EMPLOYEE PERCEPTION TOWARDS FACTORS INFLUENCING ON MANAGERIAL COMPETENCY IN INSURANCE COMPANIES IN MATALE DISTRICT

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GALKADULLE MALLAWA MUDIYANSELAGE DARSHANA LALITH KUMARA RUPASINGHE

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Faculty of Commerce and Management

Eastern University, Sri Lanka

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ABSTRACT

The Insurance sector recorded a growth in terms of its asset base, while earnings declined during 2017. As at end 2017, 27 Insurance companies were operating with the licences obtained from the Insurance Regulatory Commission of Sri Lanka (IRCSL). The employee perception is an employee attitude that provides an important view of the organisation through the eyes of employees. It is a kind of discreet feedback that provides a powerful tool for understanding and meeting employee needs. There are four dimensions of employee perception which are interpersonal relationship, hospitality environment, management style, team connectivity.

Cross – sectional survey using structured questionnaire was used to collect data from 200 employees in selected Insurance companies in Matale district and all the items in the independent and dependent variables were tested through reliability test to ensure the reliability of the scale used to descriptive statistics was carried out the results show in interpersonal relationship, hospitality environment, management style, team connectivity, professional competencies, social competencies and personal competencies. Univariate analysis was carried out and the result show high level for interpersonal relationship, hospitality environment, management style, team connectivity, professional competencies, social competencies and personal competencies. The correlational analysis was carried out and the result indicated there was a moderate positive relationship between interpersonal relationship and managerial competencies, hospitality environment and managerial competencies, team connectivity and managerial competencies and there was a low negative relationship between management style and managerial competencies. The regression analysis was carried out and the result indicated that the p-value of hospitality environment (0.081), management style (0.395) are greater than 0.05 except team connectivity (0.000) and interpersonal relationship (0.000). Therefore it can be concluded that interpersonal relationship and team connectivity have a strongly significant impact on managerial competencies of field officers in Matale district.

Keywords: Employee Perception, Interpersonal Relationship, Hospitality Environment, Management Style, Team Connectivity, Managerial Competencies

TABLE OF CONTENTS

Page No.

ACKNOWLEDGEMENT i

ABSTRACT ii

TABLE OF CONTENTS iii

LIST OF TABLES ix

LIST OF FIGURES x

ABBREVIATIONS xi

Chapter-1 - INTRODUCTION 1-7

1.1 Background of the Study 1

1.2 Research Problem 4

1.3 Research Questions 5

1.4 Objectives of the Study 5

1.5 Significance of the Study 6

1.6 Scope of the Study 6

1.7 Organization of the Chapters 6

1.8 Chapter Summary 7

Chapter-2 - LITERATURE REVIEW 8-20

2.1 Introduction 8

2.2 Describing the Literature 9

2.2.1 Human Resource Management 10

2.2.2 Human Resource Management from the Perspective Sri Lankan 12

2.2.3 Interpersonal Relationship 15

2.2.4 Hospitality Environment 16

2.2.5 Management Style 17

2.2.6 Team Connectivity 17

2.2.7 Managerial Competencies 18

2.2.8 Influence of Managerial Competencies on Insurance Companies 20
2.3 Chapter Summary 20
Chapter-3 - CONCEPTUALIZATION AND OPERATIONALIZATION.... 21-28
3.1 Introduction 21
3.2 Conceptual Framework 21
3.2.1 Developing the Conceptual Framework 22
3.2.2 Employee Perception 24
3.2.2.1 Interpersonal Relationship 24
3.2.2.2 Hospitality Environment 24
3.2.2.3 Management Style 25
3.2.2.4 Team Connectivity 26
3.2.3 Managerial Competencies 26
3.3 Operationalization 27
3.4 Chapter Summary 28
Chapter-4 - METHODOLOGY..... 29-41
4.1 Introduction 29
4.2 Research Philosophy 29
4.2.1 Research Approach 30
4.2.2 Research Strategy 30
4.2.2.1 Survey 31
4.3. Study Population 31
4.3.1 Sampling 31
4.3.2 Sampling Technique 32
4.3.3 Sample Size 32
4.4 Data Collection 33
4.4.1 Primary Data 34
4.4.2 Secondary Data 34

