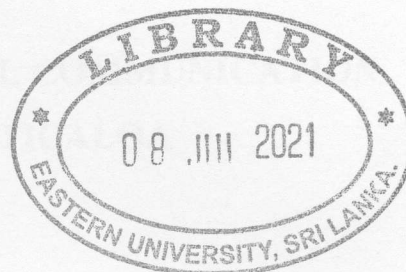


**ASSESSING EMPLOYEE INTERPERSONAL COMMUNICATION
IN BANKING SECTOR IN BATTICALOA**



By:

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REG NO: EU/IS/2015/MS/46

INDEX NO: MS 1796



A project report submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka, as a partial fulfilment of the requirement for the Degree of Bachelor of Business Administration (BBA).

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FACULTY OF COMMERCE AND MANAGEMENT
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ABSTRACT

Interpersonal communication skill is essential for all sector employees like banking sector. Therefore, interpersonal communication skill enables us to work more effectively and efficiently in organization. It is often likeable to build strong relationships with others and which can in turn lead to better communication with others and understanding.

The aim of this study is to identify the impact of personality traits on employee interpersonal communication skill in banking sector in Batticaloa. A empirical gap has been observed regarding the impact of personality traits on bank employee's interpersonal communication skill.

The primary data were gathered from 200 bank employees from selected four banks (State Bank and Private Bank) based on simple random sampling method through self-reported questionnaires and five-point Likert scale was assigned to measure the variables. The collected data were analyzed by using univariate and bivariate technique in a computer based Statistical package for the Social Science 22.0 version software and analyzed using descriptive statistics, correlation and regression analysis in order to find the results of study objectives.

The findings reveal that the interpersonal communication skill is high level among the employees and personality traits (extraversion, openness, agreeableness, conscientiousness and neuroticism) are high level among the employees. The analyses stated the positive relationship between personality traits and employee interpersonal communication skill, and personality traits are significantly and positively impact on employee interpersonal communication skill. The study contributes to existing theoretical and practical knowledge by providing evidence about personality traits significantly and positively impact on interpersonal communication skill. Therefore, the findings of this study have importance to the bank employees when well manage the personality traits and improve their interpersonal communication skill.

Keywords: Personality Traits, Extraversion, Openness, Agreeableness, Conscientiousness, Neuroticism, Interpersonal Communication Skill

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