conflicts. Managing conflict is important to eliminate negative outcomes. Effective CMS may leads to better performance by encouraging employees and it will leads to enhance individual, team and organizational performance. The main aim of this study is to examine the impact of CMS on Performance of Academic Staff (PAS) of state Universities in Sri Lanka with the data collected from 1197 academics from all 15 state Sri Lankan Universities through self-developed structured questionnaire. The findings revealed that integrating ( $r=0.294$ ;  $p=0.000$ ), obliging ( $r=0.272$ ;  $p=0.000$ ) and compromising ( $r=0.360$ ;  $p=0.000$ ) strategies have significant positive relationship with PAS. Integrating strategy was mostly used while forcing strategy was less likely used by academics staff in Sri Lankan State Universities. And those who are married, age between 51-60 years, possess Ph.D qualification, have above 35 years of service and currently working in the capacity of Senior Professor mostly use integrating strategy than other respondents. Moreover, integrating (SRW=0.247;  $p=0.000$ ), obliging (SRW=0.219;  $p=0.000$ ) and compromising (SRW=0.397;  $P=0.000$ ) strategies have significant impact on PAS. Study found a significant difference between personal variables such as length of service, monthly net income and academic position on all five conflict management strategies (forcing, integrating, obliging, avoiding and compromising). But there is no significant difference between married and unmarried respondents on both forcing and avoiding strategies: while a significant different was observed among male and female on both avoiding and compromising strategies. Study also found a significant difference between different educational qualification and age groups on forcing, integrating and compromising strategies. Further study identified a significant difference between all personal variables on PAS.

**Keywords:** Conflict, Conflict management, Conflict management strategies, Performance, Academic staff.

*Recommended this abstract*  
*(Dr)*  
*23/3/18*

PROF. T. VELNAMPY  
B.Sc.(Hons), M.Phil, MA(Tamil), AAT(SL) PhD (MBA)  
DEAN  
MANAGEMENT STUDIES & COMMERCE  
UNIVERSITY OF JAFFNA  
SRI LANKA

