

**MANAGING DIVERSITY AND EQUALITY IN WORKPLACE IN  
BANKING SECTOR IN BATTICALOA**



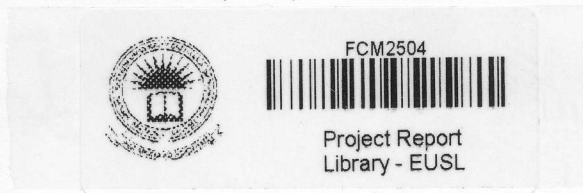
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## ABSTRACT

This study investigates the relationship of leadership role, performance appraisal and pay equality, equal employment opportunities (EEO) and affirmative action (AA) and sociocultural approach in managing diversity and equality in the workplace in Banking sector. Leadership role can play an importance role whereby firms move towards global leadership approaches to tackle diversity related issues in organizations. The performance appraisal system was used to assess the performance of employees. But some managers had different agendas while rating which resulted in bias. In this regard Equal Employment Opportunity (EEO) and Affirmative Action (AA) were enforced to ensure the organizations meet minimum requirements but it often came down to organizational commitments. Sociocultural issues had major role as some managers went out of their way in helping their subordinates.

This study eliminates the empirical knowledge gap in the Batticaloa area regarding this topic. The primary data were gathered from 93 employees from selected four banks based on stratified 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, 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 managing diversity and equality are in high level among the respondents. And leadership role, performance appraisal, EEO and AA, sociocultural approach also high level among the respondents. The analyses stated the leadership role, sociocultural approach are weak positive relationship between the managing diversity and equality. performance appraisal, EEO and AA are moderate positive relationship between the managing diversity and equality. This study found that organizations have to develop diversity management system and promote culture audits to bring diversity and equality in the workplace.

**Keywords: Leadership Role, Performance Appraisal, EEO and AA, Sociocultural Approach, Diversity and Equality**

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