4.5 Research Instruments 34
4.6 Methods of Measurements 35
4.6.1 Method of Measuring the Personal Information 35
4.6.2 Method of Measuring the Employee Perception 36
4.6.3 Method of Measuring Managerial Competency 37
4.7 Data Presentation 38
4.8 Method of Data Analysis 39
4.8.1 Univariate Analysis 39
4.8.1.1 Decision Rules and Method of Interpretations 39
4.8.2 Bivariate Analysis 39
4.8.2.1 Correlation Analysis 40
4.8.2.2 Simple Regression Analysis 41
4.9 Chapter Summary 41
Chapter-5 - DATA PRESENTATION AND ANALYSIS 42-52
5.1 Introduction 42
5.2 Data Analysis 42
5.3 Analysis of Reliability 42
5.4 Data Presentation 43
5.4.1 Data Presentation for Personal Factors 43
5.4.1.1 Gender 43
5.4.1.2 Age Group 44
5.4.1.3 Educational Background 44
5.4.1.4. Organization or Company 45
5.5 Data Analysis 45
5.5.1 Univariate Analysis 45
5.5.1.1 Mean and Standard Deviation for Employee Perception with Dimension 45

5.5.2 Bivariate Analysis....46
5.5.2.1 Correlation Analysis....46
5.5.2.1.1 Relationship between Interpersonal Relationship and Managerial Competencies....47
5.5.2.1.2 Relationship between Hospitality Environment and Managerial Competencies....47
5.5.2.1.3 Relationship between Management Style and Managerial Competencies....47
5.5.2.1.4 Relationship between Team Connectivity and Managerial Competencies....48
5.5.2.2 Regression Analysis....48
5.5.2.2.1 Multiple Regression Analysis....48
5.5.2.2.2 Simple Regression Analysis....50
5.5.2.2.2.1 Regression between Interpersonal Relationship and Managerial Competencies....50
5.5.2.2.2.2 Regression between Hospitality Environment and Managerial Competencies....51
5.5.2.2.2.3 Regression between Management Style and Managerial Competencies....51
5.5.2.2.2.4 Regression between Team Connectivity and Managerial Competencies....52
5.6 Chapter Summary....52
Chapter-6 - DISCUSSION 53-57
6.1 Introduction....53
6.2 Discussion on the Demographic Characteristics of Field Officers....53
6.2.1 Gender Level of Field Officers....53
6.2.2 Age Level of Field Officers....53
6.2.3 Educational Level of Field Officers....54
6.2.4 Organization or Company....54

6.3 Discussion on Research Variables 54
6.3.1 Discussion on Objective 1 54
6.3.1.1 Level of Interpersonal Relationship 54
6.3.1.2 Level of Hospitality Environment 54
6.3.1.3 Level of Management Style 54
6.3.1.4 Level of Team Connectivity 55
6.3.1.5 Level of Managerial Competency 55
6.3.2 Discussion on Objective 2 55
6.3.2.1 Discussion on the Relationship between Interpersonal Relationship and Managerial Competency 55
6.3.2.2 Discussion on the Relationship between Hospitality Environment and Managerial Competency 55
6.3.2.3 Discussion on the Relationship between Management Style and Managerial Competency 56
6.3.2.4 Discussion on the Relationship between Team Connectivity Relationship and Managerial Competency 56
6.3.3 Discussion on Objective 3 56
6.3.3.1 Discussion on the Impact of Interpersonal Relationship on Managerial Competency 56
6.3.3.2 Discussion on the Impact of Hospitality Environment on Managerial Competency 56
6.3.3.3 Discussion on the Impact of Management Style on Managerial Competency 57
6.3.3.4 Discussion on the Impact of Team Connectivity on Managerial Competency 57
6.4 Chapter Summary 57
Chapter-7 - CONCLUSIONS AND RECOMMENDATIONS 58-60
7.1 Introduction 58
7.2 Conclusions 58