

**A STUDY ON THE ROLE OF SCHOOL PRINCIPALS IN MANAGING
CONFLICT: AN EMPIRICAL INVESTIGATION ABOUT SCHOOLS IN
MANMUNAI SOUTHWEST EDUCATIONAL DIVISION IN SUB ZONAL
EDUCATION OFFICE - BATTICALOA WEST.**



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2011

A Study on the Role of School Principals in Managing Conflict: An Empirical Investigation about Schools in Manmunai Southwest Educational Division in Sub Zonal Education Office, Batticaloa West.

Abstract

A principal's job is not an easy one. Principals have a very unique relationship with their school community. School principals devote a significant portion of their time to dealing with conflict. Principals who look for the sources of these conflicts may find that many of them reside in the principal's own interpersonal behaviors, which may be products of their leadership skills. Those principals who manage their conflict expertly have developed a healthy other-centered perspective of running their schools and probably their lives.

For this purpose of finding out the role of school principals in managing conflict, the researcher considered three variables as conceptualization. Those are demographic factors, conflict between principal and subordinates, and approach to conflict resolution and relevant indicators were used to measure the level of conflicts between principal and subordinates. The information for knowing the role of school principals in managing conflict has been collected the structured questionnaire issued to 100 teachers of selected school in Manmunai Southwest Educational Division. Data analysis was done through univariate analysis for this study.

The findings of the study show that, school principals have moderate of managing conflict of selected schools in Manmunai Southwest Educational Division from the perspective of teachers. Therefore, according to these findings, school principals have not good relationship with school community from these conflicts. It has been concluded school principals engage good relationship among the school community.

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