

**CONFLICT MANAGEMENT AND WORKPLACE BULLYING IN
PUBLIC SECTOR ORGANIZATIONS IN POLONNARUWA**



BY:

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ABSTRACT

To survive in the government administrative environment, organizations are focusing on reducing and managing their employees' workplace conflicts and workplace bullying. Human resources are very difficult to imitate and combine with others so as to help to improve organizational performance. There's an exquisite deal of warfare in any respect degrees, additionally to withinside the neighborhoods, groups, and worldwide degrees of the many organizations. The modern competitive culture, combined with globalization, has resulted in a slew of workplace problems and bullying. This is a global problem that affects both the public and private sectors. Conflict management is the practice of limiting conflict's negative and destructive potential using a variety of techniques and collaboration with the parties involved. Hence, this study focuses on the impact of Conflict Management on Workplace Bullying. Thus, the study objectives are to identify the levels of conflict management and workplace bullying, to identify the relationship between conflict management and workplace bullying, and to identify the impact of conflict management on workplace bullying among the employees of two public sector organizations in Polonnaruwa. In this study, the researchers attempt to highlight a difference between practical and theoretical contexts by using the information found in 103 particular organizations. For this purpose, the survey questionnaire was considered as a tool to get responses from 103 employees. In this study, the statistical tools that were used to analyze the levels of variables are mean and SD values, while relationships were measured by Pearson coefficients and linear regressions for further simple regression analysis. Moreover, the result shows significant negative associations among the dependent and independent variables, denoting a negative relationship between conflict management and workplace bullying too, where most of the literature commonly supports such a negative relationship. Hence, this study helps administration directors, especially Human Resource Administration Directors, to understand conflict management and workplace bullying relationships in order to face and control the human resource management problems in their organizations in an effective, efficient, and practical manner.

Key words: Conflict Management, Workplace Bullying

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