## IMPACT OF SERVANT LEADERSHIP STYLE ON INCLUSIVE

### ORGANIZATION



By

# DISSANAYAKE MUDIYANSELAGE SHAMALKA PRABHASHANI RATHNAYAKE

#### EU/IS/2016/MS/076

INDEX NO: MS 1926



A Project Report Submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka as a Partial Fulfillment of the Requirement for the Degree of Bachelor of Business Administration (BBA).

# DEPARTMENT OF MANAGEMENT

#### FACULTY OF COMMERCE AND MANAGEMENT

# EASTERN UNIVERSITY, SRI LANKA

2021

DECLEARATION

#### ABSTRACT

The study has been focused for identify the impact of servant leadership style on inclusive organization. A servant-leader is one whose major goal as a leader is to serve others by investing in their growth and well-being in order to accomplish tasks and goals for the betterment. Servant leadership is both an attitude and a style of leadership toward the responsibilities of leadership. Inclusive organization states that an organization is inclusive when everyone feels a sense of belonging; when everyone feels respected, valued, and seen for who they are as individuals; and when everyone feels a level of supportive energy and commitment from leaders, colleagues, and others so that all people, individually and collectively, can do their best work.

The objectives of this study are to identify the level, relationship and impact regarding servant leadership style on inclusive organization. To achieve these objectives, the stratified sampling method is used as a sample of the study, which was conducted among 100 middle level employees in uswatte confectionery works (pvt) ltd. And 100 respondents were analyzed by using descriptive, correlation analyses and regression analysis.

The findings show that how level of servant leadership style on inclusive organization. There is a significant relationship between servant leadership style and inclusive organization. There is significant impact of servant leadership style on inclusive organization.

# TABLE OF CONTENTS

ACKNOWLEDGEMENTi
ABSTRACTii
TABLE OF CONTENTS iii
LIST OF TABLES
LIST OF FIGURESix
LIST OF ABBREVIATIONx
CHAPTER ONE
INTRODUCTION
1.1 BACKGROUND STUDY1
1.2 PROBLEM STATEMENT
1.3 RESEARCH QUESTIONS
1.4 RESEARCH OBJECTIVES
1.5 SIGNIFICANT OF THE STUDY6
1.6 SCOPE AND LIMITATIONS OF THE STUDY
1.7 CHAPTER ORGANIZATION
1.8 CHAPTER SUMMARY7
CHAPTER TWO
LITERATURE REVIEW
2.1 INTRODUCTION
2.2 EMPIRICAL REVIEW
2.3 THEORETICAL REVIEW
2.4 CHAPTER SUMMARY

CHAPTER THREE	
CONCEPTUALIZATION AND OPERATIONALIZATION	22
3.1 INTRODUCTION	
3.2 CONCEPTUALIZATION	
3.3 DEFINITIONS OF VERIABLES DIMENSIONS	
3.4 OPERATIONALIZATION OF VARIABLE	
3.5 DEVELOPMENT OF HYPOTHESIS	
3.5 CHAPTER SUMMARY	
CHAPTER FOUR	
METHODOLOGY	
4.1 INTRODUCTION	
4.2 RESEARCH DESIGN	
4.2.1 Research Approach	
4.2.2 Study Population	
4.2.3 Sample	
4.3 METHODS OF DATA COLLECTING	
4.3.1 Primary Data	
4.3.2 Secondary Data	
4.4 METHOD OF DATA MEASUREMENT	
4.4.1 Method of Measuring Data	
4.5 METHOD OF DATA ANALYSIS	
4.5.1 Reliability Analysis	
4.5.2 Univariate Analysis	
4.5.3 Bivariate Analysis	
4.5.4 Multivariate Analysis	
4.6 METHOD OF DATA EVALUATION	35

4.6.1 Mean Value of a Variable
4.5 CHAPTER SUMMARY
CHAPTER FIVE
DATA ANALYSIS
5.1 INTRODUCTION
5.2 RELIABILITY ANALYSIS
<b>5.2.1 Overall Reliability</b>
5.2.2 Reliability of Dimensions of Servant Leadership and Inclusive Organization
5.3 CHARACTERISTICS ANALYSIS ON RESPONDENTS
5.3.1 Gender Characteristic on Respondents
<b>5.3.2 Age Characteristic on Respondents</b>
5.3.3 Managerial Level Characteristic on Respondents
5.3.4 Marital Status Characteristic on Respondents
5.3.5 Monthly Income Characteristic on Respondents
5.4 DESCRIPTIVE ANALYSIS
5.4.1 Descriptive Statistics of Sub Dimensions of Servant Leadership41
5.4.2 Descriptive Statistics of Components of Character-orientation
5.4.3 Descriptive Statistics of Components of People-orientation
5.4.4 Descriptive Statistics of Components of Task-orientation
5.4.5 Descriptive Statistics of Components of Process-orientation45
5.4.6 Descriptive Statistics of Sub Dimensions of Inclusive Organization 45
5.5 CORRELATIONS
5.5.1 Correlations for Servant Leadership and Inclusive Organization46
5.5.2 Correlations for Sub Dimensions of Servant Leadership and Inclusive Organization
5.6 REGRESSION ANALYSIS

5.7 CALCULATE THE SIGNIFICANCE OF THE VARIABLES.
(HYPOTHESIS TEST)
5.7.1 First Hypothesis
5.7.2 Second Hypothesis
5.7.3 Third Hypothesis
5.8 CHAPTER SUMMARY
CHAPTER SIX
DISCUSSIONS
6.1 INTRODUCTION
6.2 DISCUSSION OF PERSONAL INFORMATION
6.3 DISCUSSION OF RESEARCH INFORMATION 6.3.1 Discussion for
Objective One
6.5.1 First Hypothesis
6.5.2 Second Hypothesis
6.5.3 Third Hypothesis
6.4 CHAPTER SUMMARY
CHAPTER SEVEN
CONCLUSION AND RECOMMENDATION
7.1 INTRODUCTION
7.2 CONCLUSION AND RECOMMENDATION
7.2.1 Conclusion - First Objective
7.2.2 Conclusion - Second Objective
7.2.3 Conclusion - Third Objective
7.3 CONTRIBUTION OF THE STUDY
7.4 LIMITATIONS OF THE STUDY
7.5 IMPLICATION FOR THE FUTURE RESEARCH

REFERENCES	
APPENDIX I	
APPENDIX II	74
APPENDIX III	